Developments in cognitive computing are driving innovation in student success. iTuffy allows students to ask questions about services on campus in a conversational format. Using student information stored in a variety of data warehouses, iTuffy will be able to show student grades, display their current schedule, and provide course maps to help students navigate their way to graduation. By leveraging the full power of IBM Watson, it is the template for implementation of cognitive computing in higher education.

iTuffy

The iTuffy feature can be found in the iFullerton application, available for download from the Apple App Store and the Google Play Store. Common questions include parking pass information, dining locations, recreational center hours and heath services contact information. The iFullerton app hosts a variety of other features to help the campus check out parking availability, access course information and even enroll in classes.

System Architecture

FUTURE OF iTUFFY

Contribute to graduation and retention rates
Ability to answer questions 24/7 when offices are not available for students
Provides personal and secure information concerning academic progress
Grow to become a campus companion for every student
iTuffy’s cognitive engine learns through interactions and questions asked by students making it even better at providing future responses

Campus Partnerships
iTuffy will answer questions about every service on campus. To get the most commonly asked student questions and correctly phrased responses, IT continues to work with various university stakeholders including: Academic Advising, Financial Aid, Admissions and Records, Cultural Centers and Student Government

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