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Q&A: Client Consultation with SESAM

Knowledge Capture & Codification

1. How did you determine which tacit advising practices were important enough to capture and formalize in the GS-KMIS?

2. What validation process was used before institutional knowledge (e.g., policies, interpretations) was codified into system rules or AI logic?

3. How do you prevent outdated or conflicting policies from remaining in the knowledge repository?

Knowledge Creation & Refinement

4. When AI generates new insights such as risk alerts or recommendations, how are these evaluated before being integrated into institutional practice?

5. What mechanisms are in place to refine and update knowledge as policies or academic structures evolve?

Knowledge Sharing & Dissemination

6. How did you ensure that advisers trust and actively use the system rather than rely solely on personal experience?

7. What strategies were used to encourage knowledge contribution from faculty and administrators?

Knowledge Application

8. At what point do AI recommendations transition from information support to actionable guidance within advising workflows?

9. How do you measure whether applied knowledge in the system actually improves advising consistency and student outcomes?

Governance & Strategic Alignment

10. What were the key decision points in the KM cycle where knowledge was either approved, revised, or rejected?

11. How do you balance automation and academic judgment to ensure that AI remains advisory rather than prescriptive?

12. From a long-term perspective, how does GS-KMIS contribute to building sustainable organizational memory despite faculty turnover?