

Course-Level AI Assistants for Higher Education, Grounded in the Institution's Own Course Materials and Study Regulations

A business academy gave every course its own assistant, and its own rules

Two hundred and nine assistants in production, each one scoped to a single course or department, answering questions from the material that course actually sets and the regulations that actually apply to it.

209

Assistants in production, one per course or department

95,028

Questions asked, raw count across all assistants

1,076

Days carrying at least one question, out of 1,084

97.1%

Answered well, of what the academy's material covers

THE CHALLENGE

A rule that changes between semesters cannot live in one assistant

A first-semester finance student wants to know whether a late submission means a lower grade or a retake, and the answer depends on which semester's regulations she is under. A lecturer in business law answers that same question forty times a semester, then answers a different version of it for the second-semester cohort whose rules changed. A study adviser in the counseling office fields everything nobody else caught, for programs she does not teach.

The academy had the answers written down. They sat in course plans, semester descriptions, assignment briefs and study regulations, one set per program per intake, revised whenever a program was revised. A single assistant trained across all of it would have been worse than none, because it would have blended two semesters' rules into one confident answer.

WHAT GOT BUILT

One assistant per course.

Each is grounded in that course's own material and nothing else, so the scope of the answer matches the scope of the rule.

Department assistants alongside them.

Student counseling and continuing education run their own, scoped to a department's guidance rather than to one course.

Separate assistants per intake.

The same subject runs one assistant for first semester and another for second, because the regulations differ.

Built by teaching staff.

Two hundred and nine live assistants came from academic staff, not from a central integration project.

THE REQUIREMENTS

Five things the academy would not compromise on

An academy carries an obligation a general knowledge base does not. What it tells a student about a deadline, a retake or a grading rule is what that student will rely on, and the rule that applies is the one written for their program and their intake. Getting the right answer from the wrong semester is not a near miss. It is wrong.

- 1 Scope had to follow the regulation, not the subject.
- 2 Teaching staff had to build their own.
- 3 Source material in, unchanged.
- 4 An assistant that stops at the edge of its material.
- 5 Nothing else in the stack could move.

SWORN TO SECRECY

A European business academy teaching business, finance and IT programs, with course assistants running across several semesters and departments. Shared anonymously. Every figure comes directly from the academy's own deployment.

AT A GLANCE

INDUSTRY

Higher education. A business academy teaching business, finance and IT programs.

DEPLOYMENT

209 assistants in production, out of 405 created across the life of the deployment.

ACCESS

Students reach the assistant for the course they are enrolled in. Student counseling and continuing education run department assistants alongside them.

HOW IT WAS BUILT

A deployment that grew a course at a time

Start where the volume was.

The first assistants covered research methodology and the high-traffic shared modules, the ones every program sends students through.

New intake, new assistant.

When a program runs again under revised regulations, the new cohort gets its own assistant rather than an edited old one.

One corpus, one course.

Each assistant takes the documents for its own course and no others, which is what keeps one semester's rules out of another's answers.

Departments followed the courses.

Student counseling and continuing education built theirs once the course assistants were established.

SCOPING, THE CAPABILITY THAT DECIDED IT

One assistant per course or department, so the rules of one semester never answer for another

Each course assistant is grounded in that course's own documents and no others. That boundary is the entire product. The academy runs separate assistants for first and second semester of the same subject, because the regulations differ between them, and an assistant holding both would answer confidently from the wrong one. Platforms built around a single institutional knowledge base could not express that boundary, and the alternative was asking staff to trust a blend.

THE RECORD

What 209 grounded assistants did over three years

WHAT THE NUMBERS SAY

Read the 1,076 first. Across 1,084 days the deployment went quiet on eight of them, through vacations, between semesters and across three intakes. A launch spike would have decayed long before the third intake. Where the academy's own material covered the question, 97.1% of answers landed well, measured across 1,543 questions in the latest quarter.

WHY CUSTOMGPT.AI CAME OUT ON TOP

Scope is a first-class thing. Building hundreds of narrow assistants is a normal shape here, and the platform is built for it.

Teaching staff could build unaided. The deployment reached this size because the people who own the material could stand up an assistant without a central team.

Teaching staff kept tuning them. 628 revisions to assistant instructions across the deployment, each one made by the person who owns the course rather than a central team.

WHAT THIS MEANS FOR YOU

If your answers change by cohort, one assistant cannot hold them

Count your rule sets, not your documents. The right number of assistants is the number of places where the same question has a different correct answer.

Put the build where the knowledge is. Two hundred assistants exist because two hundred were never anyone's central project.

The finance student asks her own course and gets her own semester's rule. The business law lecturer answers the question once, into the assistant, rather than forty times to forty students. The study adviser now spends her time on the cases that were never in a document at all, which is the part of her job nobody could have automated.

ABOUT CUSTOMGPT.AI

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