



**SUPPORT CHATBOT FOR ENROLLMENT SYSTEM
AT BALAYAN SENIOR HIGH SCHOOL**

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ABSTRACT

The integration of technology has permeated various sectors, including education, with chatbots emerging as an innovative solution to streamline administrative processes like student enrollment. This study investigates the development and implementation of an AI-powered chatbot to support the enrollment system at Balayan Senior High School (BSHS) in Batangas, Philippines.

With increasing digitization in education, chatbots present an opportunity to provide automated and personalized virtual assistance. The primary aim was to design, create, and assess the effectiveness of an enrollment support chatbot tailored for BSHS. The researchers utilized ChatBase.co, a platform powered by generative pretrained transformers (GPTs), as the chatbot base, integrating it with the school's website through JavaScript programming.

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The chatbot development followed key stages of gathering information, creating the school website on Google Sites, preparing a knowledge data source, training the chatbot, integration with the website, performance testing, and evaluation. Assessments were conducted to evaluate the chatbot's response accuracy, ability to handle follow-up queries, and performance under high user loads.

Results showed a 93% accuracy rate in answering frequently asked enrollment questions. The chatbot could coherently engage in multi-turn conversations 90% of the time but struggled when queries deviated significantly. Additionally, the chatbot handled up to 12 concurrent users without noticeable delays but experienced performance degradation beyond that threshold.

The study concludes that the AI-powered chatbot is an accurate, reliable, and robust solution for providing enrollment support at BSHS. Recommendations include continuously expanding the knowledge base, optimizing scalability, gathering user feedback, and supporting bilingual queries to further enhance the chatbot's capabilities and effectiveness over time.

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