CASE STUDY · EDTECH · WEB APP · AI

Academia Applicant Portal and Fill Assist AI agent

Applicants fill the portal once, often on their first visit and under time pressure. I redesigned the portal so people finish their application, then prototyped an AI agent that fills the form from the applicant's own words.

MY ROLE	PRODUCT	PLATFORM	TIMELINE
Lead UI/UX Designer	Academia by Serosoft	Web app, AI prototype	2026, published Sep 2026

40+
screens rebuilt on the design system

3
dashboard states: first login, in progress, submitted

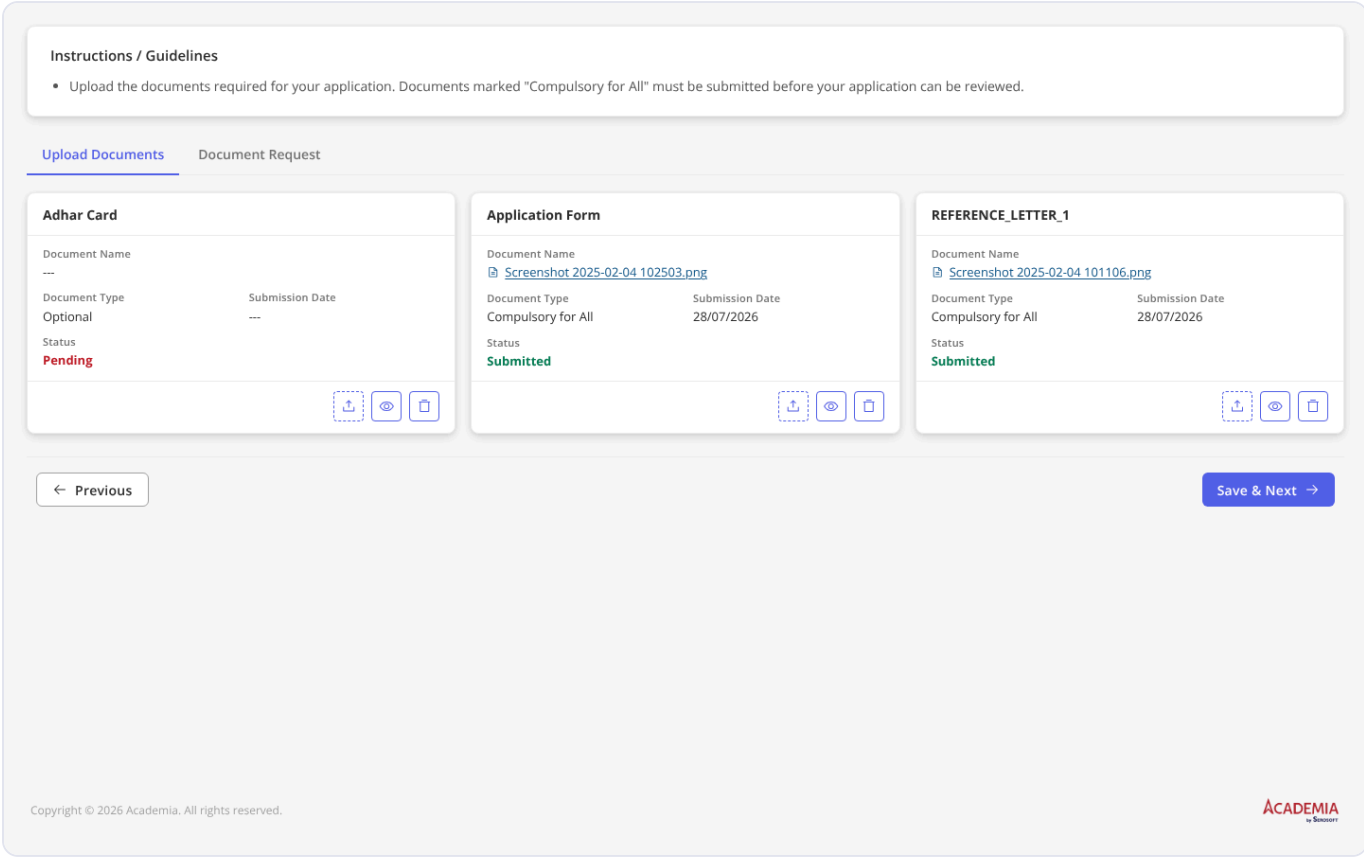
1
card pattern reused for every record type

The problem

The legacy Applicant Portal worked like an admissions data-entry tool. Personal Details put more than twenty unlabelled inputs in one three-column grid. Documents, siblings and fee payers were flat tables with no clear edit or delete action. Pay and Submit, the one screen that decides whether an application is considered at all, was a block of legal text with a plain checkbox.

What I changed

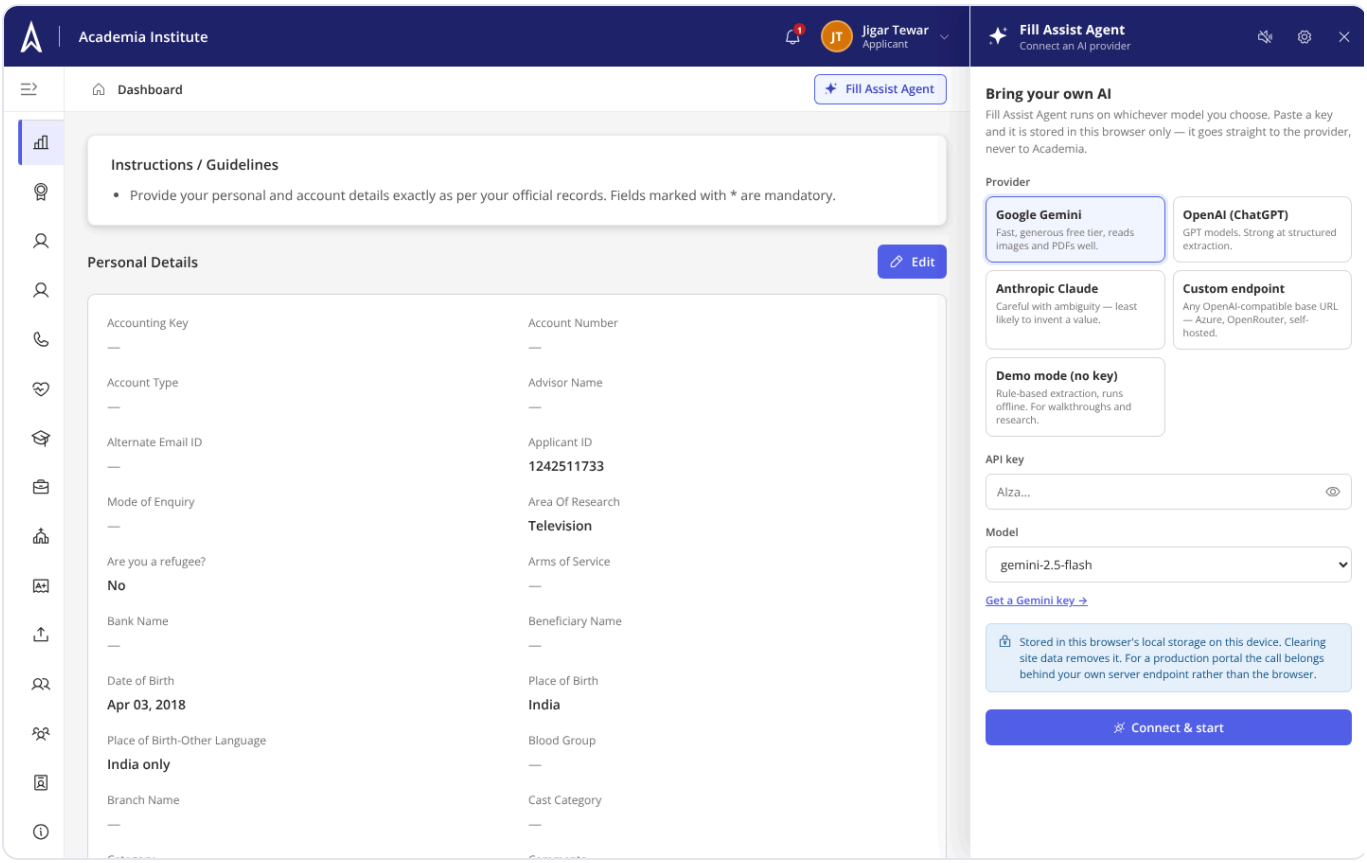
- Dashboard: three states (first login, in progress, submitted), each showing the one next action for that stage.
- Personal Details: named, bordered sections that open read-only, with a single Edit button.
- Upload Documents: status badges and icon actions that separate delete from upload.
- Declarations and Payment: one card that reads in the order of the decision. Details first, then the fee, then I Agree, then Submit. Print Profile moved out of that card.
- Empty states on every list that can be empty.



Upload Documents with status badges and separated actions.

Fill Assist Agent

Fill Assist is a panel docked to the right of the portal. The applicant describes themselves once, in their own words, and the form on the left fills in. The panel keeps a visible record of every field it touched, and any change can be taken back.



The agent's setup panel beside the Personal Details page.

- Bring your own AI: Google Gemini, OpenAI, Anthropic Claude or any OpenAI-compatible endpoint. The key stays in the applicant's browser and goes straight to the provider, never to Academia.
- A demo mode that runs offline reads names, date of birth, email, phone and city from a sentence, so stakeholders and research participants can try it without a key.
- Voice input with a live transcript. The microphone releases after about two seconds of silence, and the message waits on a short countdown with an Edit First option, so a misheard sentence is visible before it becomes field values.
- Speech recognition in English and several Indian languages, including Hindi, Gujarati, Marathi, Bengali, Tamil, Telugu and Kannada.

I designed the agent and its interaction model as a working prototype.
