

Meet Goldie: Your New 24/7 PSC Support Companion ^[1]

February 17, 2026 by [Staff](#) ^[2]

We're excited to introduce **Goldie**, our new PSC chatbot, to provide answers to commonly asked questions. You can find **Goldie** by visiting www.cu.edu/psc ^[3] and look for the Golden Retriever at the bottom right of the page.

What Goldie Can Do

Goldie is available 24/7 to quickly assist with common questions like payment status, policy details, or standard procedures. For more complex or unique issues, the [Service Desk](#) ^[4] is still here to help, ensuring everyone gets the right support efficiently.

Built From Feedback

Goldie's launch follows months of thoughtful testing, feedback, fine-tuning, and input from many community members. That feedback directly shaped improvements to Goldie's responses, behavior, and reliability.

Support Goldie's Continued Improvement

As you interact with Goldie, we encourage you to **rate your conversations** and share detailed feedback. This feedback will be closely monitored and will help us train Goldie to better support your questions.

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Yes

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