Conversational AI for Student Well- Being: Transforming Mental Health Support in Education.

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Abstract

This chapter critically explores the integration of conversational AI in addressing student mental health within educational settings. Drawing on recent empirical studies and real-world applications, it examines how AI-powered chatbots are being utilized to offer scalable, accessible, and timely psychological support. While highlighting the promise of such technologies in reducing anxiety, promoting resilience, and supplementing overburdened counseling services, the chapter also scrutinizes key ethical concerns, including privacy, algorithmic bias, and the risk of emotional dehumanization. Through a nuanced discussion of case studies, challenges, and governance imperatives, the chapter underscores the need for human-AI collaboration grounded in empathy, equity, and accountability. It concludes by proposing a forward-looking policy and research agenda to ensure that AI serves as a complement not a substitute to human care in fostering student well-being.

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