

Ai & Student Success

Presentation to CHE

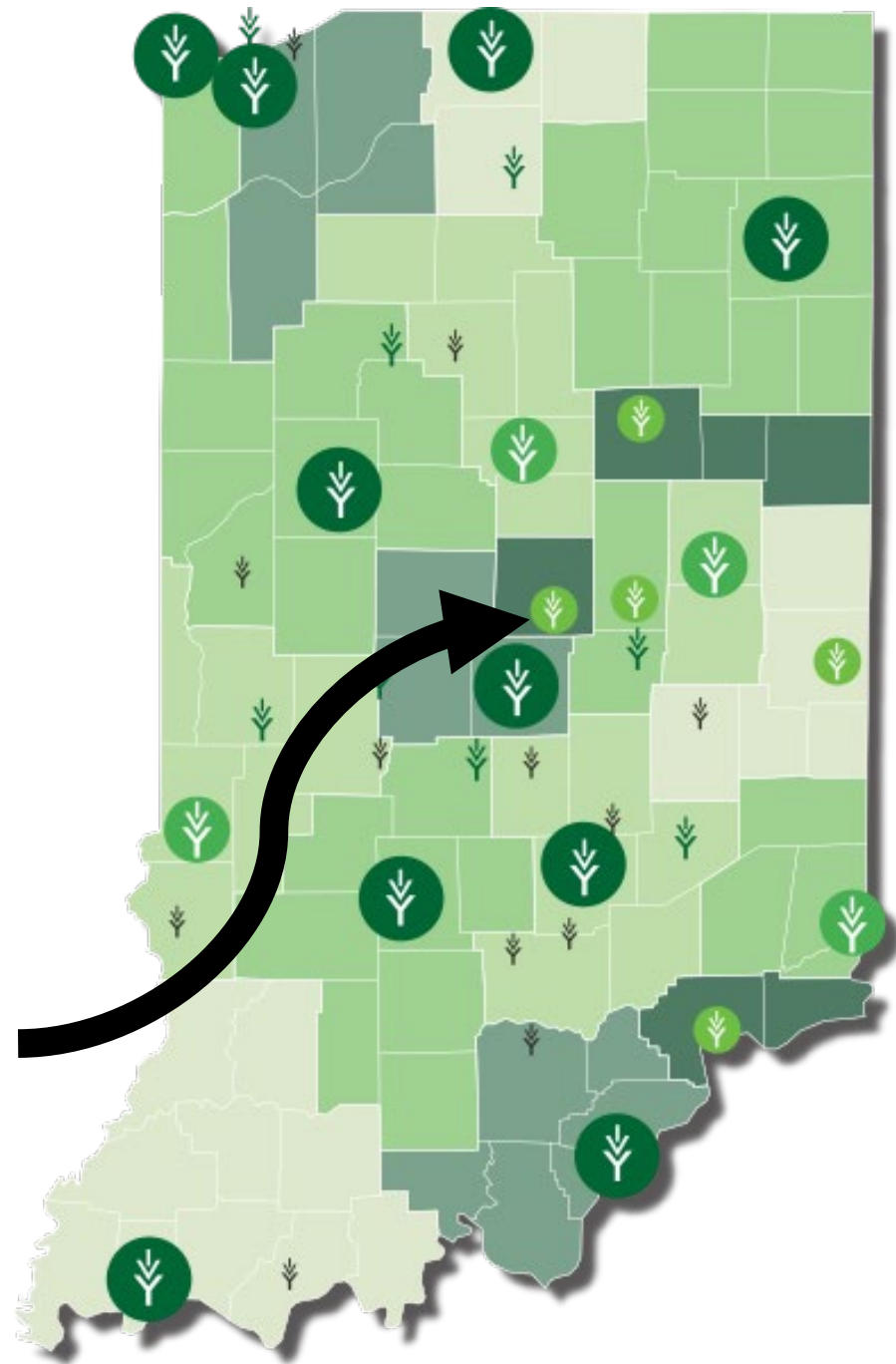
Chancellor Rachel Kartz

January 15, 2026



IVY TECH
COMMUNITY COLLEGE

HAMILTON COUNTY



Established
in **2021**
19th as Ivy Tech's
Campus

8 academic
schools

30+ ACADEMIC
PROGRAMS

90%
HAMILTON CO
RESIDENTS



150+
skill trainings for
employers

INCREASED
earned credentials
by **419%** in 4
years.

526%
growth in
enrollment
since 2021



accreditation with
NO CONDITIONS



Using Ai to increase student success



with



Meet Boris the Boar

Your friendly AI chatbot

Boris is a behaviorally smart SMS chatbot that proactively checks in with students about their experience at Ivy Tech HamCo and connects them to resources for any challenges they might be facing. In addition, you can think of Boris as a "Siri" built for Ivy Tech HamCo, in that it can answer questions about Ivy Tech HamCo.

We are bringing Boris to life as an SMS chatbot as a way for us to support students, answer their questions, and communicate important information throughout the school year. It is also a great way for Boris to hear student feedback and create a virtual community!



Introduction to Boris the Boar



Hey Sam, this is Boris 🦊 on behalf of Ivy Tech Community College Hamilton County! I'm here to support you - I will check in once in a while to see how things are going, and text you helpful resources. Also, if you have any questions about HamCo, you can ask me!

I'm an AI bot 🤖 I strive for accuracy, but errors can happen. For critical questions, check with HamCo staff. Your texts are not anonymous, so if I am not the best resource, someone from HamCo may reach out to help ❤️

SAVE me in your contacts as Boris or text STOP if you no longer want to receive my check-ins. Msg & data rates may apply.

Questions about this? Contact AskHamiltonCounty@ivytech.edu 📧



How Boris can help Students

Reactive

- Responds 24/7 to any student-initiated questions about Ivy Tech HamCo
 - "How do I apply for scholarships?" to "How do I contact the Advising Office?"

Proactive

Boris initiates conversations with students every 7-10 days using the EdSights framework to gauge how students are feeling, connect those in need to targeted resources, and flag students who would benefit from additional outreach by Ivy Tech HamCo staff.



Student Engagement with Boris

95%

STUDENT OPT-IN

59%

STUDENT ENGAGEMENT

6K+

TEXTS RECEIVED

Last Generated 12/2025



Retention Interventions by Boris

36

PROACTIVE CHECK-
INS

609

RESOURCE CONNECTIONS

368

QUESTIONS
ANSWERED

Last Generated 12/2025



Student Response to EdSights

What Students are Saying to Boris

Aww this is so nice

thank you boris!

Thanks for your kindness!

That's very smart! Thank you, Boris!!

Thank you Boris you're amazing

Thanks for the encouragement!

I love you Boris

Seriously I love Ivy tech so much. It's not even funny.

Ivy Tech HamCo is excellent!

Thank you for working with me

perfect thank you Boris

Thank you soooo much!!!!

I will, thank you for your support

Thank you Boris! I appreciate the help

Nothing just wanted to say good morning Borris



Intervention Highlight: Human Touch

Academic Year 2024-2025 Outcomes

Fall 2024

Boris reached out to students to understand their intentions to return

...

Boris uncovered **84 students unsure or not planning to return** to HamCo in Spring 2025

...

Boris directed the students to resources and flagged their responses the EdSights Dashboard

...

21 students (21%) returned in spring.

Spring 2025

Boris reached out to students to understand their intentions to return

...

Boris uncovered **40 students unsure or not planning to return** to Ivy Tech HamCo in Fall 2025

...

Boris directed the students to resources and flagged their responses the EdSights Dashboard

...

14 students (35%) returned in spring.



THANK YOU!



IVY TECH

COMMUNITY COLLEGE