

Smart Campuses: AI's Emerging Role in Higher Education

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66%
of business leaders say
they wouldn't hire
someone without AI skills

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Microsoft & LinkedIn, 2024 Work Trend Index Annual Report, <https://www.microsoft.com/en-us/worklab/work-trend-index/ai-at-work-is-here-now-comes-the-hard-part>



55%
of graduates
said their degree
program did NOT
prepare them to
use AI

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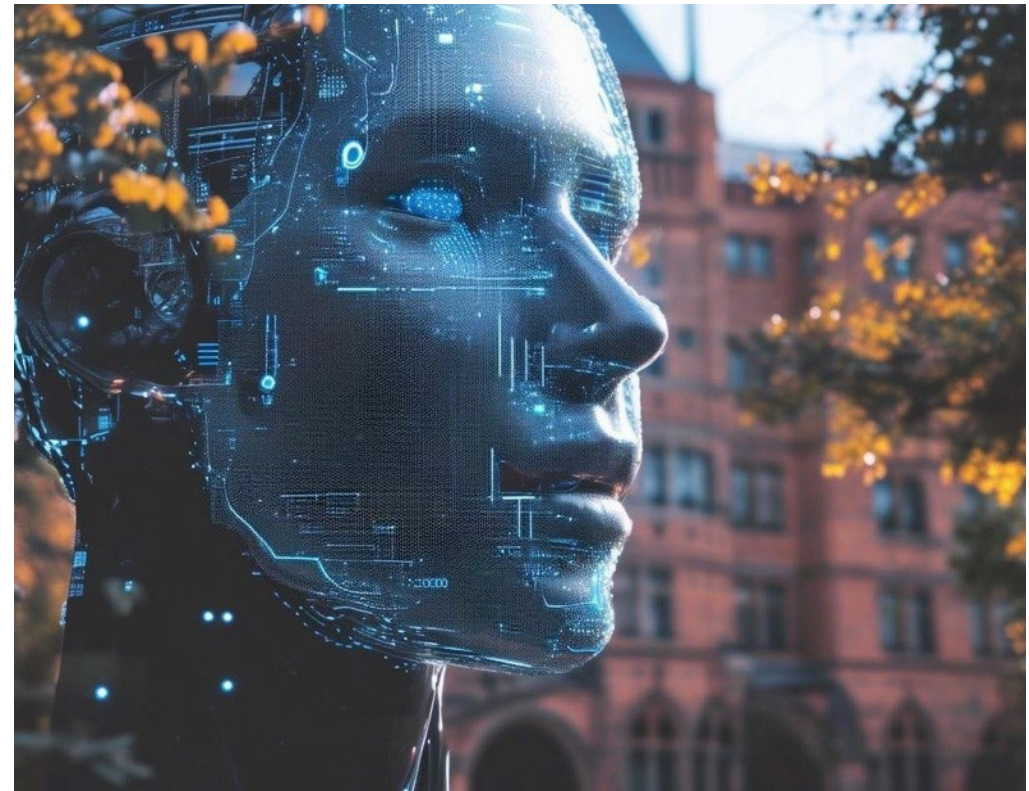


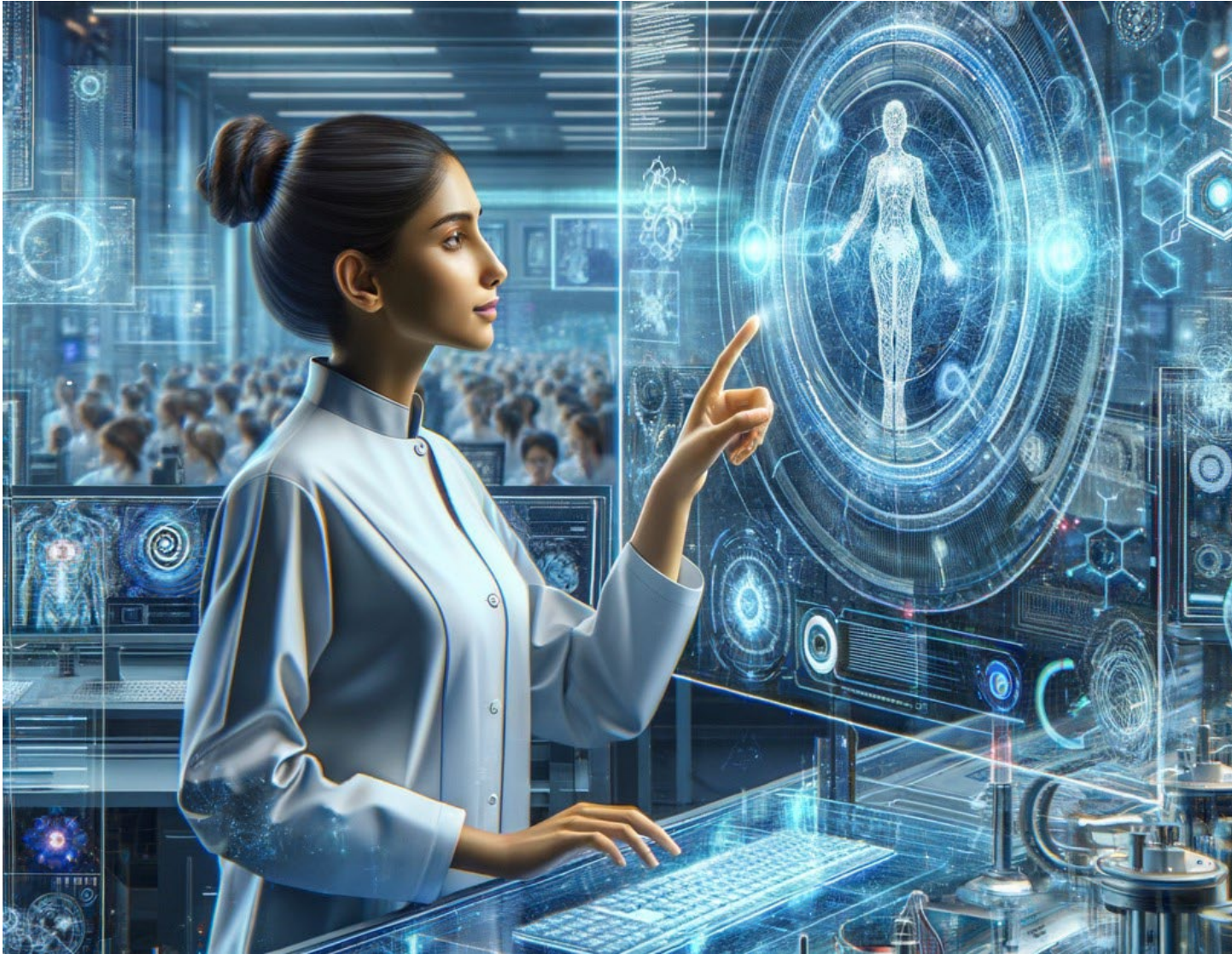
70%
of graduates
said AI should be
integrated into
their coursework

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Teaching & Learning

- Program & course learning outcomes creation (Watermark)
- Lesson plans & rubric development (LLMs)
- Role-playing & scenarios (LLMs)
- Concept explanation through scaffolding (LLMs)
- AI as co-intelligence (brainstorming, feedback, revision assistance) (LLMs)





Student Support

- Course registration (Campus Evolve)
- Mental health & resource recommendations (Timely Care)
- Career advising (Coco)
- Financial aid advising (Mainstay)
- Retention assistance (variety of tools)

California's Cali



CALIFORNIA
STUDENT AID
COMMISSION



Chatbot engagement tool piloted by California Student Aid Commission



Works with high school students to assist them in applying for financial aid



Includes check-ins, allows for questions and answer sessions, directs next steps



Works off of financial aid submission records to identify students to reach out to as well as a database of millions of questions previously asked by students



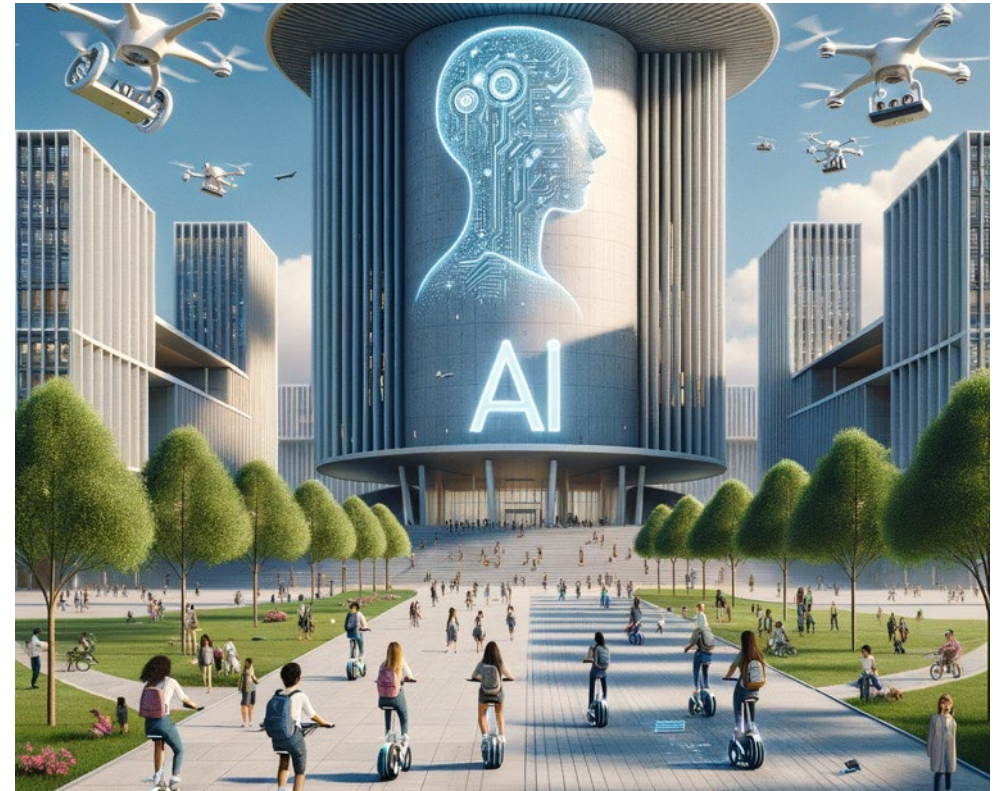
Questions or comments beyond the database are redirected to a designated school counselor



Google Translate API is used for translation into multiple languages

Institutional Impact

- Trend identification across disparate data streams (Ellucian Insight X-Ray)
- Message creation (EAB Navigate 360)
- Admissions chatbots & AI recruiters (College Vine)





“We need a new model of learning that enables learners to understand the highly technological world around them and that simultaneously allows them to transcend it by nurturing the mental and intellectual qualities that are unique to humans— namely their capacity for creativity and mental flexibility.”

Joseph Aoun, *Robot-Proof: Higher Education in the Age of Artificial Intelligence*



Thank you

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