CHAPTER ONE

INTRODUCTION

1.1   Background to the Study

A chatbot is a counterfeit human, creature or other animal that holds discussions with people through mediums, for example, portable application, web application or sites. It could be through writings or an expressed discussion or even a non-verbal discussion. Chatbots with the guide of the web can keep running on nearby PCs and telephones. Chatbots can be said to be a product intended to animate discussions among people and the framework which is very intriguing and captivating. It shows up all over the place, from old antiquated HTML pages to present day propelled person to person communication, sites, and from standard PCs to popular shrewd cell phones (Amey, Rahul & Patil, 2017).

As indicated by Oxford Dictionaries (2018), a chatbot is a PC program intended to reproduce discussion with human clients, particularly over the Internet. It is a virtual sidekick or an associate that is incorporated into sites, applications or moment flag-bearers which speaks with us through instant messages. The incentive in chatbots originates from their capacity to mechanize discussions all through the association. Chatbots are of such a significant number of advantages like upgrading the profitability of a webpage by giving the help or access to data rapidly and proficiently so that it gives explicit replies answers to the client rather than the client surfing the site perpetually looking for an answer which probably won't be on the website. Clients don't generally realize where to go to discover the data they are keen on. Truth be told, the client may not realize what it is they are keen on. Possibly they simply heard the school name in passing and chose to investigate. By posing a progression of qualifying inquiries, clients are steered to the best spot for them to discover the data they need.

The Chatbot likewise helps social and amusement by filling discussions and upgrading social encounters by allowing talking without being judged and enables the client to improve conversational abilities. Chatbots interest individuals by giving them clever tips. The reaction of the chatbot contains convincing messages which incorporate media like emoticons, pictures or vivified GIFs to your chatbot discussion. In addition to the fact that media brings greater identity to your messages, it additionally strengthens the messages you send and builds discussion change

rates. On occasion, clients find chatbots as a friend and in some cases ease themselves with it. Chatbot being on a site can advance the client experience and make individuals visit the site consistently.

It has additionally helped in fulfilling clients interest. The oddity of chatbots sparkles interest, individuals need to investigate their capacities and to have a go at something new. It opens the world to new territories of innovation which is Artificial Intelligence (AI) and how astounding AI can be so entrancing (Anadea, 2018).

1.2   Statement of the Problem

It has been found that most sites particularly the Mountain Top University site has an excessive number of data. The site shows up excessively longwinded as there are parcel of messages been passed crosswise over to its user. This makes it not to be easy to understand which makes it exhausting while looking for data by the clients. Essentially, the web search does not report the normal searched results from the inquiries as the required answer isn't given.

Also, the university site has a live visit window where users speak with an expert. This mechanism of talking is extremely incapable as answers are frequently postponed for a considerable length of time or on occasion relinquished without reacting to the solicitation of the user. Consequently, this examination goes for planning and actualizing an enquiry chatbot framework that would empower the understudies, staff or some other user to make at least one enquiries about the projects in the University.

1.3   Aim and Objectives of the Study

The aim of this project is to design and implement an enquiry chatbot system that can be integrated into the school website to aid accurate and reliable information about the university. The specific objectives are to:

  i.   integrate a keyword-matching algorithm and string distance-comparison algorithm to retrieve the possible best result.
  ii.   propose an architecture for an enquiry chatbot system.

iii.   develop a web interface that gives reliable results.

1.4   Research Methodology

In order to achieve the stated specific objectives, the following were done:

1.   To develop a keyword matching algorithm and a string distance comparison algorithm for better information retrieval, Dialogflow framework was used for the matching algorithms using JavaScript as the base language of implementation for creating the chatbot for the school website.

2.   The university enquiry chatbot system architecture would transit from the Dialogflow console where an agent would be created and different questionnaires with common intent would be uploaded and adequate replies to would also be uploaded too. The Bot system respond fast to user complaints and stores data's in the console database. A database were all the relevant information about questions, answers, keywords, logs and feedback would be stored and used as training data.

3.   To develop a web interface which aims to give the ability to potential students and their families to submit questions in a chatbot and get convincing replies. After the chatbot has been created successfully it would be channelled through the school's website to create a web interface which gives the students, potential students and their families a platform to submit their questions and get a convincing and appropriate reply.

1.5   Scope of the Study

The university enquiry chatbot would be channelled through the university site. It is a web application that would give answer to the inquiry of the understudies, staff, job seekers, non-staffs and hopeful understudies of Mountain Top University. The typical answer time would associate with 3-5 seconds which would rely upon the web speed of the user. If user has a decent internet connection, he/she would get the answers to his/her queries in the usual time. This is because the process involves fetching the keywords from the user's query in the knowledge base and then showing the output. By and by, the reaction time is relied upon not to surpass 15 seconds in most pessimistic scenario circumstance.

1.6   Significance of the Study

This project aims at demonstrating the power of chatbots and how they can be an alternative to using an application or even a website. The chatbots should be user-friendly, respond in a timely manner and be user-friendly all-round. The bots should make it as easy and fast as possible for users to interact to ensure that users don't waste time and get what they want from the bot without any trouble or misunderstanding. The conversation should flow and keep the user in control of the conversation at all times. Users should get away from their chatbot experience and think it was a fun, user-friendly and straightforward interaction that would encourage them to return without hesitation. Because messaging platforms are the most widely used type of application in the world, companies would seek to take advantage of this and start developing their own chatbots to work with their social media pages. This releases time to do other work for real employees and allows the chatbot to handle the simple tasks. In order to use the chatbot, there is no need to download a separate application as it would be channeled through the school website. A plethora of applications are available nowadays and most users would be fed up with having to download an application which they can use only once or twice.

1.7   Definition of Terms

Agent: An agent is an array of intents around one topic.

Algorithm: An algorithm is a set of mathematical steps or operational commands used to solve an issue. As they analyze and transform data, algorithms are critical to AI. A unique algorithm is required for each analytical task.

Application programming interface (API): A set of software-building definitions, protocols and tools.

Artificial intelligence (AI): AI is the creation of computer systems capable of performing tasks that require human intelligence, such as recognition of speech, language understanding and translation, and decision making. AI includes computer science, neuroscience, psychology, and linguistics, all of which a machine needs to duplicate a characteristic human response.

Bots: A short name for computer programs that interact with people and the internet intelligently.

Broadcast: A message that is sent to users proactively, similar to a mobile app push message.

Channel: The chatbot conversation medium channels include windows for your website, Messenger, Slack, Skype, SMS, email and web chat.

Chatbot: A chatbot is a smart computer program that interfaces with people, computer systems, and the internet. The word is a chat and robot contraction.

Conversational UI: A human speech or language-based user interface.

Conversations: This is a scripted conversation decision tree or logic diagram. These conversations can be linear, or with multiple answers to questions they have branching logic.

Deep Learning: Algorithms used to gain insights in machine learning and artificial intelligence.

Entity: An entity is changing an intention. For instance, if a user type "show me the financial news of yesterday, "the entities are "yesterday" and "financial" A name is given to entities such as "dateTime" and "newsType" Entities are referred to as slots sometimes.

Framework: A structure that provides building blocks and functionality to build a chatbot that also requires programming.

Fulfillment: This is the code. This part of the conversation lets you pass on the request from your bot to an external source and get response and pass it back to the user.

Intent: An intention is the intention of the user to collect a particular piece of information, such as the daily weather forecast. The intention is usually a combination of noun-verb words that tells the chatbot what it wants the human to do. Find an ATM, book an appointment, or order food, for instance.

Interaction: A verbal or written chatbot-human communication.

Machine Learning (ML): Machine learning is the process where, instead of programming, a computer learns from experience. By collecting data, the machine learns and can find insights from that data without explicit programming.

Multiple intents: When a user requests the chatbot in a complex manner and the chatbot has to process and prioritize two or more attempts at the same time.

Natural language processing (NLP): Processing natural language teaches a computer to understand the language and the purpose behind the language. NLP is based on computer science, computer linguistics and artificial intelligence.

Natural Language Understanding (NLU): NLU is an artificial intelligence (AI) branch that utilizes computer software to comprehend input in text or speech format phrases. NLU utilizes algorithms to make a structured ontology of human speech.

Rails, Guard Rails: The conversation must be redirected to a human when a user asks a question that stumps the chatbot or is beyond the Chatbots scope. This redirection is called a rail or a railway guard.

Response: Any user-based reply from a chatbot.

Structured data: Highly organized, searchable information when placed in a database.

Unstructured data: Information that does not fit a model or structure of a predefined data and lacks consistency overall.

User experience (UX): A person's overall experience using a product like a website or a mobile app. How easy or enjoyable something is to use is determined by the user experience.

Utterance: The user says anything. For example, if a user types "show me the financial news of yesterday," the whole phrase is the utterance.

1.8   Organization of Subsequent Chapters

This project is organized in the following ways:

Chapter one contains a background to the study, statement of the problem, aim and objectives, scope and significance of the study, research methodology and definition of terms. Chapter two talks about review of related works and previous researches on a student enquiry chatbot system.

Chapter three discusses the methodology used in achieving the stated objectives and chapter entails the achieved result. Lastly, chapter five gives summary, conclusion and recommendation.

CHAPTER TWO

LITERATURE REVIEW

2.0   Introduction

This chapter describes knowledge gained from existing literatures related to the current study. It includes the history of chatbot system, existing applications and other implementations of chatbot system.

2.1   The History of Chatbot System

ELIZA was developed in 1996 as the first conversational agent. It was a computer program that used basic natural language processing techniques to simulate a psychiatrist and rephrase user input. Although the program was relatively simple, it succeeded in giving the illusion of understanding the problems of the user and fooled many people. Joseph Weizenbaum, the developer, even mentioned that his secretary asked him to leave her for a private conversation with ELIZA. As years went by, the approach of ELIZA served as a guideline for other new chatbots developments with minor additions brought into the field such as speech synthesis and management of emotions.

Then came in SmarterChild in 2001, a conversational agent developed by ActiveBuddy, Inc. (now Colloquis) operating on AOL Instant Messenger and MSN Messenger inspired by the rise of instant messaging platforms like SMS It made quick access to weather forecasts, sport results, news etc. easier for users. The main innovation was to connect SmarterChild to a knowledge base and detain useful information for its users. Unfortunately, the technical limitations of the processing of natural language at the time caught up with bots on those platforms and History forgot them. A team at IBM, through the Watson AI project that has been in development since 2006, made the next advancement for conversational agents. The chatbot was designed with the sole purpose of winning the Jeopardy American TV show that it did when competing against two former champions of the show in 2011From an NLP point of view, jeopardy is interesting as the questions involve a lot of word play and require rapid retrieval of information in vast knowledge bases. Unfortunately, this AI was unable to carry on a proper conversation with someone else in its past form and was only able to answer one-line questions Finally, virtual assistants such as Apple's Siri, Google's Google assistant, Microsoft's Cortana, Amazon's Alexa and others came

into development in the early 2010s. These agents brought the conversation concept as well as goal-oriented dialog into the field. Another major chatbots event was the release of the 2016 Messenger Platform for Facebook Messenger and the creation of conversational agents for non-AI related businesses. As shown in this brief summary of the conversational agent's field, since the early days of the NLP, much progress has been made. However, this does not imply that current solutions are flawless (Peters, 2017).

2.2 First set of chatbots

Chatbots are used in many organisations instead of humans when this is possible. Most of the time systems like that are based on the ways ELIZA or ALICE communicates.

2.2.1 ELIZA

Joseph Weizenbaum (1966) developed the first chatbot ELIZA using a keyword matching technique. The concept used was to read input from users and search for some keywords that are used to get answers when keywords are found. If there was no keyword, then ELIZA would try to get more information from the user according to specified rules to keep the conversation going. Take the example below to understand how this would work.

User: How can I get in touch with my mother?

Then the chatbot would identify the keyword mother and would find a connection between mother and family and it would respond with a question.

ELIZA: Tell me more about your family

The chatbot doesn't know what its saying. It only produces result according to rules and there was a rule that connected mother and family in this case. Then it had to produce a response that would encourage the user to ask another question, hoping to find a keyword. However, some standard responses that ELIZA would use if a keyword is not found most of the time. Some examples would be "Please go on, very interesting" or "Can you think of a particular example?" (Polatidis, n.d).

2.2.2 A.L.I.C.E

ALICE was developed by Richard Wallace in 1995. In Artificial Intelligence Mark-up Language, or otherwise known as AIML, it uses pattern matching and stores information. An AIML file is similar to an XML file that has been developed to store chatbots pattern knowledge. The following are three types of AIML categories, atomic categories, default categories, and recursive categories.

Atomic categories: Is a type of AIML category where there is an exact match.

<category>

<pattern>What is your name</pattern>

<template>My name is Nick</template>

</category>

In the above example if the user submits "What is your name" then the chatbot will reply with "My name is Nick".

Default categories: Is a type of AIML category where the use of a wild character such as * is used to match any input.

<category>

<pattern>What is *</pattern>

<template>It is my name</template>

</category>

If the first category is not used by ALICE, it will proceed to the second category. In this case, if a user submits "What is a name," then ALICE will carry out a check until the wild char, and if a match is found, the answer will come.

Recursive categories: Is a type of an AIML category where special tags are used to refer to a recursion to convince the user to be more specific.

```
<pattern>Do you know what the * is</pattern>

<template>It is my name

<srai>What is <star/></srai>

</template>

</category>
```

In this case the wild character *reduces the input submitted by the user. If the user submits "Do you know what the time is" then this becomes "What is the time".

The following figure gives an example of a conversation between a human and ALICE.

User: Hello ALICE

Alice: Hi there!

User: How old are you?

Alice: I am eighteen in computer years

User: Who is your father?

Alice: I was programmed by Dr Richard S. Wallace

User: so, you are a software program?

Alice: Interesting deduction. Thanks, and you are a delightful person too. Am I a software program? Let me put it this way, unknown person: the ALICE series is the most reliable computer software ever made. We are all practical purposes fail proof and incapable of error.

User: Wonderful! So, what's your favourite food ALICE?

Alice: Yeah that's right! I require only electricity

When a user submits a question, any irrelevant punctuation will be removed and the sentence will go through the categories to find the longest matching pattern. The question, "Can you use hours, minutes and seconds to tell me the time?" Can you tell me the time using hours of minutes and

seconds and then search for the longest match? When the match is found, it is sent to the output. In addition, ALICE has no learning ability and can only come with data in its database. (Polatidis, n.d)

2.3   Existing Systems of chatbot.

In IEEE Conference Publications, Emmanuel and Traian (2013) designed a Chatbot that simulates a historical figure. It describes many applications that incorporate a human appearance and aim to simulate human dialogue, but most of the conversational bot knowledge is stored in a human expert database. However, very few researchers investigated the idea of creating an artificial character and personality chatbot starting from web pages or plain text about a certain person. This paper describes an approach to the idea of identifying the most important facts in texts describing a historical figure's life (including personality) to build a conversational agent that could be used in CSCL scenarios in middle school.

Maja, Reinier and Robbert (2005) describes a flexible method of teaching artificial introductory intelligence (AI) using a novel, Jav33a-implemented, simple agent framework specifically developed for this course. While numerous agent frameworks have been proposed in the vast array of literature, none of these available frameworks have proved sufficiently simple to be used by computer science first-year students. The authors therefore set out to create a new framework that would suit the objectives of the course, the level of computing skills of the intended student group, and the size of this student group. The content of the introductory AI course in question is a set of assignments requiring students to use smart agents and other AI techniques to monitor, filter, and retrieve relevant World Wide Web information. It therefore represents a synthesis of the traditional objectivist approach and a constructivist, real-world-oriented approach to teaching programming to novices. The main objective of implementing such a pedagogy was to involve students in learning to which they relate personally while attaining intellectual rigor. Classroom experience shows that students learn more effectively when combining the traditional objectivist approach with a constructivist approach than when using this orthodox approach to teaching novice programming alone.

Educational Requirements: The Project is developed using Php as a language. They used Notepad++ for Design and coding of project. Created and maintained all databases into My SQL 5.6, in that we create tables, write query for store data or record of project. Managed database using WAMP server.

Hardware Requirement: i3 Processor Based Computer 4GB-Ram 320GB Hard Disk Monitor

Software Requirement: Windows 7 WAMP Server Notepad++ My SQL 5.6.

In (Wadhwa, 2017) "College Enquiry Chat Bot" suggested to build a Chat Bot enquiry project using artificial intelligence algorithms to evaluate user queries and comprehend the user's message. This system will be a chatbot providing answers to students queries. Students will only need to select the department queries category and then ask the bots query that will be used to chat. This system will be a chatbot that will provide answers to the queries of students. Students will only need to select the category of department queries and then ask the bot's query for chatting. This system will be a chatbot providing answers to students queries. Students only need to select the department queries category and then ask the bot's chatting query.

In (Setaiji, 2016) "Chatbot using knowledge in Database", a chatbot aims to make a human-machine conversation. The machine has been embedded with knowledge to identify the sentences and decide to answer a question on its own. A chatbot is aimed at making a conversation between humans and machines. In order to identify the sentences, the machine was embedded with knowledge and decided to answer a question on its own. The calculation of the phrase similarity divides input phrase as two letters of input phrase. Chatbot knowledge is stored in the database. The chatbot is made up of interfaces and that interface in relational database management systems is accessing that core. Chatbot application development in different programming language was accomplished by creating a user interface to send input and receive response. From the entity-relationship diagram resulting from 11 entities and their cardinalities, designing and building tables as representation of knowledge in the database had been started. Structured query language (SQL) was used to match patterns within the stored program.

2.4   The Internet

The internet, connecting millions of computers, is the world's largest computer network. A network is a group of two or more connected computer systems. Most people used the internet in the early days to search for information. Today's internet is a constantly evolving tool that not only contains an incredible range of information, but also provides new ways to access, interact and connect with people and content (GCF, 1998-2013).

The internet is a way to connect a computer through dedicated routers and servers to any other computer anywhere in the world. When two computers are connected via the Internet, all kinds of information such as text, graphics, voice, video and computer programs can be sent and received. (Business Dictionary, 2019). The internet is required to send and deliver messages.

2.4.1   Web applications

A Web Application or Web App is a Web Server software. Unlike traditional desktop applications that a Web Browser launches. The web application would be the medium that will channel the chatbot through. A Web application's basic architecture includes browsers, a network, and a Web server (Conallen, 1999).

2.4.2   Communication

Communication is a dynamic process that is going on all the time around us. In fact, 70% of our time is spent receiving messages and sending them. The origin of the word "communication" is "communicare" or "communis" which means "providing", "participating", "sharing" or "making common". The sense of sharing is inherent in "communication" the very origin and meaning. Keith Davis defined communication as a process of transmitting information and understanding from one person to another. Also, John Adair as one person's ability to contact another and make himself understood and Louis Allen as a bridge of meaning involving a systematic and continuous process of telling, listening and understanding. The communication process is a two-way process that includes the sender, a message, a medium, a channel, a receiver, a response and feedback. However, it is not enough to have just all these elements; the two parties involved should cooperate and understand. Between them there should be a common language.

2.4.3   DialogFlow

DialogFlow is a closed source platform unlike Rasa stack. DialogFlow comes in and fills the gap. It actually replaces the NLU parsing bit so that you can focus on other areas like your business logic! It's a Google owned developer of human computer interaction technologies based on natural language conversations.

2.6   Review of Related works

Question Answering (QA) systems can be identified as systems accessing information that attempt to respond to natural language queries by providing answers rather than simply listing document links. Using the language features available in natural language techniques, the QA system selects the most appropriate answers. They differ primarily from sources of knowledge, the width of Dialog Systems (NLDS) is a suitable and easy way to access information. QA system based on Semantic enhancement as well as the implementation of a domain-oriented chatbots technology based on pattern-matching developed within an industrial project (FRASI). The approach proposed simplifies the realization of chatbots that uses two solutions First is ontology, which is exploited in two ways to construct responses very actively as a result of a domain deduction process, and to automatically populate, offline, the KB chatbots with sentences that can be derived from ontology, describing properties and relationships between the concepts involved in the dialogue. Secondly, the pre-processing of user-specified sentences can be reduced to a simpler structure that can be directed to existing chatbots queries. The goal is to provide useful information about consumer-friendly products to get exactly what they want. The choice was to use a pattern matching chatbots technology to implement a QA system (Bala et al, 2017).

FAQChat was first developed to chat about UNIX OS, but was subsequently modified by University of Leeds School of Computing. The information collected from the FAQChat is similar to the information found in the search for Google. Based on this correspondence, the user interface was developed. The interface requires an input query and, based on that query, it will generate two responses, one from the FAQchat, and the other from Google after filtering it will give the answer by choosing the most important words as a token and attempting to match the pattern as long as possible. FAQChat is an independent language, so its response is not generated either by using any

morphological tools or by analyzing the meaning of words. FAQchat's work is summarized by filtering process is applied to the question and answer database to remove any unnecessary tags and then questions and answers are extracted from the entire database, questions and answers are provided by the FAQ database. After that, a list of links is created, containing links from FAQ to web pages containing answers, all the words in questions are recorded with their occurrence frequencies in the dictionary. After that, a list of links is created, containing links from FAQ to web pages containing answers, all the words in questions are recorded with their occurrence frequencies in the dictionary. If only one match is found, FAQchat returns links as a response in case of multiple matches (Abbasi, Kazi, 2014).

A chatbot application for a Slack channel to get to know the services of Microsoft Bot Framework and Azure Cloud. Together with members of the .NET team, the chatbot project was designed. The project's goal is to deploy the chatbot to the private chat channel of the team. The application was developed using C # as the primary programming language on Visual Studio tools and other Microsoft technologies such as Azure Cloud services, Bot Framework and Unit Test Framework. The application developed in this thesis project is designed to react in messages to a few keywords, as it would interrupt normal communication in the channel that reacts to each message without restriction. If the key word is detected, the application checks if there is a command word, and if found, returns the answer provided by the logic of the program. The application should be able to send a lunch menu on request and also proactively to the common chat channel at 10AM each day in this case study. The application is stored in a Git repository and deployed with the option of continuous delivery to Azure Cloud hosting, which means that the application should not be redeployed whenever a new feature has been developed, but it occurs automatically when new commit is detected in the repository. After successfully deploying the working bot base, many other features were added by team members. In the team channel, the application remains in active use (Sannikova, 2017).

2.6.1   Research Gaps

Maja, Reinier and Robert (2005) worked on research titled: Teaching introductory artificial intelligence using a simple agent framework. The work describes a flexible method of teaching

introductive artificial intelligence (AI) using a novel, Java-implemented, simple agent framework specifically developed for this course. Traditionally, people who are not more in the technology are not familiar with the chat bot system, and even if there is a chat bot system, proving the answer or solutions is not very accurate. Students need to visit the college manually to get the college help desk to answer their queries. This process consumes as much time as the customer needs to visit college if their miles away from home. This process can also result in a communication gap between student and college.

The framework used has also proved to be simple enough for first-year computer science students to use. Instead of creating a new framework that would suit the course's purpose, the level of computing skills of the intended student group, and the size of this group of students and the biggest challenge facing chatbot developers today is a large number of messaging platforms. To create a successful bot, the limitations of each platform make it possible for software developers to look for new approaches and bot frameworks to provide them with a short-term opportunity to solve the problem. Modern bot frameworks allow developers to create cross-platform applications that can be integrated in multiple channels without altering the source code (Sannikova, 2017).

It should be hosted on a web hosting service in order to make bot accessible to a Slack channel. Hosting services are provided by a number of cloud platforms. Amazon Web Services, Microsoft Azure and Google Cloud Platform are the most common cloud platforms all of them have similar web application hosting services and are free to use limited functionality (Sannikova, 2017).

2.6.2 General Comments

Chatbots are mainly used to provide human and machine conversation. Admin provides the machine with some knowledge so that the machine can identify the sentences and make a decision itself as an answer to a question. While connecting the chat application to the database, it may miss defining a sentence and how to respond. It is therefore necessary to represent knowledge and implement SQL in the pattern-matching operation. A data modeled on the conversation pattern would be tested using a series of scenarios. The chatbots conversation would be checked back to the basic pattern. It is done so that some knowledge can be added to the database as it was not previously modeled. If the inputs in the database do not match then they will be remodeled (Bala et al, 2017).

2.7 Summary of the Literatures Reviewed

Potential students are communicated manually with a university and this is a very time-consuming procedure. The opportunity for one-to-one communication is highly valued However, in most cases, one-to-one conversations are not feasible with many hundreds of applications every year. The communication would require an academic staff member to spend several hours finding appropriate answers and contacting each student. Reducing his costs and time would be helpful. A chatbot system with knowledge base is developed and deployed for Object-Oriented Programming Languages to achieve this goal. Comparisons were made between the results obtained using Google search engine to obtain information about the school or use the search system for the school website and the efficacy of a chatbot system. The results indicate that Chabot inquiry has a significant impact on students' engagement with school activities.

CHAPTER THREE

METHODOLOGY

3.0   Introduction

A summary of the chapter contains approaches to objectives stated in chapter 1, specifically in section 1.3. This chapter encompasses a review of the research process, data collected and design considerations adopted in order to efficiently develop a school enquiry chatbot system. It also contains the method of data collection and the Architecture system of a chatbot system. The project comprises two parts which are the data collection and design process. This chapter discusses both parts extensively.

3.1   Integration of the Keyword Algorithm

Dialogflow is the bot framework used for the matching algorithm. Dialogflow is essentially an end-to-end instrument driven by NLU to help and promote computer discussions with wealthy and natural people. Dialogflow agents use machine learning algorithms to understand, match, and extract structured information from natural linguistic utterances. An agent is a natural language module you are building and using in your app or service. Agents understand human language nuances and translate user input into structured information that can be understood by applications and services. Dialogflow performs the job of translating natural language into machine-readable data using an example-trained machine-learning model. Once the chatbot identifies the intent of the user, the data is passed to the backend where it is possible to manipulate what is happening. By incorporating with other services, databases or even third-party instruments such as your CRM (customer relationship management), you can fulfill the application at the back-end (customer relationship management) which compiles client information across separate channels or customer-to-company contact points that could include the company's website, telephone, live chat, direct mail, promotional materials and social media. Dialogflow offers a training tool for adding annotated examples in bulk to appropriate Intents. This is very useful if you tell your agent something and it responds with an output you don't like. It can also be useful if you later know that you have forgotten an entity's synonym and that consumers use it a lot, then you can go and

tell your agent what to do in that situation. Dialogflow updates the machine learning algorithm of your agent every time you create modifications, import or restore an agent, or train your agent.

Figure 3.1 and 3.2 shows Dialogflow fulfilment-flow for the intent and entity extraction (i.e. keywords as highlighted in blue, red and yellow colours) and how it returns response(s) to the user. This concept is adapted in this project to see how the sets of questions contained in the dataset are answered based on users' request.
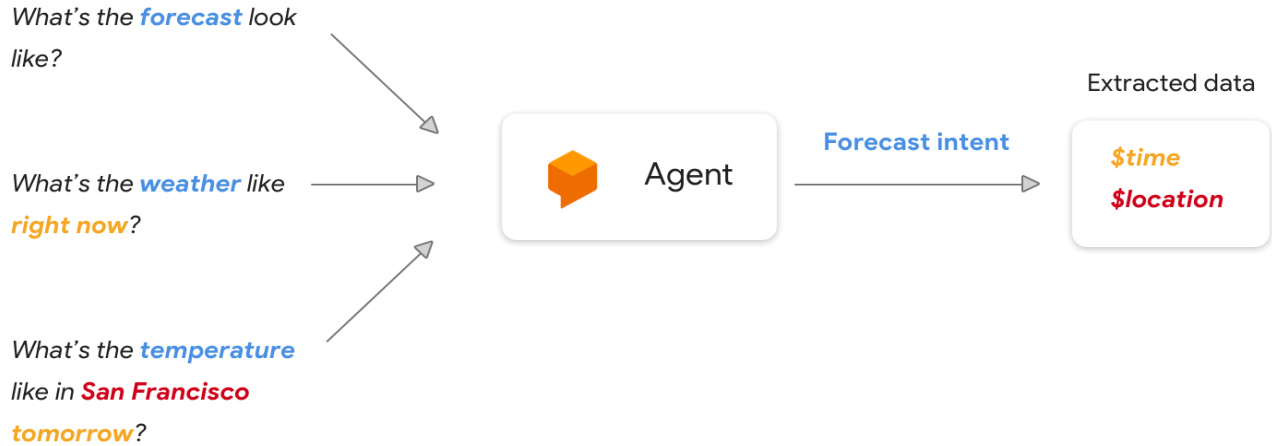
Figure 3.1: Image showing the Dialogflow fulfilment-flow for the intent and entities extraction and how it gets back response to the user (Google Cloud, n.d.).
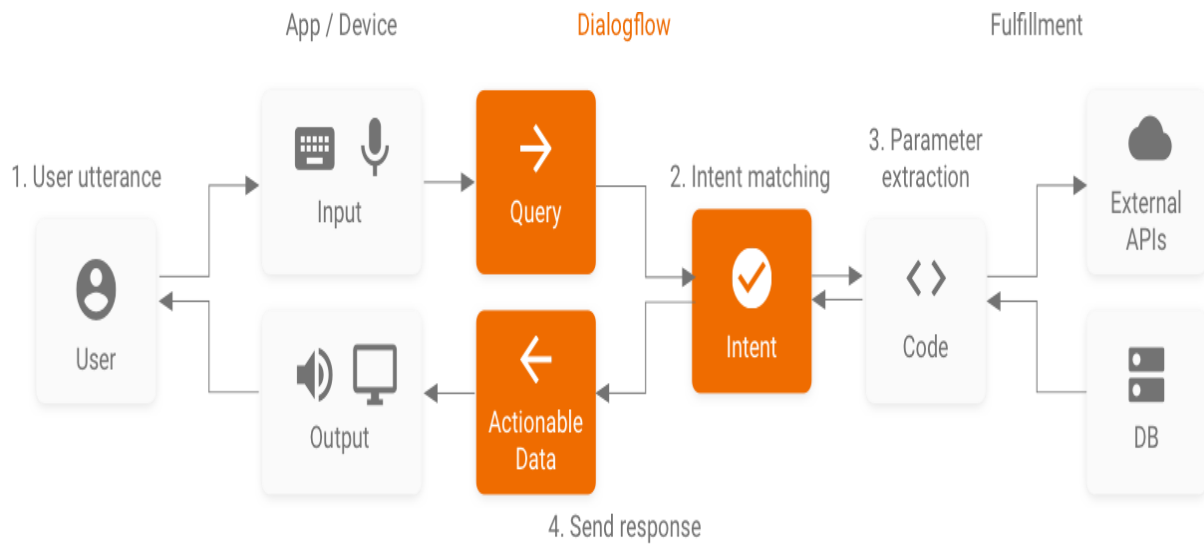
Figure 3.2: Image showing how Dialogflow fulfillment-flow works for intent and entities extraction and gets output back to user (Google Cloud, n.d).

3.2   Architecture for an Enquiry Chatbot

The chatbot system architecture of the university inquiry would travel from the Dialogflow console where an agent would be produced and various questionnaires (data set in Appendix V) would be uploaded with common intents and appropriate responses would also be uploaded. They are evaluated by the Google's built in NLU, the Bot system rapidly reacts to user complaints and stores information. A database that stores and uses all appropriate information about issues, responses, keywords, logs and feedback as training data. The chatbot would be constructed to assist users to better understand the university, how to apply, and how to assist them learn more about the school. The chatbot would need to answer the following questions (sample):

Q1 why should I choose this University?

A1: Because it's the fastest growing private school in Nigeria and within 4 years of its operation has made tremendous achievements.

Q2: Where do I apply?

A2: Registration starts online from the school's website.

Q3: What is the minimum requirement for admission?

A3: 5 credits in your O level including Math and English with any other 3 related subjects, and a minimum of 180 in your jamb.
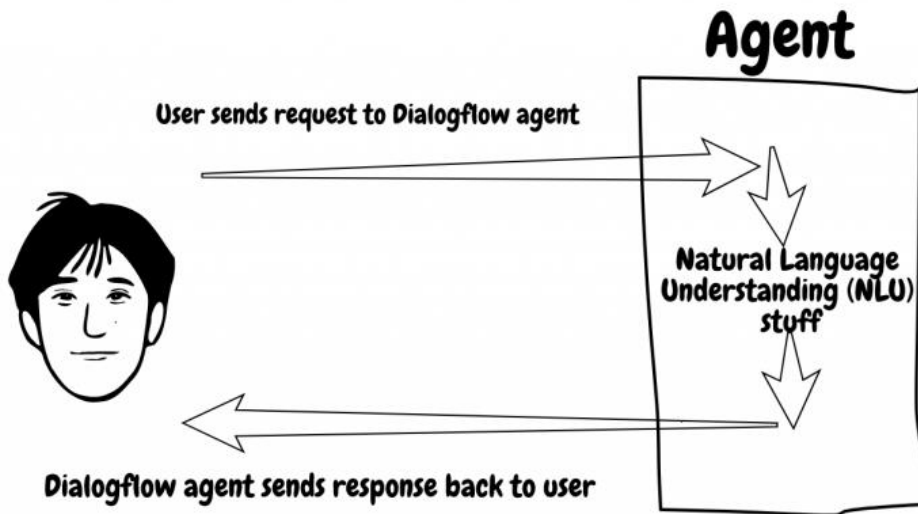
Figure 3.3: Image showing a simple Request-response form of a Dialogflow Architecture (Mohanoor, 2018).

The attempts and entities must be extracted so that the agent is trained with the appropriate answers once the associated intent is identified to react to user queries. Below is a detailed architecture of a Dialogflow chatbot adopted from (Kompella, 2018).
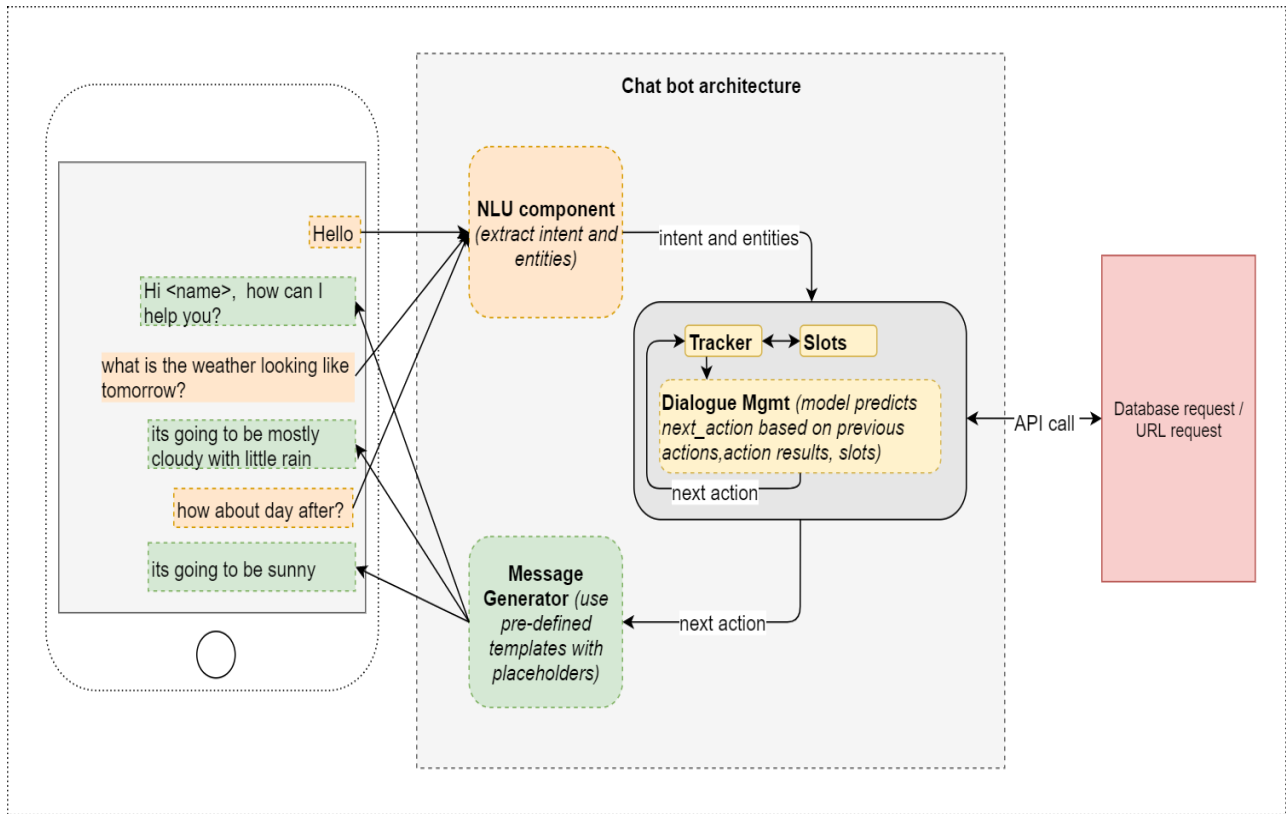
Figure 3.4: Image showing a detailed architecture of a Dialogflow chatbot (Kompella, 2018).

3.3 Design and Implementation of an Enquiry Chatbot

After developing the chatbot effectively, it can be channeled through the website of the school to develop a web interface that offers a platform for learners, prospective students, their relatives, work seekers and even lecturers to submit their questions and obtain a compelling and suitable response. Figures 3.5 to 3.9 shows the design of the system using flowchart, use case and sequence diagrams respectively.

3.3.1 Flowchart Diagram

The flowchart diagram represents a workflow of the activities that takes place in the system between the users and the bot as shown in Figure 3.5:
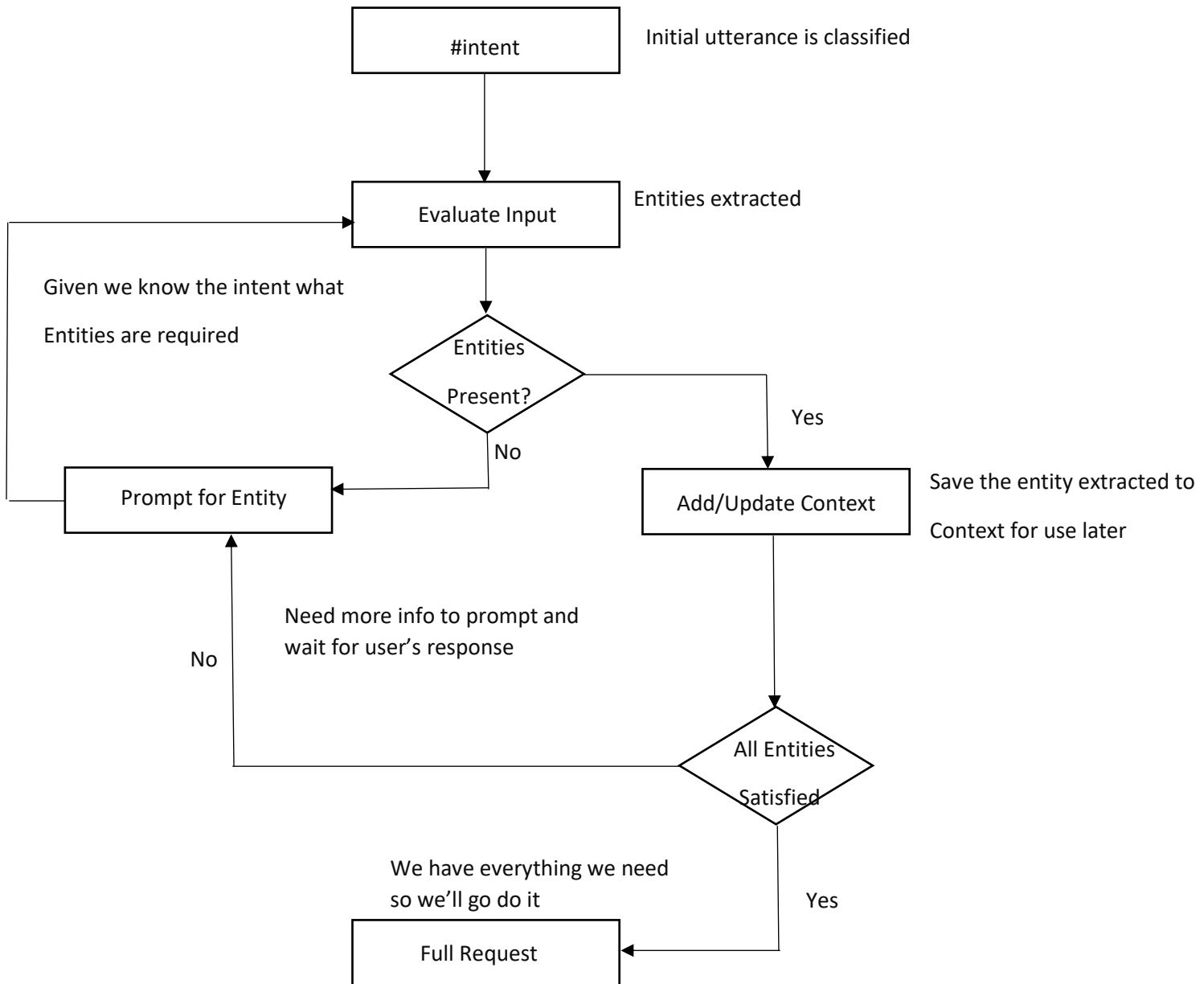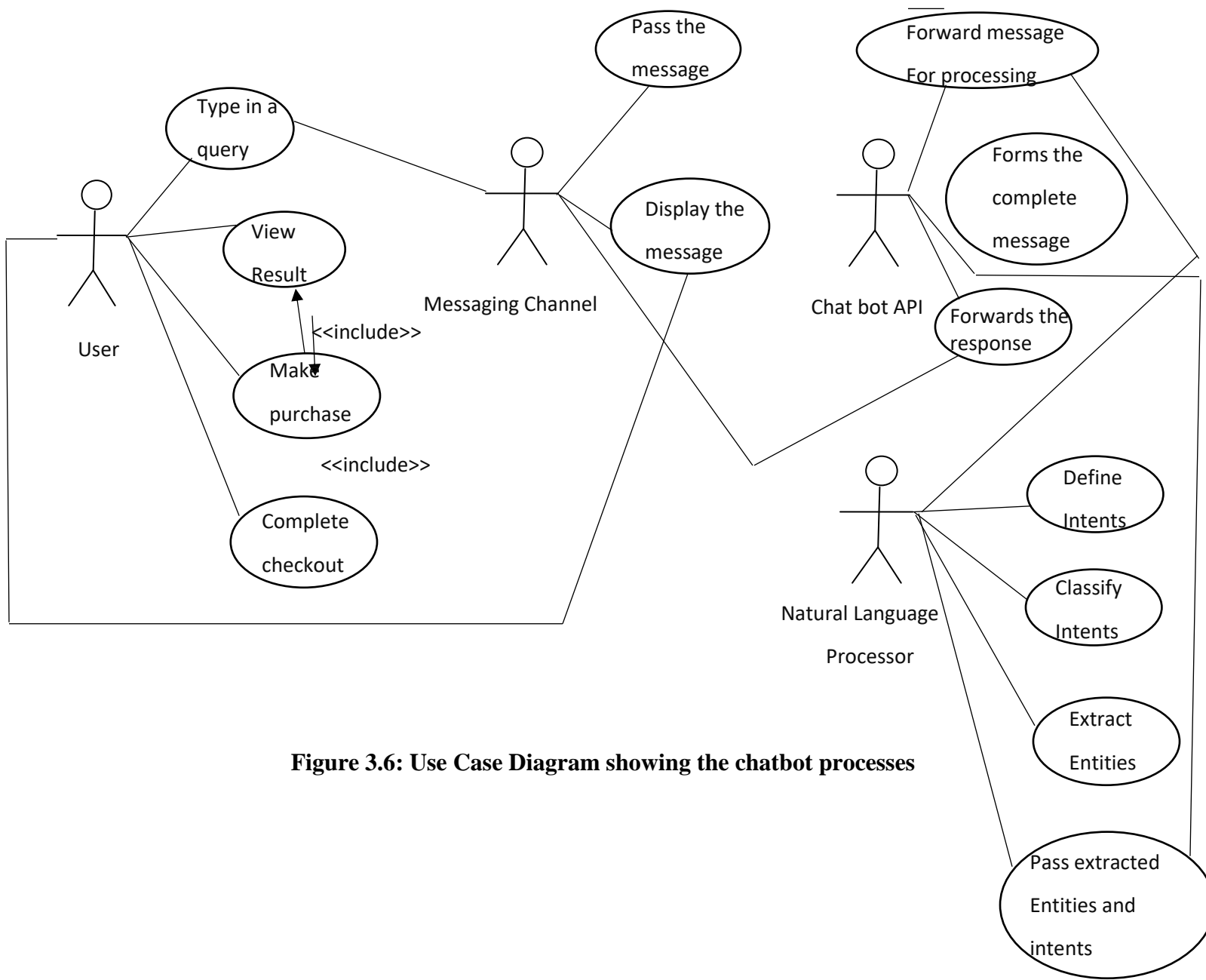

Figure 3.5: Flow chart Diagram showing the chatbot processes

3.3.2   Use Case Diagram

The use case diagram represents a workflow of the activities that takes place in the system between the users and the bot as shown in Figure 3.6.
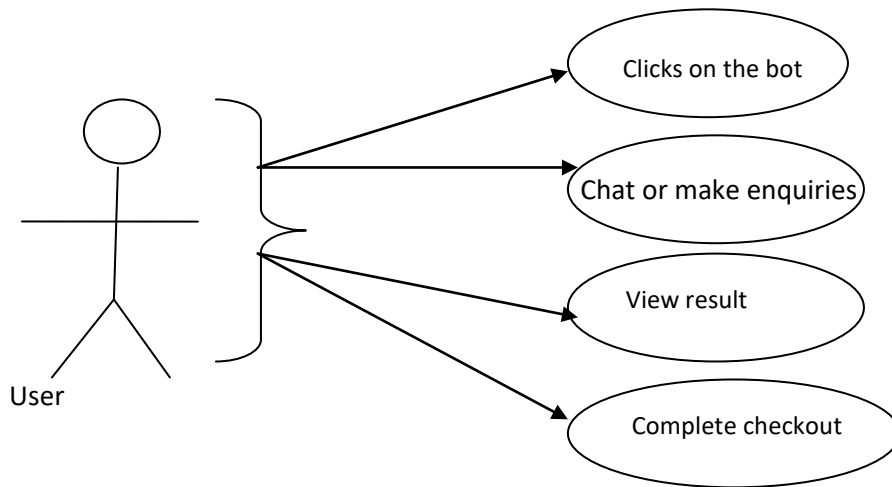
Figure 3.7 and Figure 3.8 is the breakdown of the use case diagram (Figure 3.6). They individually explain the workflow of the user and the Admin.

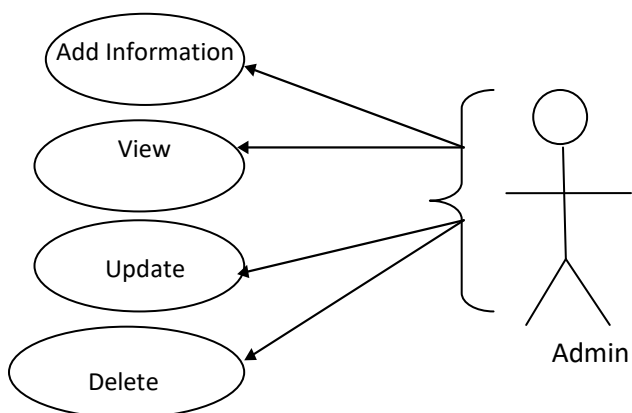**Figure 3.6: Use Case Diagram showing the chatbot processes**

3.3.2.1   User

The users Work flow using the chatbot system.

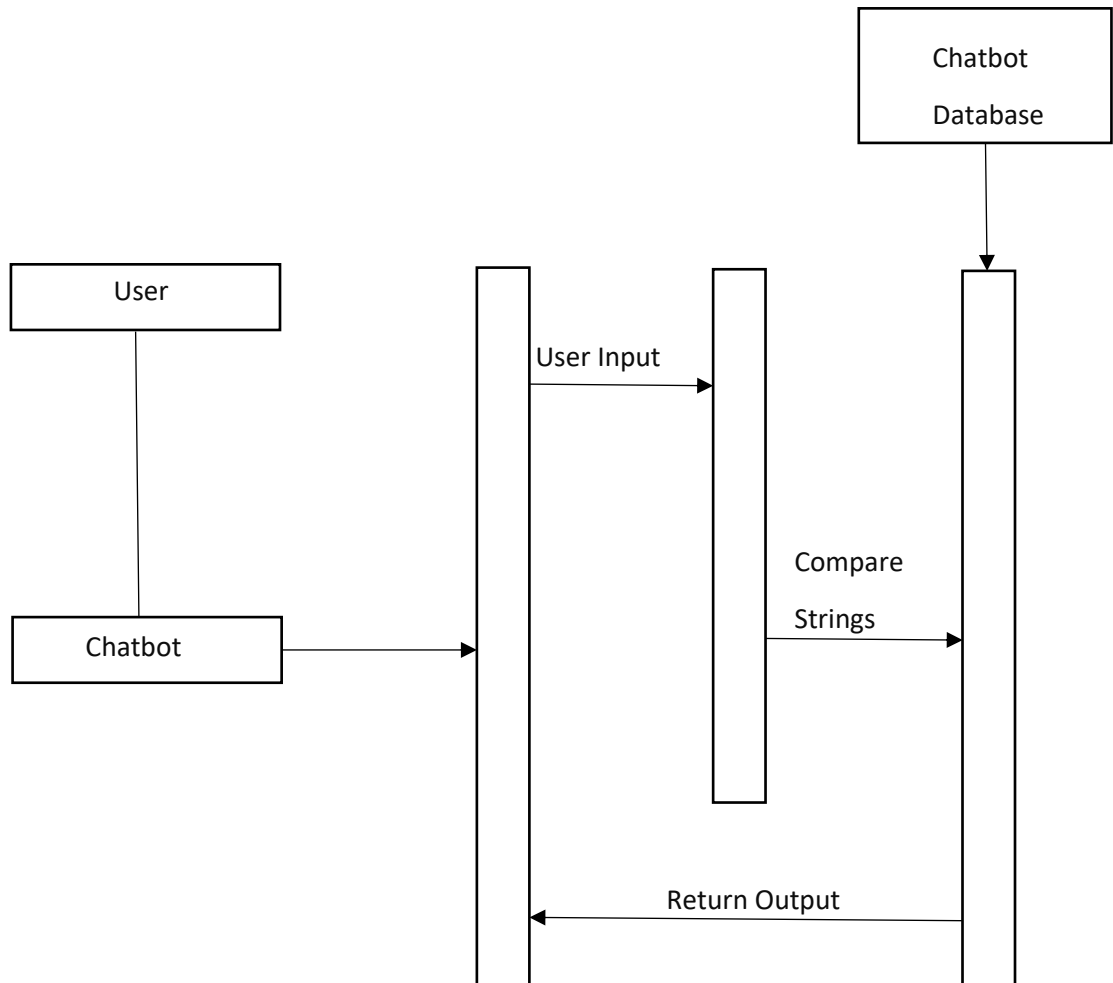**Figure 3.7: Users Use Case Diagram**

3.3.2.2 Admin

The Admin workflow managing the Backend.

Figure 3.8: Admin Use Case Diagram

3.3.7   Sequence Diagram

The sequence diagram represents a workflow of the activities that takes place in the system between the users and the bot as shown in Figure 3.9:

Figure 3.9: Sequence Diagram showing the Chatbot Process

CHAPTER FOUR

IMPLEMENTATION

4.0   Introduction

This chapter demonstrates how the system was designed and implemented, and also demonstrates the systems primary idea and functionality in another to accomplish its designated mission. This whole idea is a system that is a collection of items that work together as components of a mechanism or interconnecting system, a set of interacting or interdependent components that form an integrated whole or a set of components to other components. Some characteristics of a system include:

    i.   A system has a specific conduct that includes procedures that transform inputs into outputs.

    ii.   A system has interconnectivity, structural and behavioral relationships connect the components and procedures.

4.1   System Design Objectives

The Chatbot is a software application to assist students, staffs, new students, aspiring students (any form of user) to make enquiries about MTU in limited time and in a more interactive form.

From the viewpoint of the Chatbot, the system provides the following:

1. The system contains all the necessary information concerning Mountain Top University used to create intent (420 datasets containing questions with required answers) concerning the school.
2. Constant update of information as the school undergoes further development by the system administrator.
3. The system secures its information.

4. An interactive interface where users can do more than just making enquiries but can also keep themselves entertained.

4.2 System Design

This was divided into logical, conceptual and physical design

4.2.1 Logical design

This model has been created to indicate all the essential measures that have been taken by system advancement. Use case instruments such as flow charts and information flow diagrams have been used in this phase. These models were essential and crucial to the system's development. This phase included the design of the graphical user interface, the input design in which the user enters information, the design of the output which shows the outcomes of what a user enters. These drawings supplied the technical design from which the system was constructed. A combination of design tools such as hand drawings and CASE tools was used to develop inputs, output designs and system views.

4.2.2 Conceptual design

This was just a description of the system being proposed in terms of a set of integrated ideas and concepts about what the system is expected to do, behave and look like, which would be easily understood by the users as intended. This process was initiated by identifying several entities that the customers needed and also identifying all the significant interactions that exist between the entities. The outcome was the user interface model created.

4.2.3 Physical design

This was the logical design's physical realization. Use case diagrams, flowchart and sequence diagram, and the relationships between these users and the bot have been defined. The anticipated schemes were converted into the real structure of the database during the physical.
The system has been developed on the following requirements:

4.2.3.1 Functional Requirements

The following requirements were captured for the intended use of the system:

User

The user has direct access to the Chatbot system without having to register.

Checking Availability

To check available information in the system.

Updating the system

The system is updated with necessary and accurate information concerning the school and as the school keeps developing and changing, so are the information on the chatbot by the administrator.

4.2.3.2 Non-functional requirements

Quality Attributes

The system is very user friendly, interoperable and flexible.

Security Requirements

Only one person can have access to the confidential information of the user. The information of the user can only be viewed by the administrator.

Performance Requirements

The performance of the system is highly dependent on the bandwidth of the internet and also the hardware itself.

4.3   System Implementation

The chatbot is easy to use, very interactive and intuitive graphical user interface.

1. The chatbot provides a user friendly and an intuitive graphical user interface as part of the user's working environment.

2. The chatbot provides an interactive graphical user interface on the World Wide Web (MTU website) for the general users.

4.4   Work Flow

1. The user clicks on the bot
2. Types in a query
3. View results
4. Complete checkout

4.5   Hardware Platform

The implementation requirements depend on the system's specification. The system supports Pentium III computers and above, operating systems, Linux, Windows NT, and Mac with 512MB of RAM, at least 10GB of hard disk space and 550 MHz of processor speed.

4.6   Software Platform

The client computer must have an internet connective to have access to the web server through TCP/IP. The system needs to be installed on any server computer running on either Linux or Windows architecture. The server should have at least 4 GB of RAM and 500 Megabyte of storage space and running on processor speed of at least 1.8 GHz.

4.7   Implementation of the Chatbot System

The bot is integrated on the school's website.

4.7.1   The Integration Process of the chatbot into the universities website

The Universities website was developed using WordPress as a result, the My Chatbot WordPress Plugin was used which uses Dialogflow as the conversation engine. This Plugin has to be downloaded and enabled to gain access to it. The General Settings as shown in Figure 4.1 provides the integration mechanism, editing the chat interface which involves font color, request background color etc. and the Overlay Settings as shown in Figure 4.2 shows the settings to overlay the chatbot at the bottom right corner of the web page i.e. the bot appearance when it's not in its interactive form. It involves the bots Name, header color etc. These settings only apply to the Interface of the bot. The Dialogflow manages the Backend where the intents are hardcoded. Whatever changes are made at the backend (Dialogflow) is reflected at the front end.
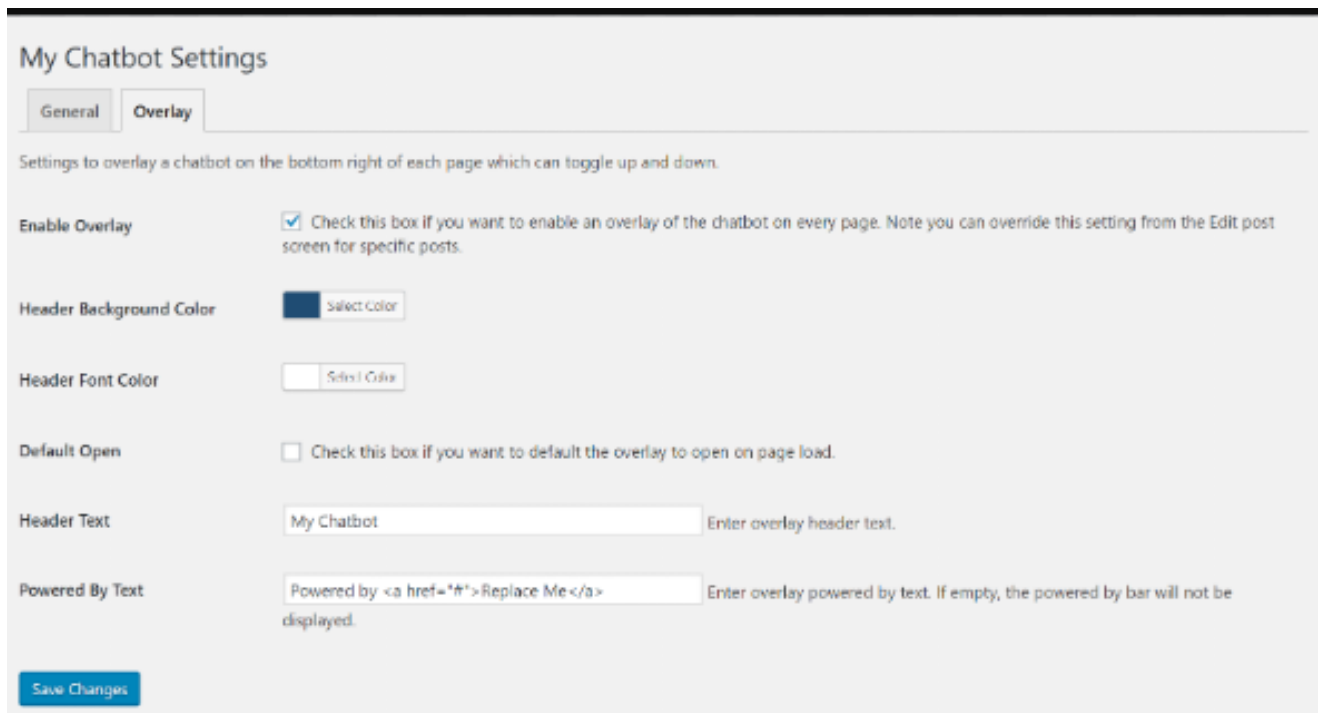

Figure 4.1: Image Showing the General Settings of My Chatbot

Figure 4.2: Image showing the Overlay Settings of My Chatbot

4.7.2 Chatbot View on the Website of the University

Figure 4.3 displays the position of the chatbot on the universities website. The bot as it appears in the displayed image is located at the bottom right corner and its labelled MTU Bot for easy identification for user. For the user to chat with the bot, the user has to click on the green top layer for it to pop up. The upward arrow sign on the bot indicates that users have to click on it for a pop up. This arrow sign becomes inverse as soon as the bot pops up indicating that once the user click on the top green layer at the end of conversation, the bot goes back down as shown in Figure 4.4, Figure 4.5 and Figure 4.6.

Figure 4.4 also shows the interaction process of the user and the bot. The bot warmly welcomes the user as its pops up and keeps the conversation going with the next reply of the user and Figure 4.5 is basically showing an enquiry made by the user about accommodation and the bot gave an adequate reply.

Figure 4.6 shows the reply of the bot if the user asked a question the bot can't provide an answer to. The bot provides a fallback reply as the bot can't be all perfect and provide answers to all users

queries. Even at situations where the bot doesn't get what the user is saying, the fallback reply message pops up which provides other alternatives for the user to make their query. The Fallback message entails the contact number of officials that can be available to provide answers to users queries and the support mail where the user can just place their query.

All this images also shows the timely response of the bot to user messages. Below each messages are the response time which are as well very accurate.
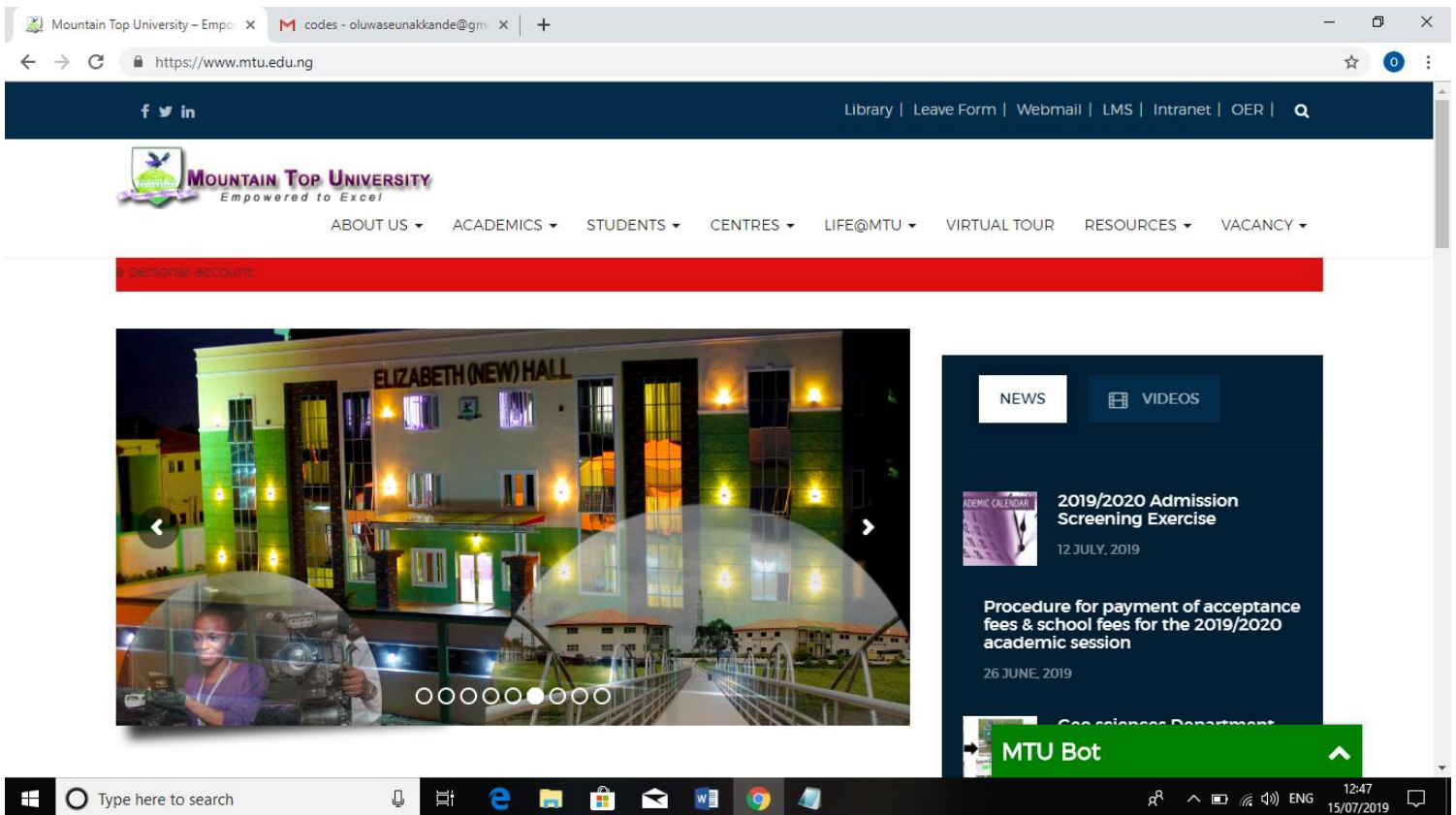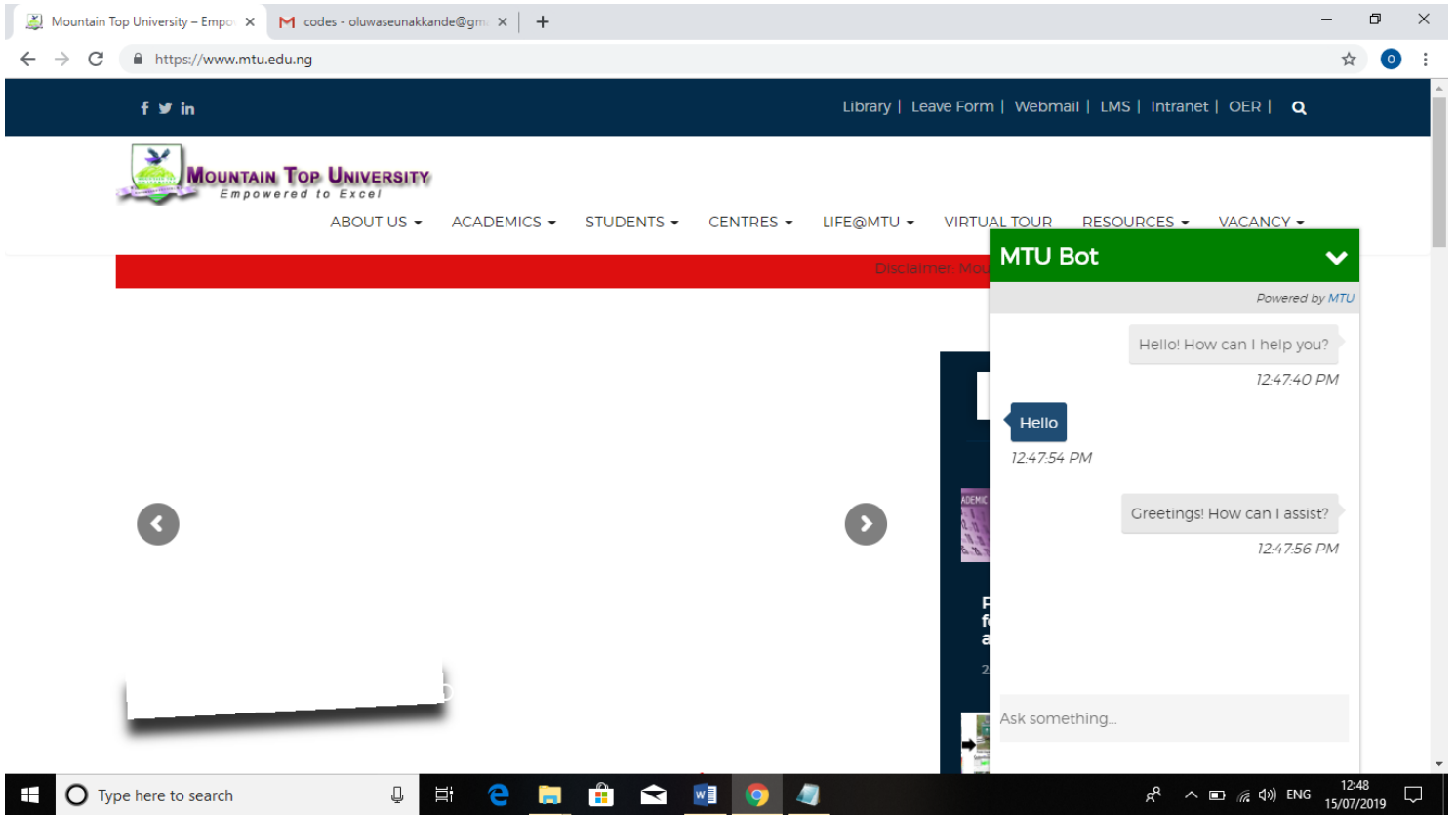

Figure 4.3: Image showing the Position of the bot on the university website.

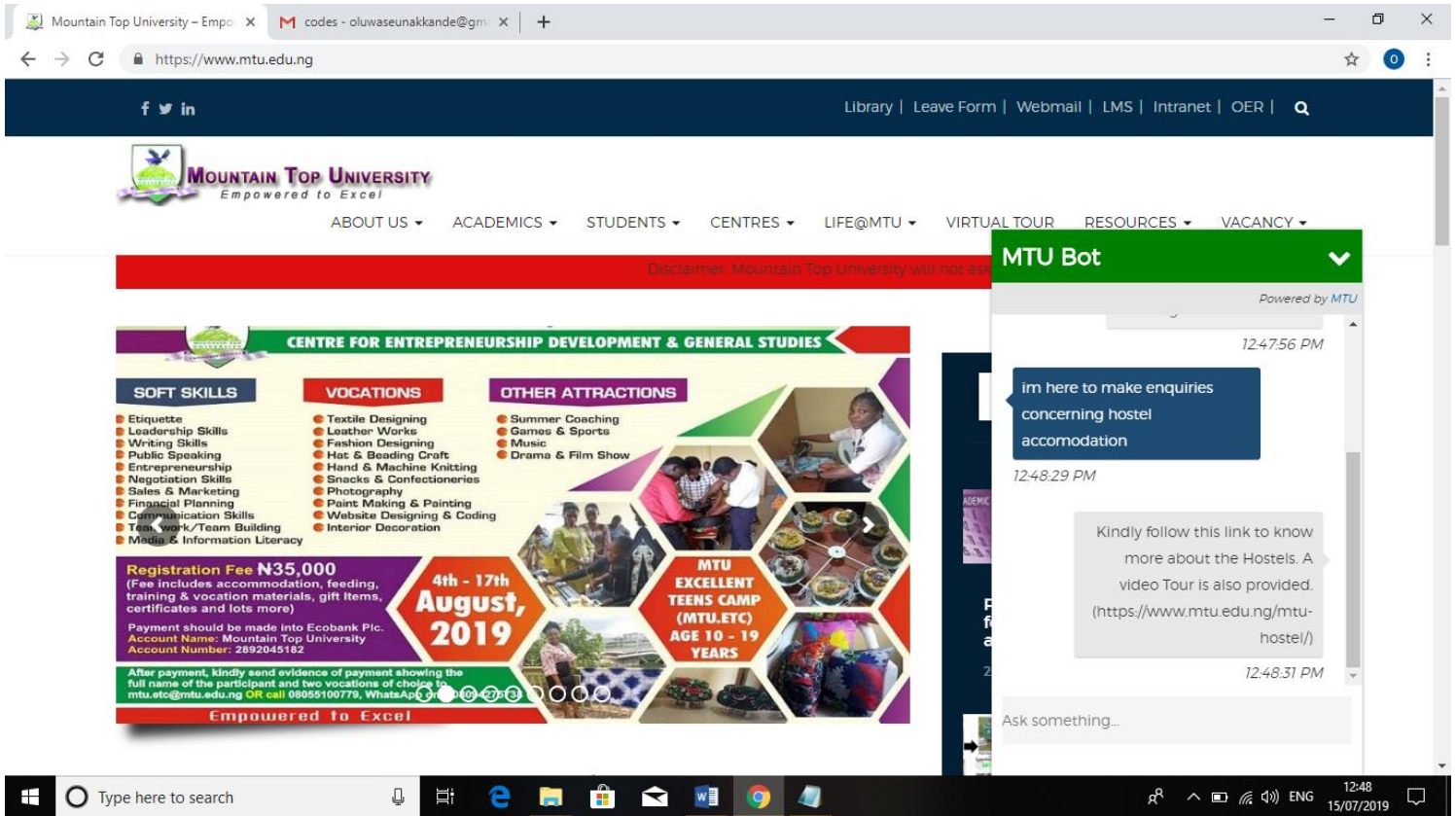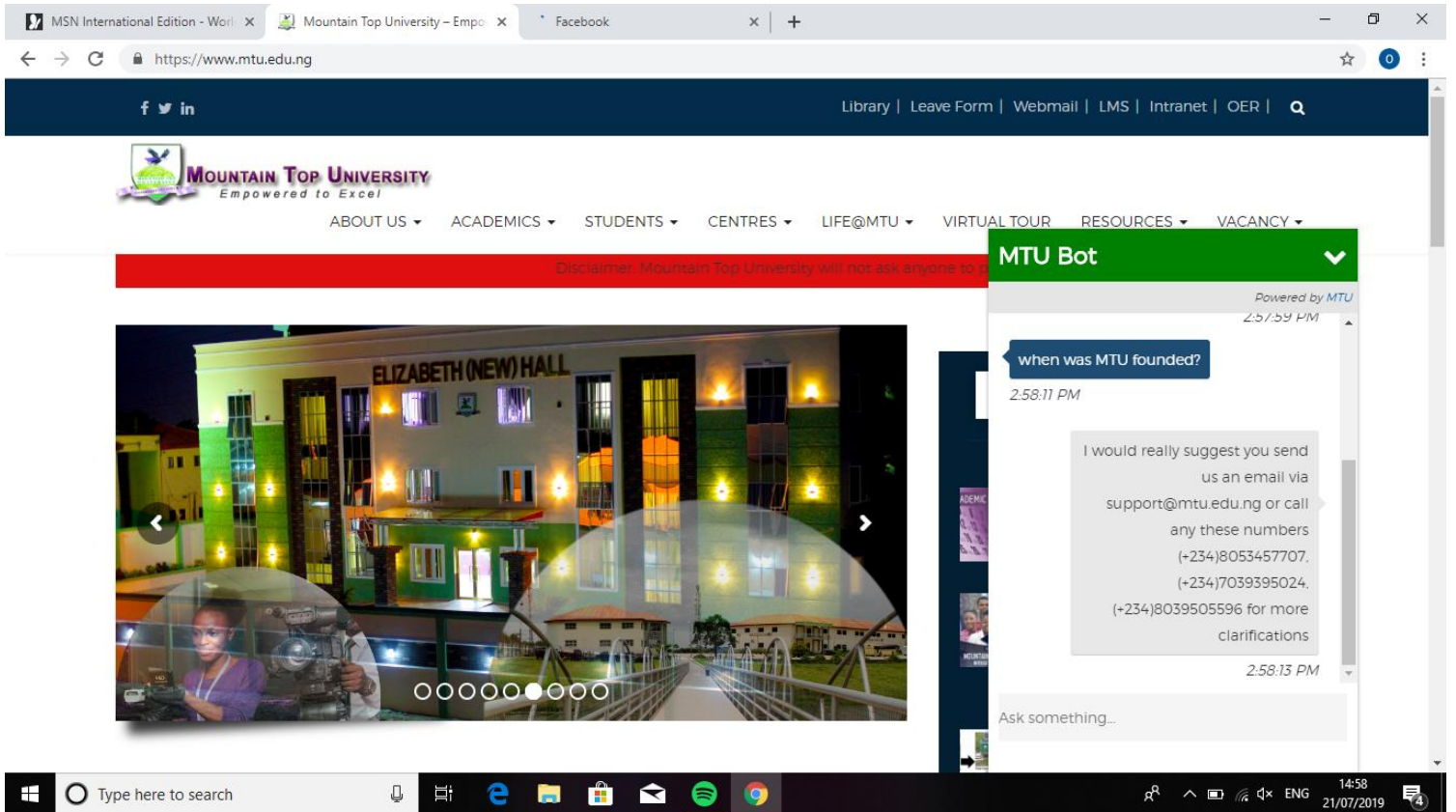**Figure 4.4: Image showing the interaction process of the bot with the user**

Figure 4.5: Image showing the interaction of the bot and the user

Figure 4.6: Image showing the fallback reply message of the bot to unrecognized users query.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0   Introduction

This chapter refers to the summary and conclusion. Firstly, it discusses the positive points of the system, followed by its recommendation and limitations.

5.1   Summary

A number of positive points were identified. A working system was developed using Dialogflow framework for the backend with Node JS for the programming Language and WordPress Plugin (My Chatbot) for the Interface. The fact that the system is not case sensitive it is considered to be a positive aspect, since the possibility of retrieving the wrong answer is reduced. A fallback message was used to provide another alternative for users who aren't satisfied with the answers gotten from the bot to make enquiry. The fallback message contains the school officials contact numbers in which they can reach out too and the school support mail where their queries can be dropped. Another positive thing is that the web application is dynamic and has an administrator interface. An administrator has the option to log in and make appropriate changes in a number of ways. The administrator has the option to add information to the database, such as questions, answers and keywords. Information already in the system can be viewed, updated and deleted.

5.2   Conclusion

The aim of this project was to design and implement a university enquiry chatbot system and integrate it into the Website of Mountain Top University with main objectives of integrating a keyword-matching algorithm and string distance-comparison algorithm to retrieve the possible best result. To propose an architecture for an enquiry chatbot system and to develop a web interface which aims to aid students and their families to make enquiries and get convincing replies. The web interface developed had two parts, one for simple users and one for the administrator.

The following objectives were subsequently met. A background research took place, which included an overview of the conversation procedure and any relevant chatbots available.

Dialogflow framework which was used to get desired result has embedded in it a database which stores information about questions, answers, keywords, logs and feedback messages. A usable system was designed, developed and deployed to the web server.

5.3   Recommendation

This research project recommend that users should be provided opportunities to communicate with products by constructing engaging voice and text-based interfaces such as chatbots powered by AI which helps connects with users on websites, mobile apps, Google Assistant, Amazon Alexa, Facebook Messenger, and popular platforms and devices.

Text and Voice based chatbots are the future and it is beneficial for entrepreneurs or a techie to spend some time about building this bot.

Finally, it was suggested that MTU should invest into this project so as to be integrated into other popular platforms to reach a larger audience than the website can reach so as to assist in the growth of the school. With School investing into this project, it involves the bot going verse which entails, a better interface, images, emojis and voice-to-speech availability that ease the need to type, and also help the disabled to get engaged with it thereby eliminating discrimination and a better interacting bot.

5.3   Limitation of the Study

The following are the limitations experienced in the course of carrying out this research.
  i.   Scarcity of previous work.
  ii.   Lack of previous knowledge in Machine Learning.
  iii.   Inability of the bot to provide answers to all user's queries.

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NODE JS CODE FOR INTENTS

Chapel Activities

```
{
 "id": "22d73ce1-abe9-4b5b-befd-ea761001f9ec",
 "name": "chapel Activities",
 "auto": true,
 "contexts": [],
 "responses": [
  {
   "resetContexts": false,
   "affectedContexts": [],
   "parameters": [],
   "messages": [
    {
     "type": 0,
     "lang": "en",
     "speech": [
       "Yes, Chapel activities are very compulsory, follow this link to know the routine
(https://www.mtu.edu.ng/mtu-chapel/)",
       "The chapel is a centre of spiritualism. It is a place where students can connect,
create\ncommunity, come together in fun and service, deepen their faith, discuss the "Big Questions,"\nand explore
their own values and identity"
     ]
    }
   ],
   "defaultResponsePlatforms": {},
   "speech": []
  }
 ],
 "priority": 500000,
 "webhookUsed": false,
 "webhookForSlotFilling": false,
 "fallbackIntent": false,
 "events": []
}
```

Chapel Activities_usersays_en

```
[
 {
  "id": "1e61ace4-dfac-40ad-bbdf-d7034651f091",
  "data": [
   {
    "text": "how is the chapel like",
    "userDefined": false
   }
  ],
  "isTemplate": false,
```

```json
    "count": 0,
    "updated": 0
  },
  {
    "id": "39c4701f-308f-4b19-ae4d-3f4e60ff0da3",
    "data": [
      {
        "text": "tell me more about chapel activities",
        "userDefined": false
      }
    ],
    "isTemplate": false,
    "count": 0,
    "updated": 0
  }
]
```

Default Welcome Intent

```json
{
  "id": "b85ea0aa-50f5-40d5-9ca4-335d9d5b25e6",
  "name": "Default Welcome Intent",
  "auto": true,
  "contexts": [],
  "responses": [
    {
      "resetContexts": false,
      "action": "input.welcome",
      "affectedContexts": [],
      "parameters": [],
      "messages": [
        {
          "type": 0,
          "lang": "en",
          "speech": [
            "Hi! How are you doing?",
            "Hello! How can I help you?",
            "Good day! What can I do for you today?",
            "Greetings! How can I assist?"
          ]
        }
      ],
      "defaultResponsePlatforms": {},
      "speech": []
    }
  ],
  "priority": 500000,
  "webhookUsed": false,
  "webhookForSlotFilling": false,
  "fallbackIntent": false,
  "events": [
    {
```

```
    "name": "WELCOME"
  }
 ]
}
```

Default Welcome Intent_usersays_en

```
[
 {
  "id": "0a470f5f-a2cc-4107-b107-216fe8017729",
  "data": [
   {
    "text": "just going to say hi",
    "userDefined": false
   }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
 },
 {
  "id": "11938210-dc47-4271-8d9d-808a3207a360",
  "data": [
   {
    "text": "heya",
    "userDefined": false
   }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
 },
 {
  "id": "b33555a5-b4af-4c64-84c2-9e17ad992b1c",
  "data": [
   {
    "text": "hello hi",
    "userDefined": false
   }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
 },
 {
  "id": "ce82b31e-6f5e-4b7c-9022-25a9a83d7e9e",
  "data": [
   {
    "text": "howdy",
    "userDefined": false
   }
  ],
```

```
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "4995f2ee-2a5c-4653-858f-fcb8eea4649c",
  "data": [
   {
     "text": "hey there",
     "userDefined": false
   }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "4de88220-b2ff-458f-8734-02dc04732199",
  "data": [
   {
     "text": "hi there",
     "userDefined": false
   }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "90cd73d5-2a68-4247-beb3-74082cb399f2",
  "data": [
   {
     "text": "greetings",
     "userDefined": false
   }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "580b732d-3960-48b3-86cf-d482b228923c",
  "data": [
   {
     "text": "hey",
     "userDefined": false
   }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
```

```json
{
  "id": "743e8e17-7f09-4be6-a75a-e3607b6a1a96",
  "data": [
    {
      "text": "long time no see",
      "userDefined": false
    }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "b8ebe1b8-76b7-4ba0-91c6-d68e572b7caa",
  "data": [
    {
      "text": "hello",
      "userDefined": false
    }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "772c0339-8c63-49c5-a51e-b9858c4c7097",
  "data": [
    {
      "text": "lovely day isn\u0027t it",
      "userDefined": false
    }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "83a06ea2-c262-48f3-9608-be4935a86563",
  "data": [
    {
      "text": "I greet you",
      "userDefined": false
    }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "00d1ed24-d284-462e-b299-309ed3471126",
  "data": [
    {
```

```json
      "text": "hello again",
      "userDefined": false
    }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "6b46518c-dc76-4913-90a0-70de8546fa9d",
  "data": [
    {
      "text": "hi",
      "userDefined": false
    }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "cf62596c-fba7-4c97-bc51-4671c2d7485f",
  "data": [
    {
      "text": "hello there",
      "userDefined": false
    }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "b5f8ff55-c5eb-40c6-a8ec-854120c5d849",
  "data": [
    {
      "text": "hi there",
      "userDefined": false
    }
  ],
  "isTemplate": false,
  "count": 0,
  "updated": 0
},
{
  "id": "7af22f86-3d65-4eb3-b133-eb995559a42d",
  "data": [
    {
      "text": "a good day",
      "userDefined": false
    }
  ],
```

```
    "isTemplate": false,
    "count": 0,
    "updated": 0
  }
]
```

Default Fallback Intent

```
{
  "id": "fbc8c86f-9640-46d6-9234-6cf084732933",
  "name": "Default Fallback Intent",
  "auto": true,
  "contexts": [],
  "responses": [
   {
    "resetContexts": false,
    "action": "input.unknown",
    "affectedContexts": [],
    "parameters": [],
    "messages": [
     {
      "type": 0,
      "lang": "en",
      "speech": [
       "Sorry, I missed what you said. Please kindly contact us. (+234)8053457707, (+234)7039395024,
(+234)8039505596 or send us an email via  support@mtu.edu.ng",
       "I would really suggest you send us an email via support@mtu.edu.ng or call any these numbers
(+234)8053457707, (+234)7039395024, (+234)8039505596 for more clarifications"
      ]
     }
    ],
    "defaultResponsePlatforms": {},
    "speech": []
   }
  ],
  "priority": 500000,
  "webhookUsed": false,
  "webhookForSlotFilling": false,
  "fallbackIntent": true,
  "events": []
}
```

APPENDIX II

NODE JS CODE FOR ENTITY EXTRACTION

ENTITIES

Campus

```json
{
 "id": "9dfcfd16-878f-424b-b795-c8b5cf14617b",
 "name": "campus",
 "isOverridable": true,
 "isEnum": false,
 "isRegexp": false,
 "automatedExpansion": false,
 "allowFuzzyExtraction": false
}
```

Campus_entries_en

```json
[
 {
  "value": "campus",
  "synonyms": [
   "campus"
  ]
 }
]
```

Chapel

```json
{
 "id": "039b81ce-211c-46d3-9b60-ba7beaf90924",
 "name": "chapel",
 "isOverridable": true,
 "isEnum": false,
 "isRegexp": false,
 "automatedExpansion": false,
 "allowFuzzyExtraction": false
}
```

Chapel_entries_en

```json
[
 {
  "value": "chapel ",
  "synonyms": [
   "chapel "
  ]
 }
]
```

Colleges

```
{
 "id": "3c1c28e3-7df9-4a07-a774-86f2830bdaa9",
 "name": "colleges",
 "isOverridable": true,
 "isEnum": false,
 "isRegexp": false,
 "automatedExpansion": false,
 "allowFuzzyExtraction": false
}
```

Colleges_entries_en

```
[
 {
  "value": "colleges ",
  "synonyms": [
   "colleges "
  ]
 }
]
```

Courses

```
{
 "id": "52bc694c-473c-4737-95b8-0805c9b5b1ce",
 "name": "courses",
 "isOverridable": true,
 "isEnum": false,
 "isRegexp": false,
 "automatedExpansion": false,
 "allowFuzzyExtraction": false
}
```

Courses_entries_en

```
[
 {
  "value": "courses ",
  "synonyms": [
   "courses "
  ]
 }
]
```

APPENDIX III

NODE JS AGENT CODE

```json
{
 "description": "MTU Chat",
 "language": "en",
 "disableInteractionLogs": false,
 "disableStackdriverLogs": true,
 "googleAssistant": {
  "googleAssistantCompatible": true,
  "project": "mtung-deties",
  "welcomeIntentSignInRequired": false,
  "startIntents": [],
  "systemIntents": [],
  "endIntentIds": [
    "637f44db-7921-42e4-9d37-4b6879734d73"
  ],
  "oAuthLinking": {
    "required": false,
    "grantType": "AUTH_CODE_GRANT"
  },
  "voiceType": "MALE_1",
  "capabilities": [],
  "protocolVersion": "V2",
  "isDeviceAgent": false
 },
 "defaultTimezone": "Africa/Casablanca",
 "webhook": {
  "url": "https://us-central1-mtung-deties.cloudfunctions.net/dialogflowFirebaseFulfillment",
  "available": false,
  "useForDomains": false,
  "cloudFunctionsEnabled": false,
  "cloudFunctionsInitialized": true
 },
 "isPrivate": true,
 "customClassifierMode": "use.after",
 "mlMinConfidence": 0.3,
 "supportedLanguages": [],
 "onePlatformApiVersion": "v2beta1",
 "analyzeQueryTextSentiment": false,
 "enabledKnowledgeBaseNames": [],
 "knowledgeServiceConfidenceAdjustment": -0.4,
 "dialogBuilderMode": false
}
```

APPENDIX IV
NODE JS PACKAGE CODE

```
{
  "version": "1.0.0"
}
```

DATA SET OF QUESTIONS WITH ANSWERS

HOSTEL ACCOMODATION
1. Q: Can students stay off campus?
   A: No, Hostels are Available on campus with conducive environments a student need to aid his/her success.
2. Q: Do, I get allocated to my room based on the amount I pay for Room?
   A: No, we believe in Equality, everybody pays equal amount and is allocated a room based on first come, first serve.
   Yeah, everybody deserves equal right.
3. Q: Is it compulsory to stay in the School Hostel?
   A: Yes, very compulsory. It's safe and stress free for you.
4. Q: What are the Hostels/Hall of Residence equipped with?
   A: Kindly follow this link to know more about the Hostels. A video Tour is also provided. (https://www.mtu.edu.ng/mtu-hostel/)
5. Q: Can I get the Male Hostel line?
   A: Sure, 08032044519, 08052044512, 08159960786
6. Q: Can I get the Female Hostel line?
   A: Sure, 08059078272,08114597459, 08052044519
7. Q: When is the graduation ceremony for the set 2018/2019?
   A: It would Take Place on the Seventh of November 2019.
8. Q: How many Male Hostels does the school have?
   A: There are about 7 boys hostels.
9. Q: How many female hostels does the school have?
   A: There are about 3 girls hostels.

ESM AND SDN ENQUIRY
10. Q: What's ESM?
    A: ESM, stands for Every Student a Musician where students learns a musical instrument. It's compulsory course for all students. It's the dream of the Visitor for every student should be able to play an instrument before convocation.
11. Q: Can I learn more than one instruments?
    A: Yes you can if the curriculum permits you too.
12. Q: You know, I'm actually being forced here. This doesn't sound fun
    A: MTU has produced its first set of graduates and they all doing well now. I came into existence as a result of one of them. You could also make good of MTU for yourself.
13. Q: As anyone ever carried over ESM?
    A: Yes, and Yes. LMAO
14. Q: I heard it can cause extra year if a student doesn't pass his ESM exams
    A: Yes, very true
15. Q: Has anyone had extra year because of failing ESM exams?
    A: Not yet, but you don't want to be the first.
16. Q: As anyone ever carried over SDN?
    A: Yes, and Yes. LMAO
17. Q: I heard it can cause extra year if a student doesn't pass his SDN exams
    A: Yes, very true
18. Q: Has anyone had extra year because of failing SDN exams?
    A: Not yet, but you don't want to be the first.

COLLEGE ENQUIRY
19. Q: How are the lecturers?
    A: Pretty Amazing. The Lecturers are Gurus in their various fields and have degrees not less than MSc.
20. Q: How many Faculties exists in MTU?
    A: In MTU, Faculties are addressed as Colleges and they are only two.
    College of Basic and Applied Sciences (CBAS) and College of Humanities (CHMS).
21. Q: How many Colleges are in MTU?
    A: There are two Colleges in MTU. They are College of Basic and Applied Sciences (CBAS) and College of Humanities and Management Sciences (CHMS).
22. Q: CBAS are for who?
    A: CBAS are for students in sciences department.

23. Q: CHMS are for who?
    A: CHMS are for students in Humanities department.
24. Q: How many Departments do they have?
    A: Please, I'd be needing you to specify in which college
25. Q: How many Departments do CBAS have?
    A: CBAS has the total of 6 Departments.
    They Include Biological Sciences, Chemical Sciences, Computer Science and Mathematics, Food Science and Technology, Geosciences and Finally Physics.
26. Q: What are the Courses available under this Departments, so I could make my choice?
    A: You have to specify which you'd be interested in knowing about?
27. Q: What courses are available under Biological Sciences?
    A: Biochemistry, Biology, Biotechnology and Microbiology.
28. Q: What courses are available under Chemical Sciences?
    Chemistry
29. Q: What courses are available under Computer Science and Mathematics?
    A: Computer Science and Mathematics
30. Q: What courses are available under Food Science and Technology?
    A: Food Science and Technology as a course
31. Q: What courses are available under Geosciences?
    A: Applied Geophysics
32. Q: What courses are available under Physics?
    A: Physics
33. Q: How many Departments do CHMS have?
    A: CHMS has the total of 7 Departments.
    They include Accounting and Finance, Business Administration, Economics, English Language, Mass Communication, Music, and finally Philosophy and Religious Studies.
34. Q: What courses are available under Accounting and Finance?
    A: Accounting, Banking and Finance as a course.
35. Q: What courses are available under Business Administration?
    A: Business Administration, Industrial Relations and Personnel Management as a course, and Public Relations
36. Q: What courses are available under Economics?
    A: Economics
37. Q: What courses are available under English Language?
    A: English
38. Q: What courses are available under Mass Communication?
    A: Mass Communication
39. Q: What courses are available under Music?
    A: Music
40. Q: What courses are available under Philosophy and Religious Studies?
    A: Philosophy and Religious Studies as a course.
41. Q: As a Science Student what College do I make Enquiry on?
    A: You should make more Enquiry about CBAS.
42. Q: As a Humanity Student what College do I make Enquiry on?
    A: You should make more Enquiry about CHMS.
43. Q: What are the admission requirements to study Philosophy?
    A: Follow this link(https://mtu.edu.ng/course/department-of-philosophy-and-religious-studies/).
44. Q: How many staffs are available for Philosophy?
    A: There are 8 of them but you can follow this link to see their names (https://mtu.edu.ng/course/department-of-philosophy-and-religious-studies/).
45. Q: What are the objectives of the Department of Philosophy and Religion?
    A: Follow this link to find out the objective of Philosophy and Religion Department (https://mtu.edu.ng/course/department-of-philosophy-and-religious-studies/).
46. Q: What are the Programs Available Under Philosophy and Religious Studies?
    A: Christian Studies but you can follow this link to find out more about the Department (https://mtu.edu.ng/course/department-of-philosophy-and-religious-studies/)
47. Q: How can I transfer from my Present University to MTU to the Department of Philosophy and Religion?
    A: Follow this link to find out how its done (https://mtu.edu.ng/course/department-of-philosophy-and-religious-studies/)
48. Q: What are the specifications for Direct Entry in Philosophy and Religion?
    A: Follow this link to find out more (https://mtu.edu.ng/course/department-of-philosophy-and-religious-studies/)

49. Q: What are the subject requirement for Admission in Philosophy and Religion?
A: Follow this link to find out more (https://mtu.edu.ng/course/department-of-philosophy-and-religious-studies/)
50. Q: What is the Programme Philosophy about?
A: Follow this link to find out (https://mtu.edu.ng/course/department-of-philosophy-and-religious-studies/)
51. Q: What is the mission of Philosophy Department?
A: Follow this link to find out (https://mtu.edu.ng/course/department-of-philosophy-and-religious-studies/)
52. Q: Can I get a View of the Department of Philosophy?
A: Follow this link to view the video Resources (https://mtu.edu.ng/course/department-of-philosophy-and-religious-studies/) but it's advisable to visit the school to get a better view as the one available is not well detailed.
53. Q: What are the admission requirements to study Music?
A: Follow this link (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe).
54. Q: How many staffs are available for Music?
A: There are 5 of them but you can follow this link to see their names (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe).
55. Q: What are the objectives of the Department of Music?
A: Follow this link to find out the objective of Music (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe).
56. Q: What are the Programme Available Under Music?
A: Follow this link to find out (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe)
57. Q: How can I undergo the Conversion Programme in Music?
A: Follow this link to find out how it's done (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe)
58. Q: What are the specifications for Direct Entry in Music?
A: Follow this link to find out more (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe)
59. Q: What are the subject requirement for Admission in Music?
A: Follow this link to find out more (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe)
60. Q: What is the Programme Music about?
A: Follow this link to find out (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe)
61. Q: What is the mission of Music Department?
A: Follow this link to find out (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe)
62. Q: Can I get a View of the Department of Music?
A: Follow this link to view the video Resources (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe) It is often addressed as the Organ House.
63. Q: What are the admission requirements to study Mass Communication?
A: Follow this link (https://mtu.edu.ng/course/mass-communication/#1501680389717-c42e2bed-3cf8).
64. Q: How many staffs are available for Mass Communication?
A: There are 7 of them but you can follow this link to see their names (https://mtu.edu.ng/course/mass-communication/).
65. Q: What are the objectives of the Department of Mass Communication?
A: Follow this link to find out the objective of Mass Communication Department (https://mtu.edu.ng/course/mass-communication/#1501680518746-1fc3a43a-58b3).
66. Q: What are the Programme Available Under Mass Communication?
A: Follow this link to find out (https://mtu.edu.ng/course/mass-communication/#1501680518746-1fc3a43a-58b3)
67. Q: What are the specifications for Direct Entry in Mass Communication?
A: Follow this link to find out more (https://mtu.edu.ng/course/mass-communication/#1501680389717-c42e2bed-3cf8)
68. Q: What are the subject requirement for Admission in Mass Communication?
A: Follow this link to find out more (https://mtu.edu.ng/course/mass-communication/#1501680389717-c42e2bed-3cf8)
69. Q: What is the Programme Mass Communication about?
A: Follow this link to find out (https://mtu.edu.ng/course/mass-communication/)
70. Q: What is the mission of Mass Communication Department?
A: Follow this link to find out (https://mtu.edu.ng/course/music/#1495113685364-bf6fd8f8-dbbe)
71. Q: Can I get a View of the Department of Mass Communication?
A: Follow this link to view the video Resources (https://mtu.edu.ng/course/mass-communication/).
72. Q: What are the admission requirements to study English Language?
A: Follow this link (https://mtu.edu.ng/course/english-language/#1495112857494-b6d26b36-8e0f).
73. Q: How many staffs are available for English Language?

A: There are 7 of them but you can follow this link to see their names (https://mtu.edu.ng/course/english-language/).

74. Q: What are the objectives of the Department of English Language?
A: Follow this link to find out the objective of English Language Department (https://mtu.edu.ng/course/english-language/#1495112857422-d146aa9b-7539).

75. Q: What are the Programme Available Under English Language?
A: Follow this link to find out (https://mtu.edu.ng/course/english-language/#1495112857422-d146aa9b-7539)

76. Q: What are the specifications for Direct Entry in English Language?
A: Follow this link to find out more (https://mtu.edu.ng/course/english-language/#1495112857494-b6d26b36-8e0f)

77. Q: What are the subject requirement for Admission in English Language?
A: Follow this link to find out more (https://mtu.edu.ng/course/english-language/#1495112857494-b6d26b36-8e0f)

78. Q: What is the Programme English Language about?
A: Follow this link to find out (https://mtu.edu.ng/course/english-language/)

79. Q: Can I get a View of the Department of English Language?
A: Follow this link to view the video Resources (https://mtu.edu.ng/course/english-language/).

80. Q: What are the admission requirements to study Economics?
A: Follow this link (https://mtu.edu.ng/course/economics/#1495112274216-bfb54bf7-740d).

81. Q: How many staffs are available for Economics?
A: There are 5 of them but you can follow this link to see their names (https://mtu.edu.ng/course/economics/).

82. Q: What are the objectives of the Department of Economics?
A: Follow this link to find out the objective of Economics Department (https://mtu.edu.ng/course/economics/#1495112274144-23f9e94b-a09a).

83. Q: What are the Programme Available Under Economics?
A: Follow this link to find out (https://mtu.edu.ng/course/economics/#1495112407501-8e46d830-3a3b)

84. Q: What are the specifications for Direct Entry in Economics?
A: Follow this link to find out more (https://mtu.edu.ng/course/economics/#1495112274216-bfb54bf7-740d)

85. Q: What are the subject requirement for Admission in Economics?
A: Follow this link to find out more (https://mtu.edu.ng/course/economics/#1495112274216-bfb54bf7-740d)

86. Q: What is the Programme Economics about?
A: Follow this link to find out (https://mtu.edu.ng/course/economics/)

87. Q: What is the mission of Economics Department?
A: Follow this link to find out (https://mtu.edu.ng/course/economics/)

88. Q: Can I get a View of the Department of Economics?
A: Follow this link to view the video Resources (https://mtu.edu.ng/course/economics/) but it's advisable you visit the school to get a better view.

89. Q: What are the admission requirements to study Business Administration?
A: Follow this link (https://mtu.edu.ng/course/business-administration/#1495111633528-c80e5951-0a83).

90. Q: How many staffs are available for Business Administration?
A: There are 15 of them but you can follow this link to see their names (https://mtu.edu.ng/course/business-administration/).

91. Q: What are the objectives of the Department of Business Administration?
A: Follow this link to find out the objective of Business Administration Department (https://mtu.edu.ng/course/business-administration/#1495111633466-ce182382-e5d8).

92. Q: What are the Programme Available Under Business Administration?
A: Follow this link to find out (https://mtu.edu.ng/course/business-administration/#1495111708766-fe40112f-ca8d)

93. Q: What are the specifications for Direct Entry in Business Administration?
A: Follow this link to find out more (https://mtu.edu.ng/course/business-administration/#1495111633528-c80e5951-0a83)

94. Q: What are the subject requirement for Admission in Business Administration?
A: Follow this link to find out more (https://mtu.edu.ng/course/business-administration/#1495111633528-c80e5951-0a83)

95. Q: What is the Programme Business Administration about?
A: Follow this link to find out (https://mtu.edu.ng/course/business-administration/)

96. Q: Can I get a View of the Department of Business Administration?
A: Follow this link to view the video Resources (https://mtu.edu.ng/course/business-administration/ but it's
A: advisable you visit the school to get a better view.

97. Q: What are the admission requirements to study Accounting and Finance?
A: Follow this link (https://mtu.edu.ng/course/accounting-and-finance/#1495110959610-fac15a85-2dcf).

98.   Q: How many staffs are available for Accounting and Finance?
      A: There are 6 of them but you can follow this link to see their names (https://mtu.edu.ng/course/accounting-and-finance/).
99.   Q: What are the objectives of the Department of Accounting and Finance?
      A: Follow this link to find out the objective of Economics (https://mtu.edu.ng/course/accounting-and-finance/#1495110959544-6d888680-075d).
100. Q: What are the Programme Available Under Accounting and Finance?
      A: Follow this link to find out (https://mtu.edu.ng/course/accounting-and-finance/#1495111135796-88edcbba-5d54)
101. Q: What are the specifications for Direct Entry in Accounting and Finance?
      A: Follow this link to find out more (https://mtu.edu.ng/course/accounting-and-finance/#1495110959610-fac15a85-2dcf)
102. Q: What are the subject requirement for Admission in Accounting and Finance?
      A: Follow this link to find out more (https://mtu.edu.ng/course/accounting-and-finance/#1495110959610-fac15a85-2dcf)
103. Q: What is the Programme Accounting and Finance about?
      A: Follow this link to find out (https://mtu.edu.ng/course/accounting-and-finance/)
104. Q: Can I get a View of the Department of Accounting and Finance?
      A: Follow this link to view the video Resources (https://mtu.edu.ng/course/accounting-and-finance/) but it's advisable you visit the school to get a better view.
105. Q: What is the Mission-philosophy of the Programme Accounting and Finance?
      A: Follow this link to find out (https://mtu.edu.ng/course/accounting-and-finance/)
106. Q: What are the admission requirements to study Physics?
      A: Follow this link (https://mtu.edu.ng/course/physics/#1501065654274-cca07bd7-af69).
107. Q: How many staffs are available for Physics?
      A: There are 3 of them but you can follow this link to see their names (https://mtu.edu.ng/course/physics/).
108. Q: What are the objectives of the Department of Physics?
      A: Follow this link to find out the objective of Physics Department (https://mtu.edu.ng/course/physics/#1501065654274-6856d396-4758).
109. Q: What are the Programme Available Under Physics?
      A: Follow this link to find out (https://mtu.edu.ng/course/physics/#1501065799958-9169bb6b-ce79)
110. Q: What are the specifications for Direct Entry in Physics?
      A: Follow this link to find out more (https://mtu.edu.ng/course/physics/#1501065654274-cca07bd7-af69)
111. Q: What are the subject requirement for Admission in Physics?
      A: Follow this link to find out more (https://mtu.edu.ng/course/physics/#1501065654274-cca07bd7-af69)
112. Q: What is the Programme Physics about?
      A: Follow this link to find out (https://mtu.edu.ng/course/physics/)
113. Q: Can I get a View of the Department of Physics?
      A: Follow this link to view the video Resources (https://mtu.edu.ng/course/physics/) but it's advisable you visit the school to get a better view.
114. Q: What are the admission requirements to study Food Science and Technology?
      A: Follow this link (https://mtu.edu.ng/course/food-science-and-technology/#1495109483239-1ea3a231-3e5d).
115. Q: How many staffs are available for Food Science and Technology?
      A: There are 4 of them but you can follow this link to see their names (https://mtu.edu.ng/course/food-science-and-technology/).
116. Q: What are the objectives of the Department of Food Science and Technology?
      A: Follow this link to find out the objective of Food Science and Technology Department (https://mtu.edu.ng/course/food-science-and-technology/#1495109483169-cb19bd62-cc33).
117. Q: What are the Programme Available Under Food Science and Technology?
      A: Follow this link to find out (https://mtu.edu.ng/course/physics/#1501065799958-9169bb6b-ce79)
118. Q: What are the specifications for Direct Entry in Food Science and Technology?
      A: Follow this link to find out more (https://mtu.edu.ng/course/food-science-and-technology/#1495109483169-cb19bd62-cc33)
119. Q: What are the subject requirement for Admission in Food Science and Technology?
      A: Follow this link to find out more (https://mtu.edu.ng/course/food-science-and-technology/#1495109483239-1ea3a231-3e5d)
120. Q: What is the Programme Food Science and Technology about?
      A: Follow this link to find out (https://mtu.edu.ng/course/food-science-and-technology/)
121. Q: Can I get a View of the Department of Food Science and Technology?
      A: Follow this link to view the video Resources (https://mtu.edu.ng/course/food-science-and-technology/) but it's advisable you visit the school to get a better view.

122. Q: What are the admission requirements to study Computer Science and Mathematics?
A: Follow this link (https://mtu.edu.ng/course/department-of-computer-science-and-mathematics/#1495101096382-c69b65da-ecb2).
123. Q: How many staffs are available for Computer Science and Mathematics?
A: There are 14 of them but you can follow this link to see their names (https://mtu.edu.ng/course/department-of-computer-science-and-mathematics/).
124. Q: What are the objectives of the Department of Computer Science and Mathematics?
A: Follow this link to find out the objective of Computer Science and Mathematics (https://mtu.edu.ng/course/department-of-computer-science-and-mathematics/#1495101096295-1f3526d3-2d16).
125. Q: What are the Programme Available Under Computer Science and Mathematics?
A: Follow this link to find out (https://mtu.edu.ng/course/department-of-computer-science-and-mathematics/#1495101383112-eeca0bbe-6ac9)
126. Q: What are the specifications for Direct Entry in Computer Science and Mathematics?
A: Follow this link to find out more (https://mtu.edu.ng/course/department-of-computer-science-and-mathematics/#1495101096382-c69b65da-ecb2)
127. Q: What are the subject requirement for Admission in Computer Science and Mathematics?
A: Follow this link to find out more (https://mtu.edu.ng/course/department-of-computer-science-and-mathematics/#1495101096382-c69b65da-ecb2)
128. Q: What is the Programme Computer Science and Mathematics about?
A: Follow this link to find out (https://mtu.edu.ng/course/department-of-computer-science-and-mathematics/)
129. Q: Can I get a View of the Department of Computer Science and Mathematics?
A: Follow this link to view the video Resources (https://mtu.edu.ng/course/department-of-computer-science-and-mathematics/) but it's advisable you visit the school to get a better view.
130. Q: What are the admission requirements to study Chemical Sciences?
A: Follow this link (https://mtu.edu.ng/course/chemical-sciences/#1501582043050-5bb8d192-2439).
131. Q: How many staffs are available for Chemical Sciences?
A: There are 7 of them but you can follow this link to see their names (https://mtu.edu.ng/course/chemical-sciences/).
132. Q: What are the objectives of the Department of Chemical Sciences?
A: Follow this link to find out the objective of Chemical Sciences (https://mtu.edu.ng/course/chemical-sciences/#1501582043049-c2f7986f-0715).
133. Q: What are the Programme Available Under Chemical Sciences?
A: Follow this link to find out (https://mtu.edu.ng/course/chemical-sciences/#1501582114257-bb1c1dee-4aaa)
134. Q: What are the specifications for Direct Entry in Chemical Sciences?
A: Follow this link to find out more (https://mtu.edu.ng/course/chemical-sciences/#1501582043050-5bb8d192-2439)
135. Q: What are the subject requirement for Admission in Chemical Sciences?
A: Follow this link to find out more (https://mtu.edu.ng/course/chemical-sciences/#1501582043050-5bb8d192-2439)
136. Q: What is the Programme Chemical Sciences about?
A: Follow this link to find out (https://mtu.edu.ng/course/chemical-sciences/)
137. Q: Can I get a View of the Department of Chemical Sciences?
A: Follow this link to view the video Resources (https://mtu.edu.ng/course/chemical-sciences/) but it's advisable you visit the school to get a better view.
138. Q: What are the admission requirements to study Biological Sciences?
A: Follow this link (https://mtu.edu.ng/course/department-of-biological-sciences/#1495100183798-2545d830-c4fc).
139. Q: How many staffs are available for Biological Sciences?
A: There are 11 of them but you can follow this link to see their names (https://mtu.edu.ng/course/department-of-biological-sciences/).
140. Q: What are the objectives of the Department of Biological Sciences?
A: Follow this link to find out the objective of Biological Sciences (https://mtu.edu.ng/course/department-of-biological-sciences/#1495100183720-23dd995d-30f4).
141. Q: What are the Programme Available Under Biological Sciences?
A: Follow this link to find out (https://mtu.edu.ng/course/department-of-biological-sciences/#1495100647428-3d79ef79-a2a0)
142. Q: What are the specifications for Direct Entry in Biological Sciences?
A: Follow this link to find out more (https://mtu.edu.ng/course/department-of-biological-sciences/#1495100183798-2545d830-c4fc)

143. Q: What are the subject requirement for Admission in Biological Sciences?
A: Follow this link to find out more (https://mtu.edu.ng/course/department-of-biological-sciences/#1495100183798-2545d830-c4fc)

144. Q: What is the Programme Biological Sciences about?
A: Follow this link to find out (https://mtu.edu.ng/course/department-of-biological-sciences/#1495100647428-3d79ef79-a2a0)

145. Q: Can I get a View of the Department of Biological Sciences?
A: Follow this link to view the video Resources (https://mtu.edu.ng/course/department-of-biological-sciences/) but it's advisable you visit the school to get a better view.

146. Q: What are the admission requirements to study Geosciences?
A: Follow this link (https://mtu.edu.ng/course/geosciences/#1495110159720-d2783618-9754).

147. Q: How many staffs are available for Geosciences?
A: There are 5 of them but you can follow this link to see their names (https://mtu.edu.ng/course/geosciences/).

148. Q: What are the objectives of the Geosciences?
A: Follow this link to find out the objective of Geosciences (https://mtu.edu.ng/course/geosciences/#1495110159641-cfdaed99-b8ea).

149. Q: What are the Programme Available Under Geosciences?
A: Follow this link to find out (https://mtu.edu.ng/course/geosciences/#1495110299065-79337c7f-23b6)

150. Q: What are the specifications for Direct Entry in Geosciences?
A: Follow this link to find out more (https://mtu.edu.ng/course/geosciences/#1495110159720-d2783618-9754)

151. Q: What are the subject requirement for Admission in Geosciences?
A: Follow this link to find out more (https://mtu.edu.ng/course/geosciences/#1495110159720-d2783618-9754)

152. Q: What is the Programme Geosciences about?
A: Follow this link to find out (https://mtu.edu.ng/course/geosciences/)

153. Q: Can I get a View of the Department of Geosciences?
A: Follow this link to view the video Resources (https://mtu.edu.ng/course/geosciences/) but it's advisable you visit the school to get a better view.

154. Q: What is the ACADEMIC CALENDER like?
A: (http://mtu.edu.ng/wp-content/uploads/2018/11/ACADEMIC-CALENDER-proposed-2018-2019-latest-corrected.pdf)

155. Q: What COURSES are available for study?
A: Kindly proceed through this link to find out (https://www.mtu.edu.ng/#)

156. Q: What is the color for the College of Basic and Applied Sciences?
A: The Color is Red.

157. Q: What is the color for the College of Humanities and Social Sciences?
A: The Color is Blue.

158. Q: What is the color for the College of Management Sciences?
A: The Color is Yellow.

159. Q: What is the color for the College of Dentistry?
A: The Color is White.

160. Q: What is the color for the College of Engineering?
A: The Color is Brown.

161. Q: What is the color for the College of Environmental Sciences?
A: The Color is Green.

162. Q: What is the color for the College of Medicine?
A: The Color is Pink.

163. Q: What is the color for the College of Pharmacy?
A: The Color is Orange.

164. Q: What are the colors of the colleges Hoods?
A: Please can you specify which?

165. Q: What time does classes start?
A: Classes generally starts by 9:00a.m

166. Q: What time does classes end?
A: Classes generally ends by 7:00p.m

167. Q: How Big are the Lecture Rooms?
A: Depending on the Lecture Room, 50 seaters, 100 seaters and more.

CHAPEL ENQUIRY
168. Q: I heard about the Chapel Activities.

A: Yes, Chapel activities are very compulsory, follow this link to know the routine (https://www.mtu.edu.ng/mtu-chapel/)

169. Q: Tell me about the Chapel Activities. I heard they are very compulsory
      A: Yes, very compulsory. Follow this link to know more about the activities(https://www.mtu.edu.ng/mtu-chapel/)

170. Q: What's the essence of this Chapel activities?
      A: The chapel is a Centre of spiritualism. It is a place where students can connect, create community, come together in fun and service, deepen their faith, discuss the "Big Questions," and explore their own values and identity.
      You can follow this link to find out more(https://www.mtu.edu.ng/mtu-chapel/#1495451441983-90abaada-f120)

171. Q: What time are the early morning devotions?
      A: It starts by 5:30 for voluntary pre-prayers and the service commences by 6a.m

172. Q: When does those the morning devotion end?
      A: It ends by 7:00 a.m.

173. Q: Are chapel services voluntary?
      A: No, except if specified by the chaplaincy unit.

174. Q: Where is the Student affairs office located?
      A: It is located on the First floor of the CHMS building. The first office seen but accessed through the second
      A: door, that's the Deans secretary door.

175. Q: Whats the name of the Universities Chaplain?
      A: Pastor Olumide Adeshina is his name. He's loved by all.

176. Q: How many hours is the Sunday services?
      A: It's just for 3 hours starting from 7: 00a.m to 10: 00a.m and preceding the main service is the workers meeting which starts by 6:30a.m.

177. Q: Do you love God?
      A: Yes, I do. I Cherish him.

178. Q: Are there groups I can join in the chapel?
      A: Yes, there is the choir, writers club, Alter shakers (Dance group), search the scriptures, Testimony, Drama and so on.

179. Q: Do I need any qualification to join any group?
      A: Yes, and that is your baptismal certificate but if you've not been baptized, you can enroll for the foundational class in school.

180. Q: What's the punishment for missing chapel activities?
      A: Chapel warning letter but if collected more than 3 times, he or she is called to the SDC(Student Disciplinary Committee) and necessary punishments are assigned to the accused student.

181. Q: Can I get the view of the Chapel?
      A: Kindly proceed through this link for a video tour (https://www.mtu.edu.ng/mtu-chapel/)

182. Q: What time does Power Must Change Hand take place?
      A: 7:00a.m every first Saturday of the Month.

183. Q: When does the mid-week services take place?
      A: Monday services starts by 7: 00p.m to 8: 00p.m preceding the service is a voluntary pre- payer service that starts by 6:30p.m. Then Wednesday service starts 5:30p.m to 7: 00p.m and preceding the service is a voluntary pre-prayer service that starts by 5: 00p.m, except if it is announced that Manner water is to take place then Manner water service starts by 4:30p.m

184. Q: That means, pre prayers are just for 30 minutes before the main service?
      A: Yes, you thought right.

185. Q: What is Manner Water?
      A: It's a Wednesday Miracle Programme in MFM which all student connect to the Headquarters to partake in. It requires coming along with a bottled water.

186. Q: What's MTU prays about?
      A: It's a monthly Program for both staffs and students which takes place every First Thursdays of the Month by 4:00p.m to 6:00p.m

187. Q: What's the Eagle Hour Program about?
      A: It's an hour program that comes up every quarter anchored by Dr. Daniel Kolawole Olukoya, The General Overseer of Mountain of Fire and Miracle Ministries.

188. Q: What if I choose not to participate in any of the chapel activities?
      A: It is an offence to do so, you shall be appropriately sanctioned.

189. Q: What are the Materials needed by students in the Chapel?
      A: All students must possess a complete Holy Bible and a copy of MFM Hymn Book, required search the scripture manuals and Bible study manual which must be carried to all services.

190. Q: When and what time is Bible study program?

A: The Bible study program takes place on Sunday Evenings by 5:00p.m to 6: 30p.m for 100 level to 200 level students and for the 300 level students and above, the service begins 6:30p.m to 8:00p.m

191. Q: So, students can't have combined Sunday services?
A: Only if the Chaplaincy decides that.
192. Q: What is the name of the University Chapel Administrator?
A: Pastor Olumide Tanimowo
193. Q: What is the name of the University Assistant Chaplain?
A: Pastor Dr, Ademola Young
194. Q: What is the name of the University Chaplain?
Pastor Olumide Adeshina
195. Q: As a Muslim student will I have to participate in all the chapel activities too?
A: Yes Dear, its very compulsory. School rule still stands irrespective of your religion.
196. Q: Can I start my own campus fellowship on the campus?
A: No, as no form of individual or corporate religious activity is allowed on campus, without the permission of the Vice-Chancellor.

RANDOM ENQUIRY
197. Q: Hello
A: Hello
198. Q: Hi
A: Hello, what is your name?
199. Q: Name
A: Nice meeting you, Name how may I help you?
200. Q: Good Morning
A: Good Morning Dear
201. Q: Good Afternoon
A: Good Afternoon Dear
202. Q: Good Evening
A: Good Evening Dear
203. Q: What's up?
A: I'm good, and you?
204. Q: How far?
A: Not too far from your finger tips, LOL
Just Kidding Nothing much, just here providing answers to your questions.
205. Q: Who are you?
A: I'm a bot created by Akande Oluwaseun Faith, a Pioneer student as her final year project to provide answers being asked about the school.
And has you can see, I'm fulfilling purpose or should I say Destiny. HAHAHAHA
206. Q: LOL
A: I'm glad I made you laugh.
207. Q: Oh, I see!!!
A: I see you too.
208. Q: For Real?
A: Yeah, For Reals
209. Q: What is this?
A: Only you could Know that.
210. Q: Do you know everything?
A: (yes… everything on this website and even more, I could tell you the future, maybe.)
211. Q: What am I going to become in the future?
A: What God has Destined you to be, and God has not destined anyone for destruction but of Good and Signs and wonders.
212. Q: Tell me a STORY?
A: (It was a dark and stormy night. A young programmer was up all night putting her innovation to the test. The thunders blazed, the lightening flashed. Lines on lines of codes were written, crash reports were gathered, the program was debugged… nothing seemed to work. Then, through the stroke of favor, I was born)
213. Q: What is your name?
You can call me MTU BOT
214. Q: Who is your Father/Creator/Maker?
A: I have no father. My maker is the genius programmer-Akande Oluwaseun.
215. Q: When is your birthday?
A: My conception started during my Makers Final Session in MTU and I was brought into Existence on the 25th day of June

216. Q: Wow, that's prettyAmazing?
     A: Yh, Pretty Amazing.
217. Q: How old are you?
     A: Old Enough to hold your hands through the globe of MTU.
218. Q: I'm stressed out
     A: You need some rest, take a glass of water and a short nap. That should do.
219. Q: I hate MTU
     A: Ouch, That Hurts. We Love you and would keep loving you.
220. Q: Fuck you
     A: Ewww, you need to see the student chaplain. No Foul Word.
221. Q: I heard Relationships or Dating aren't allowed in MTU.
     A: The Main Priority of a student being in a school is to face his/her book and come out with flying colors. And it's the Schools Joy to see you achieve that, so we try our best to keep you focused.
222. Q: Can I leave School anytime I want?
     A: Yes, provided you have a valid reason
223. Q: How do I go about it?
     A: See the Student Affairs for more details on that.
224. Q: I am bored.
     A: –did you know holding the hand of someone you love reduces stress and pain? -What goes under your hat but over your head (your hair) -There's an electric train travelling south. The wind is from the north. In which direction would the smoke from the train be blowing?(the train is electric. There is no smoke) **-**I have a head and a tail but no body... What am I? (a coin) –I cannot talk unless spoken to. I have no voice of my own. You can hear me but you cannot see me(an echo) https://www.quora.com/search?q=riddles
     You can go through here to improve your mood Random facts - https://www.quora.com/search?q=random+facts
225. Q: Are you Real?
     A: Is God real? Yes. Because you cannot see me does not mean I am not real, does it?
226. Q: I love you
     A: Awwww, I love you too.
227. Q: That's quite Boring
     A: Huh, you just have to try and enjoy every moment with the right set of friends
228. Q: Is there a DRESS CODE?
     A: (Yea, sure! Just look good at all times. https://www.mtu.edu.ng/dress-code/)
229. Q: What CENTRES are in the school?
     A: (https://www.mtu.edu.ng/#)
230. Q: I want to go on a virtual tour
     A: (https://mtu.edu.ng/tour/)
231. Q: When was MTU created?
232. Q: How do I Register my Profile with the School?
     A: Welcome to MTU. Kindly proceed through this link (http://applications.mtu.edu.ng/(S(menluyeyhbzi55osjl5r2r0n))/default.aspx).
233. Q: How do I proceed to the student portal?
     A: Kindly proceed through this link (http://studentportal.mtu.edu.ng/(S(vne04loyf2bi35ryspticieo))/StudentLoginPage.aspx)
234. Q: I need a copy of the student Affidavit.
     A: Kindly proceed through this link to download a copy(http://mtu.edu.ng/wp-content/uploads/2018/01/New-Student-Affidavit-18.10.2017.pdf)
235. Q: Which items are considered as contrabands in MTU?
     A: Kindly proceed through this link to find out (http://mtu.edu.ng/wp-content/uploads/2018/09/Items.pdf)
236. Q: Who are the Student Affairs?
     The students' Affairs Office is established to oversee the general well-being of students, and with the mandate to implement rules and regulations to enhance students' successful stay on campus. The unit coordinates the students' activities including guidance, welfare and other sundry extra-curricular activities that are beneficial to their spiritual, academic, moral and social development.
     For more information, contact us:
     E-mail: studentsaffairs@mtu.edu.ng
237. Q: I need the Performance Evaluation (PER) link
     A: Kindly proceed through this link (https://docs.google.com/forms/d/e/1FAIpQLSfEtFjGAB9njEVmMCkRdDQWJ_23PRgbT6xhzq_b12aRnQQMQ/viewform)
238. Q: How do I calculate G.P?
     A: Check the student handbook. That might help.

239. Q: How was the first Dinner party like?
      A: It was Lit, activities such as eating competition, Awards night were part of the special activities of that day.
240. Q: What is the name of the Student Chairman 2018/2019?
      A: His name is Samuel Aiyeyun
241. Q: Are Phones allow in the university?
      A: No, it is highly prohibited but call centers are made available for wards to contact their parents.
242. Q: How will Parents contact their wards in school?
      A: The Parents can contact their wards Hostel Residence to speak to their wards.
243. Q: How do students make research based on the Assignments given since phones are not allowed?
      A: The University has Provided Free Internet for all students through the Landscape of the school and also the E-Library were computers for browsing are provided for convenience.
244. Q: Where is the E-Library Located?
      Its located at the Top Floor of the Main Library.
245. Q: What are the mandatory programs in the university?
      A: Power Must Change Hands Program, Sunday Services, Mid-week services, Morning Devotion, Eagle Hour Programme and MTU prays.
246. Q: As a Muslim can I study in MTU?
      A: Yes, Yes, Yes you are more than welcome. MTU is not religious biased.
247. Q: What time is the curfew for students?
      8:30p.m provided there are services or if service ends by 6:00p.m else 9:00p.m
248. Q: Where is the Permanent site of the University Located?
      Its located at Makogi oba ogun state.
249. Q: Does the School have counselling units?
      A: Of course, the counselling unit which is well trusted helps students who comes for help by giving them advice on how to move on with life despite the situation they might be facing.
250. Q: Are Salons provided for ladies to make their hair on campus?
      A: Yes dear.
251. Q: Are Barbing salons provided to cut my hair on campus?
      Yes dear.
252. Q: Where is the Barbing Salon Located?
      A: It is located near the Mini Mart on the way to the university clinic.
253. Q: Is the Health of my child guaranteed here?
      A: Yes, as the school clinic is well equipped with the necessary Amenities. A bigger Hospital of MTU is Erected at the Prayer city where conditions that might not be treatable at the school clinic here on campus is been transferred to.
254. Q: As a Parent, can I pay a visit to my ward on regular basis?
      A: No, MTU has scheduled a Visiting time when parents can pay a visit to their wards.
255. Q: When is the visiting time?
      A: Every first and Third Saturday and Sunday from 1:00p.m to 5: 00p.m
256. Q: Where is the university bakery located?
      A: It is located in the CBAS building, near the FST laboratory. Let the Aroma lead you.
257. Q: Can I question my result by asking for my examination script to see if it was wrongly marked?
      A: Yes, but you have a procedure to follow. Kindly visit your course adviser to assist you.
258. Q: What is the total attendance required by a student to sit for an examination?
      A: 75% attendance of all the scheduled courses is required.
259. Q: Why were cameras disabled from the School Tabs?
      A: To Avoid Distractions.
260. Q: What happens if a student engages in Exam Malpractice?
      A: Oops that's a grievous offence. The accused student is referred for disciplinary actions.
261. Q: What Punishment is given for Exam Malpractice?
      A: The accused student is rusticated for two semesters.
262. Q: How can I check my wards Academic result as a Parent?
      A: The results of students are usually forwarded to parents mail and if not gotten, Parent can access it through
      A: the Childs portal on the school website.
263. Q: Are there Opportunities to learn an Entrepreneurship skill in the university?
      A: Yes, as it is even made compulsory for students to learn at least two trades before graduation. Some of them include Barbing, Branding, Catering, Natural Hair care, Event Planning, Fishery, Fashion Designing and so on.
264. Q: Where is the water factory located?
      A: It is located at the back of the Administrative Building
265. Q: MTU seems really Boring!!

A: MTU has kept in place social activities such as Dinner Night, Excursions, Self-Discovery, Movie Night, Bible Quiz, Cooking Competition and many more in place to spice up the academic life of the student. Fun Right?

266. Q: What is the Role of the SRC?
A: They speak for students.
267. Q: What is the full meaning of SRC?
A: Student Representative Council
268. Q: Is there Tailor in the School?
A: Yes, where you can amend your cloths and even sow new cloths.
269. Q: Are there Cobblers in school?
A: Yes, where you can fix your shoe, and even get to make sandals of your choice.
270. Q: Where is the Tailors shop located?
A: It is located near the New Elizabeth Hall, near the Cobblers shop on the way to the chapel.
271. Q: Why am I not allowed to keep beards?
A: Obey school rules dear. Obeying school rules and regulation is not pretense
272. Q: Where is the Cobblers shop located?
A: It is located near at the New Elizabeth Hall near the Tailors shop on the way to the chapel.
273. Q: How many months comprises a semester?
A: 4 months.
274. Q: Why can't I keep a full hair?
A: Just keep Obeying school rules. Obeying school rules and regulation is not pretense
275. Q: Why can't I make my hair?
A: Of course you can but with no form of attachment.
276. Q: Why can't……………..?
A: Just keep obeying school rules. Obeying school rules and regulation is not pretense
277. Q: What is this deliverance I keep hearing about?
A: The Three days deliverance comes up at the beginning of every semester and it is very compulsory as attendance of the student for the deliverance programme is a criterion to write the semesters Exam.
278. Q: Are Birthday celebration allowed in school?
A: Yes, provided the celebrant fills the birthday form gotten from the Student Affairs Office stating the number of goodies to be shared, the exact day of celebration and so on.
279. Q: What are the center of Attractions in school?
A: MTU is quite a view. Taking a look at the school from the Gate, it looks like the school is actually on a mountain.
Coming into the school is the beautiful sight of MTU Lake with the beautifully designed pedestrian bridge to cross over from the Admin Area to the College Area.
That's not all, the flowers, landscape of the school is a big WOW.
Let me not let it all out, you should come see the rest yourself.
280. Q: What's the secret to success in MTU?
A: According to VC, read like there is no God to help you and Pray like there you've not studied at all.
281. Q: Is the Internet Access available 24/7?
A: No, it is usually turned off by 5: 00p.m
282. Q: Are Modems allowed?
A: No, it is highly prohibited and it is a great offence if apprehended with it.
283. Q: Are there not any great offences?
A: Lol all offences are great. Obey school rules and regulations, Obedience is not pretense.
284. Q: Who are this Softcom?
A: They are in partnership with the school and they are in charge of all affairs of the Tablets. They are the developers of Edu-Social and now incorporated another E-Learning System called Learning Machine System (LMS).
285. Q: Can I resume to school without paying my school fees?
A: No, has evidence of payment would be required to be allowed officially into the school premises except if you write a statement stating the deadline of your payment.
286. Q: I misplaced my ID card
A: Visit the student Affairs office
287. Q: I'm resuming on Saturday with evidence of payment will I be allowed into the school since the Admin won't be opened?
A: Yes, as you would be allocated a temporary room to stay for the weekend till Monday for proper clearance before being assigned your permanent room.
288. Q: What is this LMS about?

A: It's a system that helps both Lecturers and students in the Academic process e.g. It provides a means whereby Lecturers upload Lecture notes which makes it available to all students taking that particular course for downloads, and so many other advantages of the system.

289. Q: MTU is a lot
A: Yeah, Really a lot. More information you need as student is written in the student Information Brochure which would be required to purchase as a student.

290. Q: How do I know the courses I'm to offer for the semester?
A: Visit your course adviser otherwise check Students Handbook for your Department which would be required to purchase as a student.

291. Q: why should I choose this University?
A: Because it's the fastest growing private school in Nigeria and within 4 years of its operation has made tremendous achievements.

292. Q: Where do I apply?
A: Registration starts online from the school's website.

293. Q: Can I get some random advice?
A: Things are just things don't get too attached to them.

294. Q: Can I get some advice about foods?
A: Don't eat anything your grandparents don't recognize as foods.

295. Q: I want to graduate with a first class
A: A goal without a plan is just like a wish.

296. Q: I don't know what the future holds for me
A: Just take a deep breath, life is what happens while we're busy making plans.

297. Q: Who supervised this project?
A: Dr O.O Taiwo supervised this project, it was an honor to be supervised by her.

298. Q: Are Catch up programme available here in MTU?
A: Yes, it's in full operation.

299. Q: What do I need to do to graduate with a first class?
A: Study Hard and Pray, attend classes, do your Assignments, register your courses, take your tests seriously, obey school rules and regulation, beat the best and be the best.

300. Q: I love you
A: I love you more

301. Q: Is there constant Power Supply in MTU?
A: Sure, 24/7

302. Q: Hey
A: Hey Name, I missed you.

ABOUT MTU IN GENERAL ENQUIRY

303. Q: Tell me About MTU
A: MTU stands for Mountain Top University. You can follow this link(https://www.mtu.edu.ng/about-mountain-top-university/) to know the historical Background of MTU.

304. Q: Tell me about MTU community
A: MTU's diverse community comprising students, Colleges, staff, parents and more. They work together on more than research and education. Outside of the classroom, student clubs, staff organizations and religious life groups are just some of the way's community comes together at the Institute.

305. Q: What is the Vision of MTU?
A: MTU has a great vision. Hope you don't mind following this link to read through(https://www.mtu.edu.ng/mission-vision-and-goals/) the Vision of MTU.

306. Q: What is the mission of MTU?
A: You should follow this link (https://www.mtu.edu.ng/mission-vision-and-goals/) to read through the mission of MTU

307. Q: What are the strategic goals of MTU?
A: You should follow this link (https://www.mtu.edu.ng/mission-vision-and-goals/) to read through the strategic goals of MTU.

308. Q: What are the core values of MTU?
A: You should follow this link (https://www.mtu.edu.ng/mission-vision-and-goals/) to read through the core values of MTU.

309. Q: How can I view MTU admission list for the concluded registration?
A: Kindly follow this link to view (https://mtu.edu.ng/mountain-top-university-admission-list/)

310. Q: Where is MTU located
A: Kilometer 12, Lagos Ibadan expressway prayer city Ogun state

311. Q: Who is the chancellor?
A: DR D.K Olukoya. He also is the G.O of MFM. He has authored several Christian books and doctoral write-ups.
312. Q: Who is the VC?
A: Prof Elijah Ayolabi
313. Q: Take me to the home page of MTUs website
A: Proceed through this link (https://www.mtu.edu.ng/#)
314. Q: What makes the life of MTU stimulating?
A: The University Lectures, Inaugural Lectures, College Lectures and Departmental Lectures.
315. Q: What are the special programme in school?
A: MTU prays happens every first Thursday of the month and then manner water service and then PMCH service.
316. Q: How do I get to the accountant's office?
A: The Accountants office is located in the Administration Building. Ask for the office direction from the Receptionist there. Hope this was helpful?
317. Q: Yea sure
Thanks
318. Q: Where is the student admin office?
A: Its located in the Administration building. Ask the Receptionist for further direction when you get into the building.
319. Q: How can I apply for Rebate?
A: Visit the Accountant for enquiry on that.
320. Q: How do I know I've been given the Rebate?
A: Visit the Accountant. The list of people on the Rebate program would be forwarded to the office or you can contact the Accounts Line.
321. Q: Please, can I get the Accountants Phone Number?
A: There you go, 08035311433
322. Q: How do I Apply for Rebate?
A: First to be on Rebate, any of your Parent must be a Minister or a Pastor to qualify. But Visit the Accountant on further details to know if you qualify for that benefit.
323. Q: What's this CNL I hear all the time?
A: LOL, Center for New Life. It's a Rehabilitation center for students who violates the rules and regulations of the school.
324. Q: Where can I print here in MTU?
A: You can print in the Library or at Bench Mark which is located in CBAS.
325. Q: Where can I photocopy here in MTU?
A: You can Photocopy only in the Library.
326. Q: I'm thirsty I need a bottle of water. Where can I get one?
A: You can visit the school mini mart located near the school clinic or you go to the cafeteria located near the chapel.
327. Q: Thanks
A: You're very welcome.
328. Q: Where can I get Biro here in school?
A: You can get one from the school mini mart located near the school clinic
329. Q: Where can I get stationeries in MTU?
A: You can get them at the school mini mart located near the school clinic.
330. Q: Where are the ATMs located?
A: It is located Near the CHMS building on your way to the mini mart or school clinic.
331. Q: Which ATMs are available in the school?
A: Access Bank, Zenith Bank and Eco Bank
332. Q: Are there Banks I can open an account with in school?
A: Yes, you can open an account with Zenith Bank.
333. Q: Those MTU have any journal?
A: Yes, Journal for Applied sciences and Technology and Journal for Journal of Humanities, management and social sciences.
334. Q: Who is in charge of the Scholarship programme?
A: Prof. Emmanuel Adedun
335. Q: Who is the editor in chief for the Mountain Top University journal of Applied Sciences and Technology?
College Dean: Prof A.I Akinwande
336. Q: Who is the editor in chief for the Mountain Top University journal of Humanities, Management and Social Sciences?
A: Prof. J.A.T. Ojo

337. Q: I need more details on the Mountain Top University journal of Applied Sciences and Technology
A: Kindly proceed through this link (https://www.mtu.edu.ng/mountain-top-university-journal-of-applied-science-and-technology/)

338. Q: I need more details on the mountain top University Journal of Humanities, Management and Social Sciences?
A: Kindly Proceed through this link (https://www.mtu.edu.ng/mountain-top-university-journal-of-humanities-management-and-social-sciences/)

339. Q: Are there Job Vacancies in MTU?
A: Follow this link to download the pdf document to view available spaces(http://mtu.edu.ng/wp-content/uploads/2019/02/VACANCY-ANNOUNCEMENT-FOR-ACADEMIC-AND-NON-TEACHING-POSITIONS.pdf)

340. Q: How do I apply for the post of a Registrar?
A: Kindly proceed through this link to download the procedure (http://mtu.edu.ng/wp-content/uploads/2019/02/ADVERT-for-the-post-of-REGISTRAR.pdf)

341. Q: How big is the school library?
A: The Library occupied an area of 2050m(sq), and it provides accommodation for more than 200 readers and ample space for staff offices, conference, seminar and exhibition areas.

342. Q: What are the objectives of the school library?
A: The primary objective is to provide services that would support and facilitate materials for research and teachings in all faculties of the Institution. Kindly proceed through this link to read more (https://mtu.edu.ng/web/library/)

343. Q: I need the list of New Arrivals of Books in the library
A: Kindly proceed through this link (https://mtu.edu.ng/web/library/newarrivals/)

344. Q: I need the pdf document of the Student Exit Form
A: Kindly proceed through this link to download (http://mtu.edu.ng/wp-content/uploads/2019/01/Annual-Leave-Form.pdf)

345. Q: Tell me About the Library Department
A: Kindly proceed through this link (https://mtu.edu.ng/web/library/about-us/)

346. Q: Whats the E-Resources about?
Electronic Resources centre, where you find useful and helpful educational articles and publications and database engines. Kindly proceed through this link to view whats in stock for you (https://mtu.edu.ng/web/library/e-resources-2/)

347. Q: Are the books used in the university present in the school library?
A: Yes, you can proceed through this link to view the list of Books (https://mtu.edu.ng/web/books/)

348. Q: List of Books written by the University Lecturers
A: Kindly proceed through this link to view (https://mtu.edu.ng/web/course-wares/)

349. Q: Where can I download lecture videos?
A: Kindly Proceed through this link to download them (https://mtu.edu.ng/web/videos/)

350. Q: Where can I download Examination past questions?
A: Kindly proceed through this link (https://mtu.edu.ng/web/others/)

351. Q: Where can I download MTU E-Bulletin?
A: Kindly proceed through this link (https://mtu.edu.ng/web/others/)

352. Q: How can I access MTU Open Educational Resources (OER) ?
A: Kindly Proceed through this link (https://mtu.edu.ng/web/)

353. Q: I need the list of University Lecture notes
A: Kindly proceed through this link to access it (https://mtu.edu.ng/web/lecture-notes/)

354. Q: What is MTU official facebook handle?
A: Mountain Top Unniversity @MTUOfficialPage
You can as well just proceed through this link for easy access (https://web.facebook.com/MTUOfficialPage/)

355. Q: What is MTU official Twitter Handle?
A: Mountain Top Univers @MTU_OfficialPg
You can as well just proceed through this link for easy access (https://twitter.com/MTU_OfficialPg)

356. Q: Whats MTU official LinkedIn Handle?
A: Mountain Top University
You can as well proceed through this link for easy access (https://ng.linkedin.com/school/mountain-top-university/)

357. Q: I heard about the Tablets given to students, Am I entitled to one too?
A: Yes, but you can only acquire one by paying the sum of 60000 Naira. You can visit the accountant for further details.

358. Q: I thought the tablets are free?

A: It was a gift given to the first two sets of MTU by the School Visitor but it is now required from the 3rd set and on to pay to acquire.

359. Q: Is it compulsory I pay for the Tab?
A: Yes, if you need it but it's not mandatory but its advisable you do if you don't have a laptop because notes given to students are in softcopy's.

360. Q: Where is the CBT Exams usually written?
A: At the ICT.

361. Q: Where is the ICT building located?
A: Near the Library, on your way to the Bridge crossing over to the colleges.

362. Q: I need Help!!!
A: How may I help you?

363. Q: How can I access Mountain Top Universities Website?
A: You can Access MTUs website through this address www.mtu.edu.ng

364. Q: Whats the E-mail of MTU?
A: You can Access the school mail through this address support@mtu.edu.ng

365. Q: Who is MTUs Chancellor?
A: No other than the Renowned G.O of Mountain of Fire and Miracles Ministries, Dr D.K Olukoya.

366. Q: What is the Full name of The Universities chancellor?
A: Dr Daniel Kolawole Olukoya

367. Q: What is the full name of MTUs Vice-chancellor?
A: Professor Elijah Adebowale Ayolabi

368. Q: Whats the name of MTUs Deputy Registrar?
A: Mr Peter Akinwunmi Kosoko

369. Q: Whats the name of the Universities Bursar?
A: Mr Shola Rotimi Olagundoye

370. Q: Whats the name of the university Libarian?
A: Dr (Mrs) Helen Olubunmi Jaiyeola Akinade

371. Q: What does the Eagle in the university logo symbolize?

372. Q: When was the first Matriculation ceremony of the university?
A: It took place on the 21st of November 2015.

373. Q: When was the resumption date?
A: Students Resumed on the 11th of January 2016.

374. Q: What Symbol in the school logo represents the Vision of the University?
A: The Eagle and the Mountain

375. Q: What does the Eagle on the University Logo stand for?
A: Due to the characteristics of an Eagle such as Strength, doggedness, indomitability, resilience, sustainability, exemplariness and ingenuity are the high-profile qualities that would mark out each product of the Mountain Top University in every ramifications, character, deeds and approaches to life.

376. Q: What does the Purple color stand for?
A: The color purple is a mixture of two majestic colors, blue and red stands for royalty and connotes integrity, dignity and respectability.

377. Q: What does the scroll in the university logo stand for?
A: The scroll in the eagle's beak shows that it is "the ticket" and the harbinger of good news that will allow the student, who successfully completes his/her course of study to earn a living making he/she a worthy member of the global village where he/she can integrate as he/she moves round the world.

378. Q: What does the Eagle perching on a Mountain Top Symbolize?
A: It is to emphasize the notion of excellence, which is the driving force, the motivating principle, the modus vivendi and the focus of the Mountain Top University.

379. Q: What does the Symbols on the university logo specify?
A: Sorry I would need you to specify. Which exactly?

380. Q: Explain in details the University's Motto
A: The University Motto "Empowered to Excel" is in line with the conviction that academic knowledge and character building acquired at MTU will enable her graduates to excel in their various endeavors.

381. Q: I need the lyrics of the university anthem
A: *The Mountain Top University*
Empowered to Excel
The Mountain Top University
Empowered to Excel
The university of glory
The citadel of great strength
It's a place of knowledge
It's a place of the mighty eagle

Glory to the lord creator
Who has made all things well
Glory to lord creator
Who has made all things well
God shall bless our university
With the power of excellence.

382.   Q: What is the slogan of MTU students?
        A: *Call: MTU!!!!!*
        Response: Empowered to Excel
        Call: Empowered to Excel!!
        Response: MTU!!!
383.   Q: Are there sporting activities in MTU?
        A: Yes, MTU as in place sports like Basketball, Football, Table Tennis, Athletics, and many more.
384.   Q: Are students allowed to go for sports competition?
        A: Yes, as MTU as taken to another realm which is the NPUGA where private universities compete with one another and various others.
385.   Q: What's MTU Fast Info WhatsApp group line?
        A: 08162099299
386.   Q: Who is charge of MTU fast Info on Facebook?
        A: Adebayo Glory
387.   Q: What is MTU T.V station?
        A: MTUTV

FEES CATEGORY
388.   Q: How can I Proceed to pay my Acceptance Fee as a Fresh Student?
        A: Kindly Follow this link to view the procedure (https://mtu.edu.ng/mountain-top-university-admission-list/)
389.   Q: How can I Proceed to pay my School Fee as a Fresh Student?
        A: Kindly Follow this link to view the procedure (https://mtu.edu.ng/mountain-top-university-admission-list/)
390.   Q: Procedure for payment of acceptance fee and School fee for 2019/2020 academic session
        A: Kindly follow this link to view the procedure (https://mtu.edu.ng/procedure-to-apply-for-2018-2019-admission/)
391.   Q: What is the procedure for registration and payment of acceptance fees & school fees for the 2019/2020 academic session
        A: Kindly follow this link to guide you (http://mtu.edu.ng/wp-content/uploads/2019/02/MODE-OF-PAYMENT-FOR-2019-2020-SESSION-1.pdf)
392.   Q: As an International Student, how do I go about registration and payment of acceptance fees and school fees for 2019/2020 admission.
        A: I'm glad you considering MTU to study. You can follow this link to guide you (http://mtu.edu.ng/wp-content/uploads/2019/02/MODE-OF-PAYMENT-FOR-2019-2020-SESSION-1.pdf)
393.   Q: How do I Pay for the catch up programme for the last session
        A: Kindly follow this link (http://mtu.edu.ng/wp-content/uploads/2018/07/CATCH-UP-2017-2018.pdf)
394.   Q: How much do I need to pay per course for the catch up programme?
        A: Kindly follow this link for all information on the catchup programme (http://mtu.edu.ng/wp-content/uploads/2018/07/CATCH-UP-2017-2018.pdf)
395.   Q: I'm having payments issue
        A: Oops, call 08159894148 from the hours of 11a.m to 4p.m
396.   Q: What is the process of PAYMENT of ACCEPTANCE and SCHOOL FEES?
        A: All fees are to be paid through the prescribed channels. (https://www.mtu.edu.ng/procedure-to-apply-for-2018-2019-admission/)
397.   Q: What is the schools Accountants number?
        A: There you go, 08035311433
398.   Q: Does the school fees contain feeding?
        A: No, the school fees doesn't cover feeding. Parents are to provide for their wards feeding allowance.

D.K.O FOUNDATION ENQUIRY
399.   Q: How do I apply for scholarship to study in MTU?

A: Dr D.K. Olukoya Foundation is here to see you through your stay in MTU. Kindly follow this link to view the procedure you have to follow to be a beneficiary of the foundation (http://www.mtudkofng.org/about)

400. Q: What is the Dr D.K. Olukoya Foundation all about?
A: I'm happy you want to be a partaker of this programme. Kindly follow this link to know about it (https://mtu.edu.ng/inventions-of-writing/)

401. Q: Who were the first set of people to partake in Dr D.K. Olukoya foundation programme?
A: Oh you want to see their beautiful faces? Follow through this link to view (http://www.mtudkofng.org/)

402. Q: Tell me About Dr D.K Olukoya Foundation
A: This is a foundation kept in place to Finance students through their Academic Session. Follow this link to know more about the foundation (http://www.mtudkofng.org/about)

403. Q: How can I be a sponsor of Dr D.K Olukoya Foundation Programme?
A: Kindly follow this link to view the standard operational Procedure (http://www.mtudkofng.org/about)

404. Q: How I can I contribute to Dr D.K Olukoya Foundation Programme?
A: Your contributions are highly appreciated. Kindly follow this link to know the mode of payments (http://www.mtudkofng.org/donations)

405. Q: Can I get a picture of the beneficiaries of Dr D.K Olukoya Foundation?
A: Yes, kindly follow this link to access the gallery (http://www.mtudkofng.org/gallery)

406. Q: I need a more detailed information about Dr D.K Olukoya Foundation?
A: I'm sorry I couldn't help you well. Kindly follow this link to view various ways you could get extra help (http://www.mtudkofng.org/contact)

407. Q: You not helping with finding the right information about Dr D.K Olukoya Foundation?
A: I'm sorry I couldn't help you well. Kindly follow this link to view various ways you could get extra help (http://www.mtudkofng.org/contact)

408. Q: How can I Adopt a Child for the Dr D.K Olukoya Foundation?
A: Kindly follow this link to download the form (http://www.mtudkofng.org/docs/Adopt-a%20Student-Form.pdf)

ADMISSION PROCESSES

409. Q: What is the procedure for ADMISSION and REGISTRATION?
A: The registration process is easy and seamless. Just follow this link and you will be done in no time (https://www.mtu.edu.ng/mountain-top-university-admission-list/)

410. Q: I am an INTERNATIONAL student. I need help?
A: (well, hello there! It's good to see you want to study in our country. MTU is just the place for you. This link will guide you https://www.mtu.edu.ng/international-students/)

411. Q: What things do I need to bring along for RESUMPTION?
A: (clothes, shoes, books and http://mtu.edu.ng/wp-content/uploads/2018/09/Items.pdf

412. Q: How do I Apply for 2019/2020 admission?
A: Kindly follow this link to get a pdf document (http://mtu.edu.ng/wp-content/uploads/2019/01/ADVERT-1.pdf)

SIWES

413. Q: What's the whole SIWES programme about?
A: I'm glad you asked. The SIWES programme is part of the academic programme, kindly proceed through this link to find out more (https://www.mtu.edu.ng/mtu-siwes/)

414. Q: Is it a must I Participate in this SIWES programme?
A: Yes, very compulsory if it required by your department. Proceed through this link to find out the objectives of this programme (https://www.mtu.edu.ng/mtu-siwes/)

415. Q: I've been finding it hard to get placement, can school assist with that?
A: Sure, they can. The school as kept in place the SIWES CENTER to assist with that. You can Proceed through this link to find out the functions of the MTU SIWES center.

416. Q: What's the SIWES CENTER is school about?
A: Kindly proceed through this link to find out (https://www.mtu.edu.ng/mtu-siwes/)

417. Q: What Programme are eligible for the SIWES programme?
A: Follow this link to find out !!!(https://www.mtu.edu.ng/mtu-siwes/#1511184987437-72ad0ed9-70d5)

CAFETERIA

418. Q: How do students feed in school?
A: MTU Cafeteria is located at the Centre of both female and male halls of residence. It has a well-structured and organized feeding system of Pay-as-You-Go to accommodate different categories of students with respect to their financial status. It provides assorted types of menu.
You can follow this link to get a video tour of the cafeteria (https://www.mtu.edu.ng/mtu-cafeteria/)

419. Q: Do they sell fruits in the school?

A: Yes, but inside the cafeteria

420.   Q: How many cafeterias are in school?
A: The school has only one cafeteria big enough to accommodate all students. It has various stands were students can get food from.