

From: Freedom of Information

Sent: 21 September 2020 16:06

To:

Subject: Freedom of Information Response (Our Ref: K/20/346)

Dear

Freedom of Information Response (Our Ref: K/20/346)

Thank you for your Freedom of Information (FOI) request dated 7 September 2020, reference K/20/346.

Your request read:

“I wanted to find out more information about your organisations Digital Platform. Please see below a list of questions that hopefully you can help me with.

Student chatbots

Do you have any plans to deliver Student facing AI chatbot functionality?

If so, when would you want this to be available?

Who is the head of Student Services or Digital engagement or equivalent and what is their email address?

Who is the CIO or Head of IT and what is their email address?

Staff chatbots

Do you have any plans to deliver staff facing AI chatbot functionality?

If so, when would you want this to be available?

Who would be responsible for that and what is their email address?

Standardising appointments

Are you planning on Standardising virtual appointments to replace drop in style meetings that students had access to prior to the pandemic? Which departments would this be for e.g. Student Services, Facilities, Well Being

If so, when would you want this to be available?

Who would be responsible for that and what is their email address?”

The University of Leeds holds some of this information.

Do you have any plans to deliver Student facing AI chatbot functionality?

If so, when would you want this to be available?

Do you have any plans to deliver staff facing AI chatbot functionality?

If so, when would you want this to be available?

Who would be responsible for that [staff chatbots] and what is their email address?

We address these questions together. We do not currently have any plans for staff or student chatbots. As such, there is no-one responsible for staff chatbots.

Who is the head of Student Services or Digital engagement or equivalent and what is their email address?

We do not have a Head of Student Services, Head of Digital Engagement or any equivalent roles. You can find a list of [our services](#) on our website, which may be helpful to you.

Who is the CIO or Head of IT and what is their email address?

Our Chief Information and Digital Officer (CIDO) is [Ian Roberts](#).

**Are you planning on Standardising virtual appointments to replace drop in style meetings that students had access to prior to the pandemic? Which departments would this be for e.g. Student Services, Facilities, Well Being
If so, when would you want this to be available?**

Who would be responsible for that and what is their email address?"

We do not have any plans to replace face-to-face appointments with virtual appointments as standard. However, we are currently offering virtual appointments in some services, for example to replace our Immigration Advice and Counselling and Wellbeing appointments, while social distancing remains in place.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University's response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Kind regards

Chloe Wilkins

Freedom of Information Officer

Secretariat

University of Leeds