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College AI Bot: Multilingual AI College Enquiry Assistant

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Abstract: ***Accessing accurate and up-to-date information about colleges is often challenging for students due to scattered data across multiple websites and platforms. To address this issue, this paper presents a Multilingual College AI Bot, a smart conversational assistant designed to provide students with instant access to information related to admissions, courses, fees, placements, and campus facilities. The system is developed using the Django web framework and integrates advanced Large Language Models (LLMs) through Google Gemini and OpenAI APIs to generate intelligent and context-aware responses. The proposed system employs a Retrieval- Augmented Generation (RAG) architecture that combines FAISS-based vector search with BM25 keyword retrieval to improve the accuracy and relevance of responses. Additionally, an asynchronous web crawling module built with Playwright continuously gathers data from official college websites and educational sources, ensuring that the chatbot provides updated information. The chatbot supports multilingual interaction in English, Telugu, Hindi, and Kannada, along with voice input and output capabilities, enabling natural and accessible communication for diverse users. Experimental evaluation demonstrates that the proposed system improves information accessibility, reduces response time, and enhances user interaction compared to traditional static information portals. The system provides a scalable solution for educational institutions seeking to automate student support and information delivery.***

Keywords: Conversational AI, Multilingual Chatbot, Retrieval-Augmented Generation (RAG), Google Gemini, OpenAI GPT, Vector Search, Voice Interaction, Educational Information Systems.

I. INTRODUCTION

Educational institutions increasingly rely on digital technologies to improve communication and information accessibility for students. One major challenge faced by prospective and current students is obtaining accurate and timely information related to admissions, courses, fees, placements, and campus facilities. Traditional information systems such as static websites and manual help desks often fail to provide immediate responses to student inquiries. To address these limitations, conversational AI systems, particularly chatbots, have emerged as an effective solution for automating student support services.

Recent advancements in Natural Language Processing (NLP), Artificial Intelligence (AI), and Large Language Models (LLMs) have significantly enhanced the capabilities of chatbot systems. Modern chatbots can understand user queries, retrieve relevant information, and generate context-aware responses in real time. These intelligent systems are increasingly being adopted by educational institutions to assist students with academic queries, administrative processes, and campus-related information. The integration of conversational agents in educational environments improves response efficiency, reduces administrative workload, and enhances overall user experience. Furthermore, the emergence of Retrieval-Augmented

Generation (RAG) has improved the reliability of conversational systems by combining language models with external knowledge sources. RAG-based architectures retrieve relevant information from structured and unstructured data repositories and then generate responses using advanced language models. This approach significantly reduces hallucinations and ensures that responses are grounded in verified information sources. Recent research highlights the effectiveness of RAG-based systems in educational chatbot applications, enabling accurate and context-aware responses for student inquiries [2], [3].

In addition to text-based interaction, modern chatbot systems are increasingly incorporating multilingual capabilities and voice interfaces to improve accessibility for diverse user groups. Multilingual conversational agents allow students to interact with systems in their preferred language, while voice- based interfaces enable natural and intuitive communication. These features are particularly beneficial in multilingual countries where students may prefer interacting in regional languages.

Motivated by these advancements, this paper proposes a Multilingual College AI Bot, an intelligent conversational assistant designed to provide students with instant access to college-related information.

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The system is implemented using the Django web framework and integrates advanced Large Language Models through Google Gemini and OpenAI APIs to generate context-aware responses. To improve response accuracy, the system employs a Retrieval-Augmented Generation architecture that combines FAISS- based semantic vector search with BM25 keyword-based retrieval. This hybrid retrieval mechanism enables efficient information extraction from pre-collected institutional data.

To ensure that the chatbot provides updated and relevant information, the system also incorporates an asynchronous web crawling module built using Playwright. The crawler collects data from official college websites and other reliable sources, which is then stored and indexed for retrieval. Additionally, the chatbot supports multilingual communication in English, Telugu, Hindi, and Kannada, conversational AI systems. Section III discusses the limitations of traditional college inquiry systems. Section IV presents the proposed system architecture and design of the multilingual college chatbot. Section V explains the methodology used for implementing the RAG-based conversational system. Section VI presents experimental results and system evaluation. Finally, Section VII concludes the paper and outlines possible future enhancements.

II. RELATED WORK

Conversational agents and chatbot systems have become widely used in educational environments to assist students with academic and administrative inquiries. Early chatbot systems were primarily rule-based and relied on predefined response patterns to answer user queries. These systems typically matched user input with predefined templates and generated responses based on rule-based decision mechanisms. Although such approaches provided basic interaction capabilities, they often lacked the flexibility required to handle complex queries and dynamic conversations [7], [11].

Several studies have explored the development of chatbot systems for college inquiry and student support services. Selvi et al. developed CollegeBot, a virtual assistant designed to handle student queries related to admissions, campus information, and academic services using natural language processing techniques [1]. Similarly, Janapreethi et al. proposed a chatbot system capable of providing automated responses to college-related inquiries by analyzing user input and matching it with predefined knowledge base entries [12].

These systems demonstrated that chatbot-based interfaces can significantly improve the efficiency of student support services by automating frequently asked questions.

With the advancement of conversational AI technologies, more sophisticated chatbot systems have been developed using machine learning and artificial intelligence techniques. Koundinya et al. introduced a smart college chatbot that uses machine learning algorithms to process student queries and provide relevant responses [11]. Similarly, Patel et al. developed a conversational AI-based chatbot capable of assisting students with academic programs, campus facilities, and admission procedures [16]. These approaches demonstrate how machine learning techniques can enhance the adaptability and effectiveness of chatbot systems in educational environments.

Along with voice input and output capabilities, allowing users to interact with the system through natural speech.

The primary objectives of the proposed system are as follows:

1) To collect and organize college-related information from official websites and other reliable sources using automated web crawling techniques.
2) To implement a hybrid Retrieval-Augmented Generation (RAG) framework that combines semantic vector search and keyword-based retrieval for accurate response generation.
3) To develop a multilingual conversational interface that enables students to interact with the chatbot using both text and voice in multiple languages.

The remainder of this paper is organized as follows. Section II reviews existing research on educational chatbots and

In addition to rule-based and machine learning approaches, modern chatbot systems increasingly utilize deep learning and natural language processing frameworks. Several studies have employed neural network architectures and deep learning models to improve chatbot performance and enable more natural human–computer interaction [10]. The use of frameworks such as PyTorch has facilitated the development of advanced neural network models for natural language understanding and conversational AI applications [4].

These technologies enable chatbots to learn complex language patterns and generate more context-aware responses.

Recent research has also explored the integration of Retrieval-Augmented Generation (RAG) techniques to improve chatbot accuracy and reliability. RAG-based systems combine large language models with external knowledge retrieval mechanisms to generate responses grounded in reliable data sources. Li et al. presented a comprehensive survey of RAG techniques and highlighted their effectiveness in knowledge-intensive applications, including educational chatbots [2].

Similarly, Swacha analyzed various RAG-based chatbot implementations in educational environments and demonstrated that integrating retrieval mechanisms significantly improves response accuracy and reduces hallucination in generated answers [3].

Several studies have also investigated the deployment of AI-powered conversational systems for educational support services. Alabbas and Alomar proposed an AI-based chatbot framework designed to enhance student interaction and technical support services in educational institutions [8].

Neupane et al. developed a knowledge-driven chatbot system capable of answering university-related questions using structured knowledge sources and conversational AI techniques [15]. These systems demonstrate the growing adoption of intelligent chatbots in academic environments to streamline information delivery and improve student engagement. Furthermore, recent advancements in conversational AI have enabled chatbots to support multimodal interaction, including both text and voice communication. Thway et al. demonstrated the effectiveness of retrieval-augmented chatbot systems in educational environments, highlighting their ability to improve learning support and student engagement [5].

Yang et al. proposed a scalable framework for developing retrieval-augmented conversational applications that integrate external knowledge retrieval with advanced language models [6]. These approaches illustrate the potential of combining modern language models with knowledge retrieval systems to build highly reliable conversational assistants. Despite these advancements, many existing college inquiry chatbot systems remain limited in terms of multilingual capabilities and real-time information retrieval. Most systems rely on static knowledge bases and lack mechanisms for continuously updating information from external sources. To address these limitations, the proposed system introduces a multilingual AI-powered college chatbot that integrates Retrieval-Augmented Generation with hybrid retrieval techniques and automated web data collection, enabling more accurate and dynamic responses to student queries.

III. EXISTING SYSTEM

In many educational institutions, students rely on traditional methods to obtain information related to admissions, courses, fees, placements, and campus facilities.

Typically, this information is accessed through college websites, brochures, or by contacting administrative staff directly. Although most colleges maintain official websites, the information provided is often static, fragmented, or difficult to navigate, making it challenging for students to find precise answers to their queries.

Conventional chatbot systems have been introduced in some institutions to automate responses to frequently asked questions. However, many of these systems rely on rule-based approaches and predefined responses, which limit their ability to understand complex queries or provide context-aware responses.

Such systems often depend on keyword matching techniques and static knowledge bases, making them ineffective when users ask questions in varied formats or natural language.

Another limitation of traditional systems is the lack of multilingual communication and voice-based interaction, which can restrict accessibility for students who prefer interacting in regional languages. Furthermore, most existing systems do not incorporate mechanisms to retrieve updated information from official sources, leading to outdated responses.

Therefore, there is a growing need for an intelligent, AI- driven conversational system capable of understanding natural language queries, retrieving relevant information from multiple sources, and providing accurate responses in real time.

IV. PROBLEM STATEMENT

Students and parents often face difficulties when attempting to obtain accurate and timely information about colleges. Important details such as admission procedures, course availability, fee structures, campus facilities, and placement opportunities are frequently scattered across multiple sources, making the information retrieval process time-consuming and inefficient.

Educational institutions also face significant challenges in handling a large volume of inquiries from prospective students and parents. Traditional communication channels such as email, phone calls, or static website forms are often slow and require manual intervention by administrative staff.

As a result, responses may be delayed, and students may not receive the information they need promptly. Additionally, many existing systems lack the capability to understand natural language queries or provide personalized responses. The absence of multilingual support and voice- based interaction further limits accessibility for students from diverse linguistic backgrounds. Therefore, there is a need for an intelligent and scalable system that can automatically respond to student queries, retrieve relevant information from reliable sources, and provide accurate answers through natural conversational interaction.

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V. PROPOSED SYSTEM

To address the limitations of existing systems, this paper proposes a Multilingual College AI Bot, an intelligent conversational assistant designed to provide instant access to college-related information. The proposed system integrates Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), and hybrid retrieval techniques to generate accurate and context-aware responses.

The system is implemented using the Django web framework and integrates advanced language models through Google Gemini and OpenAI APIs.

To improve the reliability of responses, the chatbot utilizes a hybrid Retrieval- Augmented Generation architecture that combines FAISS- based semantic vector search with BM25 keyword-based retrieval.

This approach allows the system to retrieve relevant information from a structured knowledge base before generating responses using language models.

Additionally, the system incorporates an asynchronous web crawling module built using Playwright, which collects information from official college websites and other trusted sources. The collected data is processed and stored in a vector database to enable efficient retrieval during user queries.

The proposed chatbot also supports multilingual communication, allowing users to interact with the system in English, Telugu, Hindi, and Kannada. Automatic language detection and translation mechanisms ensure that queries are processed effectively while responses are generated in the user's preferred language. Furthermore, the chatbot includes voice input and output capabilities, enabling natural speech- based interaction.

The overall workflow of the proposed system involves user query processing, language detection, retrieval of relevant information from the knowledge base, response generation using language models, and delivery of the response through text or voice interface.

Algorithm 1: Multilingual College AI Bot Using Retrieval- Augmented Generation

Input: User query Q

Output: Chatbot response R

```
procedure CHATBOT_RESPONSE(Q)
    Detect the language of the user query
    If the query language is not English then
    Translate query Q to English
    end if
    Enhance and preprocess the query
    Retrieve relevant documents using BM25 keyword search
    Retrieve semantic results using FAISS vector search
    Combine retrieved results to form context C
    Pass query Q and context C to the Large Language Model
    Generate response R using Gemini/OpenAI model
    Translate response R back to user's language if required
```

VI. METHODOLOGY

A. System Design

The proposed Multilingual College AI Bot is designed to provide students with quick and reliable access to information related to admissions, courses, fee structures, placements, and campus facilities. The system follows a Retrieval-Augmented Generation (RAG) architecture that combines information retrieval techniques with advanced language models to generate accurate responses.

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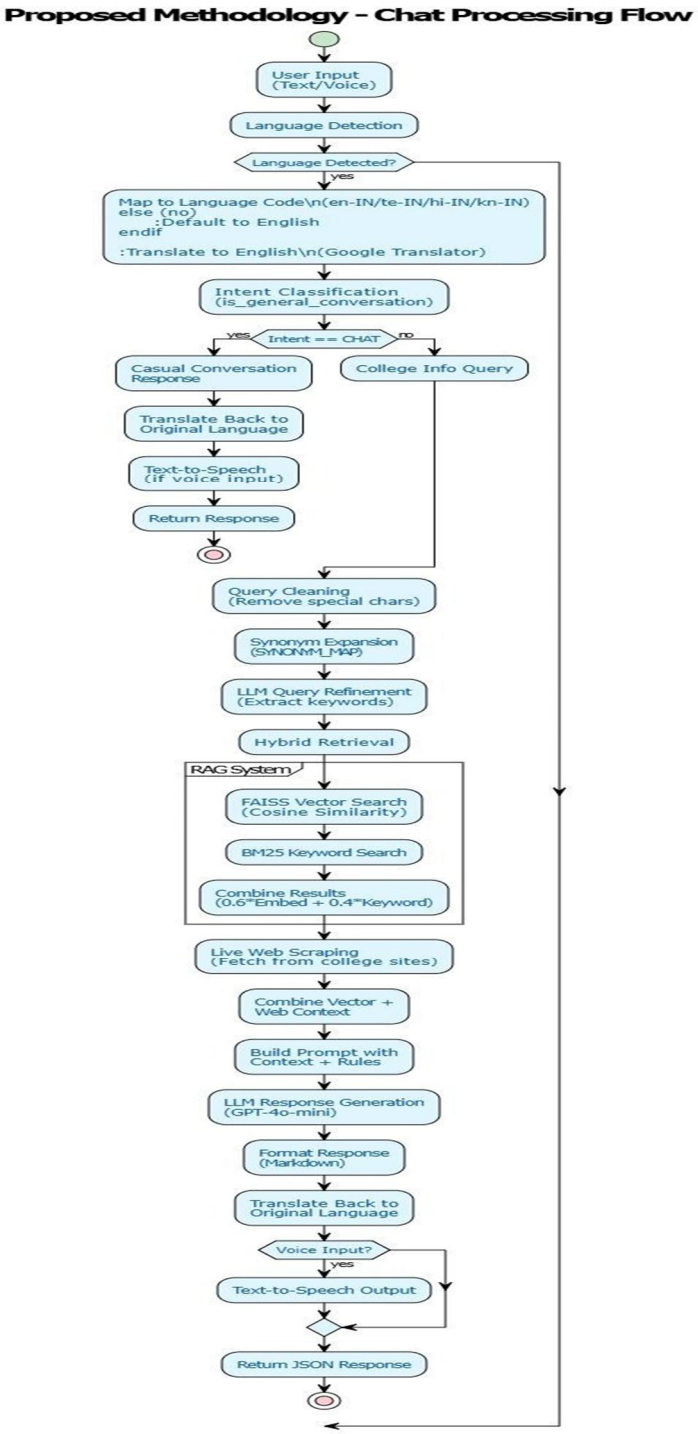


Fig 1: Proposed Methodology

The system is implemented using the Django web framework, which manages backend logic, request handling, and user 13: Convert response R to speech if voice output is enabled sessions. The chatbot interface allows users to interact with the system through both text and voice input, supporting multiple languages including English, Telugu, Hindi, and Kannada.

The system workflow begins when a user submits a query. The query first passes through a language detection module, which determines the language of the input. If the query is not in English, it is translated into English to facilitate processing by the language model. To improve the quality of the query, a query enhancement module performs preprocessing and semantic refinement. The refined query is then passed to the retrieval module, which extracts relevant information from the knowledge base using a hybrid retrieval approach.

A. System Development

The system employs a hybrid retrieval mechanism consisting of two major components:

1) BM25 Keyword Retrieval

2) FAISS Vector-Based Semantic Retrieval

BM25 is used to retrieve documents that match important keywords in the query, while FAISS performs semantic similarity search using vector embeddings generated from sentence- transformer models. The results from both retrieval methods are combined to form a contextual knowledge base relevant to the user query.

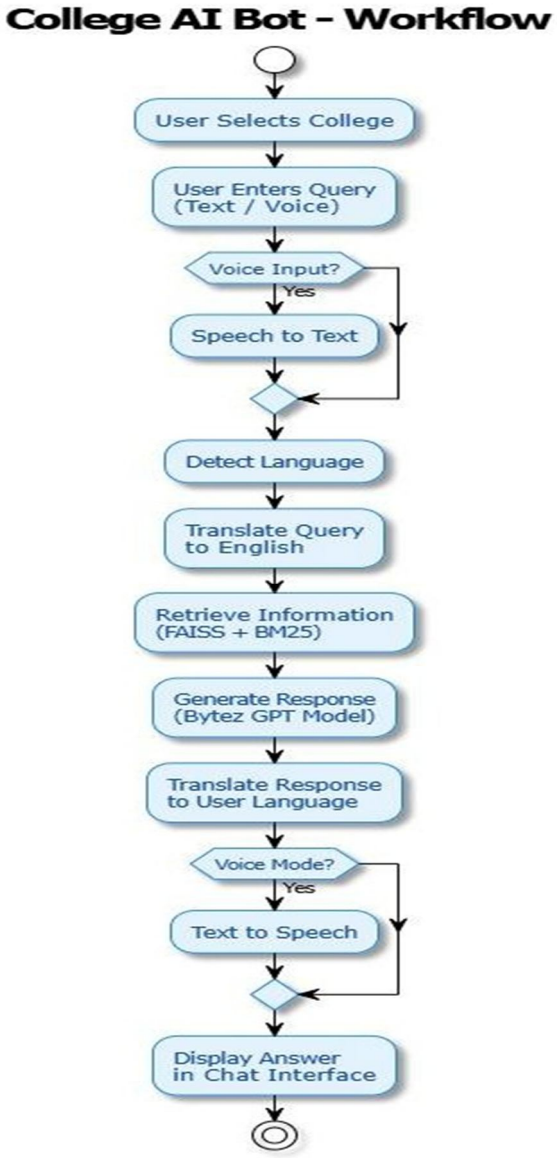


Figure 2. Flow Chart

Once the relevant documents are retrieved, they are passed as contextual input to a Large Language Model (LLM) accessed through Google Gemini and OpenAI APIs. The language model generates a context-aware response based on both the user query and retrieved information.

The generated response is then processed through a translation module to convert the output back into the user's original language if required. If the user interacts using voice input, the final response is converted into speech using a text-to-speech module, allowing natural conversational interaction.

A. Algorithm for Multilingual College AI Bot

The chatbot follows a Retrieval-Augmented Generation workflow to handle user queries efficiently.
Let Q represent the user query and R represent the chatbot response.

1. Receive user query Q through text or voice interface.
2. Detect the language of the query.
3. If the query is not in English, translate it into English.
4. Enhance and preprocess the query for better retrieval performance.
5. Retrieve relevant documents using BM25 keyword search.
6. Perform semantic retrieval using FAISS vector search.
7. Combine retrieved results to form contextual information C.
8. Pass the query Q and context C to the Large Language Model.
9. Generate response R using Gemini/OpenAI models.
10. Translate the response back to the user's language if necessary.
11. Convert the response into speech if voice output is enabled.
12. Display or speak the final response to the user.

This approach ensures accurate and context-aware responses by combining knowledge retrieval with generative AI models.

B. System Architecture

The architecture of the proposed system consists of multiple modules that work together to process user queries and generate responses.
The User Interface Layer allows users to interact with the chatbot using text or voice input. This interface is implemented using web technologies integrated with the Django backend.
The Language Processing Layer performs language detection and translation, ensuring that queries in different languages can be processed effectively. The system supports English, Telugu, Hindi, and Kannada.
The Retrieval Layer consists of the hybrid retrieval system combining BM25 keyword matching and FAISS semantic vector search. This layer retrieves relevant information from the knowledge base built from collected college data.
The Knowledge Base contains information gathered from official college websites and other reliable sources using an automated web crawler built with Playwright. The collected content is processed and indexed for efficient retrieval.
The Response Generation Layer utilizes Large Language Models through Gemini and OpenAI APIs to generate context- aware answers based on the retrieved information.
Finally, the Output Layer delivers the chatbot response to the user in either text or voice format, depending on the interaction mode.

C. Application Interface

The developed chatbot provides an intuitive web-based interface that allows users to select a college and interact with the AI assistant. Users can ask questions related to courses, admissions, fee structures, placements, and campus facilities.
The system automatically detects the language of the query and generates responses in the same language. Voice-based interaction further enhances accessibility, enabling users to communicate naturally with the chatbot.
Figures 3 and 4 show snapshots of the chatbot interface demonstrating user interaction and response generation.

VII. RESULTS AND DISCUSSION

The proposed Multilingual College AI Bot was implemented using the Django framework and evaluated using a knowledge base constructed from multiple college information sources. The system integrates Retrieval-Augmented Generation (RAG) with hybrid retrieval techniques to provide accurate responses to user queries related to admissions, courses, placements, fee structures, and campus facilities. The chatbot supports four languages: English, Telugu, Hindi, and Kannada, allowing students to interact with the system in their preferred language. The system automatically detects the query language, translates it into English for processing, and then translates the generated response back into the user's language.
The knowledge base used by the chatbot was constructed by collecting information from official college websites, Wikipedia pages, and other reliable educational sources. A web crawling module implemented using Playwright continuously gathers relevant content, which is then stored and indexed in the vector database. This approach ensures that the chatbot can provide updated and context-aware responses.

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To retrieve relevant information, the system employs a hybrid retrieval mechanism combining BM25 keyword search and FAISS vector-based semantic search. The BM25 algorithm retrieves documents containing relevant keywords, while FAISS retrieves semantically similar documents using sentence- transformer embeddings. The retrieved results are merged and passed to the Large Language Model (LLM) to generate the final response.

The language model used in this system is accessed through the SDK, which utilizes GPT-4o-mini as the primary model and GPT-4.1 as a fallback model. The generated responses are context- aware and tailored based on the selected college.

The system was evaluated by testing various types of queries related to admissions, fee structures, courses, placements, and campus facilities. Experimental results demonstrate that the proposed system can effectively retrieve relevant information and generate accurate responses with minimal response time.

Figure 3 shows the chatbot interface displayed on the college website, where users can interact with the system through text or voice input. The interface allows students to select a college and ask questions related to various aspects of campus life



Figure 3. chatbot interface

Figure 4 illustrates an example of a query for which no direct information exists in the knowledge base. In such cases, the system either retrieves information from external sources through web crawling or generates a fallback response indicating that the information is currently unavailable.

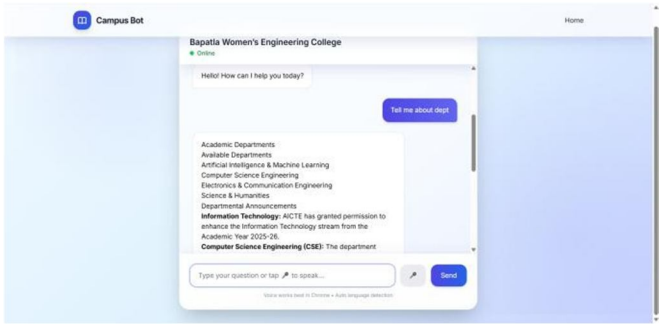


Figure 4. example of a query

The results demonstrate that the proposed system significantly improves information retrieval accuracy, response relevance, and conversational flexibility compared to traditional chatbot approaches.

Table I
System Implementation Details

Parameter	Value
Framework	Django
Retrieval Method	FAISS + BM25
Embedding Model	Sentence Transformers
Language Model	Gemini Api/ GPT-4.1
Languages Supported	English, Telugu, Hindi, Kannada
Voice Interface	Web Speech API
Web Crawling Tool	Playwright

A. Discussion

The experimental results indicate that the integration of Retrieval-Augmented Generation with hybrid retrieval techniques significantly enhances the chatbot's ability to handle diverse user queries. The use of FAISS vector search enables semantic understanding of queries, while BM25 improves keyword-based matching accuracy.

Additionally, multilingual support and voice interaction improve accessibility for users from different linguistic backgrounds. The ability to automatically collect and update information using a web crawler ensures that the chatbot remains up-to-date with the latest college information.

Future improvements to the system may include integrating image-based information retrieval, enhanced recommendation systems, and additional language support to further enhance the chatbot's usability and performance.

VIII. CONCLUSION

Accessing accurate and comprehensive information about colleges through traditional methods such as static websites, manual inquiries, or physical visits can often be time-consuming and inefficient. To address this challenge, this paper presented a Multilingual College AI Bot, an intelligent conversational system designed to assist students and parents in obtaining information related to admissions, courses, fee structures, placements, and campus facilities through a unified and user-friendly interface.

The proposed system integrates Retrieval-Augmented Generation (RAG) with hybrid retrieval techniques, combining FAISS-based semantic vector search and BM25 keyword search to retrieve relevant information from a structured knowledge base. The retrieved information is then processed using Large Language Models accessed through the SDK, enabling the chatbot to generate accurate and context-aware responses.

In addition, the chatbot supports multilingual communication in English, Telugu, Hindi, and Kannada, along with voice-based interaction, allowing users to communicate naturally with the system. The integration of an automated web crawling module using Playwright ensures that the chatbot can collect updated information from official college websites and other reliable sources, improving the relevance and accuracy of responses.

Experimental evaluation demonstrates that the proposed system effectively handles diverse student queries while reducing response time and improving accessibility. By combining conversational AI, hybrid retrieval mechanisms, and multilingual interaction, the system provides a scalable and efficient solution for college information assistance.

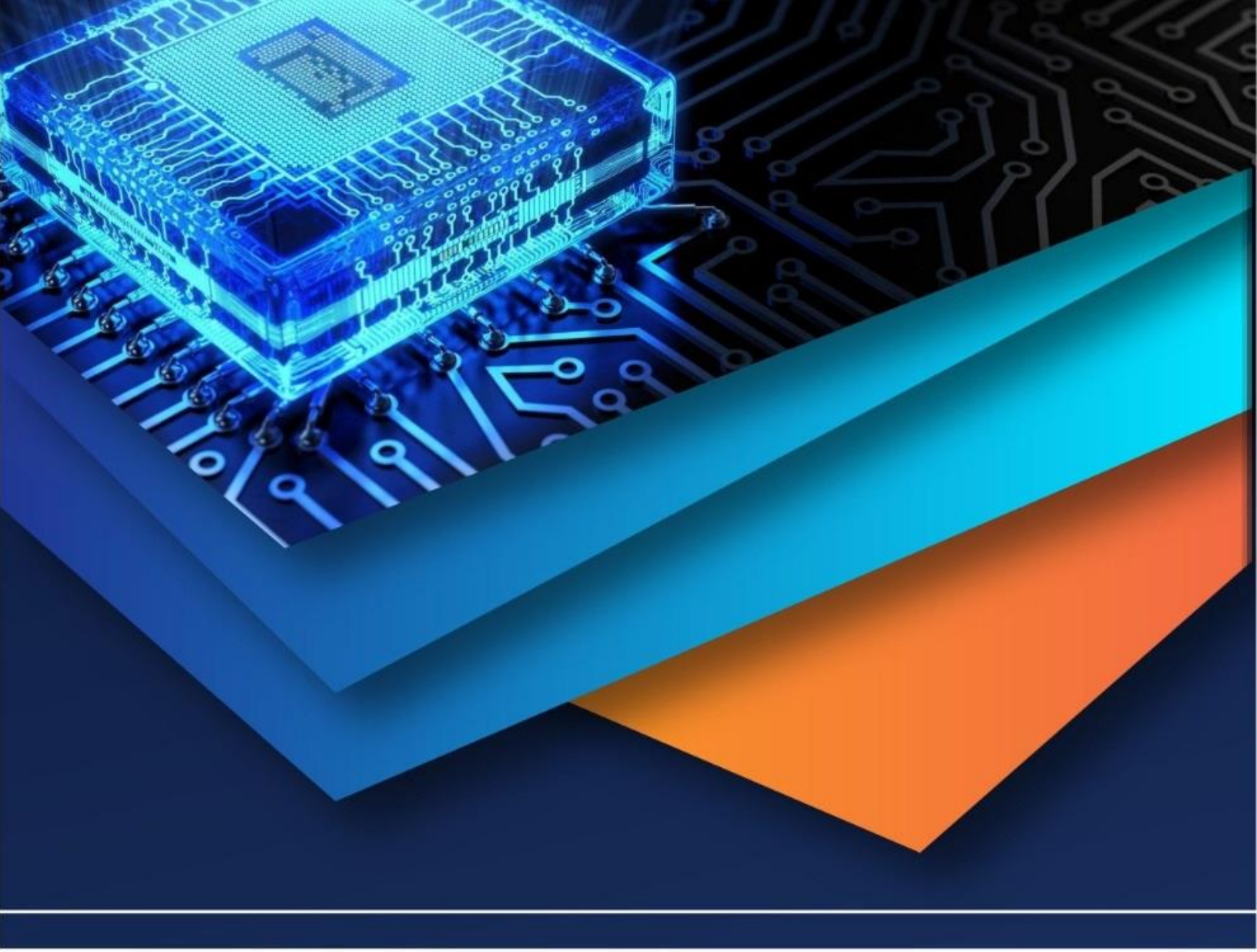
In the future, the chatbot can be enhanced by incorporating image- based information retrieval, recommendation systems for courses and colleges, and additional language support, further improving the usability and intelligence of the system.

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