

02:16:07 Debbie McVitty: Welcome everyone!  
02:16:31 Lottie (she/they): The music is so fun :)  
02:17:15 Fabio's AI Notetaker (Otter.ai): Hi, I'm an AI assistant helping Fabio take notes for this meeting. Follow along the transcript here: [https://otter.ai/u/FlahAKevthX7f4RrLLOydxXipY?utm\\_source=va\\_chat\\_link\\_1](https://otter.ai/u/FlahAKevthX7f4RrLLOydxXipY?utm_source=va_chat_link_1)

You'll also be able to see screenshots of key moments, add highlights, comments, or action items to anything being said, and get an automatic summary after the meeting.

02:19:47 Jackie Rogers: joining from a not very sunny Bristol  
02:20:09 Ffion Jones, Academic Registry Manager, Aberystwyth University: Joining from a wet and cold Aberystwyth  
02:20:10 Sope Adekola: Joining from Oxford  
02:20:12 Fiona.Gray: Joining from a very wet and windy Liverpool! :)  
02:20:25 Genna Nesbitt: Joining from a damp Edinburgh  
02:20:26 Lucy Gaunt: Hello from a chilly Edinburgh!  
02:20:26 chwh9: Hi -Joining from Newcastle - work in student support at Norethumbria University 😊  
02:20:32 Nicola: Also Liverpool...so stormy!  
02:20:37 julie: here from a sunny but freezing Canterbury!  
02:20:41 Hollie: Joining from Wrexham, Student and Campus Life :)  
02:20:43 Helen Elliott: Here from Newcastle Uni 🙌  
02:20:46 Stacey DeAmicis: Good afternoon from Plymouth  
02:20:47 rmi1: Joining from sunny kent please don't send more rain our way.  
02:20:48 Caroline Dunne: Hello to everyone - joining from Guildford - blue skies :)  
02:20:49 Neil Gillett (he/him): Hello from an unexepctedly sunny (but cold) Plymouth!  
02:20:56 Hope Armstrong- Durham University: Joining from Durham University! But working for the North East Uni connect programme :)  
02:21:01 md88: Joining from Essex, sunny but cold today  
02:21:02 Rosie Wood: Hi from Huddersfield!  
02:21:02 Charlotte Passingham: Sunny but autumnal worcestershire  
02:21:03 AQUinn1: Hi All, joining from a sunny Northampton! (Its always sunny in Northampton!)  
02:21:11 Sarah: Hi, joining from University of Sunderland wellbeing team :)  
02:21:12 Sydney: Hello from a sunny but very chilly Brighton!  
02:21:34 Kerrie Austin: Hello from Reading  
02:21:43 Sharon Macfarlane: Hi All, from Inverness, cold up here today ☺  
02:21:44 Michelle Sancho: Hi everyone. Joining from University of Reading  
02:21:48 Cat Edera: Hello from City St George's!  
02:21:51 u2371126: Joining from Warwick University :)  
02:21:53 fomcas: Hi, I'm Carol Saunders joining from Sheffield Hallam university  
02:22:01 Laura Stott: Will the slides be accessible later?  
02:22:01 Jamila Bishop Grosseteste Uni: Hello from sunny Nottingham  
02:22:17 Gemma Crinigan: Hi, I'm joining from the University of Liverpool.  
02:22:19 Jill Stevenson RGU: Hi from Stirling :-)  
02:22:20 Nosheen Akram: Hello from the University of East London  
02:22:23 Christopher Wilson: Good afternoon! Joining from City St George's (in the Student Health & Wellbeing Service)  
02:23:06 Gill Watt (she/her): Hello from Strathclyde Glasgow  
02:23:08 Thikrait: Hello everyone , my name is Thikrait and I am senior lecturer in Digital Innovation from London South University 😊  
02:23:22 Paul Docherty: Representing Wellbeing Team and wider Student Services at University of St Andrews. Hi!  
02:23:28 Lara Bulut: Hello, joining from London Metropolitan University  
02:23:48 Lottie (she/they): hi everyone :) i'm lottie, and i'm joining from southampton university's students' union!  
02:23:53 michele.fuller: Hello from University Centre Colchester in essex  
02:24:19 Yusuf Kaplan (Buxton, UK): University of Westminster here 🙌  
02:24:56 Lubyana Gardezi (VP Commwelfare SU, UWE): Hi, joining from SU, UWE Bristol

02:25:26 Mike Price (WBS): Hello from chilly Coventry  
02:26:00 Kelly Marriot - University of Stirling: Hi everyone, I'm here from Student Support Services at the University of Stirling.  
02:26:05 Fiona Mc: interesting for those thinking about putting in a ChatBot - you need to get it right, if not reputation and trust could be at risk..  
02:26:46 Peter Sharpe: Here from University of Chester Wellbeing Team  
02:28:13 Matthew Grove: Hello from the Student Life, Health & Wellbeing team here at Kingston University.  
02:29:04 billie7: Hello from Middlesex Uni SU :)  
02:29:08 rmagowan: hello from QMU Edinburgh  
02:30:57 Mike Price (WBS): Was there an audio/voice option with the chatbot?  
02:30:59 Paul Docherty: That is also a typically 'male' response. Perhaps indicates something about people behind the tech.  
02:31:16 Paul Docherty: (jumping to problem solving  
02:32:42 Fiona Mc: will you be sharing the research articles at the end? It really interesting if a little chilling that students forgot they were chatting to a bot, and when reminded it felt like they wanted a more human approach to the support they needed.  
02:33:30 Lottie (she/they): We have been talking about how we might be able to get chatbots to reach out to societies on behalf of students in case they were too nervous.  
02:33:35 Monica Kelly: may be jumping ahead, but what are the controls in place to ensure we are not missing a crisis situation  
02:34:15 Mike Price (WBS): would be interested though if the robotic text vs voice and the eagerness to problem solve effect would be listened with a voice option - thanks for answering 😊  
02:34:32 Mike Price (WBS): lessened\*  
02:34:54 chwh9: Is risk triggered from 'buzz' words - like suicide for example?  
02:38:03 Johnny Rich: I find it deeply worrying that something as human as supporting another human emotionally should be reduced to algorithms. I fear that the students needed support will find the process utterly depersonalised or - perhaps worse - if it doesn't, it's because it is depersonalising them, whittling away at their ability to connect face to face with a human. I accept AI is easier, cheaper, more anonymous, but at what cost?  
02:39:03 Johnny Rich: At the very least, surely there always needs to be the option to switch to a human.  
02:40:24 chwh9: Northumbria have a 24/7 ask4help desk for human contact which is great, but guess AI could encourage students to seek help when they either don't know they need it, or are frightened to ask or unaware of what support is available.  
02:40:49 Livia Scott: I think what was really interesting about the research was that it was primarily focused on on general wellbeing. So students found it really useful in helping them on a day to day basis. I think considering the impact on wellbeing over mental ill health is worth considering  
02:41:03 Lottie (she/they): There is a recent Futurama episode about this...  
02:41:15 Peter Sharpe: in terms of 'bias' I would assume potential problems with regard to Eurocentric cultural bias/limitations that may disadvantage international students from certain backgrounds  
02:41:33 Sarah: I agree^  
02:41:44 Livia Scott: having had friends at Northumbria - that ask4help desk is amazing!  
02:43:49 Hope Armstrong- Durham University: Being a Northumbria Alumni I agree that Ask4help is really useful! Granted I never used it for well-being support but for all things library and academic it was hugely helpful!  
02:44:35 Caroline Dunne: Within a context of constrained funding, technology solutions have to be part of the toolbox - which surely enables human led services to focus in the areas of greatest need  
02:45:14 Johnny Rich: @Livia re your point about wellbeing/mental health, I'm concerned that if we become used to emotional support from an algorithm, we train ourselves to disconnect from human support so that in a moment of crisis, we will lose the ability to receive help.

02:45:30 Mike Price (WBS): @Johnny Rich - Concur with your worries entirely - For me the application only works effectively as a sign posting, triage, or temporary salve to an issue but is not a long term solution. I do think the 'design' of the AI though can help. HeyPi and Claude for example have a personality that is genuinely impressive, that default ChatGPT doesn't for example. The current ChatGPT feels more robotic than it did initially.

02:47:04 Peter Sharpe: having had generally headbanging experiences of accessing chatbots used by various corporate organisations where you end up screaming "CONNECT ME TO A HUMAN!!!" - are the HE versions more "intelligent" and less pathway systematised in responses?

02:48:58 Johnny Rich: @Mike I honestly suspect AI may get better at this stuff than humans eventually (soon even), but in the meantime, it will need to get trained through its own failure. In the context of human interaction, each instance of failure means a situation where the system has not helped a real person, abandoned them, or even made things far worse, such as creating a crisis.

02:49:49 Livia Scott: @Peter the ones in the research models seemed a bit more "intelligent", because when they weren't that's when students ended up feeling frustrated and that the chatbot wasn't "listening" to them. I think it will depend on the way the tech is built! Link to where I think that research point was made (from the top of my head)  
<https://educationaltechnologyjournal.springeropen.com/articles/10.1186/s41239-023-00426-1>

02:50:12 Paul Docherty: Has anyone tried running an AI system in parallel with human wellbeing advisers as observers. What has been found?

02:52:07 Amin Ech-Chadli: @Paul We're in the development process of trialling that with student support staff and students soon at King's

02:52:35 Livia Scott: @Emma that is so interesting! thank you for sharing

02:52:55 Lubyna Gardezi (VP Commwelfare SU, UWE): it is important to consider the balance between digital tools and human interaction, chatbots and algorithms can offer immediate, accessible support, which is particularly useful when human help is unavailable. these tools can help individuals manage stress, and anxiety, or even provide coping strategies. Still, they should be viewed as a first step or an additional resource rather than a replacement for professional or personal human support.

02:54:12 Amin Ech-Chadli: We have staff in a range of support roles utilising AI to support them in their assistance of students in our CRM.

02:54:17 Johnny Rich: @Peter, I very much sympathise with the head banging. But then, I've also had plenty of interactions with organisation where I AM connected to a human and feel like I'm not connected to an intelligence either human or artificial.

02:54:39 Peter Sharpe: Also true @Jonny ;)

02:59:07 Livia Scott: it was a lot of useful info!

03:03:03 Paul Docherty: I think this is a great question. The processes we put in place for access to support are themselves learning opportunities. We will be training the students in the appropriate ways to reach out for support. We need to be very careful that this is appropriate, not just convenient.

03:05:08 Johnny Rich: Yes @Paul. For the time being, we need to be clear about AI as a complement to make services better and more approachable, not as an alternative to make them cheaper or able to sweep a larger volume of problems under a hard drive.

03:05:12 Peter Sharpe: Aside from the clear potential benefits of deploying AI in the ways suggested, this is also happening in a sector context where many institutions are in a state of financial precarity, Is it likely to be viable for them to introduce these systems? Also, the cost-saving dimension of saving human staff costs for frontline helpdesk/triage staff seems inevitable ?

03:08:51 Paul Docherty: Is there a model for transitioning into chatbot use in a gradual way? or is it all-or-nothing?

03:12:10 Neil Gillett (he/him): Does Salesforce already have a product which offers something like this?

03:12:13 Helen Tompkin: We have just launched a chatbot at Sheffield Hallam in the last week. This is primarily for current student enquiries and is

anonymised - helping them to navigate our systems and summarise information that they struggle to find themselves. It is to augment our current offer, alongside other channels of support. We understood that a lot of students leave it too late to ask for help and hope this will help to counter some of that. As Sarah has alluded to - you do have to ensure that your in house information is accurate! We are going to introduce more functionality gradually.

03:13:15 Mike Price (WBS): Thank you for everyone presenting and hosting - hopefully will be able to get a recording afterwards <3

03:13:34 Livia Scott: recording will be with you this afternoon :)

03:13:38 Fiona Mc: just curious, I know you framed this session with the research with what students liked with chatbots, but where is this need coming from to have chatbot so do student support, (at times 24/7) instead of humans? Is this conversation around this happening, just because we have the tech potentially available - it still feel slightly gimmicky at the moment - e.g here's a chatbot to help you..

03:13:41 Amy King (she/her) The Open University: Thank you so much, really useful!

03:13:51 Fiona.Gray: Thank you!

03:13:54 Ffion Jones, Academic Registry Manager, Aberystwyth University:  
Thank you everyone, this is all very helpful and promising for the future especially with staff cuts.

03:14:00 Sope Adekola: Thank you!!

03:14:03 Tushar Prabhu: Thanks

03:14:04 Katrina Morrison: Thank you - that was really interesting!

03:14:06 Cat Edera: Thanks for a really interesting and informative session!

03:14:08 rmi1: Thank you everyone

03:14:09 md88: Thank you

03:14:10 Fiona Mc: thx U!

03:14:11 Denise Whitelock: Thanks

03:14:12 Matthew Grove: Lots and lots to think about! Thanks!

03:14:13 chwh9: Really interestimng debate, thanks

03:14:13 Sripriya: Thank you all this session is so informative

03:14:15 julie: thank you!

03:14:15 Neil Raven: Thank you

03:14:17 Sarah: Thank you!

03:14:19 Laura Stott: Thank you all - very interesting. Will the transcript be available?

03:14:19 Nicola: Thank you!

03:14:20 Sam Batchelor: Thank you!

03:14:23 Rebecca Shepherd: Really interesting, thank you :)

03:14:25 Lottie (she/they): Thank you!

03:14:25 Paul Docherty: Thank you!

03:14:28 Michelle Sancho: Thank you

03:14:33 Lubyana Gardezi (VP Commwelfare SU, UWE): thank you

03:14:34 Telma (she/her): Thank you

03:14:34 Tim (In2scienceUK): thank you!

03:14:44 Iain Forward: Thanks!