

HelpMe: Multi-Channel Student Support with AI Chatbots

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Improving Student Support

Goal: Help students efficiently across multiple channels: in-person or virtual office hours, labs, email, chat, web, and AI. **Reduce emails.**

Students want **flexible learning in time and space**, and will attend lab and help sessions based on their measure of learning value.

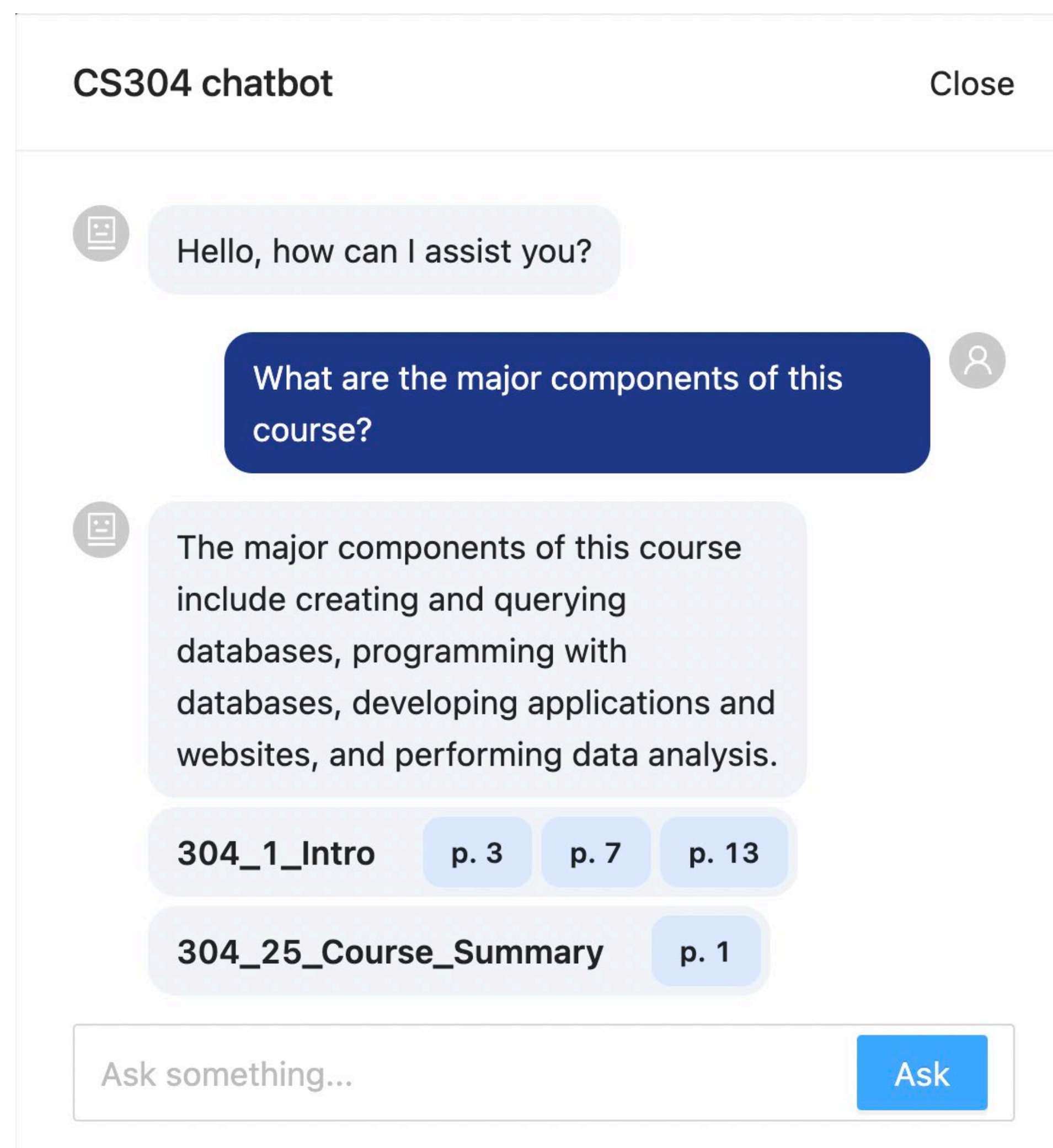
Provide student support whenever needed, even if instructional staff are not available.

Technology

HelpMe is a multi-channel support platform enhancing the student experience:

Synchronous support via an online queue that improves visibility, fairness, efficiency, and reduces waiting times.

Asynchronous support through an AI chatbot and Anytime Questions, offering course-specific guidance anytime needed.



For Students

Anytime support is provided by TAs and instructors when they are online, and assisted with AI at other times.

Assurance that data is safely hosted at UBC, and AI has content specific to the course.

Free to use for students, unlike many commercial products.

For Instructors

Reduce emails by directing student inquiries to Anytime Questions, where AI or the instructional team can respond.

Integration with Canvas and easy uploading of materials for the chatbot.

Human-in-the-loop oversight to understand questions students ask, monitor AI responses, and correct answers as needed.

Next Steps

Expand the HelpMe system deployment to more courses across UBC.

Collaborate with instructors to determine courses and content where AI is effective and where improvements are needed.

Study the types of questions students ask AI and the effectiveness of AI in answering them.

Research Publications

Kevin Wang and Ramon Lawrence. "Quantitative Evaluation of using Large Language Models and Retrieval-Augmented Generation in Computer Science Education". ACM SIGCSE 2025.

Kevin Wang and Ramon Lawrence. "HelpMe: Student Help Seeking using Office Hours and Email". ACM SIGCSE 2024.

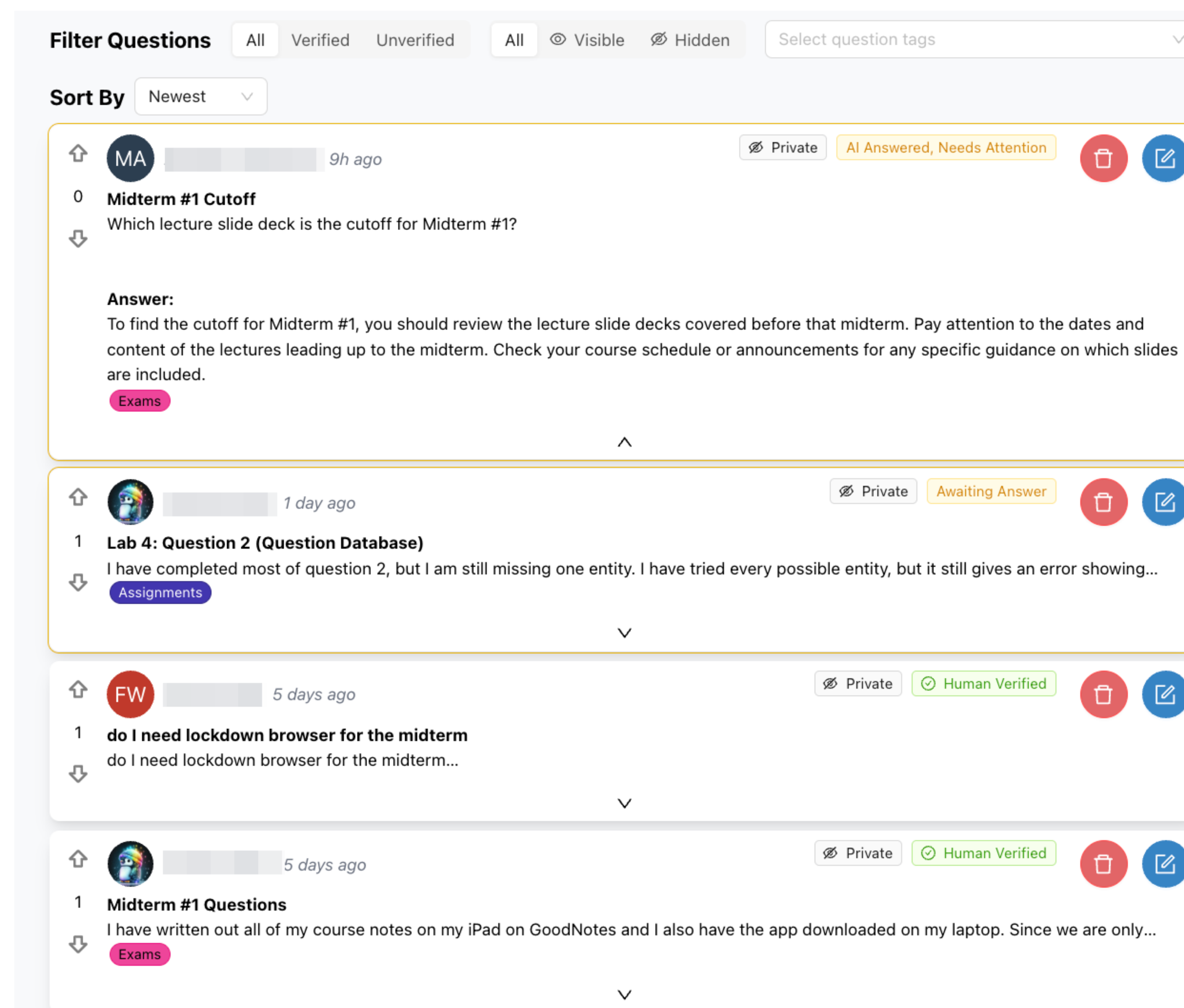
Kevin Wang, Jason Ramos, and Ramon Lawrence. "ChatEd: A Chatbot Leveraging ChatGPT for an Enhanced Learning Experience in Higher Education". INTED2024.

Acknowledgements

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Anytime Question Hub



Try it: <https://coursehelp.ubc.ca/invite?cid=8&code=clw>

Login using your CWL.

