

CAMPUS CONSORTIUM

AI for Admissions and Enrollment Grant



In-kind grant award up to \$50,000

Submit Completed Application and Letter of Intent by September 27, 2019

AI FOR ADMISSIONS & ENROLLMENT GRANT OVERVIEW

The AI for Admissions and Enrollment Grant provides selected institutions an in-kind grant award up to \$50,000 over a period of five years. The grant is intended to offset the licensing, hosting, professional services and support costs associated with the implementation of the AI Support Platform.

Note: The in-kind grants for software and services are underwritten by selected Campus Consortium Technology Vendors and are designed to provide a variety of solutions, products, and services to help Institutions reduce costs while implementing the vendors' technologies on campus. Interviews and technical assessment are required of all selected applicants.

**A limited number of grants to be awarded.*

AI FOR ADMISSION & ENROLLMENT GRANT BENEFITS

The Grant will help institutions implement a solution that assists their students with everything from information on the application process, to eligibility and deadlines, and documentation through final admission. The 24x7 Admissions and Enrollment AI chatbot will ensure that no prospective or returning student misses out on anything integral to the enrollment process. In addition, the AI Chatbot allows for:

- 24x7 Anytime Anywhere Access
- Expanded service hours for online and non-traditional students
- Improved Student Engagement
- Faster responses to improve conversion rates
- Reduces errors and increases compliance
- Improves agent response time and customer experience

WHO CAN APPLY & WHAT IS THE QUALIFICATION CRITERIA?

- Accredited Higher Education institutions and K-12 schools are eligible to apply.
- Institutions are eligible to apply for multiple grants. 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.

**Previous awardees are eligible to apply.*

GRANT APPLICATION DATES AND DEADLINES

Grant applications will be accepted until **September 27, 2019**.

Applications will be reviewed by our Grant Consideration Committee and will be followed up by an applicant interview and technical assessment conducted over a teleconference. If selected, a Grant Award Letter will be issued to the applicant institution during Educause at Chicago or by **October 18, 2019**.

Note: Dates and deadlines are subjected to change based on the volume of applications received by the Consortium.

HOW TO APPLY

- Register for grant and download application form
- Print and complete the grant application form
- Submit completed grant application and letter of intent to grantapplication@campusconsortium.org

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APPLICANT INFORMATION

Applicant Name		Applicant Title	
Applicant Phone		Applicant Email	
Name of Institution			
Institution's Address			
CIO/VP of IT			
CIO/VP of IT Phone		CIO/VP of IT Email	
President or Chancellor			
President or Chancellor Email			

IF AWARDED GRANT FUNDING:

Do we have your permission to email the Grant Award Letter to the president or chancellor listed above? If not, please indicate to whom this award should be acknowledged to.

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Media/Communications Contact for News Release

Name		Email	
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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.	

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	Vendor & Version	Annual Cost to Institution	Target Date to Upgrade or Replace
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	
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Note: Submit Completed Application and Letter of Intent by September 27, 2019 to: grantapplication@campusconsortium.org