

LearnWise

Case Study | March 2026

Northcentral Technical College Embeds AI Across All Programs to Advance Student Success

Overview

Northcentral Technical College (NTC) partnered with LearnWise AI to bring structured, institution-wide AI support to its students. Driven by a bold strategic commitment to embed AI across all associate programs, NTC implemented LearnWise as an AI-powered tutoring and student support solution integrated directly into its Canvas LMS, establishing a scalable model for responsible AI use in technical education.

Region: United States

Student population: 10,000+

LMS: Canvas

LearnWise product(s) implemented: AI Student Tutor, AI Campus Support

Context & Challenge

NTC's 2024–2029 Strategic Plan set an ambitious goal: foster a leading-edge academic learning environment that supports student outcomes and embraces state-of-the-art technology. A central pillar of this plan was a formal commitment to embedding AI across all associate programs, positioning AI not as an experimental add-on, but as a workforce readiness expectation and a teaching and learning responsibility for every programme area, from nursing and automotive technology to videography and IT.

To realise this vision, NTC identified several interconnected challenges:



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- Students were already using consumer AI tools outside any institutional framework, creating inconsistent experiences and risks around academic integrity.
- Faculty faced uncertainty about how to integrate AI responsibly into their courses without adding to their workload.
- Early experimentation produced tool sprawl, with multiple platforms in use across departments and no unified governance structure.
- The initiative lacked a dedicated owner, making coordinated execution across the institution difficult.

NTC responded by appointing a dedicated AI Project Manager to lead the implementation strategy, formalising a college-wide AI policy, and mandating faculty capacity building covering ethics, responsible use, and foundational AI knowledge. The next step was finding the right student-facing solution.

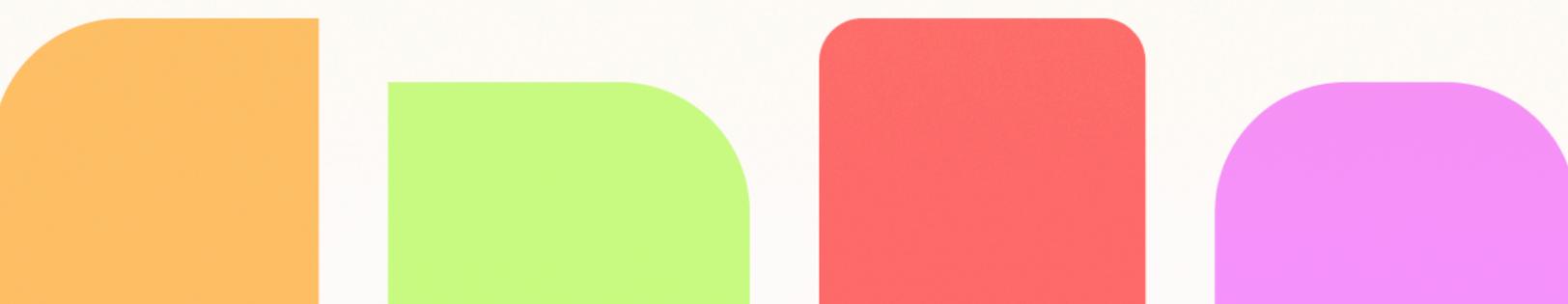
Solution

Following a structured evaluation process that included platform research, live demonstrations, and a targeted pilot in historically difficult courses, NTC selected LearnWise AI. The platform was chosen for its seamless Canvas integration, course-aware responses, and alignment with NTC's privacy policy and data governance requirements. A key criterion was that the solution had to be embedded within existing tools, not a separate platform that students or faculty would need to manage independently.

After an extensive evaluation of AI platforms across the US and abroad, Reggie (AI Project Manager) had a clear requirement for whatever solution NTC ultimately chose:

"I really needed a solution that was going to be embedded within everything that we're doing here at the college."

LearnWise was implemented as an AI Course Assistant embedded directly in Canvas, providing students with on-demand, curriculum-aligned tutoring at any time of day.



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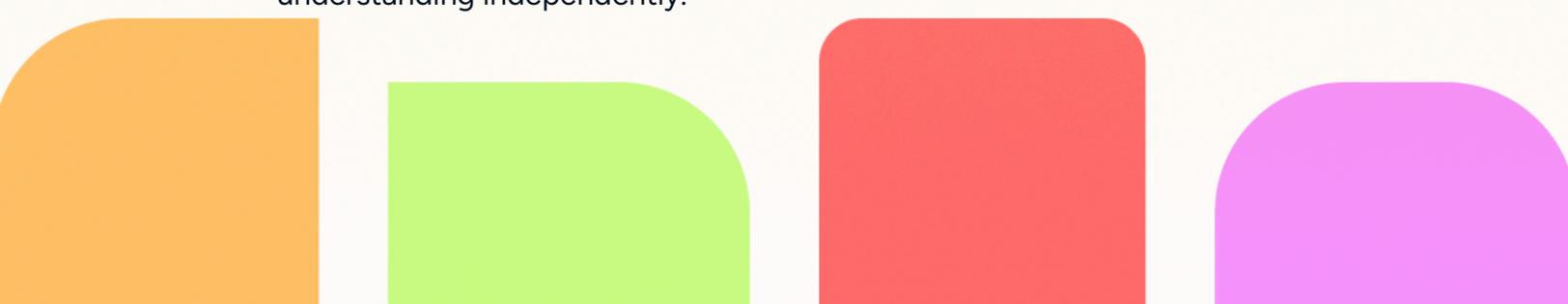
Faculty could activate the assistant within their courses without building custom tools from scratch, significantly reducing the burden on academic teams.

Key Components of the Implementation

- **Canvas-Integrated AI Tutor:** Deployed directly within the LMS to meet students where they already study, ensuring seamless access without additional login friction.
- **Course-Aware Responses:** The AI was trained on course materials, so student queries were answered in the context of their specific programme content rather than from generic web knowledge.
- **Formal AI Governance:** Implementation was underpinned by a formally adopted AI policy and a mandatory AI 101 course for all staff and faculty, covering ethics, responsible use, and appropriate prompting.
- **Faculty-Led Activation:** Teaching staff proactively integrated LearnWise into their Canvas courses, retaining control over how AI was positioned within their teaching and learning environment.
- **Dedicated AI Leadership:** An AI Project Manager provided institutional oversight, coordinating rollout, monitoring adoption, and ensuring alignment with NTC's "AI in All Programs" strategic vision.

Use Cases

LearnWise supported students across a range of academic activities, including:

- **On-demand tutoring** in challenging course content, particularly in historically high-difficulty programmes selected for the initial pilot.
 - **Assignment scaffolding**, helping students understand task requirements and structure their approach.
 - **Practice and clarification**, enabling students to revisit concepts and test their understanding independently.
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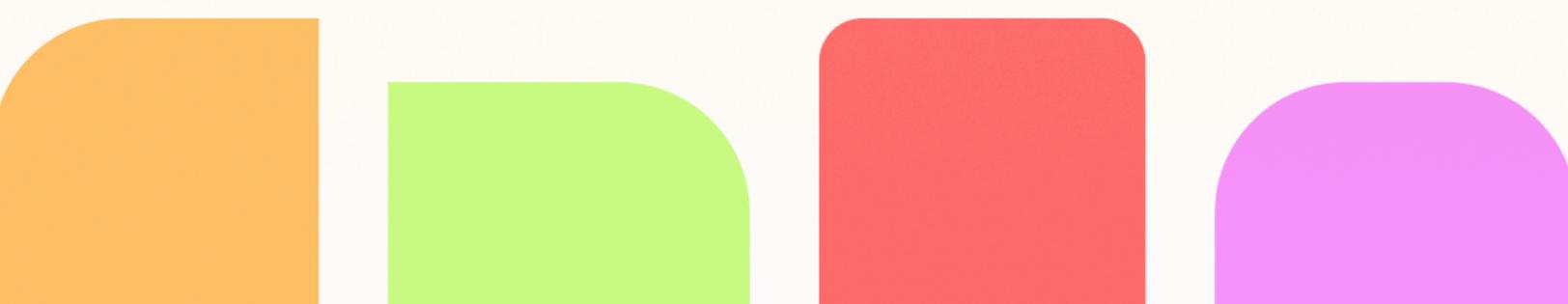
- **24/7 access to course-specific guidance**, supporting students who study part-time or at times when faculty are unavailable.

“Those students now can be sitting in a parking lot, waiting for their child to be coming out of school in a pickup line, and quizzing, and creating flashcards, and understanding the content they might be struggling with. Regardless of where they are.” — Reggie Smith, AI Project Manager, Northcentral Technical College

Outcomes

NTC’s pilot delivered measurable results across key engagement and resolution metrics. The LearnWise platform recorded a **100% AI resolution rate**, with 204 unique users generating 602 conversations. Students averaged 3 new conversations per user and 8.2 answers per conversation, indicating deep and sustained engagement with the assistant. **Zero queries were escalated to human support during the pilot**, demonstrating the system’s capability to independently resolve student questions. The assistant served students across 5 languages, reflecting the diversity of NTC’s learner population.

Additional outcomes include:

- **Reduced Faculty Build Burden:** The course-trained AI removed the need for individual faculty to create bespoke tutoring materials, freeing capacity for direct teaching and student engagement.
 - **Standardised AI Access:** All students, regardless of programme, gained access to consistent, high-quality AI support within their Canvas environment.
 - **Governance Alignment:** The rollout reinforced NTC’s formal AI policy in practice, providing a controlled and visible environment for responsible student AI use.
 - **Content Quality Insight:** The pilot surfaced a key operational finding: outdated course materials led to some inaccurate AI responses, underscoring the importance of maintaining current, well-managed Canvas content as a prerequisite for effective AI tutoring.
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Strategic Value

NTC's experience demonstrates that a clear institutional mandate - paired with dedicated leadership and the right platform - can move an AI strategy from policy to practice at scale. For technical colleges seeking to:

- Embed AI into the student learning experience across all programmes,
- Maintain institutional control over how AI tools are used in teaching and learning,
- Support workforce-ready graduates who are comfortable using AI responsibly,
- Replace fragmented, ad hoc tool adoption with a governed, institution-wide solution.

The Northcentral Technical College deployment provides a replicable framework for AI integration in technical higher education, grounded in governance, faculty engagement, and student-centred design.

