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Frank an AI tool helps the University of Georgia's advisors

The Franklin College of Arts and Sciences now help students at a faster rate

ATHENS, Ga**.** – The Franklin College at the University of Georgia is now using AI to aid advisors in their help with students. The new AI, Frank, will help the 55 advisors in Franklin College advise over **15 thousand students**. In the past advisors struggled to find specific information pertaining to their advisees issues. However, with the implementation of Frank, advisors will now be able to access course information in seconds.

Advisors struggle with navigating numerous documents in order to answer students in a timely fashion during advising meetings. As a result, students are left with unanswered questions and an unsatisfactory class schedule. Despite having access to lists of courses, many of these resources are inconvenient to navigate.

"The experience of advising my students has immensely improved after I have been able to use Frank," said Mike Merva at Franklin College. "Before Frank, I would spend nearly half of my meeting time with students searching for the answer to their question, and now I can spend my time getting to know students better."

Getting started with Frank is simple. Advisors at UGA can plug in questions, send them to Frank, and be able to have solutions almost instantly.

"Before my advisor started using AI to help with my advising, I would have to wait forever to get help with my schedule," said Jake a student at UGA. "Now I am not afraid that a course I need to graduate will fill up before I get an answer."

Frank is now available to UGA advisors in the Franklin College, able to be downloaded to their computers through UGA, and plans to be available to all advisors at UGA in the near future.

FAQ: Frank

1. What is Frank?
Frank is an AI chatbot designed to help advisors at the University of Georgia gain access to information necessary for students.

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2. Who is this product for?
This product is for Advisors at UGA who currently struggle with finding information in a variety of documents.

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3. What problem does it solve?
It solves wait time for students by addressing issues with advisors speed of answering questions, which existing solutions fail to do effectively.

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4. How is this different from existing solutions?
Unlike current options, **Frank**:

- Is Internal to advisors
- Specializes in UGA coursework
- Does not search the internet for answers

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5. Why hasn't this problem been solved before?
Previous solutions focused on lengthy readings, leaving advisors to take time to sift through. **Frank** takes a different approach by consolidating information.

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6. How does [Product Name] work?
At a high level, it works by taking information from a variety of documents and resources to give a quick solution to a problem.

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7. How long does it take to get value from the product?
Most customers see results within a minute.

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8. Is this hard to learn or set up?
No. **Frank** is designed to be intuitive, requiring minimal setup.

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9. What does it replace or eliminate?
It replaces the need for lengthy searched and eliminates students waiting for help from their advisors.

10. How much does it cost?
Pricing is covered by the University.

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11. What happens if it doesn't work for me?
Customers can contact UGA's IT department for assistance.

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12. When and where is it available?
Frank is available starting May for download by advisors.