

SQUBot — Sultan Qaboos University's Bilingual AI Chatbot for Student Services

AI in Education · Good practice · Oman

Quality score: 33/100

Evidence strength: Cautionary / limited

Summary

Sultan Qaboos University piloted SQUBot, a bilingual Arabic/English chatbot built on IBM Watson NLU, to answer general and OTP-verified personalised student-service queries; the pilot recorded 84.9% intent-recognition accuracy across real student interactions.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-23

[Sultan Qaboos University](#) — accessed 2026-08-23

[SQUBot paper \(Technologies, MDPI\)](#) — accessed 2026-08-23

[SQU institutional repository record](#) — accessed 2026-08-23

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