

AI Campus Support | For Student Services

Answer Every New Student Question Before It Becomes a Source of Stress

[AI Campus Support](#) gives new students a single point of help for every question that comes with starting at a new institution: accommodation, registration, campus navigation, academic expectations, and social events. Available at any hour, from any device, without requiring students to know who to contact or where to look.

01 — STUDENT CONFIDENCE | For New Students

You get answers whenever you need them, not just during office hours

Starting university means facing dozens of unfamiliar processes at once, often while managing anxiety about the transition. When accurate answers are available at any hour, students feel supported even when no one is physically available. The confidence that comes from getting quick, clear answers reduces stress and helps students settle in faster.

02 — STAFF CAPACITY | For Student Service Teams

Induction week volume is absorbed without overwhelming staff

Induction generates a predictable spike in support requests that staff cannot fully absorb. When the assistant handles the high-frequency questions about registration, housing, and campus access, teams focus on the students who need individual support rather than answering the same questions repeatedly across hundreds of interactions.

03 — CONSISTENCY | For the Institution

Every new student starts with the same quality of support

The induction experience should not depend on which staff member a student happens to reach or what time of day they arrive. When support is consistent, accurate, and available at scale, every new student has the same starting point regardless of background, entry route, or circumstances.

How to Use It - Steps

1. Load induction content and make it easy to update

- ◆ Upload induction guides, campus maps, registration instructions, accommodation info, and event schedules as knowledge sources. Tag content with dates so outdated material can be removed quickly. Pages and files can be updated individually without reconfiguring from scratch.

2. Configure shortcut buttons for the highest-demand induction topics

- ◆ Set up shortcut buttons for the questions new students ask most: registration, accommodation, campus map, timetable access, mental health support. One-click answers reduce navigation and keep students from feeling lost.

3. Set up a temporary help desk for individual concerns

- ◆ Configure a virtual help desk for induction week with defined availability hours. Student services staff get a conversation summary and student details, so they can respond without starting from scratch.

4. Use query data to improve each intake cycle

- ◆ After induction, review which questions came up most and which topics the assistant couldn't resolve. Use this to refine materials before the next cohort and anticipate the questions that will return next year.

How It Works

From first question to the right answer or the right person

AI Campus Support reads your induction content and answers new student questions in plain language, any hour, from any channel. Students describe what they need; the assistant finds the answer or the right contact.

Shortcut buttons and guided flows ease navigation during the first week. AI-driven Q&A anticipates common follow-ups and surfaces them before students finish typing.

After induction, the improvements dashboard shows which questions were asked most and where gaps remain, feeding directly into next year's intake.

What the Agent Checks

- Registration guides, accommodation information, and campus maps as knowledge
- AI-driven predicted questions to surface related information proactively
- Escalation with conversation summary and student details attached
- Date-tagged content so outdated information can be removed quickly

Example Prompts

REGISTER | Navigate registration

"I've just arrived and need to complete my registration. Where do I start?"

Step-by-step registration checklist tailored to the student's faculty and entry type, with direct links to each form.

HOUSING | Find accommodation details

"I'm in university accommodation but don't know the rules about guests or when the building closes."

Accommodation policy for the student's building, including guest rules and access hours. Escalates to the accommodation team with student details if needed.

EVENTS | Discover induction events

"What's happening this week for new students? Any social events or activities?"

Induction event schedule for the current week: social events, academic sessions, and campus tours. Surfaces registration links for events that require sign-up.

ACADEMIC | Get academic expectations explained

"I'm from a different country and not sure how seminars work here. Can you explain?"

Plain-language explanation of seminar format and participation expectations. Links to the student handbook or academic regulations for further detail.

Governance Note

You remain in control. Nothing is automated without your approval.

AI Campus Support surfaces information and routes requests. It does not send messages, modify records, or take action in connected systems without explicit configuration and confirmation. Every interaction is logged and every escalation includes full context.

See it in Action

Book a 20-minute walkthrough. We will load sample induction content and run a new student through the full loop from arrival question to registration step to help desk escalation.

learnwise.ai/demo | hi@learnwise.ai

