Ellis C. Chatbot on VTAC

Last Modified on 04/22/2025 3:41 pm CDT

The **Ellis C. Al Chatbot** helps facilitate communication by answering common questions and guiding users to the right resources. If you have a simple question or need direction on a specific issue, the chatbot can help. It's been trained on all articles available in VTAC and is designed to provide quick, accurate, and helpful answers to faculty VTAC-related questions. The chatbot is still in its early stages and continues to improve through regular updates and user feedback.

NOTE: Ellis C. on VTAC **does NOT search external websites** such as D2L, McGraw Hill, YuJa etc. It does not have information about other departments within Lone Star College. It will search through VTAC articles only.

Accessing the Ellis C. Al Chatbot

At any time when navigating VTAC, in the bottom right corner of your screen, you can see the option **[Speech bubble]**. Clicking this option will open the **Ellis C. Al Chatbot.**

COLLEGE Virtual Teaching Assistance Cent	er		Suggest an Article Logout Refine	
Home)			
VTAC Support		VTAC Support		
News				
aculty Support & Services	Frequently Asked Questions			
Semester Start	Should I contact IT, D2L, or VTAC Supp	ort?		
Semester End	Can you help upload my syllabus to iSt	tar, verify the official day roster, or finalize my off	icial grades?	
Accessibility	Lhave more questions. Where else can	Lhave more questions. Where else can I go for help?		
Assignments				
ttendance				
ollaboration	Self-Service	Learning	Assistance	
Content	Course Design	Certification	IT Service Desk	
ourse Data Analytics	Merge Course Rosters	Online Teaching Certification	Chat	
	Create a Sandbox	Am I Certified?	("Live Chat" on lower right)	
ourse Management and Administration 🛛 💿	Create a Community Group	Enroll Me: OTC	866-614-5014	
ourse Planning and Design	Archive/Restore Courses More	More	Technology Services	
	more	Training	D2L Support	
Discussions	User Access	VTAC Event Calendar	D2L Virtual Assistant	
Email	Add a Director a Commo	Quality Matters Consister Franklands		

Using the Ellis C. Al Chatbot

 Upon opening the Ellis C. Al Chatbot, you will be greeted with: "Hey there! I'm Ellis C. I am a virtual assistant that has read all of the VTAC articles and can help faculty with any related questions! Try asking me a question like 'How do I create an assignment?' or 'How can I build an accessible course?'"



2. Upon opening the Ellis C. Al Chatbot, the **[Ask a question]** text box will open to type in any questions relating to any articles in VTAC.

: EII	is C. —	×
٢	Hey there! I'm Ellis C. I am a virtual assistant that has read all of the VTAC articles and can help faculty with any related questions! Try	
	asking me a questions like "how do I create an assignment?" or "how can I build an accessible course?"	
	e a question	
	port, please reach out to nestar.edu	×

3. After providing the Ellis C. a question, the Chatbot will try its best to answer the question by combing through our database to find the relevant information to guide the user.

	my gradebook does not equal to 100%	
٢	In a weighted gradebook, all category weights must add up to a 100% final grade, and all item weights within a category must also add up to 100%. If your gradebook total does not equal 100, it is likely because the weights assigned to categories or items do not sum up to 100%. You should review and adjust the weights to ensure they meet these requirements.	
	Did I help? 🖒 🖓	
Ask me	a question	
	4	\triangleright
	port, please reach out to nestar.edu	×

4. At any time, you can click the [Broom] icon to clear the conversation and start fresh. The chatbot remembers the entire conversation and uses that context to shape its responses, so clearing the conversation is helpful if you wish to reset that memory. You can also click the [Language Selector] icon to switch languages, or the [Emoji] icon for more flare.



Asking the Right Questions

The Ellis C. AI chatbot is still in its early stages, so it may occasionally have trouble understanding certain questions. When asking the chatbot for help, keep your questions clear and action-focused. If this question was posted to the chatbot: I have a site visit coming up and need to give visitors access to all my courses, the chatbot will be confused and throw a *"Uh-Oh, I'm stumped!"*.

Another example would be *"When would my D2L course be available?"* These questions are too broad and open ended to answer the scope of the chatbot.

For example, a good question to ask is, "How would I add professors to my class?" It's clear and specific, which helps the chatbot understand and provide accurate information.

÷ Ell	is C	×
ø	Hey there! I'm Ellis C. I am a virtual assistant that has read all of the VTAC articles and can help faculty with any related questions! Try asking me a questions like "how do I create an assignment?" or "how can I build an accessible course?"	
	How would I add professors to my class?	
¢	To add professors to your class, you can follow the process outlined in the article <u>Add a User to a</u> <u>Course</u> . This process is intended for adding employees, including adjuncts, to your courses in D2L.	
	Did I help? 🖒 🖓	
Ask me	a question	
	<i>\Square</i>	
	oort, please reach out to nestar.edu	×

Providing Feedback to Ellis C. Al Chatbot

Giving feedback to Ellis C. helps improve the quality of its responses over time. When the faculty lets the chatbot know if an answer was helpful or not it learns from that interaction and gets better at understanding and assisting users in the future. We are continually working to improve the chatbot's responses to ensure they are accurate and helpful as possible. Your feedback matters to us!

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ø	Hey there! I'm Ellis C. I am a virtual assistant that has read all of the VTAC articles and can help faculty with any related questions! Try asking me a questions like "how do I create an assignment?" or "how can I build an accessible course?"	
	How would I add professors to my class?	
¢	To add professors to your class, you can follow the process outlined in the article <u>Add a User to a</u> <u>Course</u> . This process is intended for adding employees, including adjuncts, to your courses in D2L.	
	Did I help? 🖒 🖓	
Ask me	e a question	\triangleright
For support, please reach out to vtac@lonestar.edu		

Two Methods to Provide Feedback to the Chatbot

1. After Ellis C. responds to your question, you'll see a thumbs up and thumbs down option below the reply. Selecting one lets the chatbot know whether the response was helpful or not, which helps improve future answers.

	my gradebook does not equal to 100%	
٢	In a weighted gradebook, all category weights must add up to a 100% final grade, and all item weights within a category must also add up to 100%. If your gradebook total does not equal 100, it is likely because the weights assigned to categories or items do not sum up to 100%. You should review and adjust the weights to ensure they meet these requirements.	
	Did I help?	
Ask me	e a question	
😳 🗛	3	\triangleright
	port, please reach out to onestar.edu	×

 Clicking the [X] button at the top right of the chat window will bring up the end-ofconversation screen. From there, users can rate the chatbot from 1 star (*very poor*) to 5 stars (*very good*), leave constructive feedback in a text box, and view a transcript of the conversation by entering your email address.

: Ellis C	×
End of Conversation	
How would you rate the quality of the interaction you just had with us?	
B A A A A A Very poor Very good	
Did you have a good conversation?	
Enter feedback here	
Email me a transcript of our conversation	
Enter e-mail address	
Close Window	
For support, please reach out to vtac@lonestar.edu	×

VTAC Support

If repeated attempts to get an answer from Ellis C. are unsuccessful, we highly recommend using VTAC's search feature, which is located in the top right corner of the page. Try this before contacting your campus representatives or emailing VTAC support.

Lone STAR Virtual Teaching Assistance Cent	er		Suggest an Article Logout Refine V Sea	rch for articles
A Home Home	9			7
(8) VTAC Support		VTAC Support		
> News				- \
Faculty Support & Services	Frequently Asked Questions			•
	Should I contact IT, D2L, or VTAC Supp	port?		
> Semester Start				
> Semester End	Can you help upload my syllabus to iSt	tar, verify the official day roster, or finalize my off	icial grades?	
Accessibility	I have more questions. Where else can	I go for help?		
> Assignments				
> Attendance				
> Chatbots	Self-Service	Learning	Assistance	
> Collaboration	Course Design	Certification	IT Service Desk	
Content	Merge Course Rosters	Online Teaching Certification	Chat	
	Create a Sandbox	Am I. Certified?	("Live Chat" on lower right)	
Course Data Analytics	Create a Community Group	Enroll Me: OTC	866-614-5014	
Course Management and Administration (1)	Archive/Restore Courses	More	Technology Services	
	More	Testates	DOI Ownerst	C
Course Planning and Design	User Access	Training	D2L Support	
> Discussions	Add a Userate a Course	VTAC Event Calendar	D2L Virtual Assistant	

The VTAC support email is pinned at the bottom of the page for easy accessibility. To find your campus representative, please navigate to this page: <u>https://vtac.lonestar.edu/help/campus-reps</u>.

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Ask me	e a question	\triangleright
	port, please reach out to nestar.edu	×