



CUSTOMER SUCCESS STORY

# An Education Institution Reduces Admin by 60% and Improves Student Retention by 35% with AI

A mid-sized education institution partnered with GSDC AI Consulting to automate administrative operations, personalise student support, and improve retention rates — enabling faculty to focus on teaching rather than paperwork. This case study documents the full engagement: from diagnosis to deployment, and the measurable outcomes delivered within a single semester.

**85**

Faculty & Staff Impacted

**10 WKS**

Engagement Timeline

**60%**

Admin Hours Reduced

**35%**

Student Retention Improved

Education institutions — from private training centres to colleges and universities — face growing pressure to do more with less. Rising student expectations, shrinking budgets, increasing competition for enrolments, and high dropout rates demand smarter operations. Yet most institutions still rely on manual admissions, reactive student support, and disconnected data systems that leave at-risk students invisible until it's too late. GSDC AI Consulting was engaged to change that equation entirely.



PROGRAM PROFILE

# The Challenge: Admin Overload, Invisible At-Risk Students, and Disconnected Data

### AI Focus

Student Retention & Admin Automation AI

### Industry

Education & Training Institutions

### Region

North America, APAC & UK

### Audience

Faculty, Admin & Student Services

Education institutions are caught between rising student expectations and tightening budgets. Admin teams spend excessive time on manual enrolment processing, scheduling, and record-keeping — tasks that consume hundreds of staff hours each semester without contributing to academic outcomes. Meanwhile, at-risk students go unnoticed until they have already dropped out, because engagement data sits in disconnected silos with no system to surface warning signals in time for meaningful intervention.

Faculty spend more time on paperwork than on teaching, and student services teams are forced to react to crises rather than prevent them. The result is a compounding cycle: overwhelmed administrators, disengaged students, and outcomes that fall short of institutional goals. Without a connected, intelligent infrastructure, institutions remain permanently on the back foot.

### Admin Bottleneck

Manual enrolment, scheduling, and record-keeping consume staff capacity at scale.

### Student Dropout Risk

At-risk students are identified too late — after disengagement has already occurred.

### Disconnected Data

Engagement signals are siloed across LMS, attendance, and academic records systems.

### Faculty Overload

Teaching staff diverted to administrative tasks rather than student-facing work.

# A Full Student Lifecycle Assessment Before Any AI Solution Was Recommended

GSDC assessed the full student lifecycle — from enquiry to graduation — before recommending any AI solution. The engagement prioritised quick wins in admin automation alongside a high-impact student retention system, ensuring measurable outcomes for both operations and academic success. Rather than imposing off-the-shelf tools, every recommendation was grounded in the institution's actual data infrastructure, staff workflows, and student engagement patterns.

## → **AI Readiness Audit**

Comprehensive assessment across admissions, scheduling, student services, and academic records — identifying gaps, redundancies, and highest-value automation opportunities.

## → **Early Warning System**

AI-powered model that flags at-risk students based on attendance, LMS activity, grade trends, and engagement signals — alerting student services before disengagement escalates.

## → **Automated Admissions & Enrolment**

End-to-end workflow automation covering document verification, eligibility checks, and offer generation — eliminating manual bottlenecks from the registrar's office.

## → **Smart Scheduling Assistant**

AI-driven timetabling that optimises room allocation, faculty availability, and student preferences — reducing scheduling conflicts and administrative overhead.

## → **Personalised Student Communication Engine**

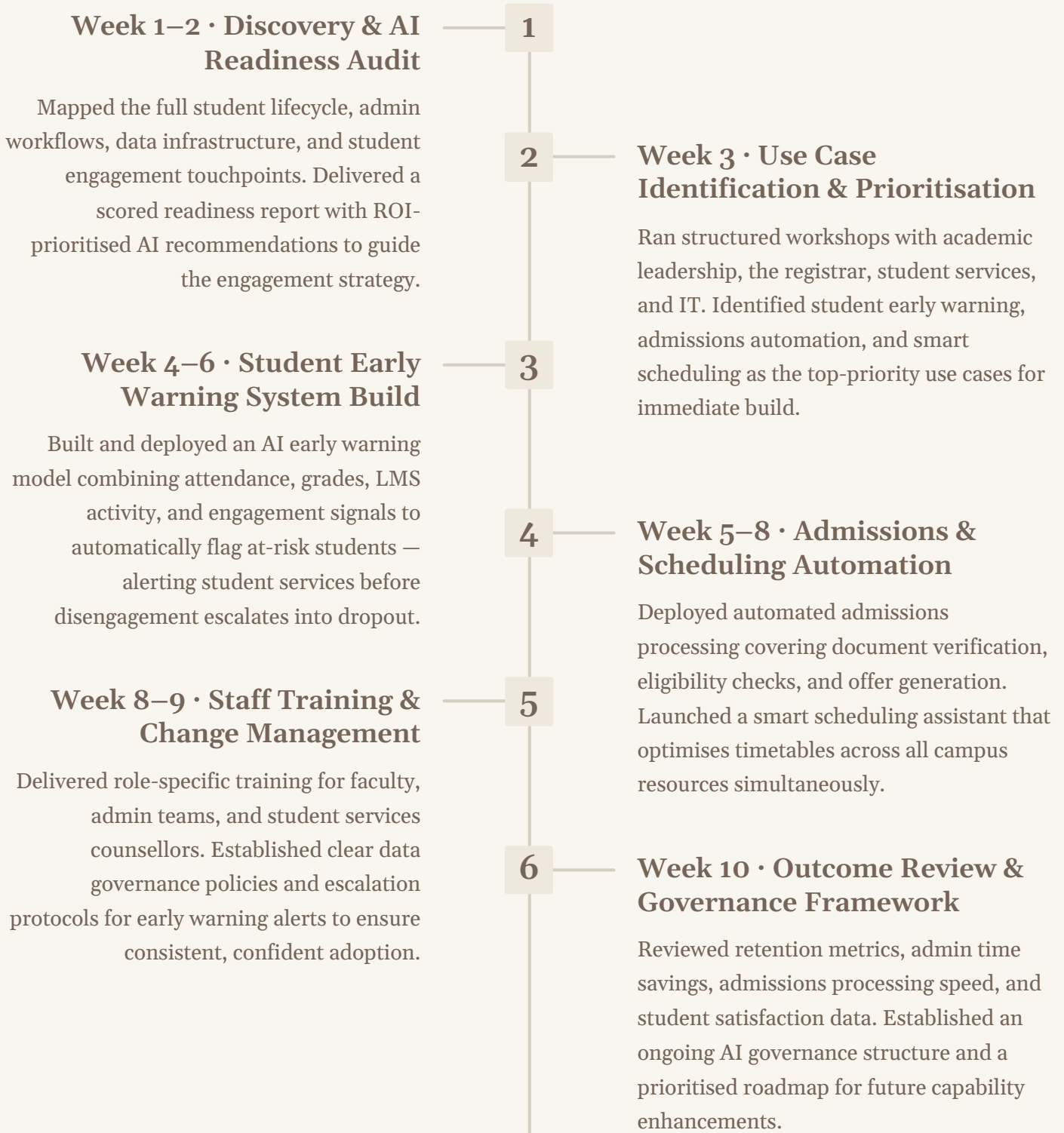
Automated outreach delivering personalised nudges, reminders, and support referrals to students based on their engagement profile and risk status.

## → **Training, Governance & Handover**

Role-specific training for faculty, admin, and student services teams — alongside data governance protocols and full documentation for sustainable, long-term AI operation.

# 10-Week Deployment: From Readiness Audit to Governance Framework

The engagement was structured as a focused 10-week programme, designed to deliver measurable outcomes rapidly while building the institutional capability to sustain AI-driven operations independently. Each phase was sequenced to generate early wins — particularly in admin automation — while the higher-complexity student retention system was built and validated in parallel.



# Measurable Results Delivered Within a Single Semester

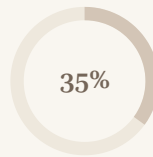
The engagement enabled the institution to dramatically reduce administrative workload, intervene with at-risk students weeks earlier than before, and improve overall student retention — delivering measurable results for both operations and academic outcomes within ten weeks. Faculty reclaimed teaching time, administrators eliminated repetitive manual tasks, and student services shifted from reactive crisis response to proactive, data-driven support.



60%

## Admin Hours Reduced

Across admissions, scheduling, and records management.



35%

## Retention Improved

More at-risk students identified and supported before dropout.



85

## Staff Impacted

Faculty, admin, and student services trained and operational.

"We used to find out a student was struggling only after they stopped attending. GSDC's early warning system changed that completely. Now our student services team gets alerts before a student disengages, and our retention rate has improved dramatically. The admin automation alone saved our registrar's office hundreds of hours."

**Dean of Academic Affairs** | Education Institution | North America



- ✔ **Ready to replicate these results?** Talk to our team to design a similar AI consulting engagement tailored to your institution's academic operations and student success goals.

[www.gsdCouncil.org/ai-consulting-services](http://www.gsdCouncil.org/ai-consulting-services)