

URAG — Ho Chi Minh City University of Technology's Hybrid RAG Admission Chatbot Outperforms GPT-4o on Real Applicant Questions

AI in Education · Good practice · Vietnam

Quality score: 33/100

Evidence strength: Cautionary / limited

Summary

HCMUT built URAG, a two-tier retrieval-and-rules chatbot for admissions questions, that scored 62.8% accuracy on 500 real applicant queries versus 54.4% for GPT-4o, 50.2% for Claude 3.5 Sonnet and 44.0% for Gemini 1.5 Pro.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-09-06

Ho Chi Minh City University of Technology (HCMUT) — URA Research Group — accessed 2026-09-06

arXiv preprint: URAG (Chandra et al., HCMUT) — accessed 2026-09-06

HCMUT URA: Chatbot at WHISE 2024 — accessed 2026-09-06

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