

AI Campus Support | For Student Services

## Well-Being Support That Is Always Available

[AI Campus Support](#) gives students a private, judgment-free space to ask about mental health resources, access support services, and reach a counsellor when they need one. Available at any hour, in any channel, without requiring a student to make a phone call or visit an office first.

### 01 — ACCESS | For Students

Help is available without the barrier of asking a person

Many students who need mental health support do not reach out because the act of asking feels too high-stakes. A discreet, always-available assistant removes that barrier. Students can explore what support exists, find out how to access it, and take a first step toward help without anyone else knowing they asked.

### 02 — COUNSELLOR CAPACITY | For Student Service Teams

Human counsellors receive students who are already connected, not cold referrals

When the assistant handles first-contact questions about what services exist and how to access them, counsellors spend their time on the conversations that require their expertise. Escalation rules ensure that any student who uses language indicating a crisis is immediately offered a direct route to a human or a 24/7 helpline.

### 03 — EQUITY | For the Institution

Support reaches students wherever they are studying

A student studying remotely at midnight has the same access to well-being resources as one who can walk into the support centre. When first-contact support is always available and connected to institutional services, well-being provision stops depending on office hours and starts meeting students where they are.

# How to Use It - Steps

## 1. Load your well-being resources and approved external sources

- ◆ Upload your institution's well-being policies, service guides, and contact details as knowledge sources. You can also connect trusted external resources such as NHS guidance or national helplines, giving students access to a comprehensive range of support options beyond what the institution provides directly.

## 2. Configure shortcut buttons for the most needed resources

- ◆ Set up shortcut buttons that take students directly to counselling booking, crisis helplines, student well-being portals, or self-help guides. For students experiencing distress, removing navigation steps matters. A single click to the right resource can make the difference between a student seeking help and closing the tab.

## 3. Set escalation rules for sensitive language

- ◆ Configure escalation triggers for specific terms related to crisis, self-harm, or severe distress. When those terms appear, the assistant immediately offers the student a direct route to a human counsellor or a 24/7 helpline, and can notify a designated staff member. The assistant does not attempt to manage crisis conversations itself.

## 4. Monitor trends to improve provision proactively

- ◆ The improvements dashboard tracks the topics students raise most frequently around well-being. When a recurring theme emerges, such as exam stress, housing anxiety, or financial pressure, student services can respond by updating resources, running targeted campaigns, or adjusting support capacity before demand peaks.

# How It Works

AI Campus Support operates as a secure, private channel where students can ask about mental health and well-being services without stigma. It reads your institution's approved resources and connected external sources, and returns relevant information in a calm, supportive tone configured by your student services team.

The assistant never attempts to provide counselling or clinical guidance. Its role is to connect students to the right resource or the right person as quickly as possible. For students who indicate they are in crisis, escalation is immediate: a direct link to a helpline or an offer to connect them with a human appears before any other response.

## What the Agent Checks

- Institution well-being resources and external support sources as knowledge
- Shortcut buttons to counselling booking, crisis lines, and self-help portals

- Configurable escalation rules for crisis and sensitive language
- Immediate human routing when distress language is detected
- Multilingual support so international students can engage in their language
- Trend tracking to identify emerging well-being concerns across the student body

## Example Prompts

### DISCOVER | Find out what support is available

*"I've been feeling overwhelmed lately. What mental health support does the university offer and how do I access it?"*

Clear overview of well-being services, how to access each, and what to expect. Calm, non-clinical tone.

### BOOK | Book a counselling appointment

*"I'd like to speak to a counsellor. How do I book and how long is the wait?"*

Current booking options, expected wait times, and alternatives if the wait is too long.

### RESOURCES | Access resources for a specific concern

*"Exam anxiety is affecting my sleep. What does the university recommend?"*

Institution-approved resources for exam anxiety and sleep: self-help guides, workshops, and relevant external resources.

### SUPPORT | Get help for a friend

*"I'm worried about a friend who isn't coping well. How can I help, and who should I contact?"*

Guidance on supporting a friend in distress, services to refer them to, and who to contact at the institution.

## Governance Note

**Your data stays within your institution. No external sharing.**

LearnWise AI Campus Support accesses only the approved institutional resources. LearnWise AI hosts your data in your own region, and your university is the full owner. We do not use your data to train any AI model.

## See it in Action

Book a 20-minute walkthrough. We will demonstrate the full loop from a student's first question to a resource recommendation and an escalation to human support.

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