



Bot Education: The Place for Bots in Education



SnatchBot

Bots and Education: Changing the Way We Teach

Even into the twenty-first century, the educational sector continues to be plagued by persistent problems. Schools and universities face issues like lack of funding or resources, rate of student learning, and the inability to access new technology ubiquitously. Proponents of advancement in education are quick to point out the flaws in the system, but few are able to conceive of a solution that meets a majority of criteria.

Here at Snatchbot, we have a suggestion—and it's one that is already being implemented in some places around the world, but has yet to fully catch on. Education tends to be a bit slower in adopting new, innovative technology, which is why we've put together this article to explain some of the benefits of using chatbots both in and out of the classroom.

Chatbots are already changing the way that we handle simple tasks in various other industries; for example, thousands of brands have begun employing chatbots to assist with customer service and e-commerce. Financial institutions are using bots to perform things like balance inquiries, bill payment, and transfers, while insurance company chatbots are helping consumers enter claims.

Education is more than just an industry; it's a necessity, one that provides the framework for the future. We guarantee that by embracing chatbot technology, educational institutions can see a marked improvement across the board.



Chatbots, the New Administrators

When most people think "chatbot," they think of a computer program that is designed to answer questions based on a user's input. While that's a bit of a simplification, it's not wrong. Bots are a form of artificial intelligence that uses machine learning and natural language processing to reply to a user in a way that is personal, engaging, and conversational.

The general benefits of bots are that they are fast to respond, always available, and can be deployed to any number of channels. Hundreds of use cases have emerged from a number of industries that are proving bots to be capable of fairly complex tasks, like online shopping, for example, or filing a claim with an insurance company.

For now, however, let's focus on that initial impression of bots: they answer questions. Imagine, for a moment, how many inquiries any single educator might get in a day: When is this assignment due? How are grades determined or scaled? When will we get our test or essays back?

Next, consider the volume of inquiries that an entire institution might get: Where is this classroom? How do I sign up for classes? When can I meet with a specific teacher or professor? How do I pay tuition? Of course, these are only a few examples, and similar questions are bound to come up each school year as new students enter.

Bot technology is more than capable of answering all of these inquiries in a way that is fast, accurate, and personal. Each student is able to interact with a bot on the channel of their choice, whether it's a simple SMS or email, or via a messaging platform like Facebook Messenger, Skype, or Slack. This also enables educators and administrators to spend more time focusing on other important tasks.

Best of all, the cost and time involved in bot production is a mere fraction of traditional information hubs, like websites or apps. With a bot-building platform like SnatchBot, development cycles are measured in days, rather than weeks or months, and anyone can get started for free.

Bots Hear Each Student's Voice

Now that we've established that bots are capable of answering questions, let's take it a step further and examine the role they play in helping to meet the needs of each individual student. The rate of learning is different for everyone, as well as the way in which they learn. However, it can be very difficult for educators to meet the requirements of individual students in a classroom setting.

For this reason, some educational institutions have already begun using bots as tutoring assistants; rather than online supplements like quizzes or outlines, bots can help students understand difficult concepts in a way that feels as if they are being taught. Because chatbots interact in a way that is personal and engaging, a conversation with a bot isn't all that different from exchanging messages with another person.

On the opposite end of the spectrum, more advanced students can benefit from a student-centered bot by having the ability to work on a curriculum at their own pace, without necessarily being constrained by the progress of their peers.

A huge advantage to bot technology is that a chatbot can “learn” an individual student’s preferences and needs as they interact. A student can use a bot to remind them of their schedule, notify them of pending assignments, or ask follow-up questions to lessons.

Assisting Educators

There’s no doubt that teachers, professors, and administrators the world over have a difficult job—and there’s so much more than simply lecturing and grading tests. By utilizing an AI-driven “teacher’s assistant,” educators can streamline several of the tasks that ordinarily cost them time and energy.

Here are just a few examples of how employing bots can assist educators:

✓ **Answering questions.** “When is this paper due?” “Can I get an extension on this deadline?” “Where can I find a copy of the course curriculum?” These are all inquiries that can be answered simply and efficiently by a bot.

✓ **Staying up to date.** Because chatbots can learn preferences through interaction, they will only send relevant information to a user. For an educator, this means that a bot can find and share advancements in research, new assessments, alternative standards in curriculum, and other valuable information that would otherwise need to be sought out.

✓ **Issuing evaluations.** These days, educator evaluations are typically done online. Chatbots can issue surveys, collect feedback, and collate it for an educator’s use, not only streamlining the process, but ensuring that each student’s voice is heard.

✓ **Performing automated tasks.** By applying similarities in use cases from other industries, tasks that are ordinarily handled by an administrator or bursar can be relegated to a bot. For example, bots are capable of organizing payment plans, remitting billing notices, collecting tuition payments, sending financial aid information, and much more.

Ease of Accessibility

What most people perceive as the barriers to entry with any new technology are cost, time commitment, and skill. However, they need only to look at the recent explosion in the popularity of bots to see why they are such an innovative and enticing option. Unlike apps, which tend to be costly and take weeks or months to develop, chatbots can be up and running in a matter of days, if not hours.

SnatchBot’s bot-building platform is not only virtually free to get started, but there is little to no coding skills required to build, test, and deploy a bot. And through our newest venture, Bot Store, SnatchBot will be offering turnkey templates for a variety of use cases, education included. Teachers can customize pre-built bots and publish them to almost any channel they choose, including Slack, Twitter, SMS, Facebook Messenger, and many others.

Traditional learning tools are quickly falling by the wayside as technology advances in other areas. Chatbots are providing an option for educators to keep pace with growing trends in a way that engages their students efficiently and meaningfully, lending each a voice in a way that is convenient and simple.

“ About SnatchBot

SnatchBot’s revolutionary platform streamlines business workflows and communications with a single message based interface. With SnatchBot’s omni-channel platform, customers can specify the channels through which they’d like to connect. SnatchBot’s tools support the entire lifecycle of a bot, from developing and testing to deploying, publishing, hosting, tracking, and monitoring. The platform provides robust administrative features and enterprise-grade security that comply with all regulatory mandates.

For more information about SnatchBot’s bot-building platform, please visit our website at <https://Snatchbot.me>. If you don’t know how to start building your bot contact us today and we will build your bot for you. webuildforyou@snatchbot.me