

LearnWise

Case Study | November 2025

Support Beyond Borders: How Citizens High School Uses AI to Empower Global Learners

Overview

Citizens High School is a US-based, accredited asynchronous institution serving learners of all ages in over 60 countries. Its mission is to make education affordable, flexible, and accessible, empowering students regardless of geography, language, or background."

As the school looked to modernize its curriculum, one priority stood out: integrating AI for responsible, inclusive online education. With learners spanning multiple time zones and languages, the institution needed a scalable, always-available digital support system that aligned with its educational values.

Region: United States

Student population: 3,000

LMS: Canvas

LearnWise product(s) implemented: AI Student Tutor, AI Chat (in website)

Context & Challenge

For asynchronous schools, flexibility is a strength, but it also poses a challenge. Without real-life contact with faculty or fixed class times, students often need answers at any hour. Many balance work or family responsibilities as adult learners, studying late into the night or across continents. Adding to this complexity, Citizens High School's global student body includes many non-native English speakers navigating subjects like U.S. history, chemistry, and geometry, where nuanced terminology can become a barrier.

The institution needed a 24/7 AI-powered learning assistant that could guide students in real time, across languages and disciplines, without compromising academic integrity.

"It was like a light bulb moment! Our whole curriculum lit up. We turned on LearnWise and suddenly students, teachers, and administrators all had support in one place."

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— Jessica Cavallaro, Chief Academic Officer at Citizens High School

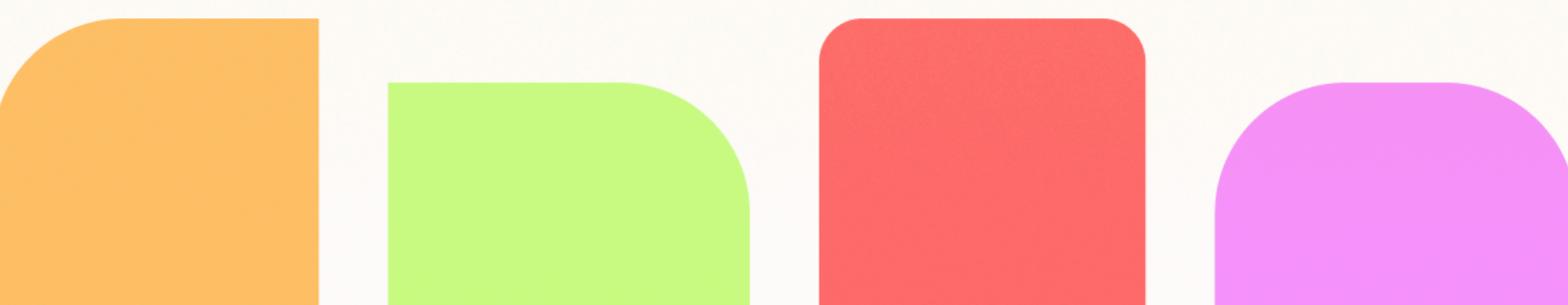
Solution

Citizens High School partnered with LearnWise AI to embed an intelligent learning assistant directly within its Canvas LMS and website. Nicknamed Lumo, the assistant became an always-on companion for students, capable of responding instantly to questions about coursework, assignments, or navigation, both in their LMS and website.

Because Lumo is powered by LearnWise's education-specific AI engine, it only pulls from verified institutional knowledge, ensuring accuracy, safety, and contextual relevance.

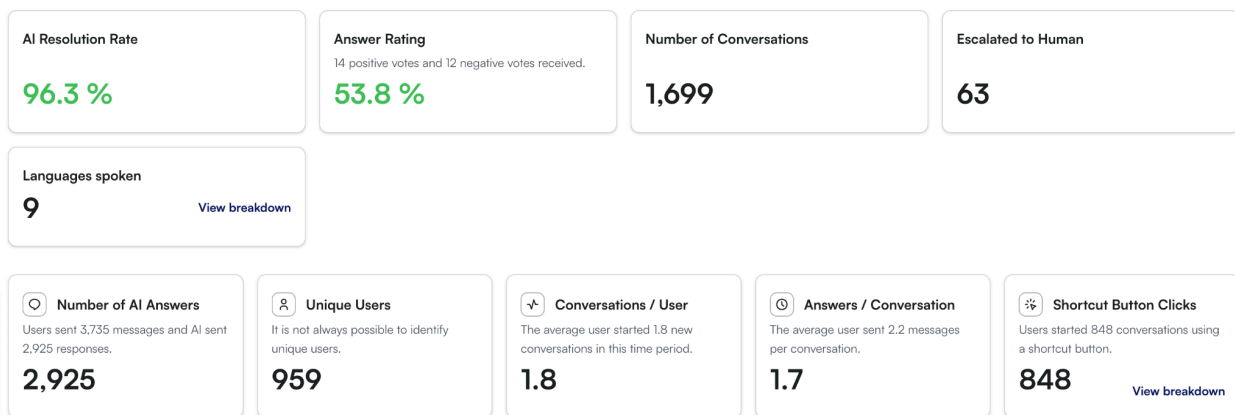
Setup took less than 30 minutes, thanks to LearnWise's seamless Canvas integration. From day one, administrators could access dashboards that revealed student engagement trends, recurring pain points, and opportunities to refine content clarity.

Key Components of the Implementation

- **Plug-and-Play Integration:** LearnWise connected directly to Canvas, instantly scraping course data for accurate, contextual answers.
 - **24/7 Student Availability:** Lumo provides real-time help across time zones, supporting asynchronous learners.
 - **Multilingual Learning Experience:** Students can chat in English, Spanish, Russian, and 100+ other languages for clarity and confidence.
 - **Academic Integrity Built-In:** Lumo refuses to complete assignments, guiding students through reasoning and process instead.
 - **Curriculum Insights for Educators:** Student queries reveal unclear content or overly complex assessments, helping faculty refine course materials.
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Results: Increased Engagement and a Better Student Experience

The partnership delivered immediate results. Students quickly adopted Lumo for assignment clarification, study planning, and overall support.



Between January and November 2025, Citizens High School recorded measurable improvements in student support quality, responsiveness, and engagement through LearnWise AI:

- **96.3% AI Resolution Rate:** The assistant successfully handled nearly all student inquiries without needing human escalation.
- **1,699 Conversations Logged:** A growing number of students actively engaged with the AI assistant for academic and course-related support.
- **Nine Languages Supported:** Multilingual functionality enabled inclusive communication across Citizens' diverse, global student body.
- **2,925 AI-Generated Responses:** Thousands of intelligent, context-aware answers were delivered instantly to learners.

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These results validate the power of LearnWise AI to deliver 24/7 multilingual student support, enhance efficiency for asynchronous programs, and strengthen engagement in online learning environments. Administrators now use Lumo data to identify content challenges, while faculty appreciate the system's responsible AI design, one that encourages learning rather than shortcuts.

"Our students can now get help in any language, at any hour. That's something we could never offer before." — **Jessica Cavallaro, Citizens High School**

How LearnWise AI Strengthened Citizens High School's Digital Strategy

Beyond immediate support improvements, the collaboration reshaped how Citizens High School approaches AI in education strategy.

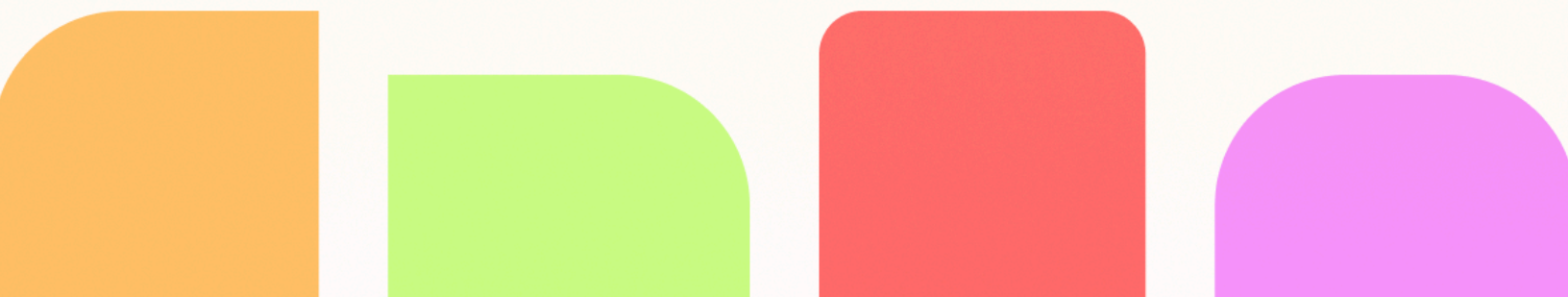
The institution can now:

- Serve a broader global student base through multilingual inclusion.
- Enhance asynchronous learning with personalized planning tools and responsive feedback.
- Use data insights from AI interactions to continuously improve course design.

This partnership has become a cornerstone of the school's commitment to innovation, digital equity, and responsible AI in education.

Looking Ahead: Redefining AI for Distance Learning

Citizens High School and LearnWise AI continue to explore the next generation of interactive learning, including AI-powered video comprehension and voice-based tutoring experiences.



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Their shared vision: To make AI in distance education more conversational, more human-centered, and more inclusive than ever.

Together, they're proving that responsible AI can transcend boundaries, empowering learners everywhere to succeed on their own schedule, in their own language.

