

Wysa — AI Mental-Health Chatbot Woven into Student Support Services at the University of the Western Cape

AI in Education · Good practice · South Africa

Quality score: 47/100

Evidence strength: Observational / pre–post

Summary

A case study evaluated the Wysa wellbeing chatbot, adopted by 4,871 users (18.73% adoption rate) at the University of the Western Cape between Sept 2023 and April 2025; 91.24% found it helpful, though authors flag uneven adoption and data-privacy concerns.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-01

[University of the Western Cape \(Student Support Services\), with Wysa](#) — accessed 2026-08-01

[Journal of Student Affairs in Africa](#) — peer-reviewed case study — accessed 2026-08-01

[Times Higher Education — Transforming mental health in South African universities](#) — accessed 2026-08-01

[EDUCAUSE Review — How UWC layers a chatbot into its mental health support ecosystem](#) — accessed 2026-08-01

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