Moodle Chatbot User Agreement

This User Agreement ("Agreement") governs your access and use of Professor Turing, the official Moodle support chatbot for Oklahoma City Community College ("OCCC").

1. Introduction

Professor Turing is designed to provide students, faculty, and staff with 24/7 access to answers and resources related to the Learning Management System ("LMS"), Moodle.

2. Purpose

Professor Turing offers readily available assistance with common Moodle functionalities and troubleshooting, aiming to:

- Reduce wait times for Moodle support inquiries.
- Enhance user experience by providing a convenient and accessible support channel.
- Promote self-service by directing users to helpful resources.

3. Scope of Service

Capabilities:

- Professor Turing can answer frequently asked questions (FAQs) about Moodle.
- It can guide users through basic Moodle tasks and provide links to relevant resources such as user manuals, tutorials, and Moodle support contact information.
- Optionally, for more advanced issues, it may offer to connect users with live support representatives during business hours.

Limitations:

- Professor Turing cannot address complex technical issues requiring human intervention.
- For complex issues beyond Professor Turing's capabilities, our live Moodle support team is available during business hours to provide further assistance.
- It may not understand user intent perfectly, especially with nuanced or open-ended questions.
- Due to privacy restrictions, it has limited access to student and faculty data.

4. User Conduct

Users are expected to:

- Interact with Professor Turing respectfully and avoid abusive language.
- Use Professor Turing for educational purposes only.
- Comply with all applicable college policies and regulations.

OCCC reserves the right to suspend access for users violating these guidelines.

5. Data Privacy and Security

OCCC is committed to protecting user data privacy. All interactions with Professor Turing may be logged for quality assurance and improvement purposes. Professor Turing will not collect or store any personal identifiable information (PII) beyond what is necessary for functionality (e.g., usernames). Data security practices will adhere to college-wide policies and regulations.

6. Disclaimer

Professor Turing is provided as a self-service support tool and may not always provide complete or accurate solutions. OCCC is not liable for any consequences arising from user reliance on information or recommendations provided by Professor Turing.

7. Feedback and Improvement

User feedback is crucial for continuous improvement of Professor Turing. OCCC encourages users to provide feedback through designated channels within the chatbot interface or through contacting the Center for Learning and Teaching.

8. Updates

This User Agreement may be updated periodically to reflect changes in chatbot functionalities or college policies. Updates will be communicated through announcements on the college website and Moodle.

9. Need More Help?

If Professor Turing can't answer your question or you require further assistance, contact the OCCC Moodle support team:

- Call the Center for Learning and Teaching at 405-682-7838 or email CLT@occc.edu (Monday-Friday, 8:00 AM - 5:00 PM).

BY ACCESSING AND USING PROFESSOR TURING, YOU AGREE TO THE TERMS OF THIS USER AGREEMENT.