CLOUDFLARE

Don't block shadow AI on campus.

Out-design it.

Michael Kowal
Senior Solutions Engineer
Cloudflare

Michael Hacker
Associate Vice President for Strategy, Transformation and Innovation (AI)
Montclair State University

A student can be admitted and still never arrive.

10-20%

of college-intending students never make it to day one.

Source: Brookings, 2018.

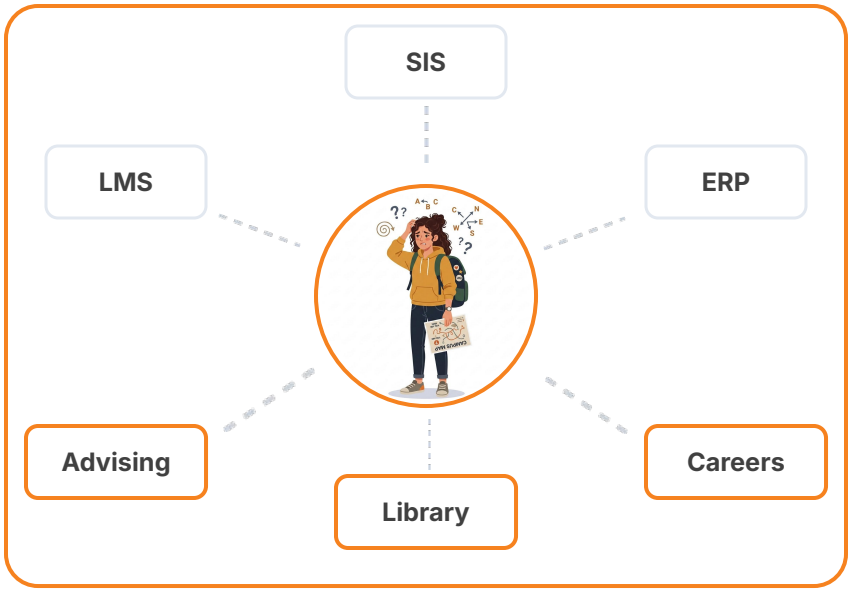


The university has answers. The student has a maze.

35%+

of students were unaware of critical support services.

Source: Tyton Partners, 2023.



Generic AI is easy. Institutional AI can be useful.

Generic Public AI

Prompt: "How do I add a course?"

"To add a course, you must obtain a signature from your instructor and contact your registrar's office during standard business hours."

Governed University AI

Prompt: "How do I add a course?"

"I see you have 3 remaining open credits. Here is your authorized path:"

✅ 1. Review CS-101 and request approval

ℹ️ Requires prerequisite math waiver

CLOUDFLARE

“

Registration opens today. I have a hold, I work Tuesday and Thursday evenings, and I want to graduate next spring. What do I need to do?”

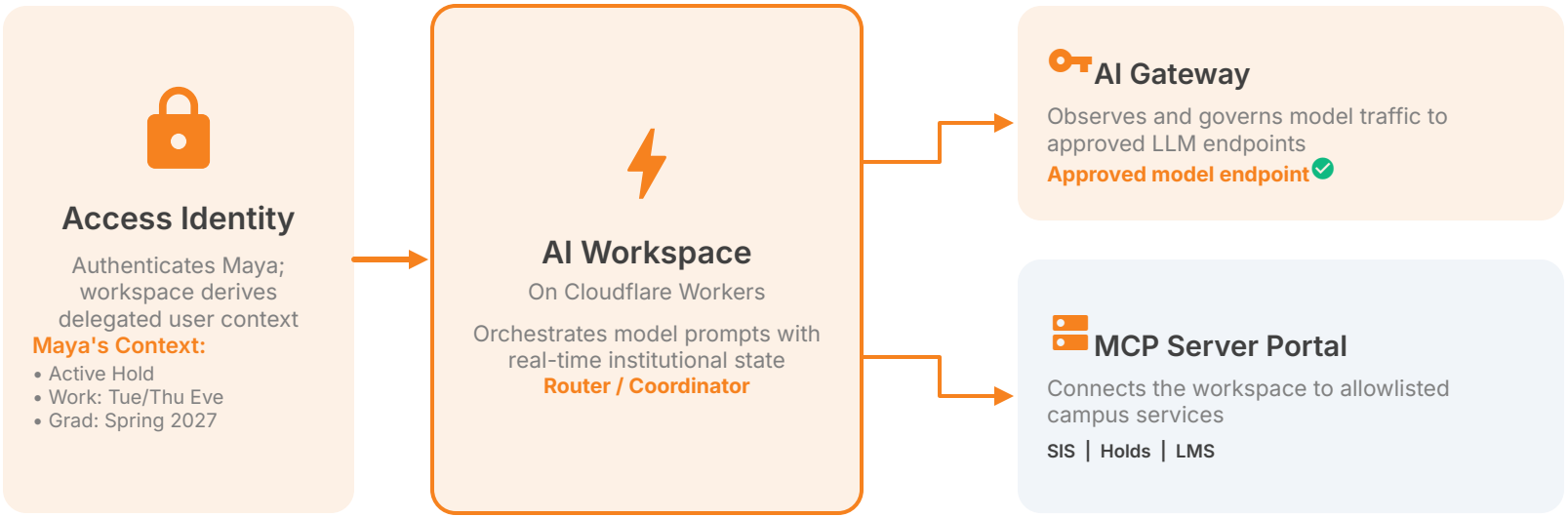
Maya
Student, Part-time Worker

Demo

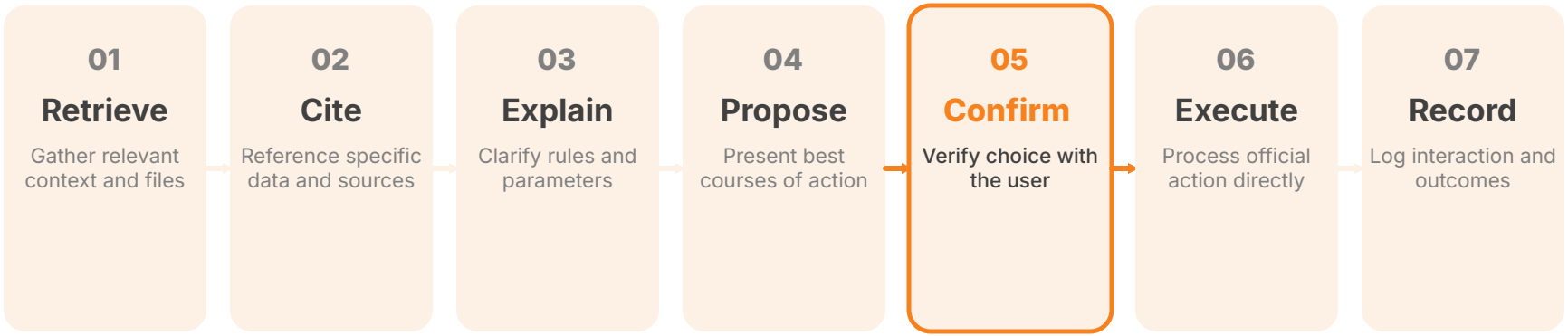
CLOUDFLARE



What just happened?



The safe path is also the shortest path.



From admission to employment.

01
Arrive
Navigate enrollment and orientation

02
Persist
Stay on track, register, overcome obstacles

03
Graduate
Clear requirements and exit holds

04
Launch
Transition smoothly to professional career

Connecting the Student Lifecycle

By unifying fragmented services, institutions can streamline key transition points, helping students smoothly progress through every stage of their academic and professional journey.

+3.3 pp

Increase in overall fall enrollment

Achieved via the Pounce initiative by reducing summer melt through automated support.

Source: Page & Gehlbach, AERA Open

Start with one moment that matters.

01

One student moment

Isolate a high-impact friction point in the student lifecycle.

02

Three systems

Integrate with core datasets (like SIS, LMS, and CRM) to orchestrate real-time context.

03

Read-only first

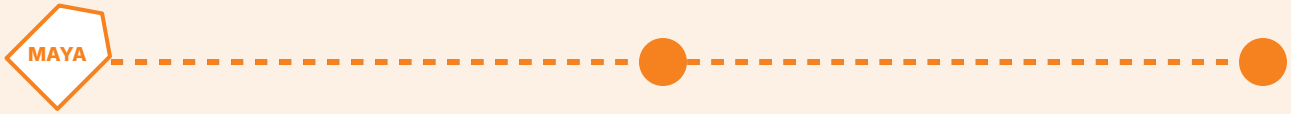
Deploy safely with context lookup and advice, limiting write-action risk.

04

Measure the outcome

Analyze conversion rates and advisor hours saved to justify scale.

The university students choose to ask.



01 | Admission
Fast, personalized enrollment orientation removing high-impact friction points.

02 | Graduation
Showing the authorized path through requirements and institutional holds.

03 | Career
Launching seamlessly into professional employment and lifelong success.

Your feedback is important.

Please complete session survey in the Cloudflare Events app.

CLOUDFLARE EVENTS

Open the app
↳ Click on the bell
↳ Tap "Survey"

