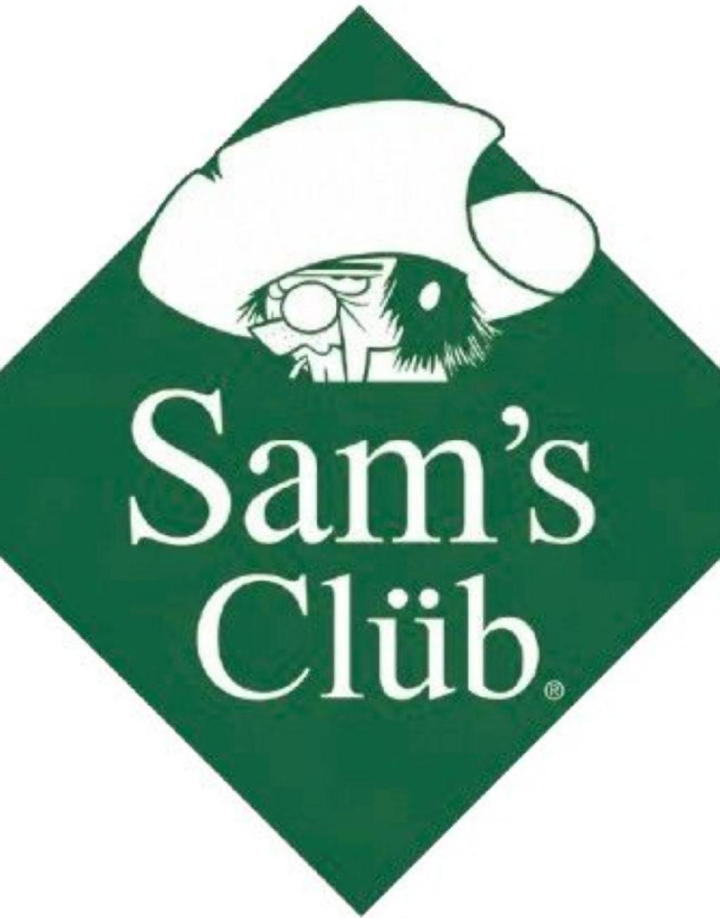




Golden West College AI Chatbot

Problem:

Students need answers, but
the website is hard to navigate
and staff aren't always
available.

Sam's Club (Team 9)

July 24, 2026

Meet the Cast



Rob (Orange Coast College)

Golden West College
Employee



Victor (Coastline College)

Sam's Clüb Engineer
(Backend)



Joseph (De Anza College)
Student



Shai (LA Pierce)

Golden West College
Employee

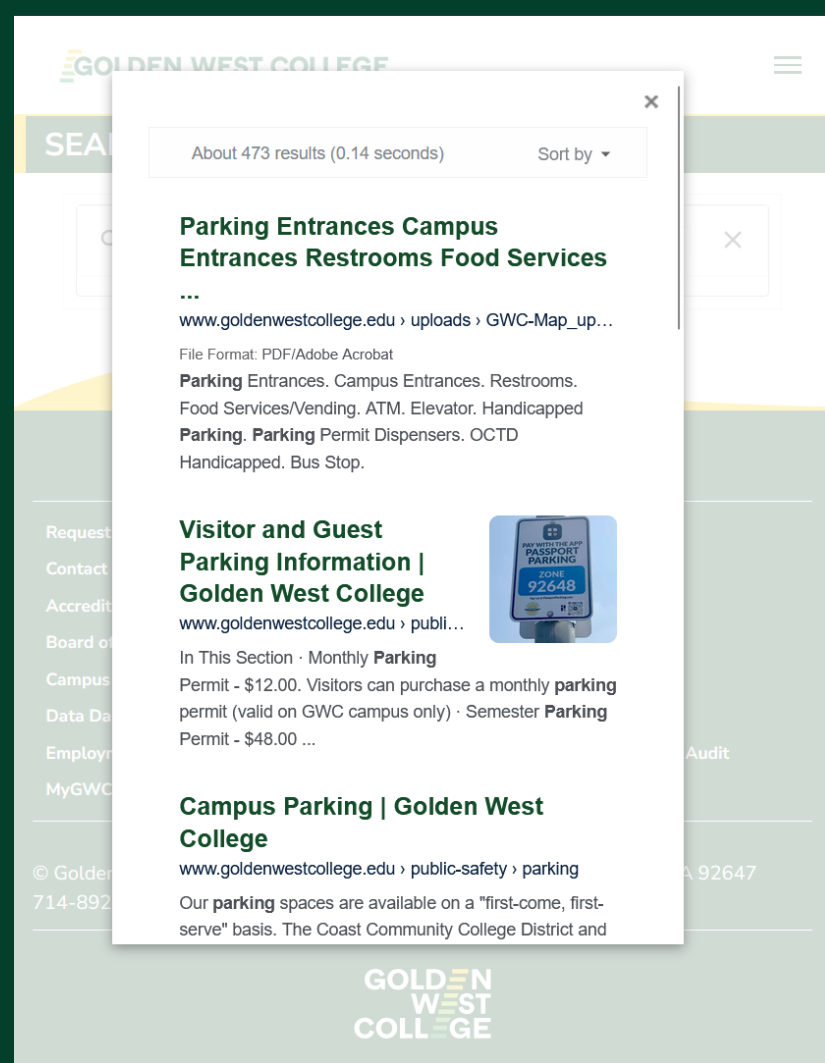


Badredine (El Camino College)

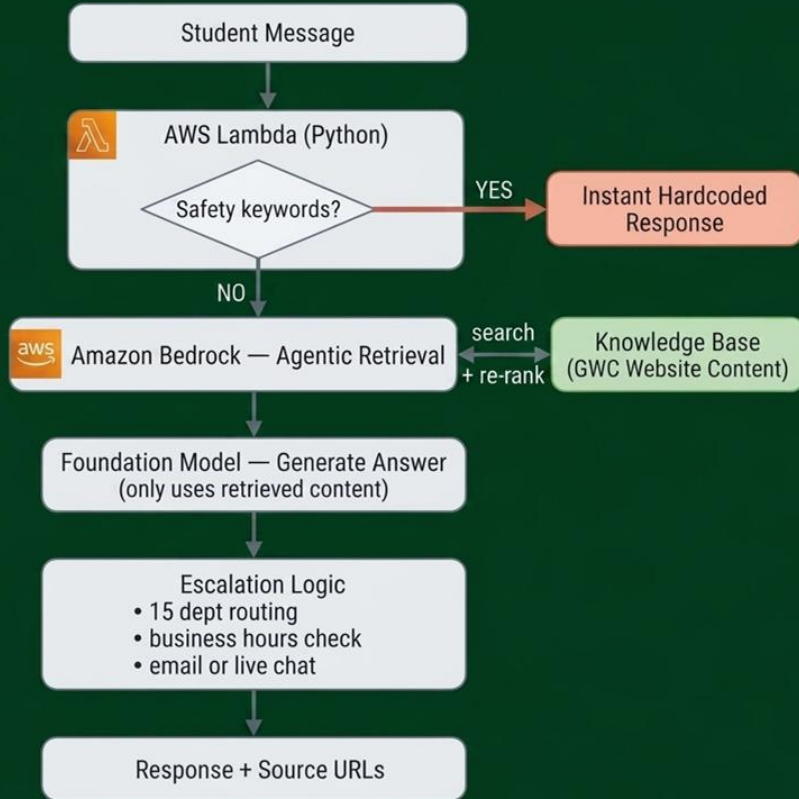
Sam's Clüb Engineer
(Frontend)

The Problem

- Staff hours: M–F 8AM – 5PM
- Website hard to navigate
- Students don't know college terminology
- Previous chatbot (Ocelot): expensive, manual content update
- Want: 24/7, multi language support, budget friendly



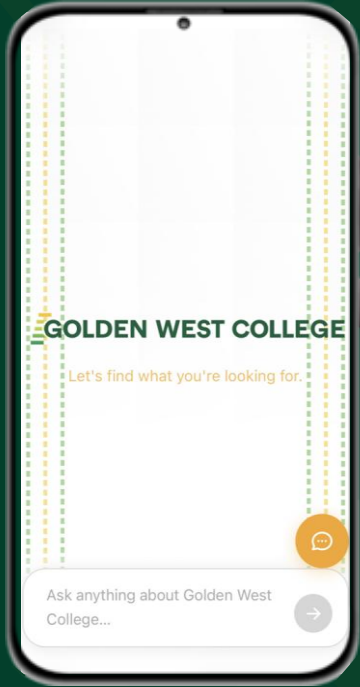
The Solution – Backend



- Website crawled → AWS Knowledge Base
- Sub-queries, 2 iterations, 5 passages, re-ranked
- Answers from real GWC content only
- Live chat (8–5) / email (after hours)
- Pay-per-use



The Solution – Frontend



Coded in React with the site being hosted on AWS Amplify

Clean input field with a design style matching with the website

All links open in new tab so students don't lose their conversation

It includes a like and dislike function, an ability to go to live chat and directly states the sources

The Demo

Golden West College AI Assistant

https://main.d1u7bsav7owru6.amplifyapp.com

Kyobo Book Yes24 전북대학교 전북대학교 통합정... YouTube 전북대학교 생활관 전북대학교 생활관 철학과 YouTube 전북대학교 스마트... 논리학의 이해

다른 즐겨찾기

GOLDEN WEST COLLEGE

Got a question? I'm here.

how do

14°C 구름 조금

검색

오후 8:52 2026-07-23

Impact

- 24/7 support (vs 9 hours before)
- 3–10 sec response (vs minutes on hold)
- Instant safety responses

- Fewer repetitive questions — staff focus on complex cases
- After-hours students get answers instead of nothing
- Multi-language

What's Next

- Days:
 - Scheduled nightly sync — content stays fresh automatically
 - Smarter crawling — prioritize recent pages
 - Conflict detection — flag when sources give different answers
- Weeks:
 - Analytics — track top questions, identify content gaps
 - FAQ cache — faster answers

Try it out



<https://main.d1u7bsav7owru6.amplifyapp.com/>

Questions?

Linkedin



Rob Caravez
(Orange Coast College)

Linkedin



Victor Cai
(Coastline College)

Linkedin



Joseph
(De Anza College)



Shai
(LA Pierce)



Badredine
(El Camino College)