



AI/ML for Higher Education

Free your staff with AI/ML from AWS

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AWS Global Education Vision

*A world where education is always
available, personal, and lifelong for
every person.*

Students seek sense of complexity

What would you like to see your college do to better support first-generation students on campus?¹

Offer financial aid process help geared toward first-generation students	34%
Hold events for first-generation students to meet one another	21%
Create a center specifically for first-generation students	19%
Offer first-generation-specific orientation programs	18%
Match up first-generation students with faculty mentors	13%

1. College Pulse Survey, "First-Gen Student Success,"
<https://insights.collegepulse.com/vault/survey/62a1e2aa3524e4001a5f1aa2>



But there is an employee retention crisis

Address the Workload Issue

Half of ERS respondents reported they are working more than full-time hours, likely because they are still absorbing the responsibilities of staff who have left and responding to increased job expectations and demands. Of the 13 areas analyzed, human resources had the highest percentage of employees working additional hours (60%), followed by student affairs (56%) and financial aid (54%).

<https://www.cupahr.org/issue/feature/the-higher-ed-employee-retention-crisis-and-what-to-do-about-it/>



Digital systems silo data necessary for insight

AD-HOC DIGITIZATION EFFORTS FRAGMENT INSTITUTIONAL DATA ECOSYSTEMS



Housing Management System



Events System

Social Media

Building Access

Library Systems



Learning Management System

Benefits



HR & Finance Systems

IT Help Desk



Alumni & Advancement CRM

Financial Aid



Admissions & Enrollment CRM


Retention CRM



LMS 2.0

Communications

IPEDS Database



Student Information System

External Data Sets

Degree Audit



Paths to staff freedom



Improved end user experience



Democratize institutional knowledge



AI-powered automation

Student Journey Analytics

THE OBJECTIVE

An institution wants to accelerate student time to degree completion

The data

UNIVERSITY DATA



Degree Requirements



Similar student details-
course taking patterns

STUDENT DATA



Transcripts



Identified major



Current registration data

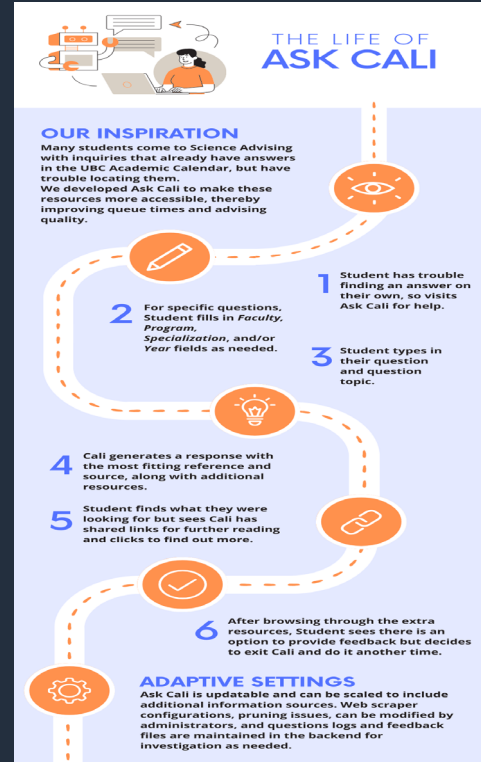


Student Advising Assistant: University of British Columbia

Science advising office and the UBC CIC designed a solution that:

Generates a conversational response that draws on relevant information from the UBC Calendar and web content by the Faculty of Science

Enhanced accessibility and readability of the information.



Demonstration



Demonstration




Transcripts- Intelligent document processing

THE OBJECTIVE


An institution wants to accelerate processing of transcripts to decrease admissions decision making timelines

The data

UNIVERSITY DATA

 Minimum Admissions Requirements

 Program requirements

 Similar student details

STUDENT DATA

 Transcripts

 Identified major



AI Assisted Financial Aid: Highline College

Results:

Quicker and more transparent way for students to access their information—anywhere and anytime.

Drastically reduced the manual burden on the financial aid department,

lowered the number of emails, calls, and visits about an applicant's status by 75%

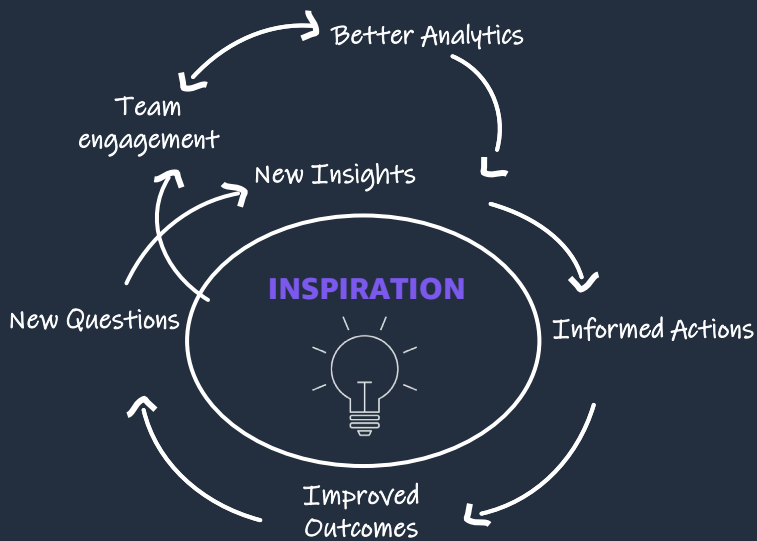
Allowed team members to devote time and resources to higher priority student services



Demonstration



Setting a vision. Creating a plan.



Success Characteristics



Set 'Think Big' goals



Focus on delivering policy priorities with quality



Shared leadership conviction and Mission-IT alignment on data ownership



Strong collaboration and agility concerning data products across data producers and consumers



Upskilled and empowered producers and consumers who self-serve



Privacy, security, compliance and federated governance without impeding innovation

GenAI Readiness Assessment for Higher Education

Questions across **24 domains** in **3 core areas**:

- Strategy and Governance
- Capacity and Expertise
- Infrastructure



*“This assessment is a **practical tool** to help colleges and universities prepare their institutions to maximize this technology and support students throughout their higher ed journey.”*



Kim Majerus, Vice President, SLG and EDU at AWS

Higher Education Generative AI Readiness Assessment

EDUCAUSE

Instructions: The Higher Education Generative AI Readiness Assessment is designed to provide a sense of your institution's preparedness for strategic AI initiatives. Use the assessment to develop an understanding of the current state and the potential of generative AI at your institution, and as an opportunity for discussion with others.

This assessment can be approached in multiple ways:

- **Individually:** Any individual at an institution can complete the assessment. If the assessment will be completed in either or both of the team approaches, having one person fill it out and act as the “expert” to guide the process will likely benefit the process.
- **With your IT team:** Use the self-assessment as a group exercise with a small group of IT staff to start to hear different perspectives on your organization. You might find that others see your institution's generative AI readiness differently. This exercise can also be a conversation starter for ways to better align IT efforts with institutional strategy and mission.
- **With a cross-functional team:** The self-assessment can be a powerful tool for helping other institutional stakeholders understand generative AI readiness and for sparking conversation about it. Completing the assessment with a cross-functional group creates an opportunity to talk about institutional challenges and goals and how you might collectively address them.

We recommend that one person complete the self-assessment to get an understanding of the institution's readiness and become familiar with the elements of the assessment before using it with others.

➤ Access the resource in the [Educause Library](#).



Thank you!

