Google Cloud

# Bring out the best in each and every student

## To improve student success, colleges embrace data analytics and virtual assistants

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 ways to provide that support and better understand their students – in the form of personalized assistants, real-time insights, collaboration tools, and more.

### Improve student services with personalized support

To help students get the information they need, when they need it, Strayer University launched Irving in 2017. A virtual assistant built on Dialogflow, Irving categorizes student questions by topic, then searches campus databases for responses.

Strayer University is using Google Cloud machine learning tools to provide 24/7 support to students and free up Strayer staff to serve students with more complicated questions and needs. Irving now handles 93% of student enquiries – and as of January 2020, 89% of students agree that Irving helped them solve their issues easily.

**Read case study**

### Break down silos and get insights from teaching & learning data

Universities generate terabytes of data from teaching tools, and that volume is growing year over year. Too often, this data stays within its source system, resulting in an incomplete picture of student engagement and progress.

Unizin, a nonprofit consortium of higher eds focusing on data integration, learning analytics, and digital content, exists to solve this challenge. The Unizin Data Platform, built on Google Cloud, is an integration and warehousing solution for data generated by teaching tools. It leverages industry standards to aggregate data from the LMS, SIS, and LTI tools and then deliver that data to universities providing real-time insights that improve student success.

**Read case study**

### Contact Center AI

Higher ed 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**

> "I'm already busy with a full time family," explained one student. "Having Irving, 24/7, to be able to—even at two o'clock in the morning when I'm working on a research paper—to click on and see Irving down in the bottom right hand corner is a strong benefit."

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## Improve remote working and distance learning with collaboration tools

More than 120 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**

## Get advanced features with Google Meet

Google Meet, part of G Suite for Education, enables educators and learners to collaborate through virtual video meetings. Advanced features are available at no cost to all G Suite for Education users through September 30, 2020.

## Access virtual desktops and compute power remotely

Students can run virtual labs and access compute power remotely to continue with their class, without disruption.

## Launch contact tracing and emergency response for student safety .

Get real-time insights to track student and campus health, detect risks and facilitate a rapid and effective response to safety risks on and off campus.

### Google Cloud student success offering

How can you use technology to engage students throughout their education? With Google Cloud, develop real-time analysis, predictive analytics and AI services to transform the student experience and academic operations.

## Student Success with Google Cloud

| Optimized enrollment and admission | Virtual assistant for 24/7 support | Tutor for personalized learning | AI for student retention | Scalable distance learning | Real-time student safety |
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Learn about how you can use Google Cloud to engage and support students throughout their education:
**cloudonair.withgoogle.com/student-success**