

VyCla — A WhatsApp NLP Chatbot Cuts Enrollment Response Times From 11 Hours to 75 Seconds at Universidad de Nariño, Colombia

AI in Education · Good practice · Colombia

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

Universidad de Nariño's admissions office built VyCla, a WhatsApp chatbot for undergraduate enrollment queries; in a controlled evaluation with 122 users and 462 resolved inquiries, average response time fell 99.81%, from 666 minutes to 1.25 minutes.

Key dimensions

Dimension	Score
Evidence of learning impact	0/3
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

[Universidad de Nariño — Oficina de Control, Registro Académico y Admisiones \(OCARA\)](#) — accessed 2026-09-06

[RCTA journal home \(Universidad de Pamplona, OJS\)](#) — accessed 2026-09-06

[Revista Colombiana de Tecnologías de Avanzada, Vol.1 No.47 \(Redalyc\)](#) — accessed 2026-09-06

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