

AI Campus Support | For Student Services

Give Students Clear Answers About Funding Before They Miss a Deadline

[AI Campus Support](#) answers financial aid questions in plain language, surfaces deadlines before they pass, and routes students who need individual help directly to the right advisor. Complex funding processes stop being a barrier when accurate information is available at the moment the student needs it.

01 — ACCESS TO FUNDING | For Students

You get a clear answer about funding without navigating multiple offices

Financial aid involves multiple offices, overlapping deadlines, and processes that vary by student type. AI Campus Support consolidates this information and answers specific questions from a single point of contact, so students understand their options and next steps without needing to know which office handles which fund.

02 — ADVISOR CAPACITY | For Financial Aid Teams

Staff time focuses on complex cases and individual circumstances

Most financial aid queries are about eligibility criteria, application steps, and deadlines. When those are answered at the point of need, advisors spend their time on the cases that require individual assessment and human judgment. Escalation rules route complex cases with full context attached so advisors can respond without requesting duplicate information.

03 — FUNDING UPTAKE | For the Institution

Students do not miss funding opportunities because the process was too hard to navigate

Funding that exists but cannot be found or understood is funding that does not reach students. When accurate, accessible guidance is available at any hour, the barrier to accessing financial aid is the process itself, not the difficulty of finding out what the process is.

How to Use It - Steps

1. Load financial aid content from all relevant offices and sources

- ◆ Upload bursary guides, scholarship criteria, loan info, hardship fund details, and application forms. Tag by student type (domestic, international, undergraduate, postgraduate) so the right policies surface.

2. Configure shortcut buttons and deadline reminders

- ◆ Shortcut buttons for the most-accessed resources: bursary applications, scholarship listings, hardship forms, advisor booking. Flows surface upcoming deadlines relevant to each student.

3. Set up escalation to financial aid advisors

- ◆ Configure escalation so queries needing individual assessment (appeals, exceptional circumstances, complex eligibility) route to the right advisor with a conversation summary attached.

4. Monitor which funding questions recur and keep content current

- ◆ The improvements dashboard tracks which questions students ask most and which the assistant can't answer, flagging gaps to fix when policies or deadlines change.

How It Works

From first question to the right answer or the right person

AI Campus Support reads your financial aid documentation from multiple offices and answers student questions in plain language, with the relevant policy or eligibility criteria cited. Students get a direct, accurate answer without navigating your website to find the right page.

Shortcut buttons and proactive deadline surfacing reduce the risk of students missing application windows. The improvements dashboard tracks which topics generate the most queries and escalations, showing financial aid teams where guidance is unclear or needs updating.

What the Agent Checks

- Bursary, scholarship, hardship fund, and loan documentation as knowledge
- Content tagged by student type for accurate, relevant responses
- Escalation to advisors with conversation summary and student details
- Queue routing by case type for complex and exceptional circumstances
- Trend tracking to identify guidance gaps and keep content current

Example Prompts

DISCOVER | Find out what funding is available

"I'm a first-year domestic undergraduate struggling financially. What funding is available?"

Relevant bursaries, hardship funds, and scholarships available to the student's profile, with eligibility, application steps, and current deadlines.

ELIGIBILITY | Check application eligibility

"I want to apply for the hardship fund but I'm not sure if my circumstances qualify. My parents are separated and my main income is my part-time job."

Eligibility criteria in plain language, with guidance on required documentation. Escalates to a financial aid advisor with a summary of the circumstances if individual assessment is needed.

DEADLINE | Find a deadline before it passes

"I heard there's a bursary deadline coming up but can't find the exact date. Which bursary and when do I apply?"

Upcoming deadlines relevant to the student's type, with links to the application form and required documentation. Flags urgency if the student is close to a deadline.

APPEAL | Get help with an appeal

"My financial aid application was rejected and I think the decision was wrong. My circumstances have changed since I applied. How do I appeal?"

Appeals process for the relevant fund, grounds for appeal, and required documentation. Offers to escalate to a financial aid advisor with a summary so the student doesn't repeat context.

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

