

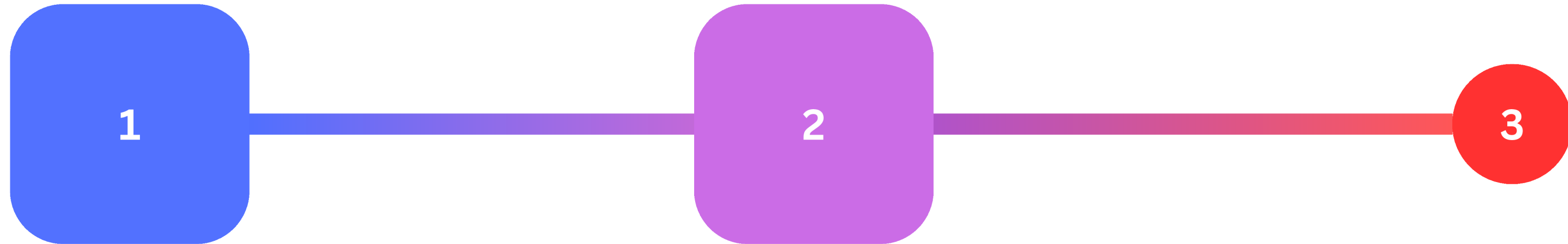
**GenAI Solutions**

**Student Service  
Experience**

- **Student Services**
- **Course Planning**
- **Exchange**
- **Advisors**
- **Accessibility**

Note: Student Services encompasses a much greater area; a potential subtopic would be *Student Journey*.

# Multiple Tiers of Integration



## Copilot-Esque Integration

- Integrate into student portals and staff assisting forms
- Lowest level of integration

## Automated ChatBot

- Adding custom ChatBots as intermediaries of support between passive (websites) and active (face-to-face) support for specific tasks

## Stop1GPT

- All encompassing GenAI service that contextually acts as support for sub-services
- Integration allows for more personalisation and accessibility

# How can GenAI Improve the Student Service Experience?

## Ease of Use

Frees up time and resources for staff and students

- Streamlining support / service
- Acting as a middle ground between Passive and Active forms of help

Allows much more frequent contact for specific services that would otherwise be resource constraint

- Advising (is relatively infrequent)
  - Not a replacement but an intermediary
  - Can be more beneficial in a socratic (but more time consuming way)

<https://web.njit.edu/~ronkowitz/eliza.html>



# How can GenAI Improve the Student Service Experience?

## Personalisation

Long Term memory combined with frequent contact can enable institutional personalisation of support by remembering people

GenAI and agentic models enable generation and handing off of history at a greater level

Scalability bypasses human resource constraint (especially important given the importance and time-commitments of academic staff)



# How can GenAI Improve the Student Service Experience?

## Expertise

RAG models can allow greater levels of initial service

Logistically easier to get simulated opinions of experts through GenAI than grouping multiple academics or experts

- In my experience in GenAI procurement, translating between experts perspectives and reducing needs to gather many 'expensive' people was a major GenAI opportunity outside of big data applications
- Translate the Universities wealth of knowledge into operational excellence



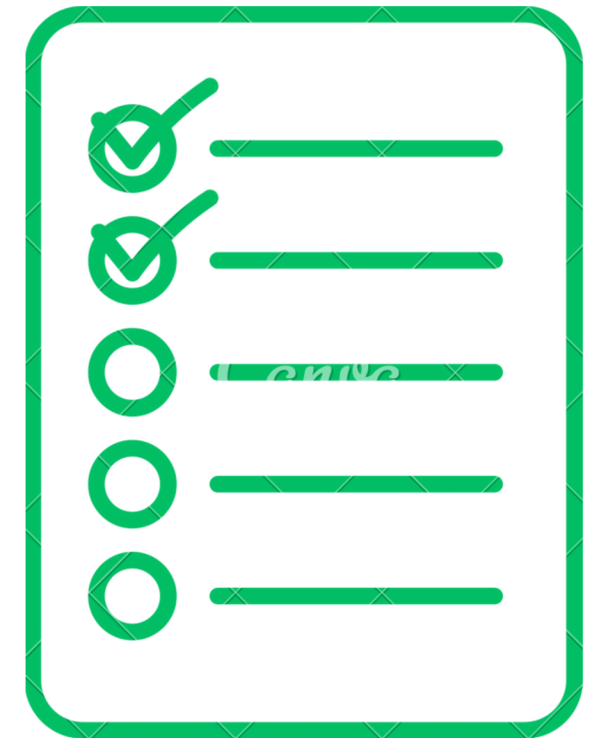
# Example

## Course Planning

- Ease of use allows for greater scalability and integration into current staff\* workflows, or standalone services for students
- Personalisation is important considering that Course Planning goes into the entire degree (much macro than subjects for instance) + it ties into discovery and the breadth model
- RAG query can provide a lot of course and expert-knowledge related teeth to course advisors (Give anecdote about my own Masters course advice)
- Satisfaction with Student Services ranged from 30% to

75%

[University of Melbourne. \(2022\) SES Data Tables by Faculty: Engineering and IT.  
https://unimelbcloud.sharepoint.com/:x/r/teams/UniversityDecisionSupport/\\_layouts/15/Doc.aspx?  
sourcedoc=%7B0B2E96EB-FOED-4B55-B06C-  
07732E3A90A9%7D&file=SES%20Data%20Tables%20by%20Faculty.xlsx&action=default&mobileredirect=true](https://unimelbcloud.sharepoint.com/:x/r/teams/UniversityDecisionSupport/_layouts/15/Doc.aspx?sourcedoc=%7B0B2E96EB-FOED-4B55-B06C-07732E3A90A9%7D&file=SES%20Data%20Tables%20by%20Faculty.xlsx&action=default&mobileredirect=true)



# Risks & Oppurtunities

The risks and rewards depend on the use-case and level of GenAI integration, though from my perspective appears correlated. The

## 1. Copilot-esque:

- Minimal given there is a human-in-the-loop

## 2. Automated ChatBot

- Risk of isolation and lack of connect
- Inaccuracy considering these are services
- At the same time there is a greater oppurtunity to create a 'smarter' system through integration and more frequent contact.

## 3. Stop1GPT

- Risks as the most likely go to source for support
- Risk and rewards of the second case but jacked up

# Conclusion

## **Accessibility:** *Mitigating unknown-unknowns*

- The University offers a staggering array of services; an increasing issue now is informing people of these services than building capabilities
- EG: *Writing Skills Workshops*
  - I didn't really know that it was a thing
- Important for 1st generation students, international students, rural students
  - People who are most likely to not know about a given service

## **Granularity:** *Using GenAI to scale attention to each student*

- GenAI represents an opportunity to achieve a level of granularity and care to each student that would be impossible if only using human resources. This is what I believe to be the next revolution in education, one that a University environment is uniquely qualified to tackle given their specialisation and resources.