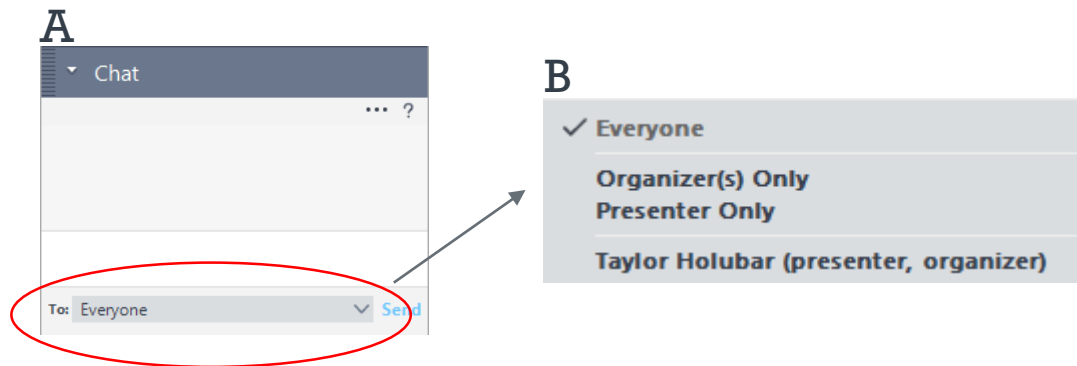EAB | IT Forum

IT Forum Panel on Machine Learning and Artificial Intelligence

Part of the Enterprise Systems Functional Collaborative

Joining the Conversation

- To ask a question, type it into the chat panel (A) and press send.
- Choose who will see the question by selecting an audience from the dropdown menu (B).

    Don't be shy! We're eager to hear everyone's questions.

A

B

Timeline of a Functional Collaborative

February   March   Today

Kickoff Webinars

- Across four sessions, researchers spoke with 53 ES leaders.

- Participants shared on-going projects, particular pain points, and recent accomplishments

Midpoint Update

- ES Leaders' Top 10 Issues

Panel webinar to share research findings

Top 10 Enterprise Systems Issues

What trends are demanding your peers' attention?

Transitioning from Legacy to Cloud

Managing Proliferating Point Solutions

Leveraging and Protecting Institutional Data Assets

1 Making Principled Decisions about System Replacement

3 Supporting Users Through Widespread Change

7 Sustaining Data Warehousing Initiatives

2 Staffing in the Cloud Era

4 Vetting Vendor Promises

TODAY
8 Exploring Applications of Machine Learning/AI

5 Crafting a Sustainable Integration Strategy

9 Responding to GDPR

6 Prioritizing Users' Project Requests

10 Elevating End User Security Awareness

AI: Has Tomorrow Finally Arrived?

Novel Applications Making a Splash in Industry—What About Higher Ed?

Substantial Promise…	**…Remains Largely Unrealized**

Cutting-Edge Research Right on Campus…

AI an area of increasing academic research, meaning expertise can be just down the hall

…But Rarely Addresses Higher Ed Priorities

Better robots—while cool—unlikely to benefit students, administrators in near future

Oceans of Data…

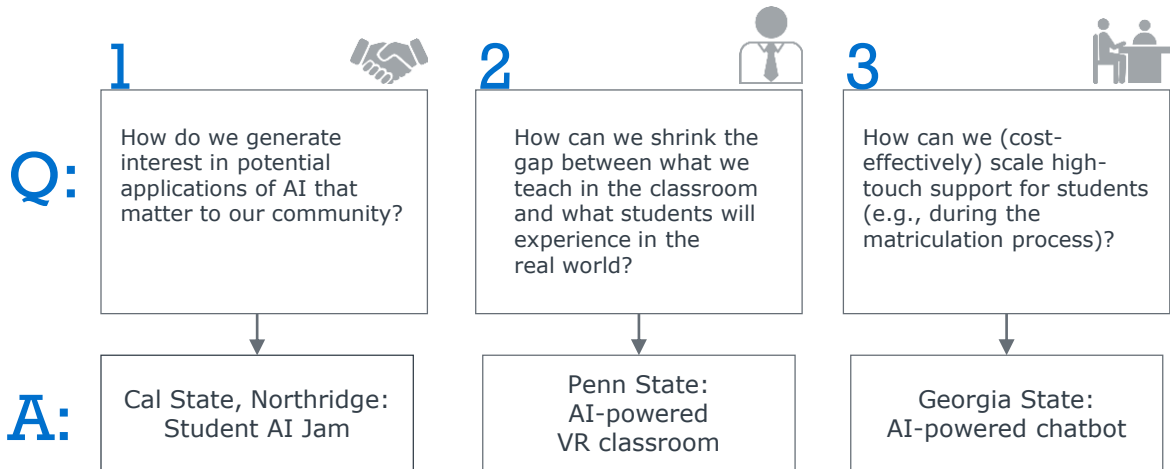Institutions have copious amounts of data that could be analyzed

…But Immature Governance, Infrastructure Are Barriers

On many campuses, data remains too dirty or too siloed to be meaningfully leveraged

Three Institutions' Forays into AI

The Questions that Motivated Them, The Answers They Identified

1

Q: How do we generate interest in potential applications of AI that matter to our community?

A: Cal State, Northridge: Student AI Jam

2

How can we shrink the gap between what we teach in the classroom and what students will experience in the real world?

Penn State: AI-powered VR classroom

3

How can we (cost-effectively) scale high-touch support for students (e.g., during the matriculation process)?

Georgia State: AI-powered chatbot

Hilary J. Baker
VP for IT and CIO

Cal State, Northridge
- Northridge, CA
- Public Masters Institution
- 40,000 enrolled

Deone Zell
AVP, Academic Technology

Cal State, Northridge
- Northridge, CA
- Public Masters Institution
- 40,000 enrolled

John Bandy
Deputy CIO

Georgia State University
- Atlanta, GA
- Public Research Institution
- 32,000 enrolled

Jennifer Sparrow
Sr. Director, Teaching and Learning with Technology

Penn State University
- University Park, PA
- Public Research Institution
- 49,000 enrolled

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