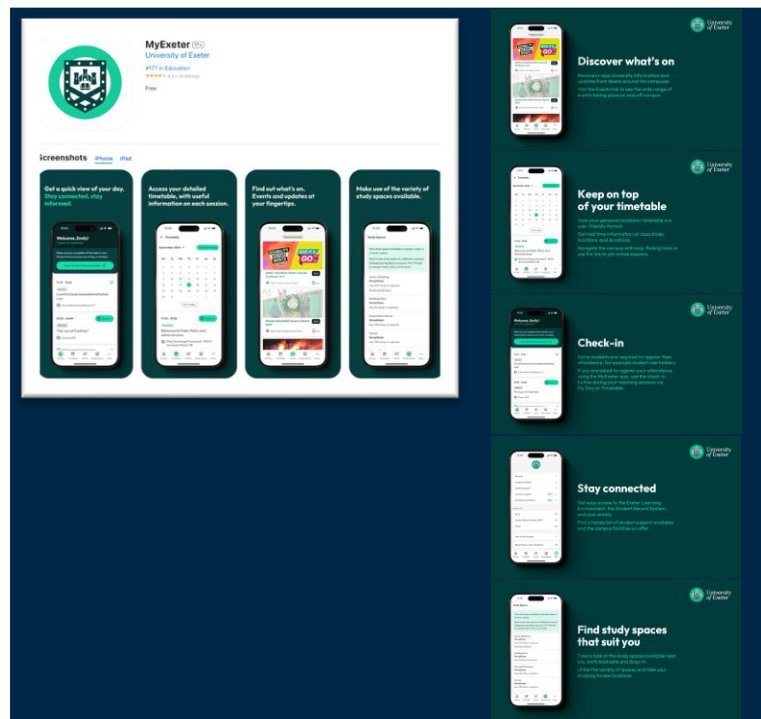




Innovation and Investment Snapshots

INTRODUCTIONS



What 'quick win' has created momentum and enthusiasm for AI on your campus?

AI Strategy development with a clear emphasis on the importance of co-creation and community, and alignment to Exeter's 2030 Strategy including ethical and environmental commitments.

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

Deployment across common use cases that accelerate or augment benefit delivery against Strategy 2030 objectives and associated key results.

What's an AI challenge that the group may be able to help you with?

Strategies for securing the required financial investments to deliver AI solutions and the associated ROI, given the current financial climate for UK HE. Opportunities for co-opetition and collaboration to minimise associated costs.

Eric Pass (General Administrator) – Tim Clerckx (Director of ICT)



What 'quick win' has created momentum and enthusiasm for AI on your campus?

A steering committee dedicated to AI has been established with an informative portal for students and employees as a first deliverable

<https://www.uhasselt.be/en/aparte-sites-uhasselt-en/ai-uhasselt>

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

Enable Copilot for M365

- *Increased efficiency in administration and governance*

What's an AI challenge that the group may be able to help you with?

How can you create awareness on the "danger" of using AI tools?

- *Data privacy*
- *Mistakes / Hallucinations*

Trinity College, Dublin

Patrick Magee, Director of IT Services



What 'quick win' has created momentum and enthusiasm for AI on your campus?

- Enthusiasm is driven by understood benefits / time saving or AI rather than any specific quick wins. Promoting use of Microsoft CoPilot Chat as a secure alternative to the low entry point to shadow AI

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

- Agent AI pilots against specific repositories to demonstrate the efficiencies, understand the controls and supports required and learn the true operating cost of consumption models

What's an AI challenge that the group may be able to help you with?

Coping with the speed of innovations / new capabilities that exceed time required to procure and deploy; Understanding the role of and roles for IT in supporting while protecting the institution, and the impacts on Operating Costs.

Susannah Quinsee, Vice President (Digital and Student Experience) Baba Sheba, Director, Digital Transformation



What 'quick win' has created momentum and enthusiasm for AI on your campus?

- Established AI Accelerator and Change programme with a coalition of 52 colleagues spanning 5 strands (research, education, upskilling, enterprise, and professional services)
- A few experiments underway including some that aims to reimagine teaching and learning.
- Finalised a new guardrail to launch with a dedicated AI-Hub microsite.

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

- Taking a more co-ordinated and systematic approach to AI development; Upskilling staff and students.
- Providing more opportunities for students and staff to engage positively with AI.
- Implementing infrastructure to provide access to frontier models for staff and students and support new experiments.

What's an AI challenge that the group may be able to help you with?

- How to transform assessments to be authentic at scale.



What 'quick win' has created momentum and enthusiasm for AI on your campus?

New Digital Futures Strategy, 'AI 101' programme for all staff, Digital Futures Lab

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

Embedding AI and digital futures across the curriculum with an action plan that all areas have bought into.

What's an AI challenge that the group may be able to help you with?

How to really use AI to get a competitive advantage?

University of Nottingham

Paul Couchman, Director of Technology



University of
Nottingham

UK | CHINA | MALAYSIA



What 'quick win' has created momentum and enthusiasm for AI on your campus?

Early deployment pilots of AI:

Microsoft Teams Premium has proven to be an affordable and rapidly deployable technology to support minute taking and meeting summarization, without the need for full CoPilot license.

We also ran a 20-person cross-discipline pilot of **Anthropic's Claude** in March. The deployment was seamless with no training required. After only 4 weeks of use participants gained such benefit, they felt they "couldn't work without Claude".

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

Whilst other pilots and trials are anticipated, we plan to develop a business case for rolling out Claude for Enterprise. We hope to be able to provide 100 licenses in a scaled-up and expanded MVP to generate enough momentum for wider adoption.

What's an AI challenge that the group may be able to help you with?

1. Enterprise vs local – how to strike the right commercial and governance balance between 'approved' enterprise AI products and small-scale local deployments when products are evolving so rapidly.
2. 'ROI vs ROE' – how do we build compelling business cases for enterprise agreements in a cost-constrained environment?
3. Change – how do we fundamentally change our working practices and thinking to make the most out of AI products.



What 'quick win' has created momentum and enthusiasm for AI on your campus?

A key "quick win" that sparked momentum for AI on our campus was the launch of *Curre Chat*, an AI-powered chatbot. It quickly proved its value by providing 24/7 support to students and faculty—answering common questions, assisting with course info, and easing administrative workloads. Its practical impact made AI both visible and valuable, generating enthusiasm across the community.

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

We are already using agent-based solutions and helpers for students, deans and faculty. We are expecting to create our own hosted LLMs and chatbots, that are ethical, secure, and task-specific. The aim is to keep up with the AI development in all fronts, and also improve our efficiency.

What's an AI challenge that the group may be able to help you with?

Helping to understand how the other universities are reacting to this transformation.

What 'quick win' has created momentum and enthusiasm for AI on your campus?

- Supporting academics to explore AI in their areas, whilst establishing the guidelines. Avoiding top-down mandating whilst supporting through working groups and Digital Society Institute Workshops.
- CoPilot for meeting assistance.
- Multiverse training for Helpdesk and other staff
- AI for students through Academic Skills Team in the Library.

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

- Assessment Pilot / PoC
- AI training for Professional Services Staff
- CoPilot PoC

What's an AI challenge that the group may be able to help you with?

- Data / Information Cleansing – How have people tackled cleaning years of accumulated documents, spreadsheets, data and information before letting CoPilot loose on the infrastructure.

Dan Perry

CIO & University Librarian



THIS IS KEELE

Kevin Braim – Chief Information Officer



What 'quick win' has created momentum and enthusiasm for AI on your campus?

Data mining across unstructured data sources

CoPilot for key office workers

Leaner at risk predictive analytics

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

Agentic AI chat bots – reduction in workloads

Workflow automation including RPA – reduction in workloads

Marks and assessment

Student learning

What's an AI challenge that the group may be able to help you with?

How to ensure guardrails are in place

What vendors should we be investing in.

Marja Matinmikko-Blue, *Research Director*, Vesa-Matti Sarenius, *Director, Academic Affairs*, Johanna Bluemink, *Development Director*



What 'quick win' has created momentum and enthusiasm for AI on your campus?

Using especially Copilot widely in everyday work (notes, summaries/reviews, translations, brainstorming, etc.)

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

Teaching timetabling using AI: *Teaching timetabling is a very complex mathematical problem which can be tackled at least partially using AI. This reduces mundane human work. Ongoing AI-timetabling project to make timetabling more automatic.*

Multiple use cases in research: *Responsible use of AI tools in different research phases.*

What's an AI challenge that the group may be able to help you with?

The run behind plagiarism and other ill-academic behaviour using AI. Turning the ethical compass into seeing AI as a helper to gain academic results, not as a way of cheating. How to do this? The Academia has survived the new technologies like paper, calculators, the internet, etc. How do we survive AI?

In UniOulu internal AI working groups for education and research have been established and the first internal "guidelines" are in place. What kind of joint structural and organizational ways of working do others have to keep up to date and make joint decisions?

Henry McGarvey, VP Corporate Services



What 'quick win' has created momentum and enthusiasm for AI on your campus?

No real 'quick win' but a need to understand both the threats and opportunities, as well as legal/compliance

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

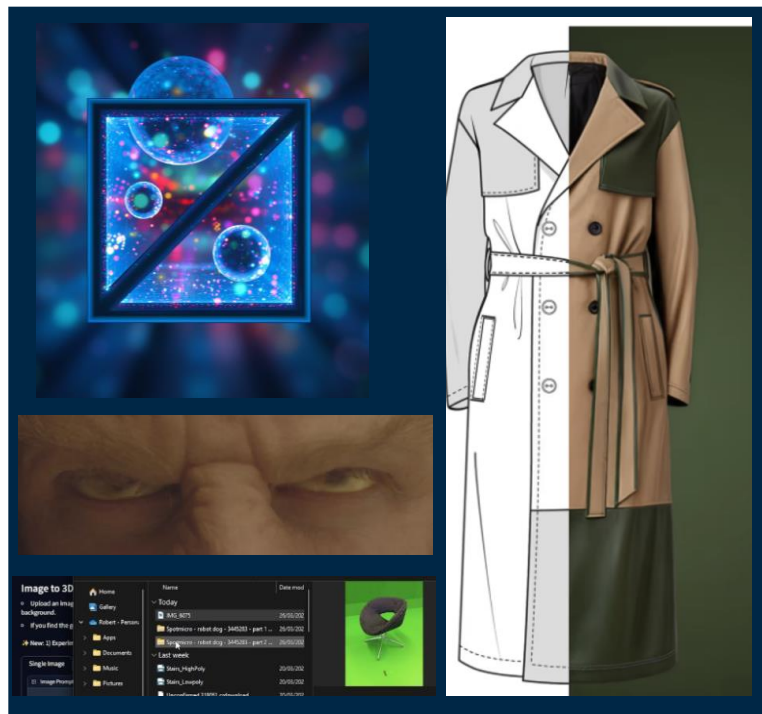
How can we use AI in corporate services to help with manual tasks

What's an AI challenge that the group may be able to help you with?

Plan to educate senior management to a 'base level'

Quick wins to remove fear factor

Dr Tracey Cockerton Tattersall (Director of Learning and Teaching)



What ‘quick win’ has created momentum and enthusiasm for AI on your campus?

Enthusiastic, forward thinking, able staff that demonstrate what’s possible

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

Build AI literacy into the competency framework for students and begin measuring their ‘educational gain’ (confidence)

What’s an AI challenge that the group may be able to help you with?

Developing a ‘future ready pedagogy’ as part of our Educational Strategy to benefit all students, while supporting staff development

Prof Nicola Wilkin

Academic Director Digital Education and Equity.

What 'quick win' has created momentum and enthusiasm for AI on your campus?

Analysis of qualitative survey results (eg NSS)

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

Associating AI agents with the VLE. Ensuring all students are confident navigating and benefiting from the Digital Ecosystem.

What's an AI challenge that the group may be able to help you with?

How to scale up from AI pilot to university roll out whilst controlling token cost.



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University of Hull

- **What 'quick win' has created momentum and enthusiasm for AI on your campus?**

No 'quick wins', from an operational perspective. Like many Universities we have incorporated AI into teaching and assessment. Our dedicated Data AI & Modelling (DAIM) facility constructed in 2023 supports our UG and PG teaching provision.

- **What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?**

AI facilities within our core digital platforms, particularly Salesforce to support recruitment activity. Secondly how we can enable the use of Microsoft 365 Copilot to improve productivity at a time of constrained operational budgets.

- **What's an AI challenge that the group may be able to help you with?**

Identifying areas where small initiatives with proven benefits have been achieved with relatively small investment along with the context and key dependencies that were essential for success.





University
of Glasgow

Graham Stein
Director of Transformation Delivery

What 'quick win' has created momentum and enthusiasm for AI on your campus?

Developed guides, training, and workshops to help staff better understand the University's position on the use of Generative AI tools in learning, teaching, and assessment practices.

What AI opportunity do you plan to pursue in the next year, and what do you expect to gain?

Conduct a proof of concept to explore and develop new capabilities by embedding AI within our processes. This will help us identify the resources, technologies, and infrastructure needed for scaling, while also uncovering the broader opportunities and value AI can offer. Complementary guidance and upskilling will ensure staff use these tools appropriately, ethically, and effectively.

What's an AI challenge that the group may be able to help you with?

- What has been the biggest ethical challenge related to AI that your organisation has faced and how have you overcome this?
- Which functional area did you go to first to deliver an AI solution?



Common Themes

- **Quick wins that sell:** chat-bots, Copilot meeting summaries and survey-analysis are proving low-risk, high-visibility value
- **Strategy first:** Formal AI strategies and steering groups increasingly the norm (perhaps not surprising for out committee-obsessed sector)
- **Pilot-to-production bottlenecks:** funding, data hygiene, and stakeholder reservations most common
- **People matter:** staff- and student-AI-literacy programmes are emerging as core change levers
- **Integrity and assessment:** everyone rethinking how to keep evaluation authentic and human
- **Ethics & privacy:** data-protection, hallucination, and cheating fears lurking



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