

LearnWise

Case Study | August 2025

Building an AI-Driven Feedback and Learning Ecosystem for Adult Learners at UMass Global

Overview

UMass Global partnered with LearnWise AI to enhance learning support for its adult learner population by introducing AI-powered tutoring and feedback capabilities within its digital learning environment.

The initiative focused on improving learner understanding, confidence, and progression through the deployment of an AI Student Tutor, supported by AI-assisted feedback tools for faculty. Together, these solutions enabled UMass Global to provide scalable, high-quality academic support while preserving instructional oversight and academic integrity.

Region: North America

Student population: 13,000

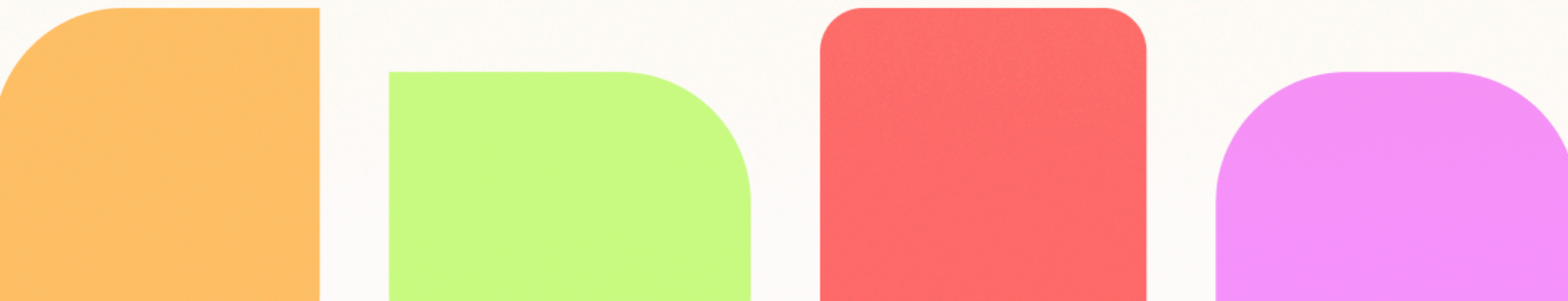
LMS: Brightspace

LearnWise product(s) implemented: AI Student Tutor; AI Feedback & Grader

Context & Challenge

UMass Global serves a large and diverse population of adult learners, many of whom study online while balancing employment and family commitments. These learners benefit from flexible, on-demand academic support that helps them understand course content, assessment expectations, and feedback outside traditional teaching hours.

At the same time, faculty faced increasing demands to:



LearnWise

- Provide detailed, personalised feedback at scale.
- Support learner understanding between assessments.
- Maintain consistency across courses and programmes.
- Manage workload efficiently without compromising quality.

UMass Global required an approach that placed learner support at the centre of the learning experience while enabling faculty to work more effectively.

Solutions

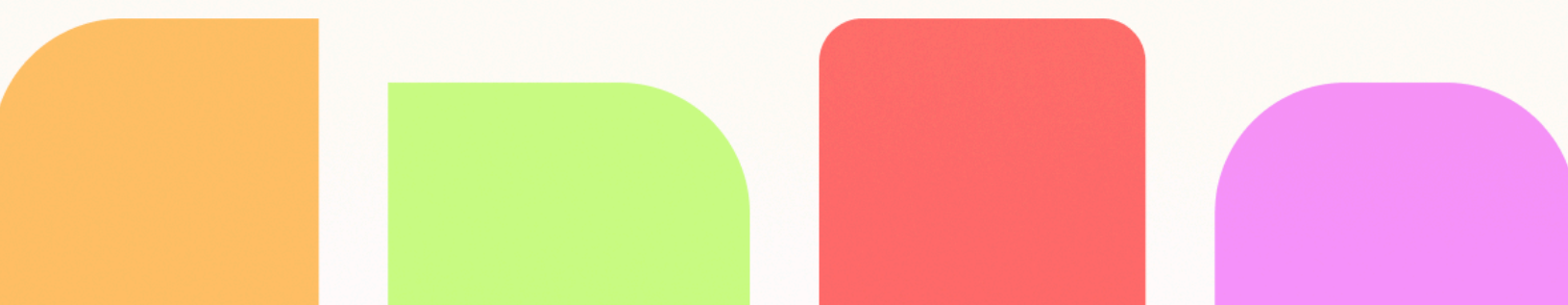
UMass Global implemented an integrated LearnWise AI learning ecosystem that combined learner-facing tutoring with faculty-facing feedback support. The AI Student Tutor (branded as Learning Guide) served as the primary learner support mechanism, while AI Feedback & Grader enhanced the quality and consistency of academic feedback.

LearnWise AI Student Tutor

UMass Global introduced the LearnWise AI Student Tutor with the name “Learning Guide” to provide learners with on-demand academic support outside scheduled teaching time.

The AI Student Tutor supports adult learners by helping them better understand course concepts, assignment expectations, and feedback they receive, reinforcing learning between assessment cycles.

Key capabilities included:

- On-demand explanations of course concepts and materials.
 - Support for understanding assignment requirements and feedback.
 - Guided learning assistance tailored to adult learners returning to education.
- 

LearnWise

- 24/7 availability to accommodate flexible study schedules.
- Integration within existing digital learning environments.

This continuous, on-demand guidance helped learners build confidence, reduce uncertainty, and maintain momentum throughout their courses.

LearnWise AI Feedback & Grader

Alongside the AI Student Tutor, UMass Global implemented LearnWise AI Feedback & Grader to support faculty with scalable, high-quality feedback creation.

The solution assists instructors by generating structured draft feedback aligned with rubrics and learning outcomes, while keeping faculty fully in control of final feedback decisions.

Key capabilities included:

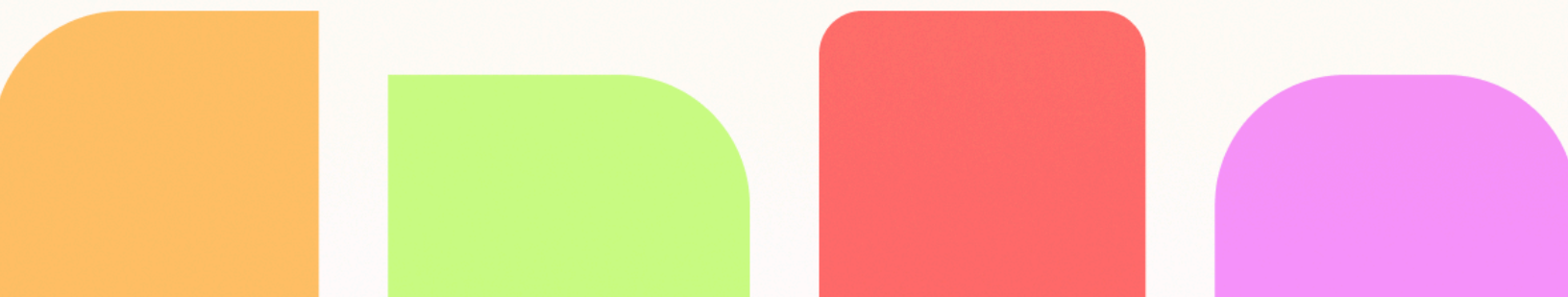
- AI-assisted drafting of formative and summative feedback.
- Alignment with course rubrics and institutional standards.
- Consistent tone and structure across feedback.
- Reduced time spent on repetitive feedback tasks.

By improving feedback quality and turnaround time, this solution reinforced the effectiveness of the AI Student Tutor, enabling learners to engage more meaningfully with the guidance they received.

Use Cases

Together, the two AI solutions supported a range of instructional and learner needs:

- Adult learners used the AI Student Tutor to clarify course content, interpret assignment instructions, and understand feedback.



LearnWise

- Learners engaged with feedback more effectively by using the AI Student Tutor to explore how to apply it in future assessments.
- Faculty used AI Feedback & Grader to deliver consistent, actionable feedback at scale.

The combined approach supported self-directed learning while maintaining strong academic oversight.

Outcomes

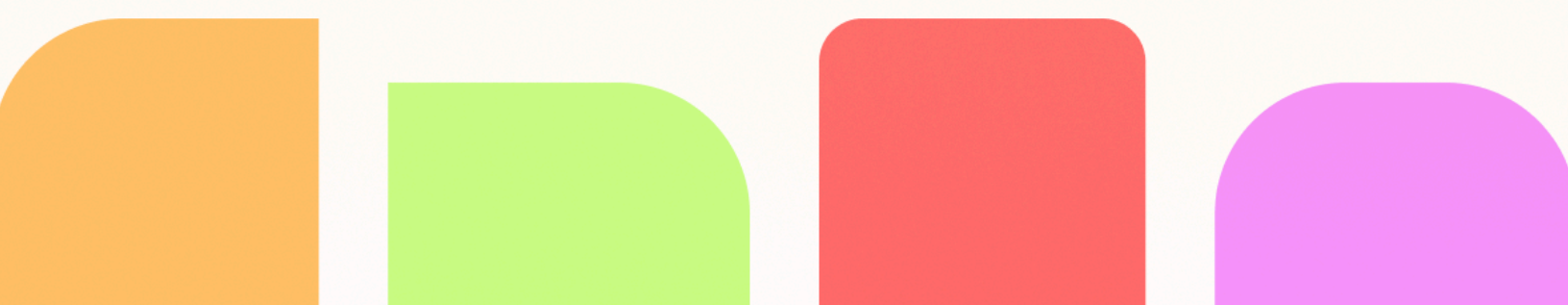
UMass Global observed several early benefits from the integrated deployment:

- Improved learner understanding through on-demand tutoring support.
- Greater learner confidence in navigating coursework and assessments.
- More consistent feedback across courses and programmes.
- Reduced faculty workload related to repetitive feedback writing.
- Stronger alignment between feedback delivery and learner support.

The AI Student Tutor played a central role in extending learning support beyond formal teaching interactions, particularly for adult learners studying online.

Strategic Value

This case study demonstrates how AI-powered tutoring can be used responsibly and effectively to support adult learners at scale, while AI-assisted feedback strengthens instructional quality.



LearnWise

For institutions seeking to:

- Improve learner support and retention,
- Enhance feedback effectiveness,
- Support flexible and online learning models,
- Scale academic support sustainably,

the UMass Global deployment highlights the strategic value of placing an AI Student Tutor at the heart of the learning experience, supported by complementary faculty tools.

