

How Roosevelt University is giving students 24/7 financial aid support

THE SITUATION

Roosevelt University is a private university in Chicago, IL serving approximately 4,200 students across undergraduate and graduate programs. Each year, the financial aid office faced a surge in call and email volume that outstripped staff capacity, forcing the university to hire and train temporary workers. With nearly 80% of Roosevelt's students working on- or off-campus, demand for help frequently fell outside business hours – over 30% of calls and emails to the financial aid office came during evenings and weekends, going unanswered until the next business day.



We quickly realized the AI agent doesn't have to be limited to basic questions — **the more knowledge we add, the larger the portion of calls it can handle.** We are really excited about the possibilities of what these agents can handle as we add features like proactive messaging, document processing, and event registration.



Neeraj Kumar
Vice President of IT & CIO



THE SOLUTION

In December 2025, Roosevelt expanded its partnership with CollegeVine, with plans to deploy an AI agent as a financial aid help desk. The agent will handle inbound student inquiries ranging from basic financial aid questions to more complex topics as the team expands its knowledge base.

Key benefits of using AI for financial aid operations

Eliminate seasonal hiring and training cycles by deploying an always-available agent that handles tier 1 support without onboarding delays

24/7 availability ensures students get answers when they need them, not just during business hours

Scale support without scaling headcount, allowing the financial aid office to absorb volume spikes during peak seasons

Free up counselor capacity so experienced staff can focus on complex cases and high-touch student assistance

Continuously expanding knowledge means the agent improves over time, handling a growing share of inquiries beyond basic Q&A