

# Advancing Registration in HEI through AI-Empowered Academic Advising System

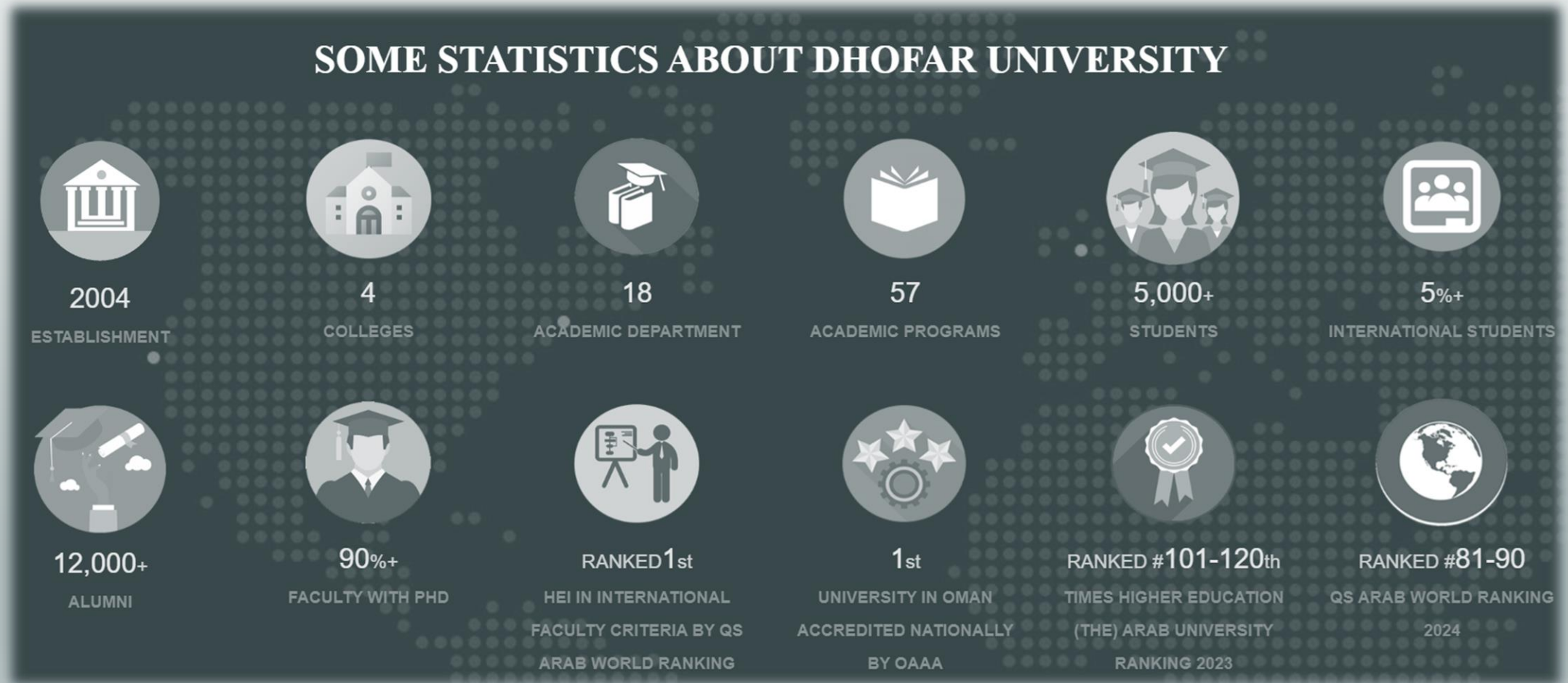
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*Dean*

*Deanship of Admission, Registration,  
and Student Affairs (DARSA)*



# Dhofar University .. Synopsis



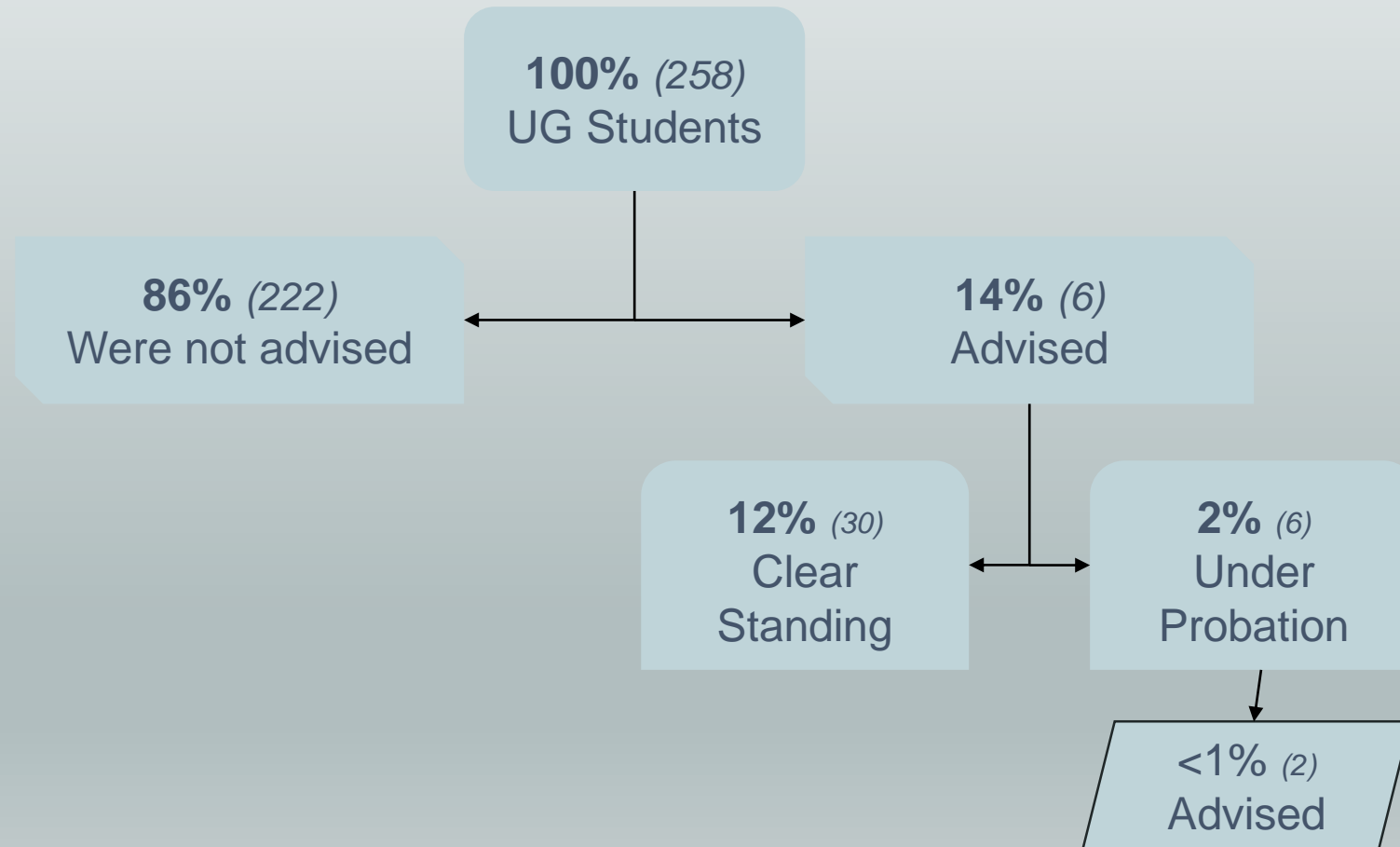
# Academic Advising, why important?

- To equip students with an expert advice to make a reasoned decisions related to their studies.
- Avoid students stumbling throughout their study (*time, financial, and psychic costs*).
- Avoid student losing the best path for them (*missing information*).



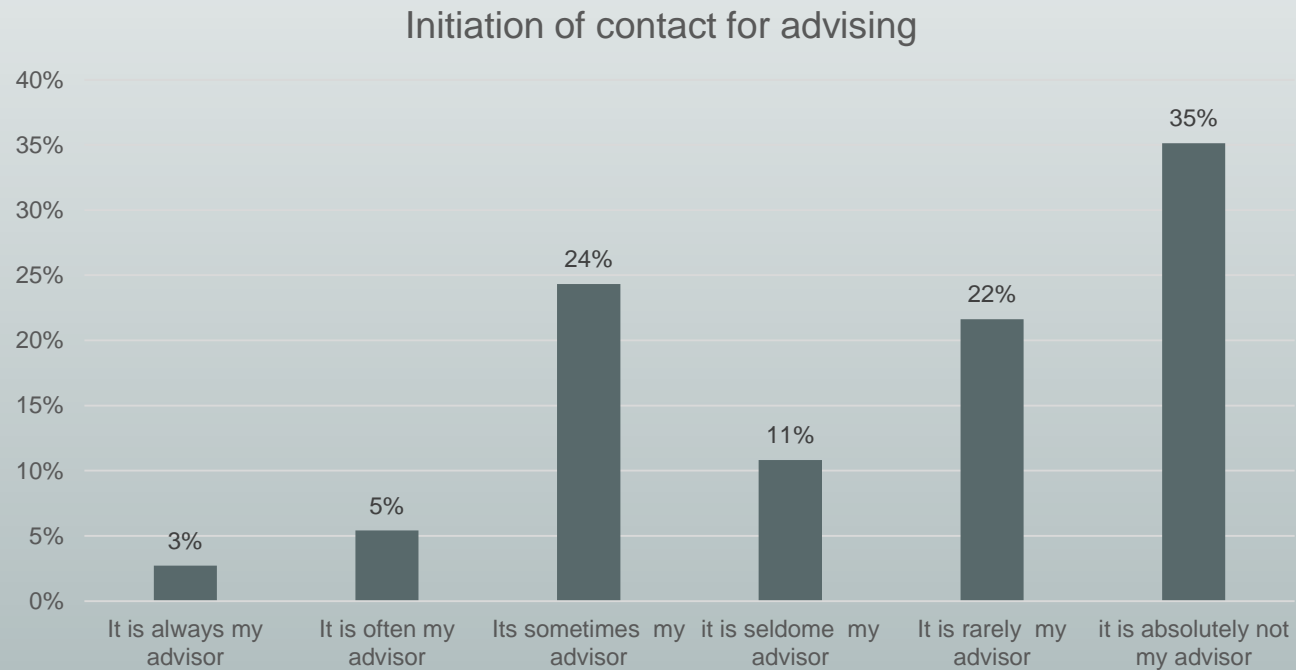
# Preparatory Survey results – Student's Feedback

Data as of Fall semester 24/25



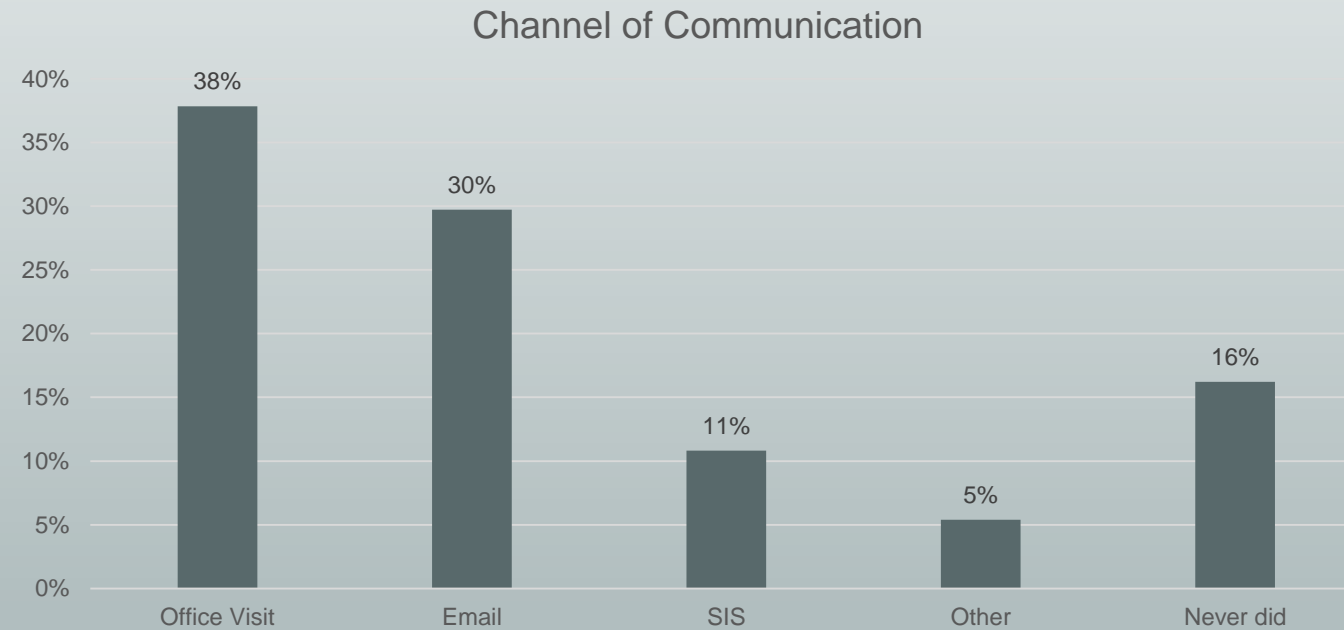
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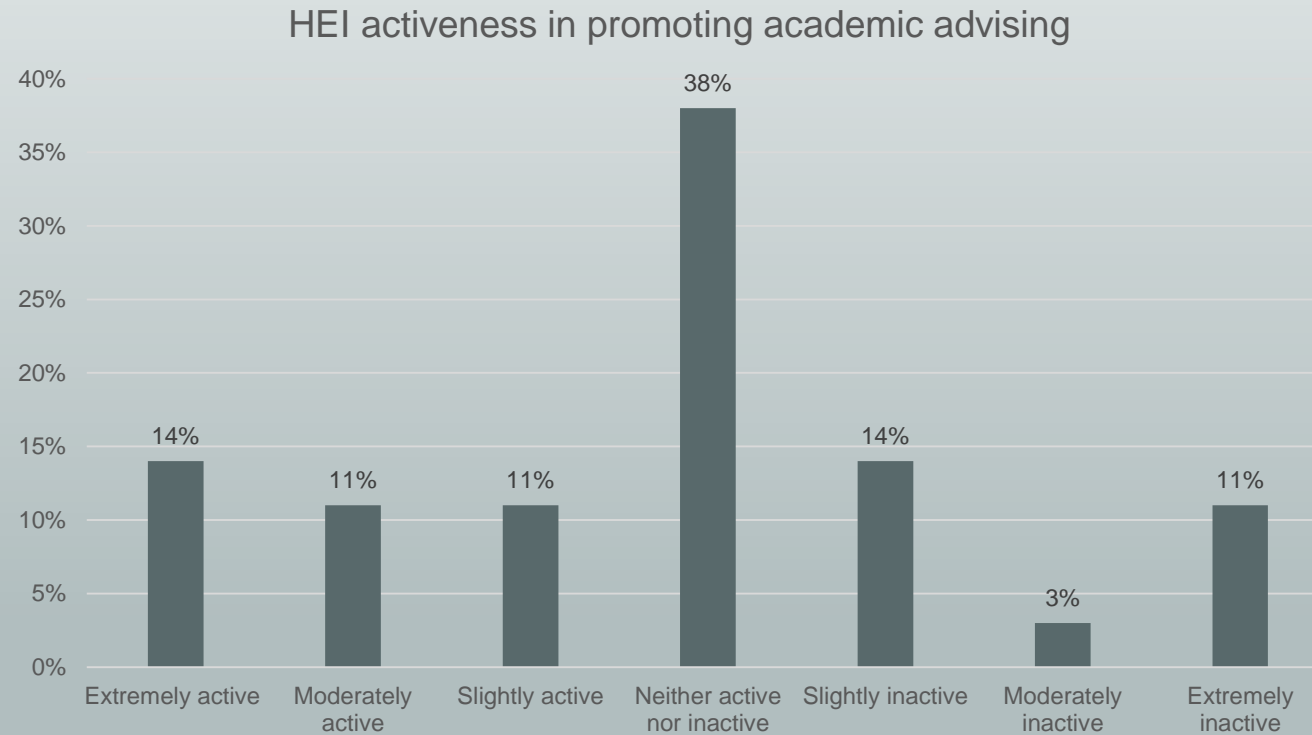
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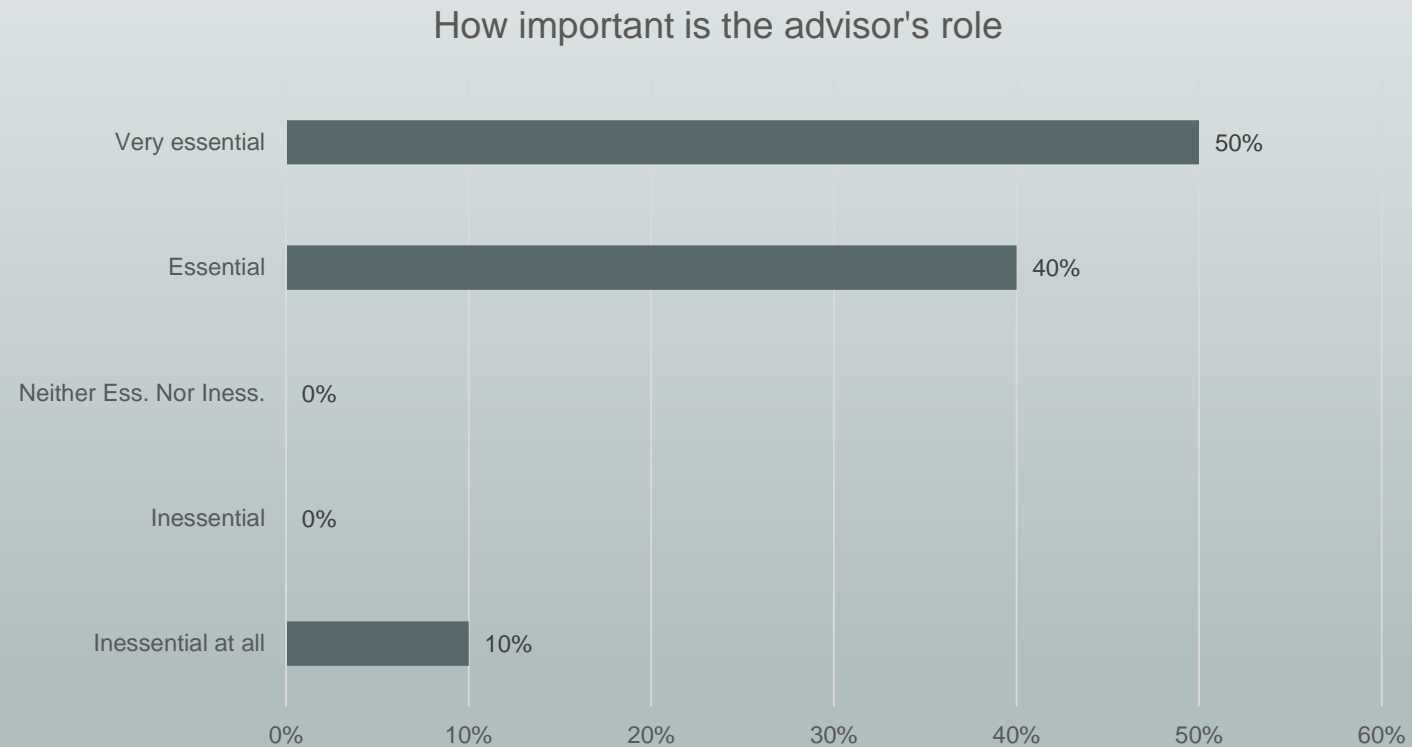
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# Preparatory Survey results\_ Advisors' Feedback

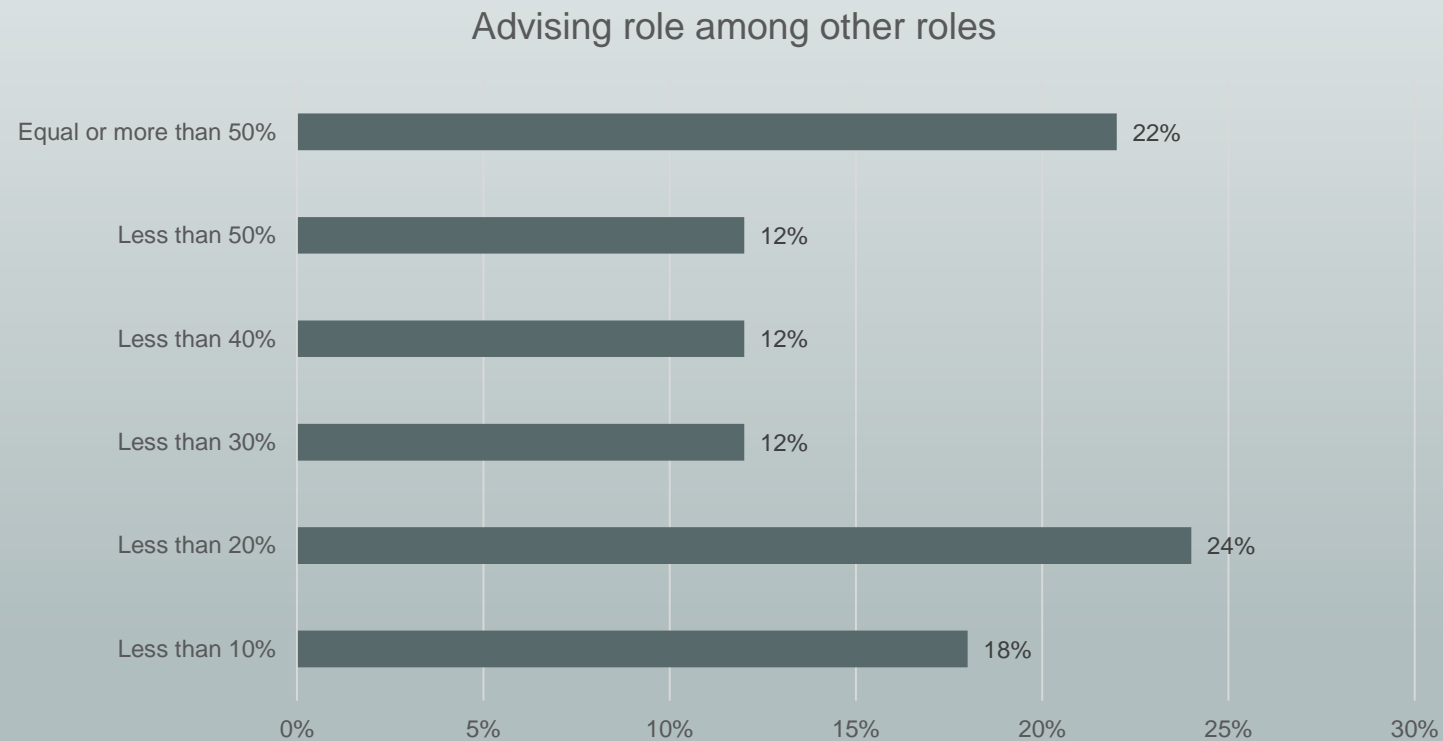
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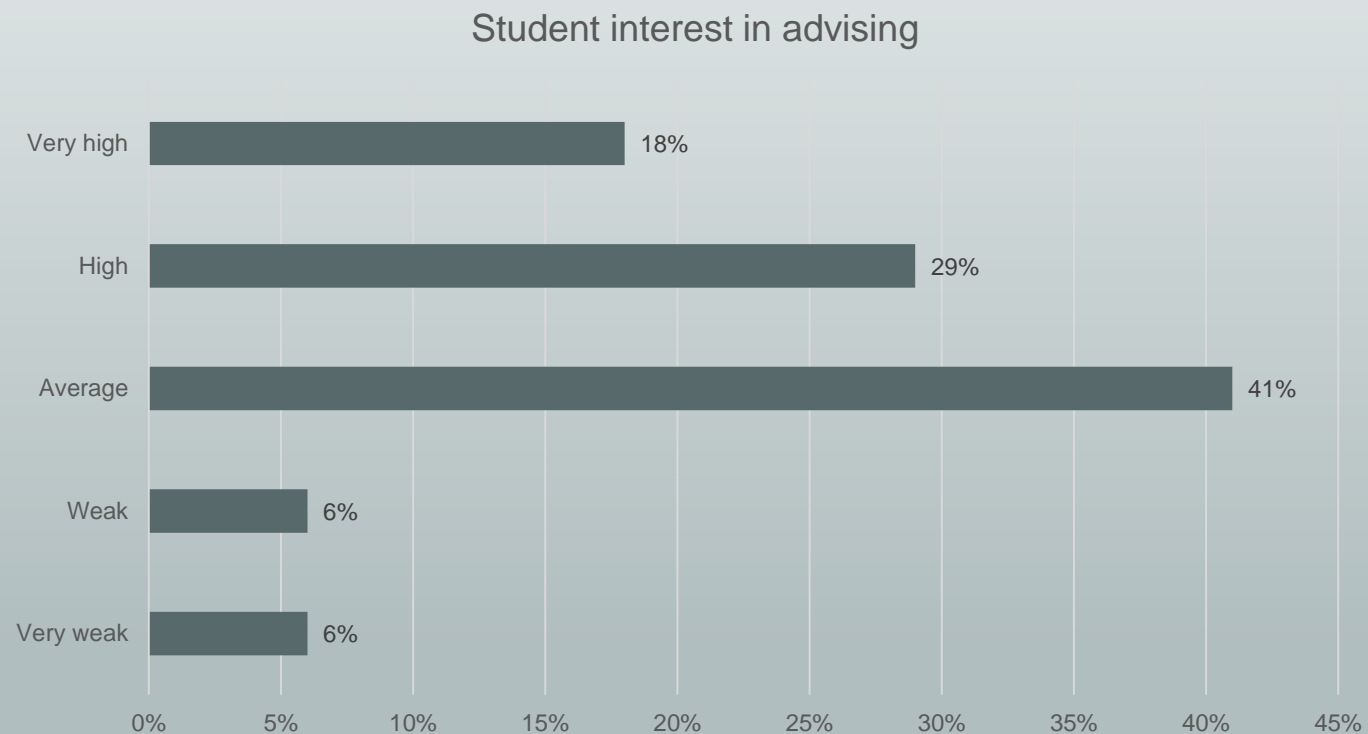
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# What is the challenge with the academic advising?

## Two-faceted Challenge ..

- ***Students\_*** *lack of awareness of the impact of good academic advising on their learning outcomes and on their overall college experience,*
- ***Advisors\_*** *multi-faceted role of being instructors, researchers, and community servants.*

**RESULT\_** tolerate the academic advising role that impact ***students*** directly.

***At the HEI level\_*** *Unnecessary costs (overloads, classroom capacity and availability, and importantly student-related KPI of competition, retention, and attrition.*

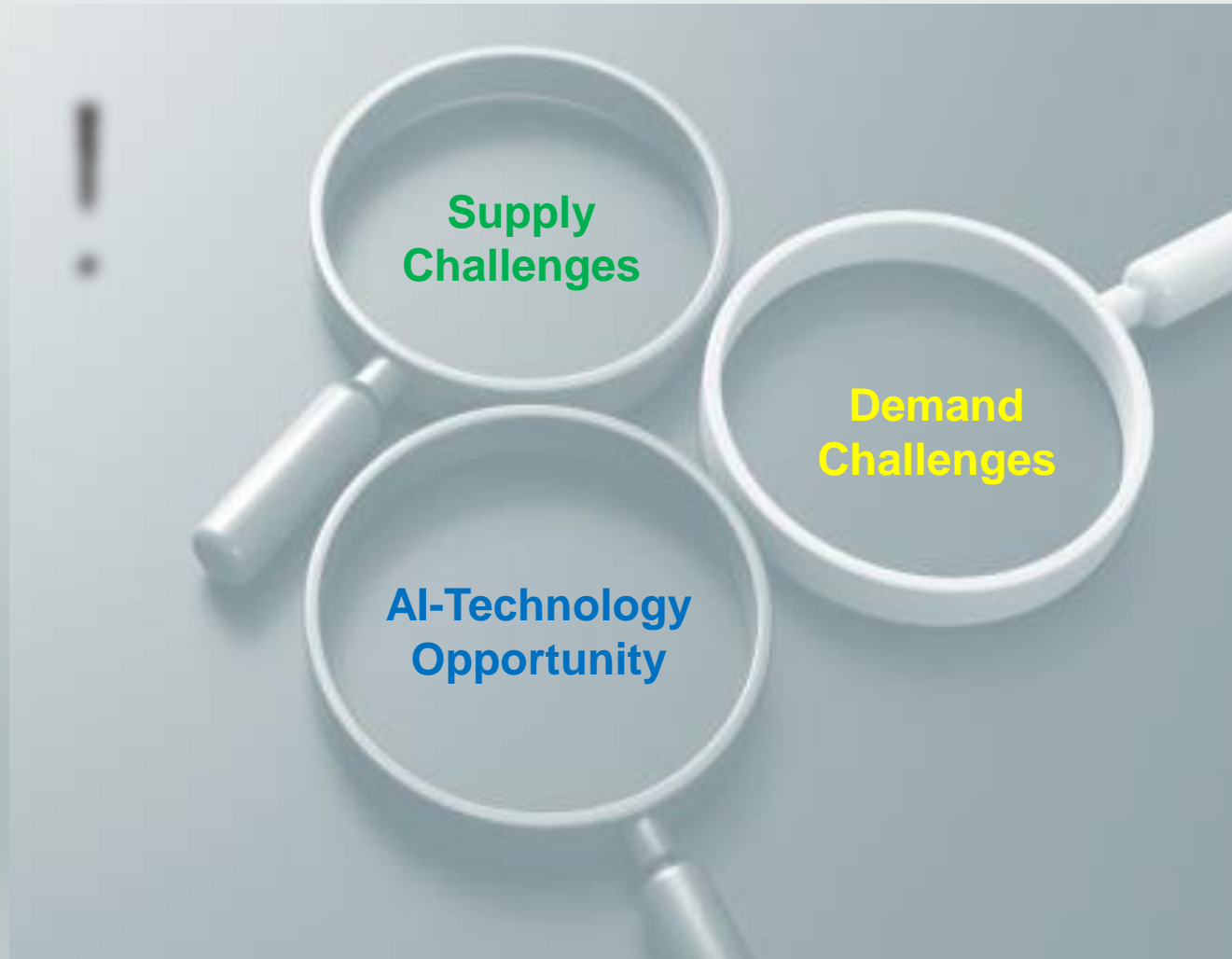
# Possible solutions to face the challenge ..

- ***Recruit more academic advisors?***
  - *Too costly to implement.*
- ***Traditional e-media (SIS, emails, phone calls)?***
  - *Not efficient.*

***ARTIFICIAL INTELLIGENCE \_ Promising!***

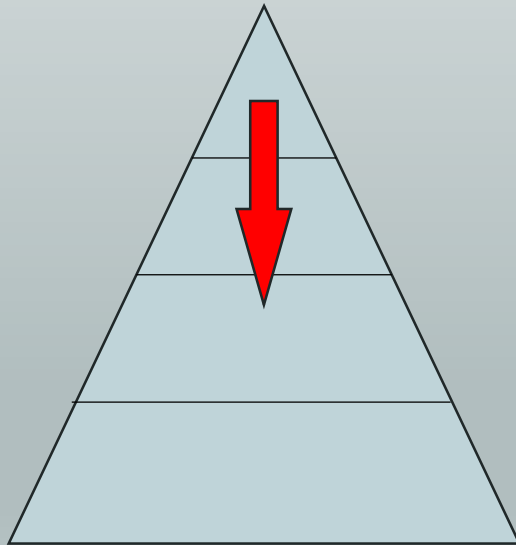
***REASON\_ Can bridge the gap between the advisors unfollow-up of their advisees, and the students' unseen benefit of academic advising.***

# Bridging the gap - AI-Based Solutions

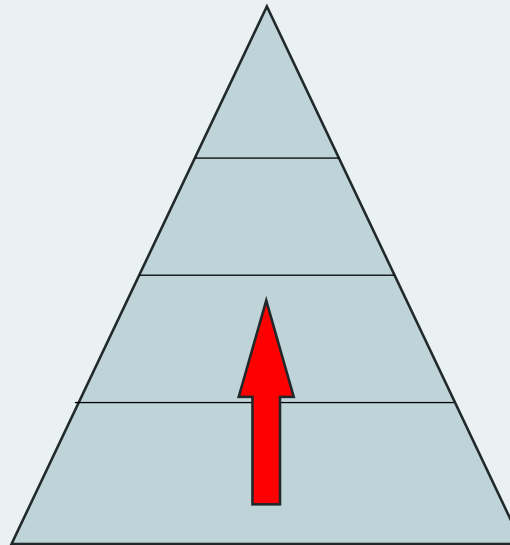


# Technology-mediated Communication

Diffusion of  
*Traditional*  
Technology



Diffusion of  
*Modern*  
Technology



# Benefits AI can bring to Academic Advising ..

## Non-optional personalized advising

- (overcoming the student demand challenge)

## 100% support provision

- (overcoming the advisor supply challenge)

## 24/7 support availability

- (overcoming the advisor-student mismatch schedules)

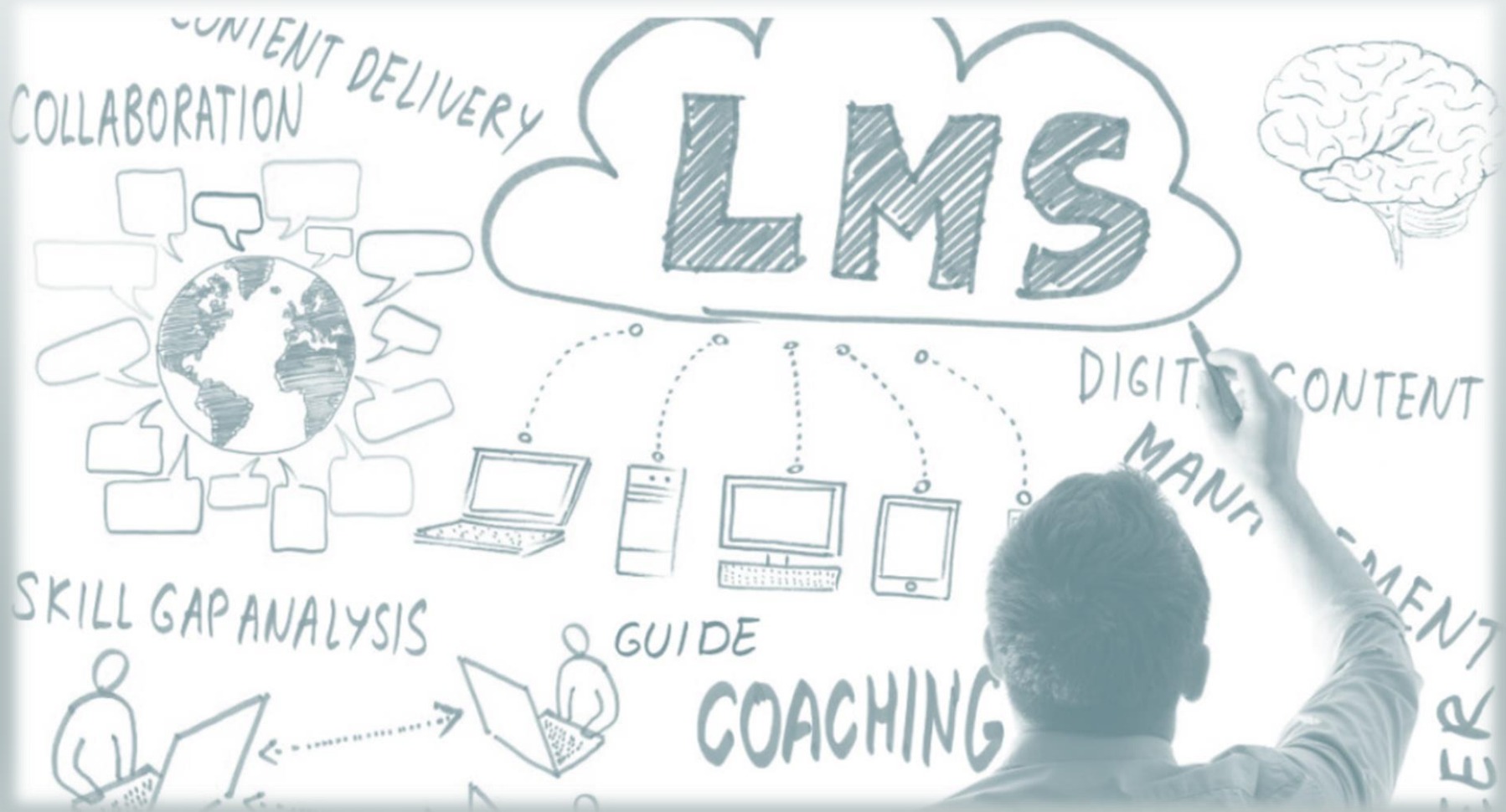
## Reduced advisors' load

- (advisors can work on critical cases only, when needed)

## Value-added benefits!

AI can accommodate ***students with disabilities*** with no extra cost ensuring inclusivity.

# Many Educational platforms ....





If many LMS are out there, then why to bother?



# Challenges with off-the-shelf LMS ..

High cost

Limited adaptability and scalability.

Concern of security

Inflexibility to agile improvements (cost and analysis constraints).

Most importantly, keeps HEI as an end-user only, not a development partner.

## Recommended Solution ...

In-house development (*if resources are available*),

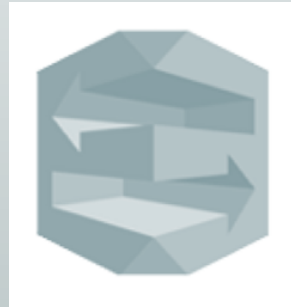


*OR,*

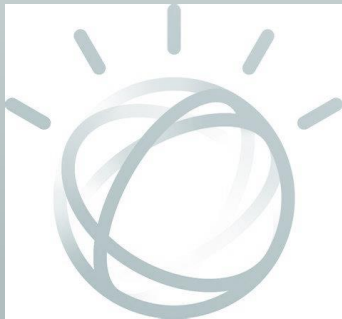


*2. Local (regional) software solution developers*

# AI Available Platforms



And more ....



# AI Power Dimensions



CHATBOT AND  
CONVERSATIONAL  
AGENTS



PREDICTIVE  
ANALYTICS



RECOMMENDATION  
SYSTEMS



RULE-BASED  
EXPERT SYSTEMS



INTEGRATED AI  
SYSTEMS

In short ..

It is time to work augment our education  
systems with the power of AI,  
*if we have not done it yet!*

Thank you,