



Campus Consortium

AI FOR STUDENT SERVICES GRANT

Last Date to Apply: October 25, 2019

Email Completed Application to:
grantapplication@campusconsortium.org

AI FOR STUDENT SERVICES GRANT OVERVIEW

The Artificial Intelligence for Student Services Grant provides selected institutions a grant award up to **\$50,000** over a period of five years. The Grant is intended to cover the cost towards licensing, hosting, professional services, and support costs associated with implementation of AI support platform.

Note: A limited number of partial and full Grants to be awarded. The in-kind Grants for software and services supported by select Campus Consortium Technology Partner Vendors are designed to provide a variety of solutions, products, and services, to help Institutions reduce costs while implementing the latest technologies on campus. Interviews and technical assessment required of all applicants.

WHO CAN APPLY & WHAT IS THE QUALIFICATION CRITERIA?

- K-12 Schools and accredited institutions of Higher Education are eligible to apply.
- Previous awardees are eligible. Separate applications are required for each Grant pursued.
- Applicants are required to demonstrate institutional purpose in the form of a “letter of intent” signed by Dean/President or member of campus leadership team. The letter should indicate the challenges the solution aims to solve, and why the Grant would be helpful to the institution.

KEY GRANT APPLICATION DATES & DEADLINES

- Grant Application Due Date: October 25, 2019
- Phone Interview with Grant Application Review Committee by: November 1, 2019
- Grant Applicant Interview and Technical Assessment Session by: November 8, 2019
- Grant Award Letter Issued to Grant Recipients by: November 15, 2019
- Grant Award Walkthrough by: November 22, 2019
- Execution of Grant Award Agreement by: November 25, 2019
- Project Kick-Off by: December 6, 2019

HOW TO APPLY

1. Register for Grant and download application from
2. Print and complete the Grant application form
3. Submit completed Grant application to grantapplication@campusconsortium.org

GENERAL INFORMATION

APPLICANT INFORMATION

Name of Institution:			
President/Chancellor:			
President/Chancellor Email:			
Point of Contact (POC):			
POC Phone:		POC Email:	
CIO/VP of IT:			
CIO Phone:		CIO Email:	
Institution's Address:			

IN THE CASE OF BEING AWARDED THIS GRANT:

Do we have your permission to email the grant award letter to the President/Chancellor listed above?			
If not, please indicate to whom this award should be made out to:			
Media/Communications Contact (for News Release):			
Name:		Email:	

ENROLLMENT INFORMATION

Total Enrollment:		Full Time Enrollment:		Part Time Enrollment:	
Total # On-Campus Students:		Total # Online Students:		Total # International Student enrollment:	
# Faculty:		# Tenured Faculty:		# of Academic Depts.:	
Alumni Population:		% of Alumni who Donate:			

PLEASE MARK "X" NEXT TO ALL THAT APPLY

Public:		Private:	
Four-year:		Two-year:	

Undergraduate:		Graduate:	
----------------	--	-----------	--

TECHNOLOGY RESOURCES *(Please indicate all major software being utilized on campus)*

Applications	Name
Student Information System / Enterprise Resource Planning	
Phone System/VOIP	
Chat Software (if any)	
Ticketing System / ITSM Tool (if any)	

PLEASE ANSWER THE FOLLOWING QUESTIONS:

How did you hear about this Grant?

--

How do you manage the Help Desk currently and what are your top call drivers?

--

What issue types do you expect the AI to handle?

--

Do you need support for prospective or enrolled students? Or, both?

--

Are the issue types significantly repetitive? If yes, can you categorize the requests like “Self-Service” vs “Need-Agent”?

--

Please share the number of interactions (phone, chat, email) that your admissions/enrollment team is handling annually?

--

On an average how many concurrent interactions (phone, chat, email) do you get during peak period? If this something you do not track, please provide a guestimate number.			
Where will the AI live (SMS, Website, Mobile App, Kiosk using smart devices such as Google Home/Mini or Amazon Alexa/Echo Dot)?			
What information sources will the AI use?			
Do you want a ticket to be created in your CRM / ITSM tool?			
Why do you feel your institution should be selected for this Grant?			
If selected, what are your timeline for implementing this project?			
SIGNATURES			
I authorize the verification of the information provided on this form.			
Signature of applicant:		Date:	

Email Completed Application by October 25, 2019 to: grantapplication@campusconsortium.org