

LearnWise

Case Study | April 2025

South Staffordshire College Uses AI to Support Staff Services

Overview

South Staffordshire College partnered with LearnWise AI to improve access to internal staff information and reduce pressure on support teams. By deploying an AI-powered assistant for staff use, the college aimed to simplify how employees access policies, procedures, and professional development guidance.

Region: Europe

Student population: 6.000

LMS: Moodle

Other Platforms: Sharepoint

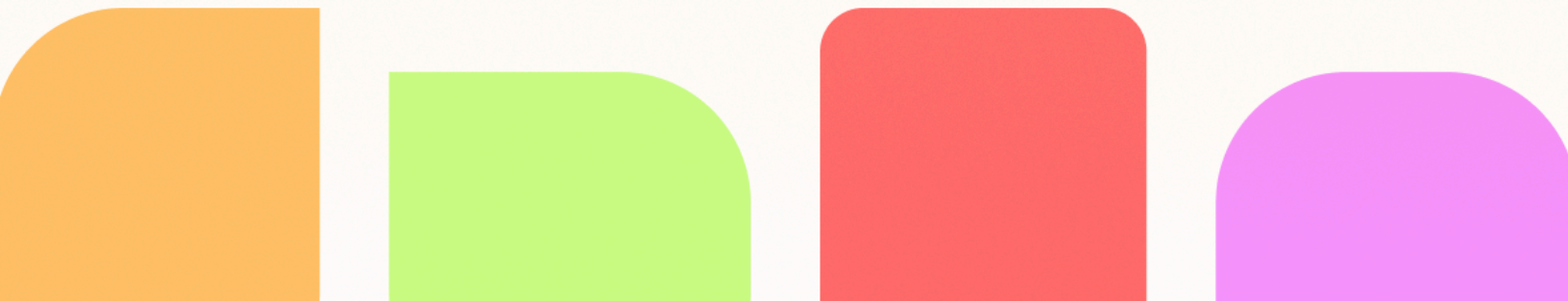
LearnWise product(s) implemented: AI Campus Support

Context & Challenge

South Staffordshire College identified that staff frequently needed quick answers to questions related to internal processes, policies, and continuous professional development. Information was often distributed across multiple documents and systems, making it time-consuming for staff to locate accurate guidance.

This created challenges including:

- Repeated enquiries to central teams for routine questions.
- Delays in accessing key information.
- Inconsistent understanding of policies and procedures.



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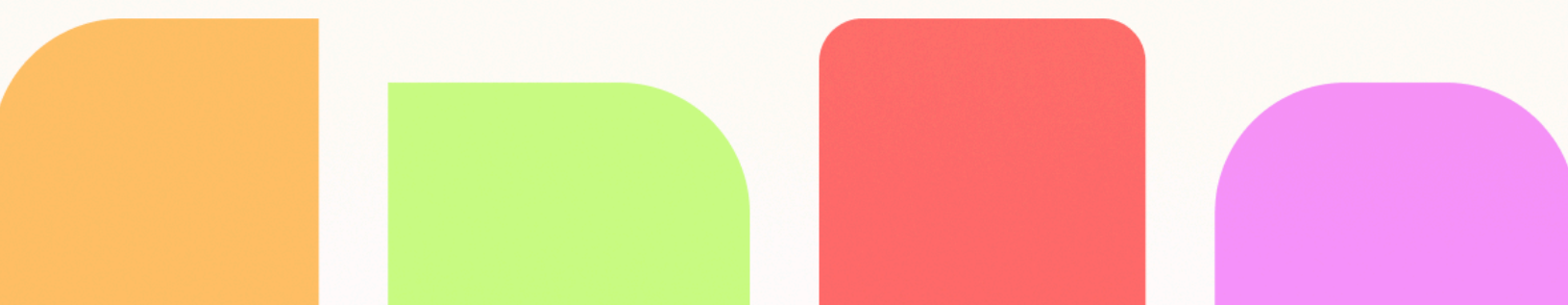
- Increased administrative workload for support and HR staff.

The college required a solution that could provide reliable, on-demand support while remaining easy to maintain and scale.

Solution

South Staffordshire College implemented LearnWise AI Campus Support as an internal, staff-focused AI assistant. The assistant was locally branded as “B.I.T.SyBot” to resonate with the institution’s digital identity. The assistant was trained on the college’s own documentation, including policies, frameworks, and CPD resources, ensuring responses were accurate and aligned with institutional guidance.

Key Components of the Implementation

- **Staff-Focused AI Assistant:** Designed specifically to support internal staff enquiries rather than student-facing support.
 - **Institution-Owned Knowledge Base:** The AI was trained using South Staffordshire College’s internal documents and guidance materials.
 - **Natural Language Interaction:** Staff could ask questions conversationally and receive clear, relevant answers.
 - **24/7 Access:** Information was available at any time, supporting flexible working patterns.
 - **Reduced Reliance on Email and Tickets:** Routine questions were resolved without escalation to central teams.
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Use Cases

The AI assistant supported staff across several key areas, including:

- Access to CPD frameworks and professional development guidance.
- Clarification of internal policies and procedures.
- General staff services and operational enquiries.
- Navigation support to locate the correct internal resources.

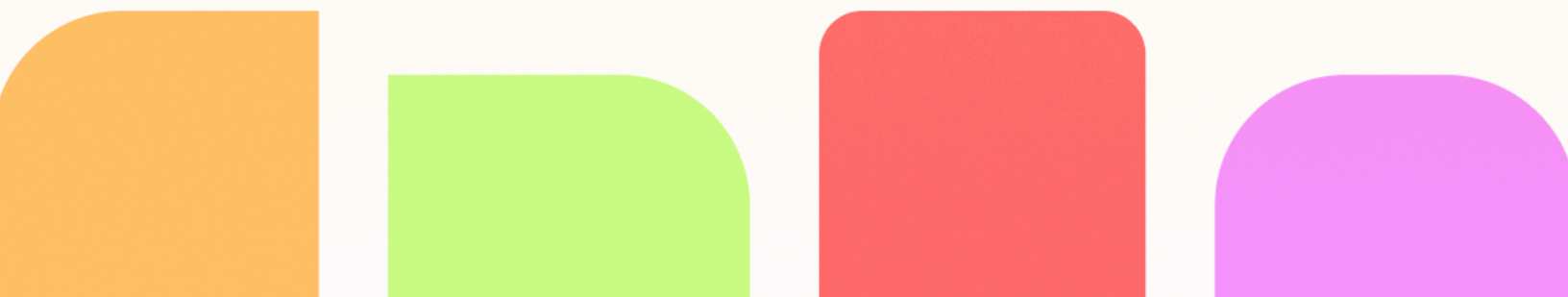
This approach enabled staff to self-serve information efficiently while maintaining confidence in the accuracy of responses.

Outcomes

Following deployment, South Staffordshire College reported several benefits:

- **Improved Staff Experience:** Faster access to information reduced frustration and delays. The AI assistant delivered an answer rating of 80.4%, indicating that the majority of user feedback rated its responses positively.
- **Operational Efficiency Gains:** Central teams spent less time responding to repetitive enquiries.
- **Consistent Information Sharing:** All staff received the same up-to-date guidance.
- **Scalable Internal Support:** The college established a sustainable model for supporting staff needs as information evolves.

With nearly 97% of queries resolved by B.I.T.SyBot and an average of 8.7 conversations per user, engagement was strong, particularly for a pilot focused entirely on staff support.



Strategic Value

This case study highlights how AI-powered support can be used effectively beyond student services to enhance internal operations. For institutions seeking to:

- Improve staff access to information,
- Reduce administrative overhead,
- Support CPD and policy awareness,
- Strengthen internal communication.

The South Staffordshire College deployment demonstrates a practical, low-risk approach to introducing AI into staff support services.

