

# From Records to Relationships: Modernizing Registrar Services Through AI

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**Gregg Victor Gabison**

Country Manager (Philippines), Ray Business Technologies

Product Manager, AIUN

[gregg.gabison@raybiztech.com](mailto:gregg.gabison@raybiztech.com)





## Does this look familiar?

### The Registrar's Daily Reality

#### Endless document requests

Transcripts, certificates, and forms  
pile up daily

#### Repetitive inquiries

Same questions answered  
hundreds of times

#### Limited support hours

Students need help beyond office hours

We all know this scene — hardworking staff buried under paperwork and student requests.

# What Exactly is Generative AI?



## Generates new content

Creates text, emails, forms, or summaries from scratch



## Learns from data patterns

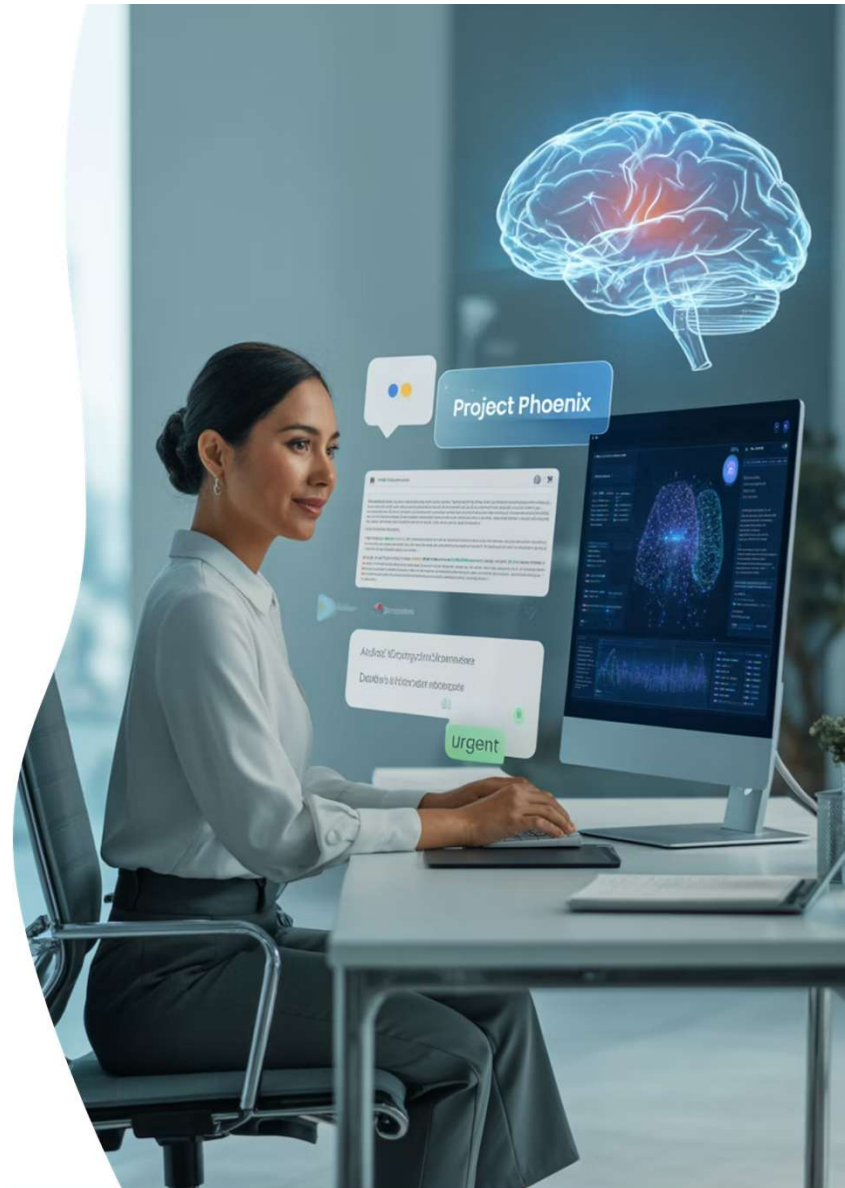
Understands your processes and improves over time



## Digital assistant that never tires

Available 24/7 to support your team and students

Generative AI doesn't replace people—it helps us work smarter and faster.



# The challenges we all face

## Administrative overload

Mountains of paperwork and manual processes consuming valuable time

## Repetitive emails

Same questions answered hundreds of times across different channels

## Limited hours

Students need support outside traditional office hours

## Disconnected systems

Information scattered across multiple platforms and databases

These are not just inefficiencies—they affect the student experience and your team's well-being.

# What if your office could...



## Auto-generate documents

Transcripts and certificates created instantly



## Instantly respond to student queries

Immediate answers to common questions



## Provide 24/7 support

Students get help whenever they need it

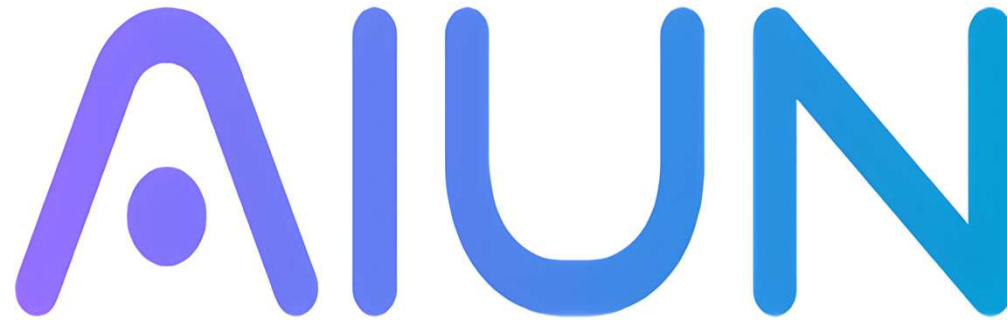


## Access one central knowledge base

All information unified and accessible

This isn't a dream—it's possible now.





## Meet AIUN – The Registrar's Digital Assistant



### Automation

Streamlined document generation



### Integration

Seamless system connectivity






### Accessibility

Always-available student support

AIUN is built to make your university operations seamless and student-focused.

# AIUN Features and Use Cases

Feature	Use Case
 Document Automation	Transcript & Certificate Generation Enrollment & Transfer Forms Report Consolidation
 Email Integration	Intelligent Responses to Common Inquiries Notifications and Follow-Ups
 Chat Service	24/7 Student Helpdesk Real-Time Enrollment Assistance Dynamic Knowledge Base Integration

These are practical tools that address the very challenges you face daily.



# From Records to Relationships

## AIUN in Action

### Before

- Paper-heavy processes
- Slow response times
- Reactive service model
- Limited availability

### After

- Automated workflows
- Instant responses
- Student-centered approach
- 24/7 accessibility

You move from managing records to nurturing relationships.



# Using AI Responsibly in Higher Education

## Creating an AI Adoption Policy



Define purpose, scope, and transparency  
Clear objectives and open communication



Maintain human oversight and accountability  
People remain in control of decisions



Protect data privacy and intellectual property  
Secure handling of sensitive information



Review and update regularly  
Continuous improvement and adaptation

AI should empower people, guided by ethics and institutional values.



# Why this matters

## The Value to HEIs

### More time for student service

Focus on meaningful interactions instead of paperwork

### Faster document turnaround

Instant processing reduces wait times

### Smarter decisions through data insights

Analytics guide strategic improvements

### Enhanced reputation for responsiveness

Students experience exceptional service quality

This is about restoring time, focus, and connection.

# AI as a Catalyst for Human-Centered Education

"The integration of AI is not merely a technological shift—it's a catalyst for building inclusive, responsive, and purpose-driven education. For Higher Educational Institutions (HEIs), this transformation supports the mission of forming globally competitive, faith-rooted, and compassionate leaders."

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*AI strengthens—not replaces—the heart of education: people serving people.*

Thank You



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