

From Records to Relationships: Modernizing Registrar Services Through AI

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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

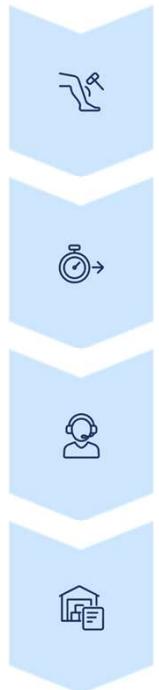
Students need support outside traditional office hours

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

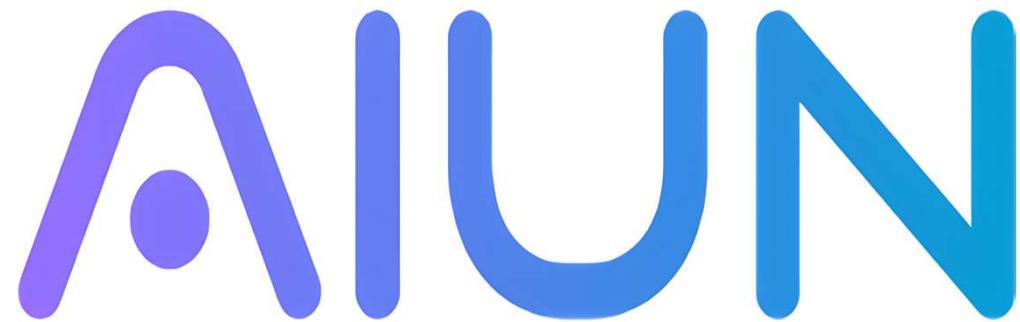
Students get help whenever they need it

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."

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

Thank You

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