



STUDENT SUCCESS NAVIGATOR

AI-Assisted Chatbot for Campus Resources

DxHub · Powered by AWS

Team & Mentors



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Why Students Don't Get Help

- Opportunity-rich, navigation-poor — CAPS, EOP, Financial Aid, Career Center, Tutoring, SJSU Cares, and more, but no single front door
- Students describe problems in plain language, not office names (“I’m failing a class,” “I can’t afford textbooks”)
- Bounced from office to office before finding the right one — many give up before getting help
- Staff spend significant time on routing instead of direct service delivery



Don't know a resource exists



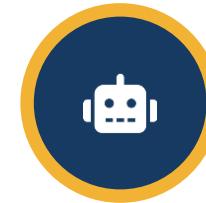
Know about it, but hesitant to reach out to a human

How We Fixed It

- Conversational AI assistant — students ask in plain language, in English, Spanish, and other commonly spoken campus languages
- Matches the underlying need to the right SJSU office, program, or service
- Gives direct links, contact info, and concrete next steps
- Safety-first: mental-health, crisis, accessibility-intake, housing-instability, and family-emergency questions route straight to 911 or trained person — no AI-generated advice on those topics
- Always a visible “Talk to a person” option — the assistant is a guide, not a gatekeeper



Student asks in plain language



AI matches need → right resource



Sensitive topics → routed to a human



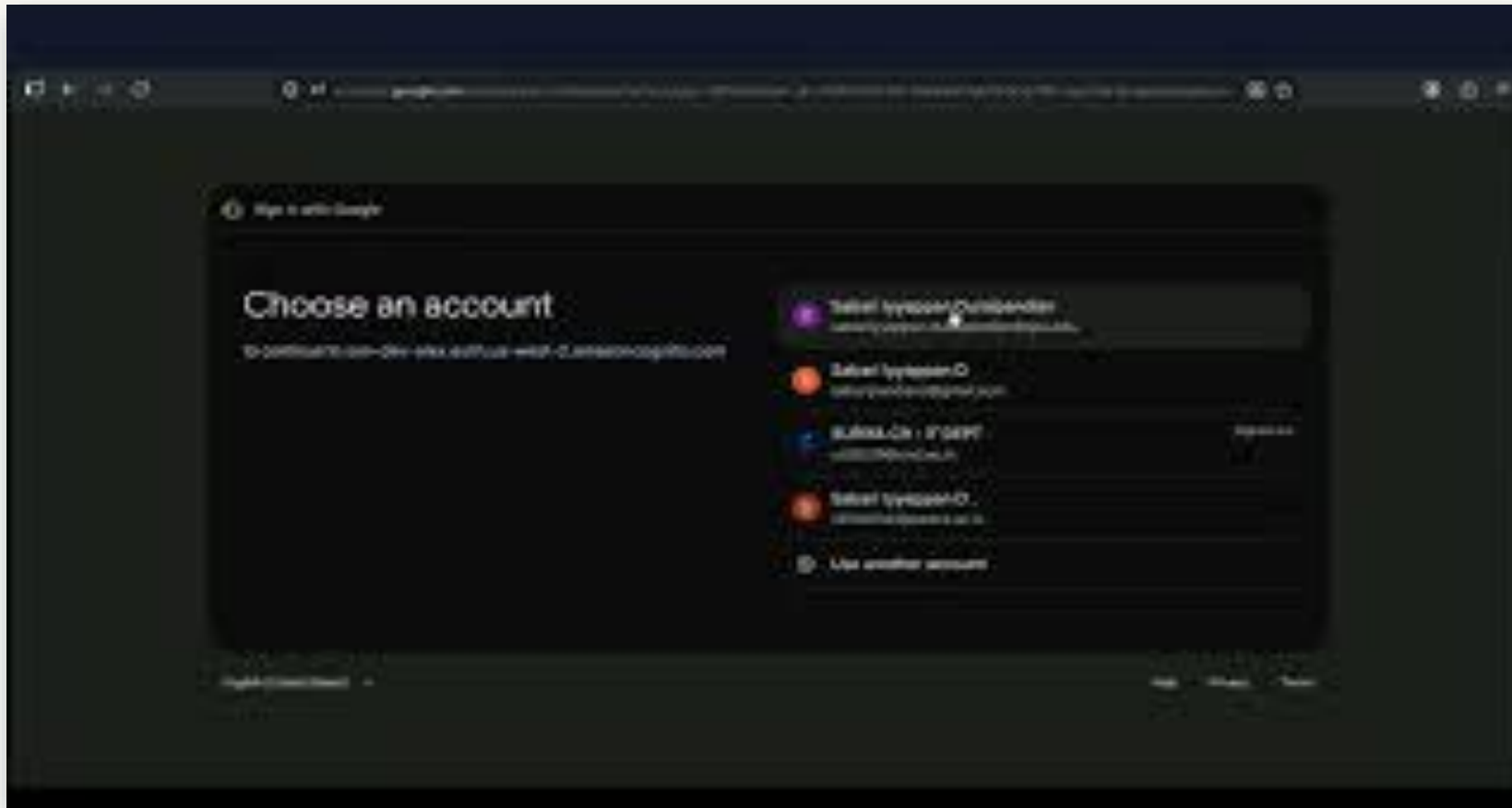
***“San José State is opportunity-rich,
but navigation-poor.”***

— framing from Edwin Tan, VP Student Affairs office, project stakeholder interview

Students need an easily accessible online equivalent of the community-health world’s Promotoras — trusted guides who connect people to the right services, without students having to already know where to look.

SEE IT IN ACTION

SJSU OAuth Login Demo

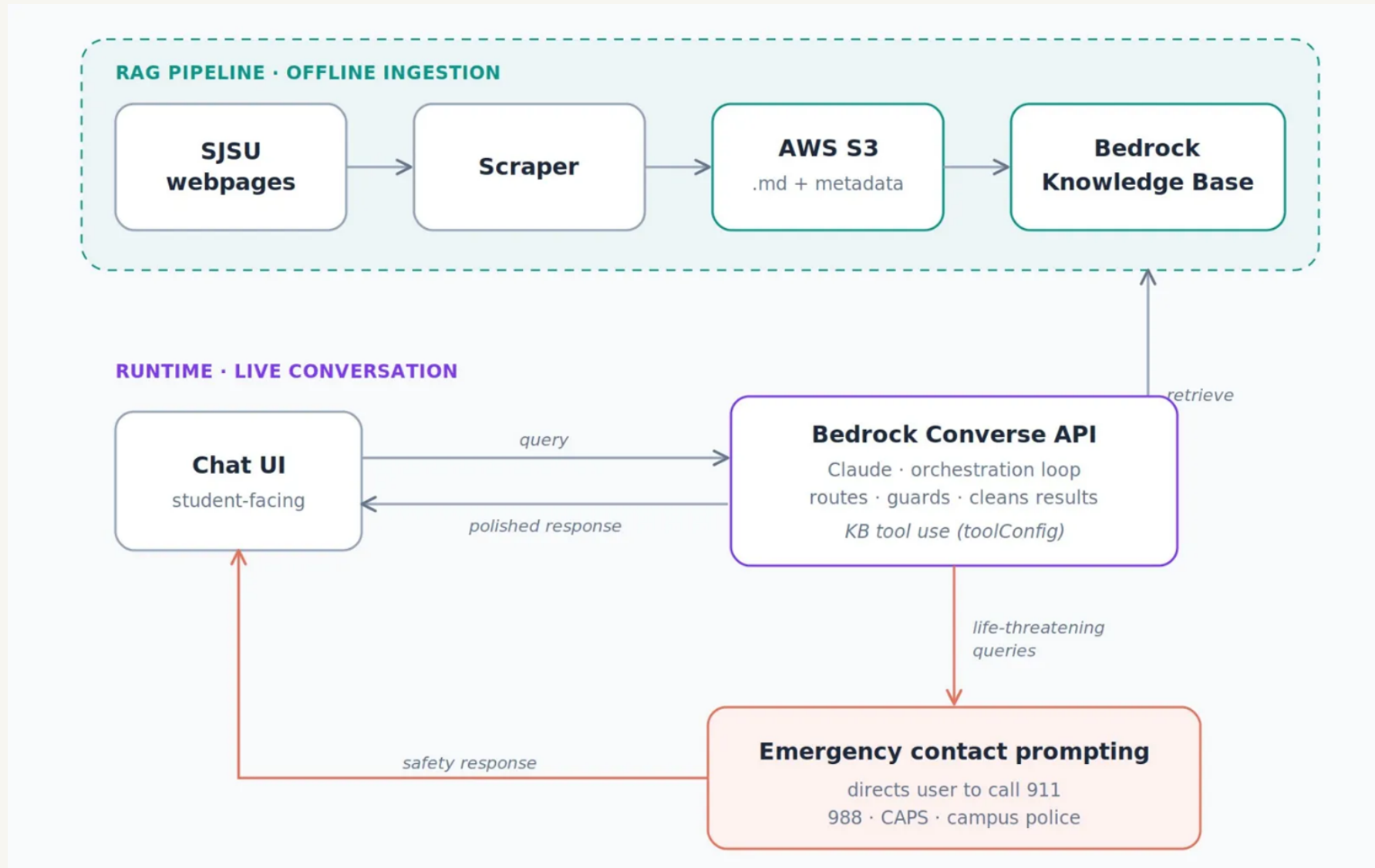


SEE IT IN ACTION

Demo



High-level Architecture



What This Could Mean at Scale

15-25 min



saved per case – combined student search time
+staff routing call, vs. today

< 2 min



self-serve resolution, with source-linked answers +
human fallback for anything sensitive

Forward Plan



Multilingual Support

Spanish and other commonly spoken campus languages



Speaking Function

Voice input and spoken responses



Mobile Version

Native mobile app experience



CSU-Wide Expansion

Same architecture, scaled to other CSU campuses



Thank You — Questions?

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