A chat solution which assists student support officers in proactively identifying students who may be struggling and in need of assistance.

Education – An AI tool to identify students in need of help

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By asking questions in plain English on top of student data, such as grades, attendance, and engagement, student support officers can proactively identify students who may be struggling and in need of assistance.

PROBLEM

At an Education Provider, Student Support Officers (SSOs) spent considerable time manually analysing student plan (OnePlan) data to identify students who may need additional assistance and support.

As student plan data is mostly free text related to student goals, aims and future development plans, analysing this data was manual and time consuming, thus hindering its potential value.

The Department felt that if SSOs could ask questions of the data through a chat mechanism, this would save considerable time and allow them to help students to reach their aims and goals faster.

SOLUTION

During this proof of concept (PoC), the exposé team worked with the Education Provider to understand the needs of the chat solution before utilising our explAIn engine to build a chatbot that has the capabilities to query data and analyse the free text within, and produce insights buried within the data for each student.

The backbone of the solution is exposé's explAIn engine – utilising (in this instance) Chat GPT4 turbo as the LLM.

It is worth noting that this solution identifies patterns not only from an academic perspective but also in the areas of health and well-being.

BUSINESS BENEFITS

It has been identified that this solution will save SSOs considerable time spent trying to analyse the data for each student; that time can now be spent helping students achieve their goals academically and from a health and well-being perspective.

The success of this PoC, has inspired the Education Provider to not only productionise this solution, but also expand it to include additional use cases to provide assistive solutions to teachers and support staff.