

LearnWise

Case Study | November 2024

Jisc Pilots AI-Powered Student Support Across 12 Institutions

Overview

In late 2024, Jisc, the UK's national digital and technology partner for education, partnered with LearnWise to pilot an AI-based support platform across 12 colleges and universities. The initiative aimed to streamline student support, simplify access to information, and improve institutional efficiency through intelligent automated assistance.

Pilot period: August – December 2024

Participating institutions: Bath Spa University; Gloucestershire College; Kirklees College; Liverpool John Moores University; Neath College – NPTC Group of Colleges; Northern Regional College; Roehampton University; Shipley College; South Staffordshire College; The City of Liverpool College; University of Westminster; Weston College.

Region: Europe

Student population: 150,000

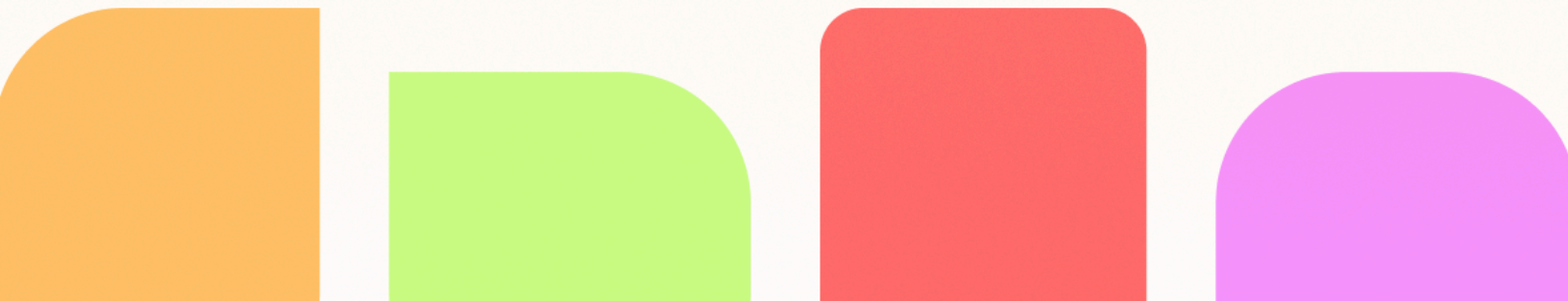
LMS: Canvas, Moodle, Blackboard

Other Platforms: Sharepoint & MyDay

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

Context & Challenge

Delivering timely, accurate, and scalable support services is a recurring challenge for large educational institutions. Traditional support channels often require students to navigate multiple systems, submit tickets, or wait for responses, leading to frustration and delayed outcomes.



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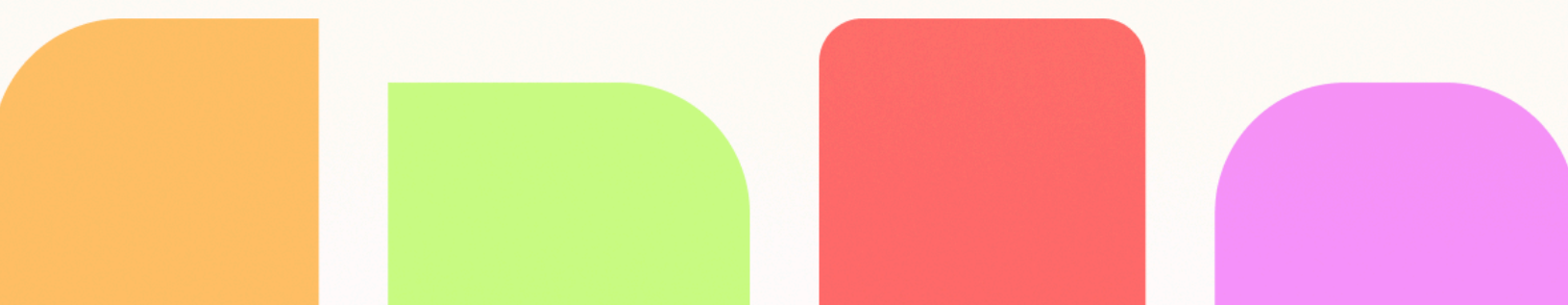
Jisc selected LearnWise because it:

- Provides instant, context-specific answers tailored to an institution's own policies and resources.
- Escalates complex cases seamlessly to human support when required.
- Generates data-driven insights on recurring questions and content gaps, facilitating continuous improvement.

Solution

LearnWise is an AI platform that can be integrated into a range of existing systems, including websites, LMS platforms (e.g., Canvas), virtual learning environments (VLEs), ticketing systems, and intranets. During the Jisc pilot, participating institutions chose implementations based on their priorities, such as enrollment support, induction guidance, or internal staff services.

Key functional elements of the platform:

- AI-driven query response tailored to the institution's knowledge base.
 - Smart escalation to human support where appropriate.
 - Integration with existing student ecosystems to reduce friction.
 - Analytics dashboard for reporting on usage and performance.
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Use Cases

1. Prospective Student Engagement

Colleges such as NPTC Group of Colleges, Roehampton College, and Gloucestershire College placed LearnWise on their public websites to assist prospective students with enquiries about courses, admissions, and offerings, removing navigation barriers and improving enrolment experiences.

2. Student Induction Support

Liverpool John Moores University integrated LearnWise within a dedicated Canvas course for new students, enabling instant access to answers and support during the induction phase.

3. Smart Ticket Reduction

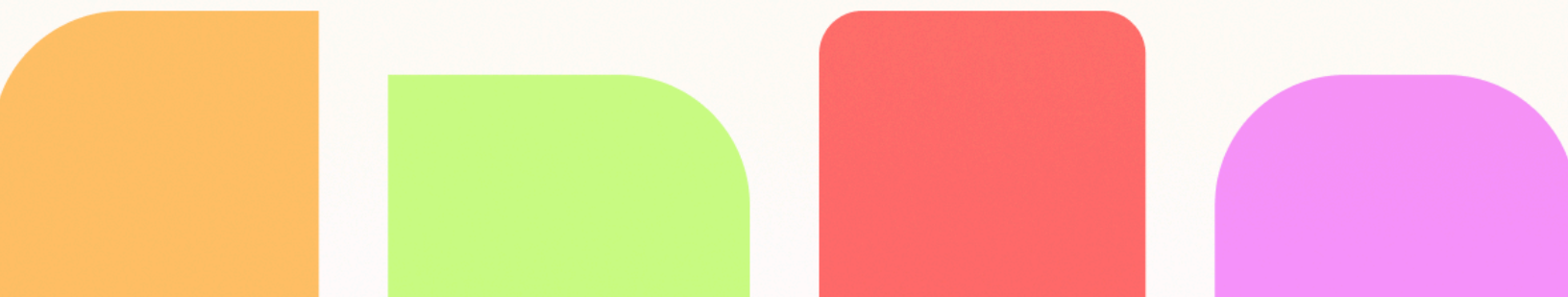
Bath Spa University linked its ticketing system with LearnWise so that routine queries could be resolved by the AI assistant, reducing the volume of tickets that require human handling.

4. Embedded VLE Help

Westminster College and North West Regional College deployed LearnWise inside their VLEs, enabling students to receive help without leaving their learning environment.

5. Staff & Faculty Support

Some institutions used LearnWise for internal purposes, such as supporting faculty with CPD information (South Staffordshire College) or guiding staff through institutional frameworks (Kirklees College).



Outcomes

Participating institutions reported several positive early outcomes:

- Reduced support escalations, allowing support teams to focus on complex or high-value tasks.
- High satisfaction with the platform's ease of use, integration flexibility, and contextual accuracy.
- Institutions expressed interest in longer-term and broader deployments.

Additional Jisc evaluation reports indicate the platform can be embedded across multiple systems (website, LMS, VLE, SharePoint, etc.) and is effective at handling a variety of student support needs.

Strategic Value

This pilot demonstrates that AI-enabled digital assistants can:

- Enhance accessibility to institutional information.
- Support students throughout key lifecycle stages (pre-enrolment, induction, study).
- Reduce administrative burden and operational costs.
- Provide insights that help institutions proactively improve their support content and services.

Read the full **End of Pilot Report** on [Jisc's website](#).

