

How a private Jesuit university expanded student engagement while freeing up staff time

Key benefits of using AI in student affairs

24/7/365, personalized, multilingual support for students, parents, and alumni.

Increased student engagement when they feel more comfortable asking AI for help

Automated admin tasks can handle inquiries and requests via email, text, web chat, and phone

Integrated data analytics surface trends in student behavior, helping staff prioritize high-impact work

Cross-departmental integration can file requests across campus, enabling streamlined service

The situation

This institution is a private Jesuit university in the Southwest region. With 2,700 undergrad students and nearly 4,000 grad students, faculty + staff are stretched thin, and can't always be online to provide the answers and experience that students expect.

The CollegeVine solution

The university deployed a custom One Stop agent for all of its students.

The results

866

emails responded to by the AI agent

83%

emails resolved with no escalation

17%

emails escalated to faculty

“ While we never want to move away from the **high-touch advising** that has been our hallmark at [our institution], **our One Stop agent can help offer accurate, consistent guidance** on policies, programs, deadlines, ‘where-to-go’ and next steps—especially during after-hours or peak advising periods.”

“ We’re most excited about the accurate and quick response times, the conversations it is beginning about **how we can leverage the technology to make our work smarter and more collaborative**, and the results we saw with our mission to drive Spring registration—reducing the very labor intensive follow-up from faculty.”

Parent and Family Liaison

Private Jesuit university serving 6,700 students in the Southwest