

# How to Manage Change and Expectations for Al Projects

## Shared Goal: Encourage Purposeful & Secure Al Adoption

Project Milestones



### TWU Challenge:

Unregulated Al Tool Deployment Impacting Security

#### Outcomes:

- Provide Staff With More Technology Choice/Agency
- Expedite & Simplify AI Deployments
- Enhance System Security
- Improve Staff Efficiency & Experiences



Matt Sullivan Director of Information Technology **Tennessee Wesleyan University** 

## TWU's "Framework" Approach

Involve Community. Balanced Approach.

Start w/Governance.

Diverse: Faculty. Staff. Students.

Secure Buy-In w/Privacy Regulations.

Formalize & Write Up Policies Before Adoption.

Faculty & Staff Engagement. Scale of Future Projects.

Get Leadership Buy-In & Identify Culture

Choose an Al Entry Point

Form a Governance Structure & Committee

Pinpoint Resistances & Hesitations

Create Data Classifications & Prioritize Academic Integrity

Define & Measure Success

### AlC's "Start Small" Approach

Experiment & Encourage Agility.

Start w/Small Chatbot Pilot Program.

Expand Al Team. Run Faculty Pilots.

Reduce Resistance w/Successful Pilots.

Adopt Low-Risk Tools & Use Low Privacy Data.

Usage. Reports. Adoption. Student Outcomes.

## AMERICAN

AIC Challenge: Al Skepticism Slowing Al Adoption

#### Outcomes:

- Encourage Broader Al Deployments on Campus
- Deliver Student Support Anytime, Anywhere
- Enhance Student Experiences
- Free Up Staff to Focus on Critical Initiatives



Mimi Royston Chief Information Officer **American International College** 





Jeff Elliott Senior Director of Product Management Jenzabar, Inc.



A purposeful and ethical approach to Al

Personalize student experiences, enhance efficiency, and generate insights that guide strategic decisions.



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