

Bring out the best in each and every student

On and off campus, Google Cloud helps students succeed

Whether it's helping students select a major, pass a course, or pursue opportunities for growth, there are many points in the journey where students need support. Technology offers institutions powerful new ways to provide that support and better understand their students – in the form of personalized assistance, new insights from data, collaboration tools, and more.

Powered by Google AI and the latest in machine learning, Google Cloud makes it possible.



Improving student services with personalized support

Students are a curious crew. They actively seek out ways to further their studies or enrich their learning experience. Assistive tools like chatbots can answer questions about everything from “How many credits do I need to graduate?” to “Best burger near campus?” – which frees up staff time to help those with more complicated issues.

Strayer University is using Google Cloud machine learning tools to provide 24/7 support to students. Its virtual assistant, called Irving, now handles 74% of student enquiries – and the university is training Irving using Google Cloud AI services to continually optimize the experience.

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Analyzing data to support at-risk students

It's one thing to look at grades to see how students are coping in class. It's another to identify at-risk students early enough in the school year that you can implement intervention programs to proactively help those students succeed. This is what Ivy Tech, the fourth largest educational institution in the US, has done. It developed a machine learning algorithm on Google Cloud capable of analyzing millions of data points to identify at-risk students and provide early intervention. The result? The largest-ever drop in bad grades, with over 34,000 students receiving help when they needed it most.

[Read case study](#)



Contact Center AI

Universities can use Google Contact Center AI and tools like Dialogflow to improve the student experience and deliver more personalized, intuitive support services. The virtual assistant can be constantly trained to meet the evolving needs of the learner.

[Find out more](#)

Helping advisers provide better services to students with AI

Penn State World Campus provides accessible, quality education to 30,000 online learners around the world. As enrollment numbers skyrocketed, Penn State needed an efficient way to manage growing student enquiries and ease the pressure on staff.

The university built a virtual assistant that sorts student emails into categories using keywords. For example, if a student asks how to re-enroll to finish a degree, the virtual assistant can collect all the relevant information in seconds and generate a boilerplate response that an adviser can customize. This allows students to get answers quicker while saving time for advisers to assist students with special circumstances, career planning, and schedule planning.

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Modernizing your data warehouse with minimal impact, for maximum benefit

Universities churn out terabytes of data, with volumes growing year on year. To turn this data into insights that enhance student outcomes, education institutions are leaning on machine learning tools on the Google Cloud.

Google has built connectors to many enterprise applications, so you can modernize without having to change systems, tools, or skill sets.

Unizin, with its Unizin Data Platform built on Google Cloud, is doing something similar. It allows institutions to anonymize, aggregate, store, share, and analyze teaching and learning data to give educators more insights and tools to help improve student outcomes.

[Read case study](#)

Improving teaching and learning with collaboration tools

More than 90 million students and educators take advantage of G Suite for Education. This set of tools is designed to empower faculty and students as they learn and innovate. G Suite includes powerful collaboration tools like Gmail, Drive, and Docs, all within a secure enterprise-ready domain.

Students and faculty at Brown University, the 7th-oldest higher learning institution in the US, use G Suite for Education to share ideas and break down barriers. With everyone using the same tools, greater collaboration follows. It's more cost-effective than maintaining on-premises infrastructure, too.

[Read case study](#)



Data warehouse modernization

Store, process, and analyze your data in a cost-effective and agile way. Use BigQuery to understand your data, draw insights and make informed decisions.

[Find out more](#)

Hear from three institutions about how Google Cloud AI is empowering students and educators: youtube.com/watch?v=tGwh008v0UY



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