

# LEVERAGING AI IN HIGHER EDUCATION



AI can revolutionize the entirety of your student’s interactions and activities throughout their educational journey on campus. By personalizing their learning, providing support and feedback, and offering access to more information about your school we can help you increase student engagement and retention rates through AI.

**AI allows us to proactively support students from their first day on campus through graduation.**

## AI in the Student Journey

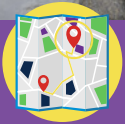
Today, students view AI as another tool to help them learn. They are using AI for faster and more detailed responses than they can find on leading search engines. Schools can lean in and use AI to support their students.



Through secure faculty dashboards you can use insights to see what classes are not performing well. AI tutors offer support to answer questions, offer guidance on assignments, and provide resources to supplement learning at any time of day.

## AI in the Student Experience

Generative AI is the capability of taking many different data points and producing content from that information. Avaya goes above and beyond by integrating conversational AI on top of generative AI, enabling virtual agents to not only comprehend the data and generated content but also engage in interactive dialogue, seamlessly responding to human input in real time. Having a virtual agent working for you 24/7/365 allows for an increase in availability of information to students and their families.



### Where could this help?

1. **IT Help Desk** for questions on campus related software, password resets, and more.
2. **Bursar’s Office** for questions on tuition status, student loans, and need-based grants.
3. **Housing Office** for on-campus housing information, move-in instructions, and housing applications.
4. **Registrar’s Office** for information on the application process, enrollment phases, course catalog, and credit questions.
5. **Parking Department** to pay tickets, register and switch vehicles, and purchase parking passes.



### Who could this help?

- **English as a second language students** to help translation services with complex forms and other processes where language barriers can hinder success.
- **First-year students** with difficulties navigating the many processes of your campus.
- **Parents who many times need information** to feel connected and confident in their student’s well-being.
- **Scalable support options to aid staff** through busy times to handle peak and off-peak times efficiently.

**We specialize in fostering a supportive and dynamic environment, facilitating connections among students, faculty, and families with the broader campus community to cultivate a vibrant campus culture.**



If you have questions please visit [avaya.com/education](https://avaya.com/education) or reach out to **Julie Johnston Executive Director of Education** at [jajohnston@avaya.com](mailto:jajohnston@avaya.com)