

Shasta — University of Houston's AI Virtual Assistant for Financial Aid, Admissions and Registrar Services

AI in Education · Good practice · United States of America

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

The University of Houston deployed 'Shasta', an AI assistant answering student questions on Financial Aid, Admissions and Registrar sites, handling 32,000+ conversations at an 82% resolution rate and cutting Financial Aid call volume 28% year-over-year.

Key dimensions

Dimension	Score
Evidence of learning impact	0/3
Equity & inclusion	1/3
Transparency, ethics & data protection	1/3
Teacher capability & pedagogy	0/3
Scalability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-26

[University of Houston, Division of Administration and Finance / University Information Technology](#) — accessed 2026-09-26

[University of Houston: Shasta Chatbot Ready to Answer Your Online Questions](#) — accessed 2026-09-26

[Gravyty case study: From Calls to Clicks — How UH Transformed Student Support with AI](#) — accessed 2026-09-26

[The Daily Cougar: UH launches AI chatbot to support students](#) — accessed 2026-09-26

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