

# JACKSON AI ASSISTANT

## AI in Action: Introducing Coppin's Chatbot

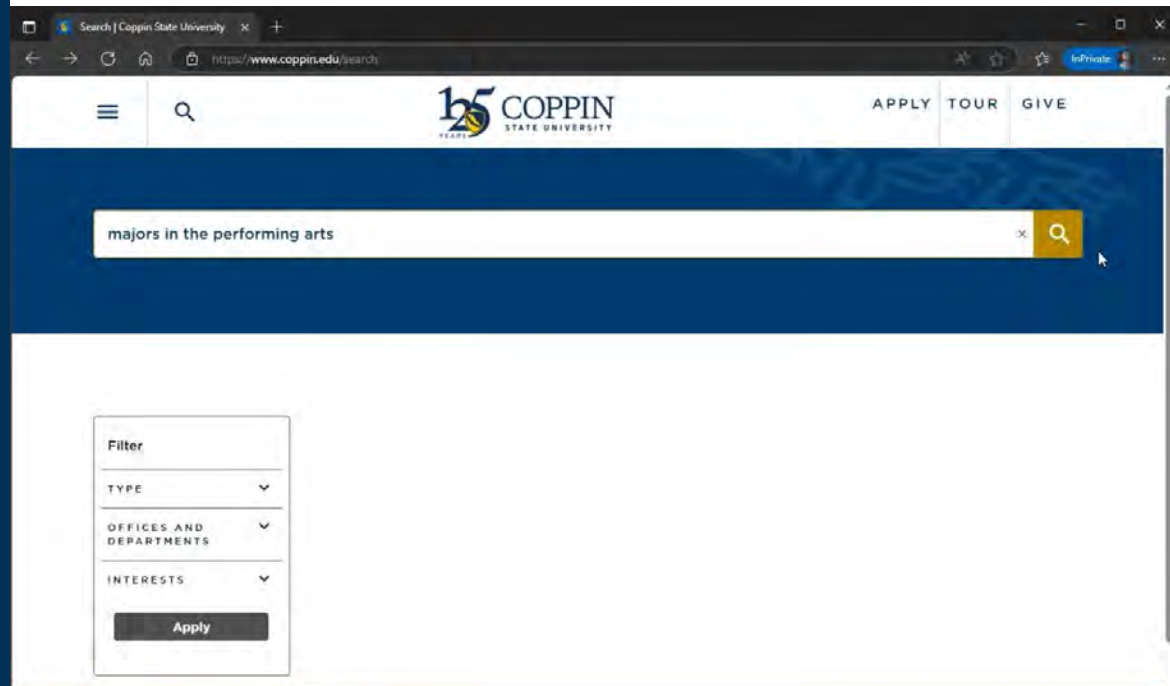


# Jackson AI Assistant Overview

- Generative Artificial Intelligence (GenAI) Chatbot
- Accessible from every page on CSU website
- Includes reference links to the information source

# Chatbot Search Implementation

- Responses from Jackson included with website's search functionality
- AI generated result at the top of search results page



# Range of Topics Covered by Jackson

## Academic Information

- Comprehensive support for students' educational journey
- Enhances learning experience

## Admissions Processes

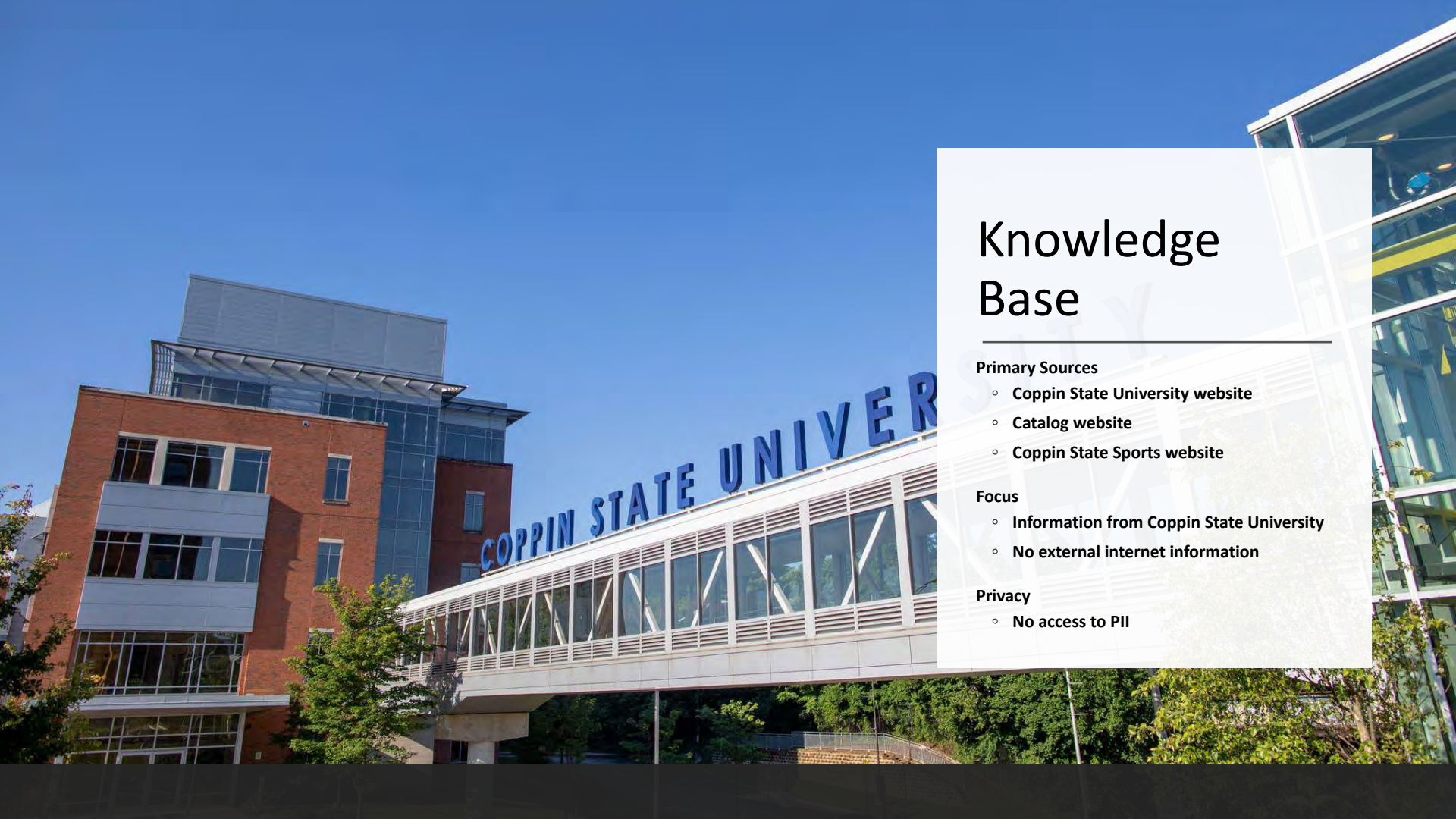
- Detailed assistance for prospective students
- Helps navigate applications smoothly

## Campus Events

- Informs users about various events
- Enriches community experience
- Encourages student participation

## Administrative Services

- Support for various administrative services

A photograph of a modern university building with a brick and glass facade. A large blue sign on the building reads "COPPIN STATE UNIVERSITY". A glass-enclosed walkway or skybridge extends from the building. The sky is clear blue, and there are green trees in the foreground.

# Knowledge Base

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## Primary Sources

- Coppin State University website
- Catalog website
- Coppin State Sports website

## Focus

- Information from Coppin State University
- No external internet information

## Privacy

- No access to PII



# Microsoft Copilot Studio

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## Key Advantages of Microsoft Copilot Studio

- No coding required for setup
- Based on specified knowledge sources
- Allows creation of sophisticated chatbots easily



Copilot

Try Jackson

<https://www.coppin.edu>