



CSU CHANNEL ISLANDS · STUDENT SUCCESS NAVIGATOR



Ekho Navigator

*The answers students need already live on our website.
We made it finally answer back — anytime, in their words.*

Aalind · Alisha · Renuka · Asher · Mario · Riya

It's 11 p.m. Maria has six tabs open and one simple question



“What kinds of scholarships am I eligible for?”

She's a first-gen student, working days, in class at night. Her mom wants to help — but the answer is in English, six pages deep, written for people who already know the words.



No one's at the desk

The advising office closed hours ago. The deadline is approaching soon.



The site won't just tell her

Six pages, none of them a straight answer. She's guessing.



Her mom can't help either

Everything's in English, in campus jargon neither of them speaks.

Maria is one student. This exact night happens thousands of times a year at CSUCI.

The answers already exist — but they are buried & scattered.



Students can't find them

Critical answers are trapped across dozens of disconnected departmental pages. Students waste hours searching, cross-checking, and waiting—often giving up in frustration.



Staff keep re-answering them

Because self-service fails, counselors are constantly drained by repeating the exact same routine information, instead of spending high-value time on personalized student advising.



One student's bad night, multiplied across the whole campus

4,924

students

asking the same handful of questions

~29,400

routine questions a year

about six per student, every year

45 min

to find one answer

searching, cross-checking, waiting

1,180 hrs

of counselor time

repeating answers instead of advising



That's about **\$51,000 a year** of counselor time — spent repeating answers a website could give.

The problem is real, repeated, and measurable — the mark of something worth automating.

Source: our modeling on CSUCI Fall 2025 enrollment (4,924) at a \$32/hr loaded staff rate. Estimates.

A page can't understand a question. AI can — in four ways that matter



1

Understands plain language

It gets what a student — or parent — actually means, not just keywords.



2

Switches languages

Ask in English or Spanish; it answers in the same language, instantly.



3

Summarizes scattered info

It pulls answers spread across dozens of pages into one reply in seconds.



4

Open 24/7, anywhere

Any time zone, any hour — it never closes and never sleeps.

WHY it's AI: the problem is language, not links. · HOW: it understands, then answers only from CSUCI pages. · WHAT: a calm assistant that cites its source.

See it in action



Live from the working build



A real scholarship question, answered with a source link



The same question in Spanish — answered in Spanish



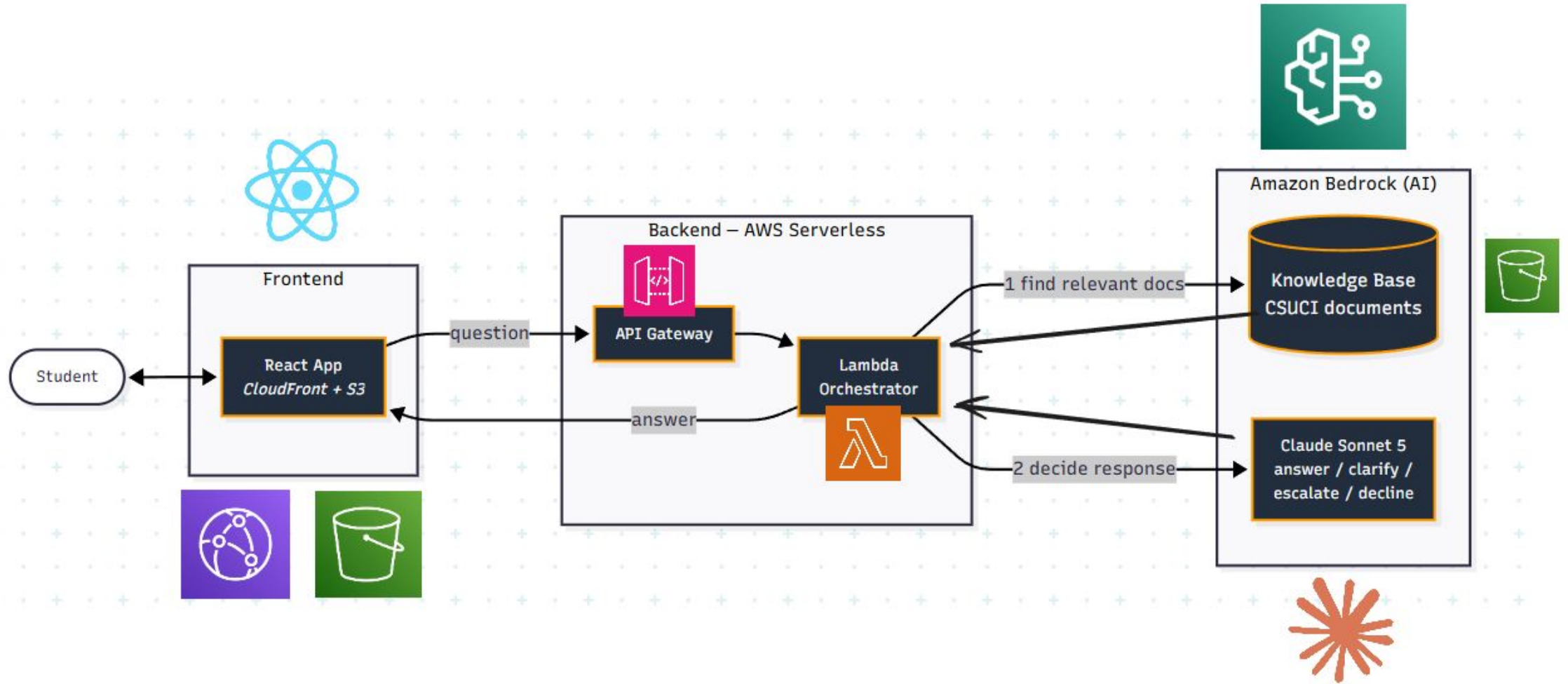
A follow-up: it remembers the conversation



A question it can't be sure of — it hands off to an advisor



<https://d3owli5oy02ouz.cloudfront.net/>



Nine AWS pieces, united!



CloudFront

The storefront — delivers the app fast, anywhere



API Gateway

The doorbell — takes each question in



Lambda

The brain — runs every step, only when asked



Bedrock Guardrails

The bouncer — blocks unsafe or off-topic



Web crawler (csuci.edu)

The field reporter — gathers campus info only



S3

The filing cabinet — holds the catalog pages



Bedrock Knowledge Base

The librarian — finds the right passages



Bedrock Converse

The writer — turns pages into a plain answer



CloudWatch — the security camera: every request is logged so we can audit quality.

Clients Request Met



Students & families

Answers in seconds, at 2 a.m., in English or Spanish — no waiting for an office to open.

24/7 always available



Advisors

The 10-minute drop-in questions handled, so their time goes to students who truly need them.

1,180 hrs freed each year



The University

Real savings on a tool that scales with no new hires — costs a fraction of what it returns.

\$51K saved for ~\$11K



It's already built and answering questions. Give it a home and an owner — and students can start using it now.



7. UNIT ECONOMICS

\$10.7K a year buys back ~\$37.6K of advising capacity

\$10.7K

total annual run rate

Model API calls + hosting + 0.1 FTE
content upkeep

\$0.61

per resolved inquiry

at 60% containment (base case)

\$37.6K

advising capacity
recovered

17,640 resolved conv. × 4 min ×
\$32/hr

3.4 mo

payback on the model

~6.8 mo even at 30% containment



At 30% containment - the conservative case - the return is still **1.8x** the annual run rate. The case doesn't depend on the optimistic scenario.

Source: CI Navigator Cost Model, Pilot Economics tab — standard Claude Sonnet 5 API pricing (post-Aug 31, 2026) with prompt caching. Illustrative, pending validation.

Thank You

*Every answer CI Navigator gives is already on our website.
Let's stop making our students hunt for it.*



Github:
<https://github.com/asherdrake/CS-UCI-StudentSuccessNavigator>

