

AI Campus Support | For Student Services and IT & Support Teams

Support International Students in Their Language, From Day One

[AI Campus Support](#) gives international students a single point of help for the questions that come with starting at a new institution in a new country: visa processes, housing, registration, academic expectations, and campus navigation.

Available at any hour, in their preferred language, without requiring them to know who to contact first.

01 — CONFIDENCE ON ARRIVAL | For International Students

You get answers without needing to know who to ask or how to ask

Arriving at a new institution in a new country means facing dozens of unfamiliar processes at once. AI Campus Support answers questions in the student's preferred language, surfaces the resources they need without requiring prior knowledge of how the institution is organised, and provides a consistent, welcoming first point of contact at any hour.

02 — STAFF CAPACITY | For the International Office

Staff time shifts from answering repeated questions to supporting complex cases

The majority of queries from international students at the start of a term are about the same processes: visa conditions, registration steps, accommodation options, and campus access. When those are handled by the assistant, international office staff focus on cases that require individual judgment and human support.

03 — EQUITY | For the Institution

Every international student receives consistent, accurate support

The quality of support an international student receives should not depend on when they arrived, which timezone they are in, or whether a member of staff happens to be available. A multilingual assistant available at any hour ensures consistency across every student, regardless of their background or circumstances.

1. Load international student resources in relevant languages

- ◆ Upload visa guidance, registration docs, accommodation info, and orientation materials as knowledge sources. Tag content by student category (EU, non-EU, postgraduate, exchange) so the assistant surfaces the right info for each student. Content can be provided in multiple languages.

2. Configure multilingual support and shortcut buttons

- ◆ Enable multilingual mode so the assistant responds in the student's language. Set up shortcut buttons for the most-needed arrival processes: visa check-in, registration, accommodation, and campus access. Each button opens a guided flow or targeted FAQ.

3. Set up escalation to the international office

- ◆ Configure escalation rules so unresolved or case-specific queries route to the right team with full context: the student's question, metadata, and conversation summary. Set availability hours with timezone conversion so students see accurate response times.

4. Refine using trend data from each intake cycle

- ◆ The improvements dashboard tracks which topics drive the most queries during induction and the first weeks of term. Use this data to update content before the next intake and improve onboarding over time.

How It Works

From first question to the right answer or the right person

AI Campus Support reads your institution's international student resources and answers in the student's preferred language, using your specific processes. Students describe what they need; the assistant finds the answer or the right contact.

Shortcut buttons and guided flows ease navigation during the first weeks. The assistant retains context, so follow-ups don't require re-explaining. Query trends from each intake appear in the improvements dashboard. Recurring questions the assistant can't resolve show where knowledge or documentation needs work.

What the Agent Checks

- Visa guidance, registration steps, and accommodation information as knowledge
- Multilingual responses based on the language the student writes in
- Guided flows for registration, housing, and campus access
- Escalation to the international office with conversation context and student metadata

Example Prompts

VISA | Understand visa check-in requirements

"I'm from outside the EU and need to check in with immigration. What do I do and when's the deadline?"

Your institution's specific visa check-in process: documents, deadlines, and the relevant office. Available any hour, in the student's preferred language.

REGISTER | Navigate the registration process

"I've arrived on campus. How do I complete my registration? I have my offer letter and visa."

Step-by-step checklist tailored to the student's type and faculty, with links to each form. Escalates to the registration team if a step can't be completed online.

HOUSING | Find accommodation support

"I'm in temporary accommodation and need university housing. How do I apply?"

Current housing options, application steps, availability, and accommodation office contacts. Can escalate to the housing team for individual cases.

ORIENTATION | Get help settling in

"I don't understand how the grading system works here. Can you explain marks and grade boundaries?"

Plain-language explanation of the institution's grading system, with examples. Can surface academic regulations and faculty administrator contacts for further clarification.

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 run a live multilingual query through the full loop from arrival question to escalated case with the international office.

learnwise.ai/demo | hi@learnwise.ai

