



AN EXECUTIVE PERSPECTIVE

Reimagining the Community College

Agentic AI for Lean Teams and Bigger Outcomes

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THE COMMUNITY COLLEGE REALITY

**The most
ambitious mission.
The leanest
operating teams.**

*Open access. Diverse student populations.
Multiple campuses. Growing service expectations
— and lean teams asked to deliver it all.*

THE STAFFING EQUATION

Lean teams meet a hard math problem.

Demand is rising.

More applicants. More inquiries. Higher service expectations from every cohort.

Students are complex.

Working adults, first-generation, transferring, dual-enrolled, juggling life — each with different needs.

Service windows are constant.

Students engage on nights, weekends, and across campuses — not on a 9-to-5 schedule.

Headcount can't keep pace.

Budgets don't scale linearly with enrollment — and burnout is a real cost.



01 · THE SHIFT

AI is not another wave of technology.

For the first time, institutions can pair their people with a digital workforce that amplifies what those people do — bounded by infrastructure, not by human bandwidth.

DECADES OF PROGRESS

Each wave delivered incremental gains.

- 01
ERP Standardized core operations
- 02
Cloud Removed infrastructure constraints
- 03
Embedded AI Optimized within existing workflows
- 04
Agentic AI Empowers and amplifies the workforce itself

A shift towards autonomous cognition at scale!



PART ONE

Beyond Automation: The Agentic AI Paradigm

Embedded AI optimizes within the process. Agentic AI empowers the people who run it.

01 · THE AGENTIC AI PARADIGM

What digital agents actually do.

Autonomous, goal-driven agents are defined by four capabilities — none of which describe traditional automation

01

Interpret

Translate ambiguous objectives into concrete, contextual goals.

02

Decide

Make contextual judgments instead of following predefined branches.

03

Orchestrate

Coordinate multi-step processes across systems and domains.

04

Operate

Run continuously and concurrently, alongside the human team.

Together they describe a partner for the human workforce



02 · THE DISTINCTION THAT MATTERS

Workflow automation ≠ workforce empowerment.

WORKFLOW AUTOMATION

Optimizes within the process.

- Confined to a single application or system
- Follows pre-defined logic and branches
- Triggered by staff; sequenced by staff
- Improves a workflow that was designed for limited capacity
- Inherits the assumptions of human-only design

WORKFORCE EMPOWERMENT

Amplifies the people who run it.

- Spans systems, domains, and organizational silos
- Reasons in context; makes judgment calls
- Initiates work proactively, on shared student-success goals
- Redesigns the process around the outcome
- Frees staff for the work that defines a community college



PART TWO

The End of Human-Constrained Design

When human capacity itself can be amplified, why would we keep designing processes around the limits that no longer apply?

03 · THE HYBRID WORKFORCE

Human intelligence, amplified at scale.

HUMAN WORKFORCE

Judgment, empathy, mission.

Faculty, staff, and leaders concentrate on relationships, complex decisions, and the work that defines the institution.

DIGITAL WORKFORCE

Scale, continuity, orchestration.

Agents handle high-volume reasoning, cross-system coordination, and 24/7 responsiveness — alongside the people they exist to support.

THE QUESTION FOR LEADERS

“Why would we continue to design processes around the limits of human capacity, when human capacity itself can now be amplified?”

— Reimagining the Institution



When human capacity is amplified rather than constrained.

01

Parallel service at scale

Hundreds of student inquiries handled simultaneously, not sequentially in a queue

02

Continuous operations

Service windows match how students actually live – nights, weekends, mobile 24/7 student support

03

Real-time responsiveness

Holds, missing documents, and prerequisites resolved before they become barriers

04

Intelligent orchestration

Cross-domain coordination that no single department owns today. From admissions to financial aid – registrar to advising functions

Incremental optimization can't get a lean team to community-college-scale service. Reimagination can.



PART THREE

The New Approach with Agentic Ai: Designing for the Digital Workforce

We did not extend existing systems. We started from first principles, anchored in outcomes for students, faculty, and staff.

We didn't start with the process. We started with the outcome.

OUR DESIGN QUESTION

“What would a community college look like if they were designed natively for a hybrid workforce of people and agents?”

TWO WAYS TO APPROACH AI

MOST APPROACHES

Start with the existing process.

Ask how AI can improve a workflow that was designed for a human-only workforce.

DRIVESTREAM

Start with the outcome.

Design natively for a digital workforce that empowers — and is anchored in what students, faculty, and staff actually experience.

The institution's true end customers.

01

Students

From applicant to alum.

Continuous, personalized engagement at every step of the journey.

02

Faculty

Free to teach and research.

Augmented, not buried, by the operations that surround them.

03

Staff

Higher-leverage work.

Lifted out of repetitive execution to focus on impact.



IV.

PART FOUR

Two Major Opportunities for Agentic AI in Higher Education



Two Major Opportunities

01

Institution Operations

From applicant to alum.

Continuous, personalized engagement
at every step of the journey.

02

Academic Core

Free to teach and research.

Augmented, not buried, by the
operations that surround them.



Where Drivestream is investing.

1

STUDENT-FACING

Student Experience

A frictionless, intelligent, always-responsive university — proactive instead of reactive at every touchpoint.

2

STUDENT-FACING

Student Success

Materially improved enrollment, retention, and outcomes through earlier signal and faster response.

3

INSTITUTIONAL

Employee Experience

Faculty and staff empowered — amplified, not burdened — by the operations and systems around them.

4

INSTITUTIONAL

Operational Excellence

Scalable operations and “doing more without growing complexity”, while protecting the quality of human work.



Our Approach

Building our Ai Capability

Building Agentic Ai Solutions for Higher Education

Utilize our core strengths and successes till date in the Higher Ed Industry

- 1. Partner with our customers** – *Build “with them” instead of “for them”*
- 2. Educate our customers** – *Invest in an experience center to clear the abstract nature of the impact of Ai*
- 3. Leverage our “Invested Partner Model”** - *Simplify pricing and make purchasing easier*

**Partner with
our customers**

Ai Advisory Council

- *15+ Institutions are partnering with us as part of the Ai advisory council to help design the Ai solution for Higher Ed industry.*
- *Providing requirements, reviewing design and testing of the solution*
- *Developing security, ethics, change management and user adoption guidelines*

AiPEX

Ai Platform Experience Center

2. Educate our customers

AiPEX

Ai Platform Experience Center

From concept
to reality.

WHAT LEADERS EXPERIENCE

Move from conceptual curiosity to practical clarity.

- 1 Observe**
End-to-end processes powered by digital agents working alongside people.
- 2 Experience**
The student and employee journey, lived from the inside out.
- 3 Understand**
How decisions, workflows, and outcomes are transformed at the institutional level.
- 4 Translate**
From abstract “agentic” concepts into a concrete operating model.

AiPEX is not a demonstration of features. It is a simulation of the future state of the institution.



How do I get Started

Education. Education. Education



The Questions Every Leader is Asking

If these sound familiar — you're not alone

Getting Started



Where do we even start?

How do I know we're ready?

What does a credible first step look like?

Risk & Readiness



What risks am I taking on?

How do I prepare the institution?

What skillset do we need on the team?

Cost Discipline



Can I keep costs from running away?

How do I contain spend on a project notorious for overruns?

Buy-in & ROI



How do I get leadership and board buy-in?

How do I build the financial ROI case?

These are the conversations the Masterclass is built around.

Introducing the Executive Masterclass



One immersive day. Built for leaders. Grounded in real transformations.

PROGRAM OVERVIEW

Your definitive guide to transforming a higher education institution with modern cloud applications and AI-driven innovation.

Explore how leading institutions are:

- Streamlining operations
- Modernizing Student Administration, HR, and Financial Management
- Elevating the student and faculty experience

All while laying the foundation for an AI-enabled future.

WHEN

Next date to be announced soon

WHERE

Drivestream AiPEX Center, Leesburg, Virginia

DURATION

One full day • 7:00 AM – 9:00 PM

FORMAT

Executive seminar + live AI experience
+ hosted reception & dinner

INVESTMENT

Fully funded by Drivestream for HESS Members

This is not theory.

Every session is grounded in real-world transformation

Real-World Transformations

Case studies from institutions actively in-flight or post-go-live — what worked, what stalled, and why.

Candid Lessons Learned

Frank conversations from leaders who have done it — including the missteps, recoveries, and re-plans.

Live Agentic AI in Action

Step inside the AiPEX Center and see Digital Co-Workers performing real higher-ed workflows.

Peer-Level Conversations

Executive-only access to senior peers — the conversations you cannot have anywhere else.

What You'll Take Away

Five outcomes for every leader who attends

1

Firsthand Insight

Proven strategies, common pitfalls, and candid lessons from institutions already on the Cloud and AI journey.

2

End-to-End Navigation

Confidence at every stage — from pre-implementation planning through post-go-live optimization — with measurable outcomes.

3

Agentic AI, Experienced

Hands-on exposure to a Digital Co-Worker Suite and how it can augment your institution's workforce.

4

Risk, Cost & Staffing

Practical frameworks to mitigate risk, manage cost, and align internal staffing for sustained success.

5

Change Management Mastery

Organizational change strategies that drive adoption and protect transformation momentum.

Who Should Attend



An executive-only experience for higher education leaders shaping institutional change

CIO

Chief Information Officer

CFO

Chief Financial Officer

CHRO

Chief Human Resources Officer

PROVOST

Academic Leadership

REGISTRAR

Student Records & Operations

FIN AID DIR.

Financial Aid Leadership

*Whether you are exploring possibilities or actively planning your move to cloud and AI,
you will leave with the strategic insight, peer perspectives, and proven approaches to lead your institution forward.*

The Day at a Glance



One immersive day • AiPEX Center • Leesburg, VA

7:00

Welcome Breakfast

Networking with peers & Drivestream executives

8:00

Opening Keynote — AI in Higher Ed

Agentic AI and the emergence of the digital workforce

8:45

Understanding AI

Basics, Trusting AI, Safety with AI, Why Hallucination happens

9:45

Implementing AI

What it takes to drive an AI transformation

10:45

Experiencing Agentic AI

AiPEX Tour — Live AI Platform Experience

11:45

Lunch

Network with Peers

12:30

Cloud Transformation 101

What cloud transformation means for higher ed today

1:00

Preparing the Institution

Readiness before implementation — the three pillars

2:00

Modernizing the Institution

Modernization execution — implementing the cloud

3:00

Reaping the Benefits

Optimization — going beyond implementation

4:15

Ongoing Evolution & Innovation

Evolution — going beyond the transformed state

4:45

Making It Happen

Bringing it all together

6:30

Executive Reception & Dinner

Hosted by Drivestream leadership

● AI Track

● Cloud Transformation Track

● Networking & Hospitality

Limited to executive-level participants

EXECUTIVE MASTERCLASS

Cloud Transformation & AI Enablement

From Vision to Value — your complete journey to Cloud and AI success.

AiPEX Center • Leesburg, Virginia • One immersive day + executive dinner

01 REGISTER

Visit the registration page or speak with your Drivestream contact.

02 PREPARE

Bring 1–2 transformation questions on your mind. The day is built around your priorities.

03 ATTEND

Spend the day with peers. Leave with a plan, a network, and a path forward.

Questions?



Open discussion with the Drivestream team

WE LOOK FORWARD TO WELCOMING YOU

to the AiPEX Center.

Drivestream Cloud Transformation & AI Enablement Masterclass

Contact your Drivestream representative or visit the AiPEX Masterclass portal to reserve your seat.

Thank You

