

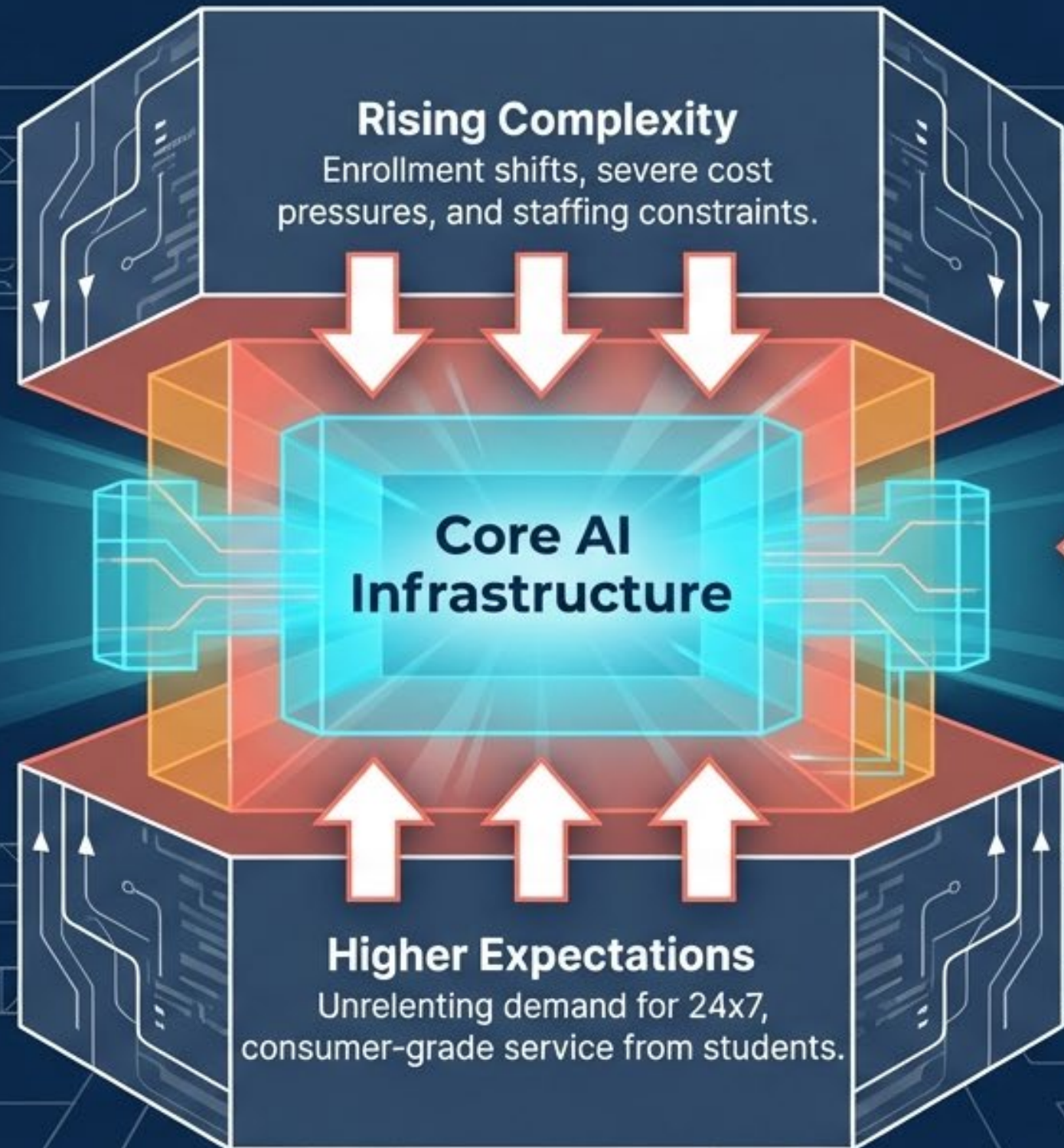
# Conversations with AI Agents

STLCC's Journey to Scaled, Responsible Deployment

A peer approach for IT leaders balancing rapid change, governance, and resources.



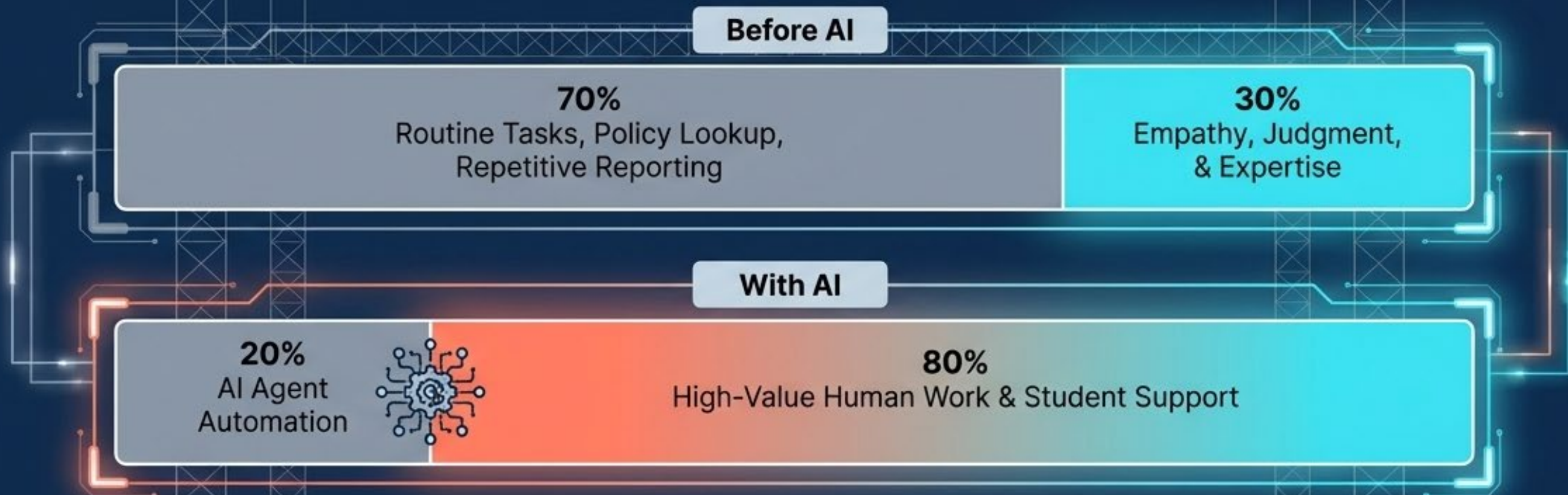
# The Higher Ed Pressure Cooker



**Waiting has real costs.** Delays increase inefficiency, weaken competitiveness, and miss opportunities to extend student support. AI must become core infrastructure—just like ERP or cloud.

# The Non-Negotiable Core Philosophy: Human-Centered AI

## Comparative Time-Reallocation Chart



### The Governance Filter:

Use cases that do not clearly enhance human work are immediately deprioritized. AI must augment people, never replace them.

# The STLCC Strategy Triad



# The 3-Tier Agent Access Model

	<b>Public-Facing Agents</b>	<b>Team/Project Agents</b>	<b>Personalized Agents</b>
<b>Audience &amp; Scope</b>	General support for students and the community.	Departmental staff and approved project teams.	Individual staff members.
<b>Data Controls</b>	Strict content rules, tight external data limits.	Access limited only to pre-approved internal datasets.	Highly contextual, zero exposure of data beyond the user's existing authorization.
<b>Example Value</b>	24/7 campus Q&A	Shared departmental knowledge and workflow	Role-tailored drafting and data synthesis

# The Architectural Paradigm Shift

## Traditional Chatbots



Siloed Knowledge

Single-Turn Conversations

Uncoordinated

## STLCC Agent-Based Architecture



Microsoft Ecosystem Base Layer

Coordinated, Higher-Fidelity Workflows

Enterprise Identity & Security Built-In

Scalable Deployment

# Governance as an Accelerator



**Governance is an enabler.** By building access control and compliance in from day one, we accelerate institutional adoption without compromising public trust.

# Flagship Success: AI Virtual Assistant



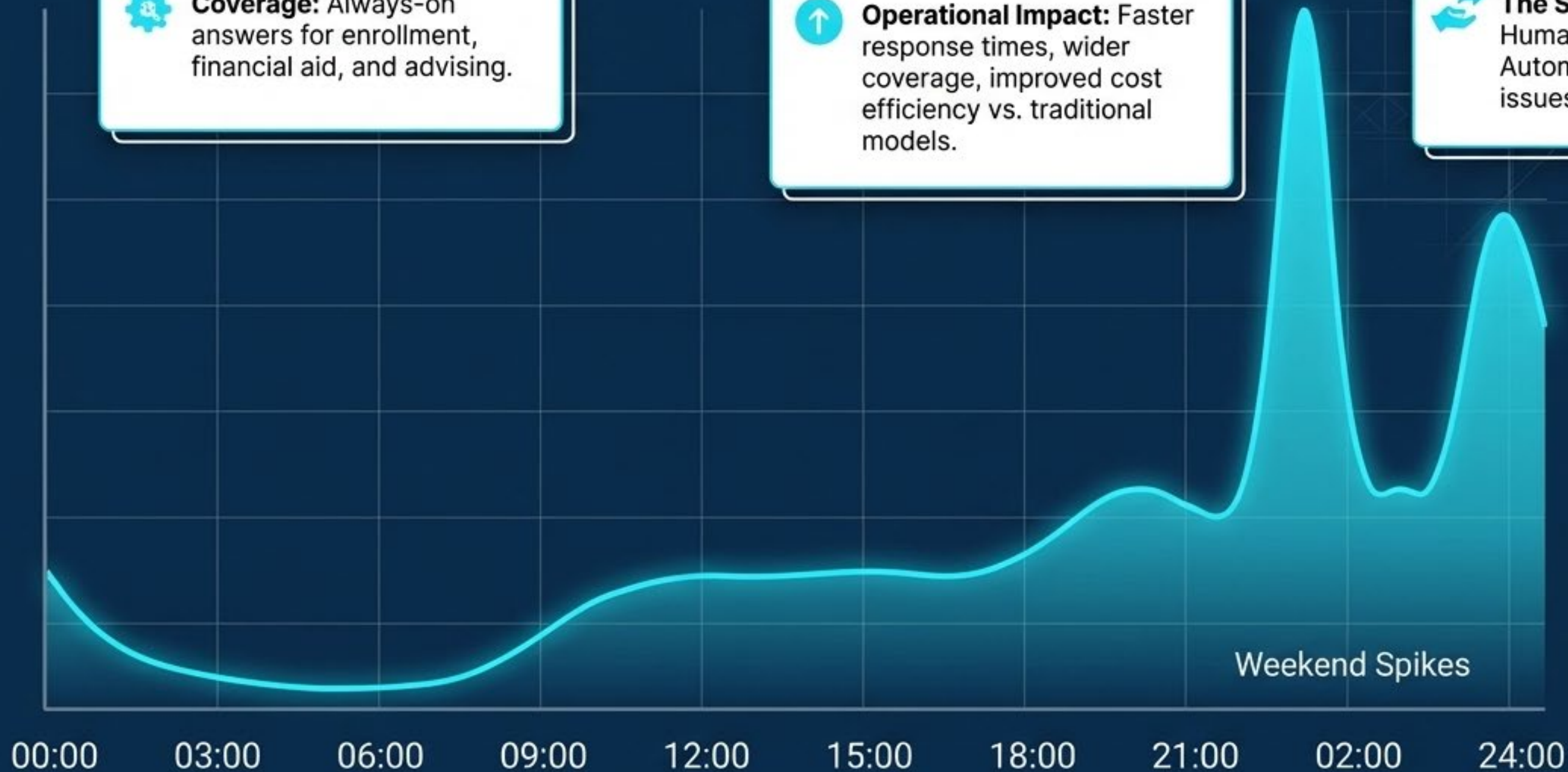
**Coverage:** Always-on answers for enrollment, financial aid, and advising.



**Operational Impact:** Faster response times, wider coverage, improved cost efficiency vs. traditional models.



**The Safety Net:** Human-Centered Escalation: Automatically routes complex issues to human staff.



Recognized as a scalable capability by peers, ASU, and EDUCAUSE.

# Operational AI Workflows in Practice

## Budget Analysis

Manual Report Generation



AI Agent Synthesis



Immediate Trend Insights

Drastically reduces repetitive analysis time for finance staff by summarizing complex reports.

## Policy & Procedure Retrieval

Disparate Documents



AI Agent Search



Synthesized Guidance

Accelerates access to institutional knowledge by locating guidance across disparate documents.

## IT Knowledge Support

Complex Tech Issue



AI Troubleshooting



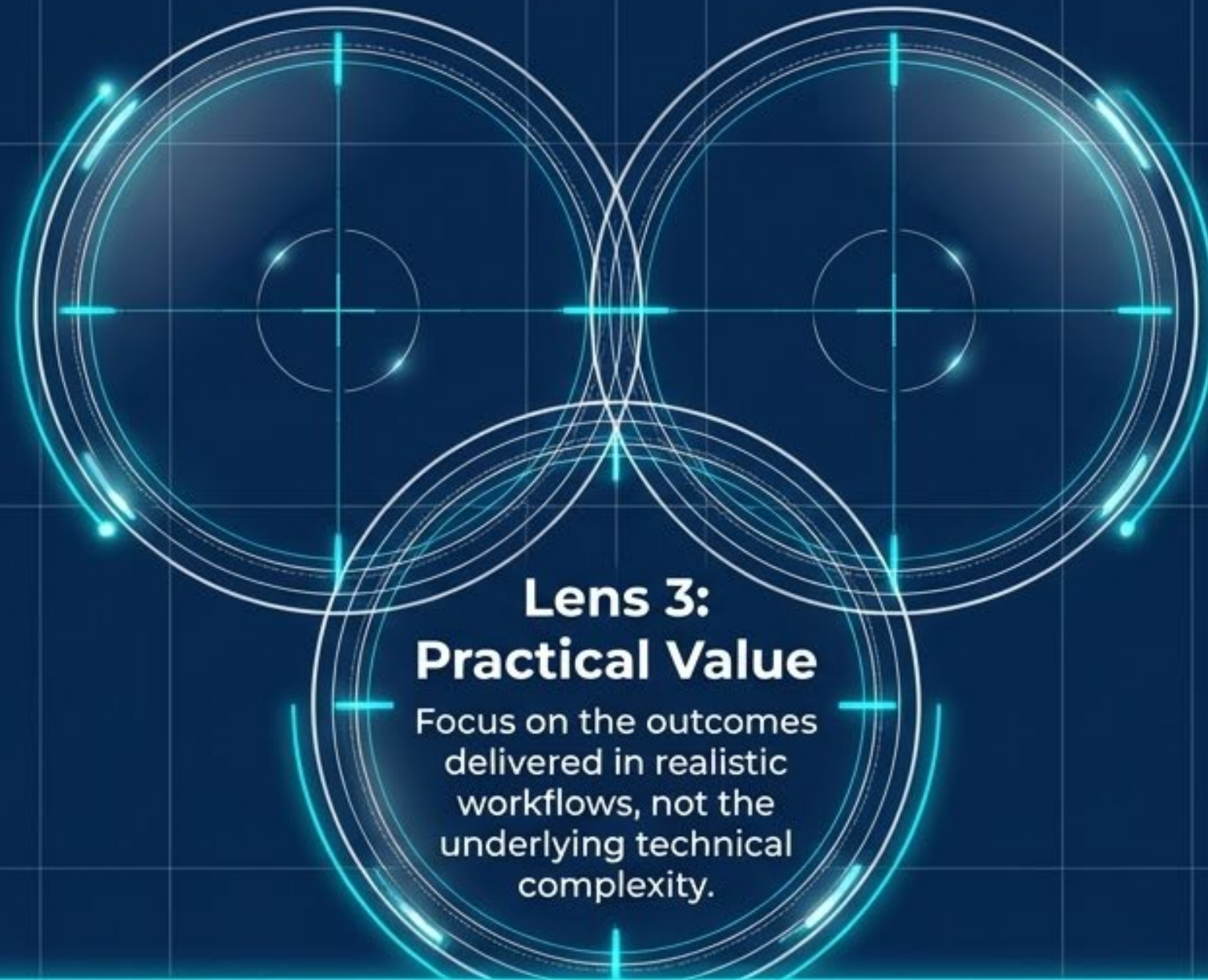
Task Completed Faster

Assists staff in real-time troubleshooting, delivering immediate value with low operational risk.

# Moving Beyond the Slides

## Lens 1: Ease of Use

Notice the seamless interaction for public, team, and personalized agents.



## Lens 2: Contextual Understanding

Observe how the agent adapts its answers based on the specific dataset and user authorization.

## Lens 3: Practical Value

Focus on the outcomes delivered in realistic workflows, not the underlying technical complexity.

**Observe how STLCC's AI agents support real work and deliver outcomes that stakeholders recognize immediately.**

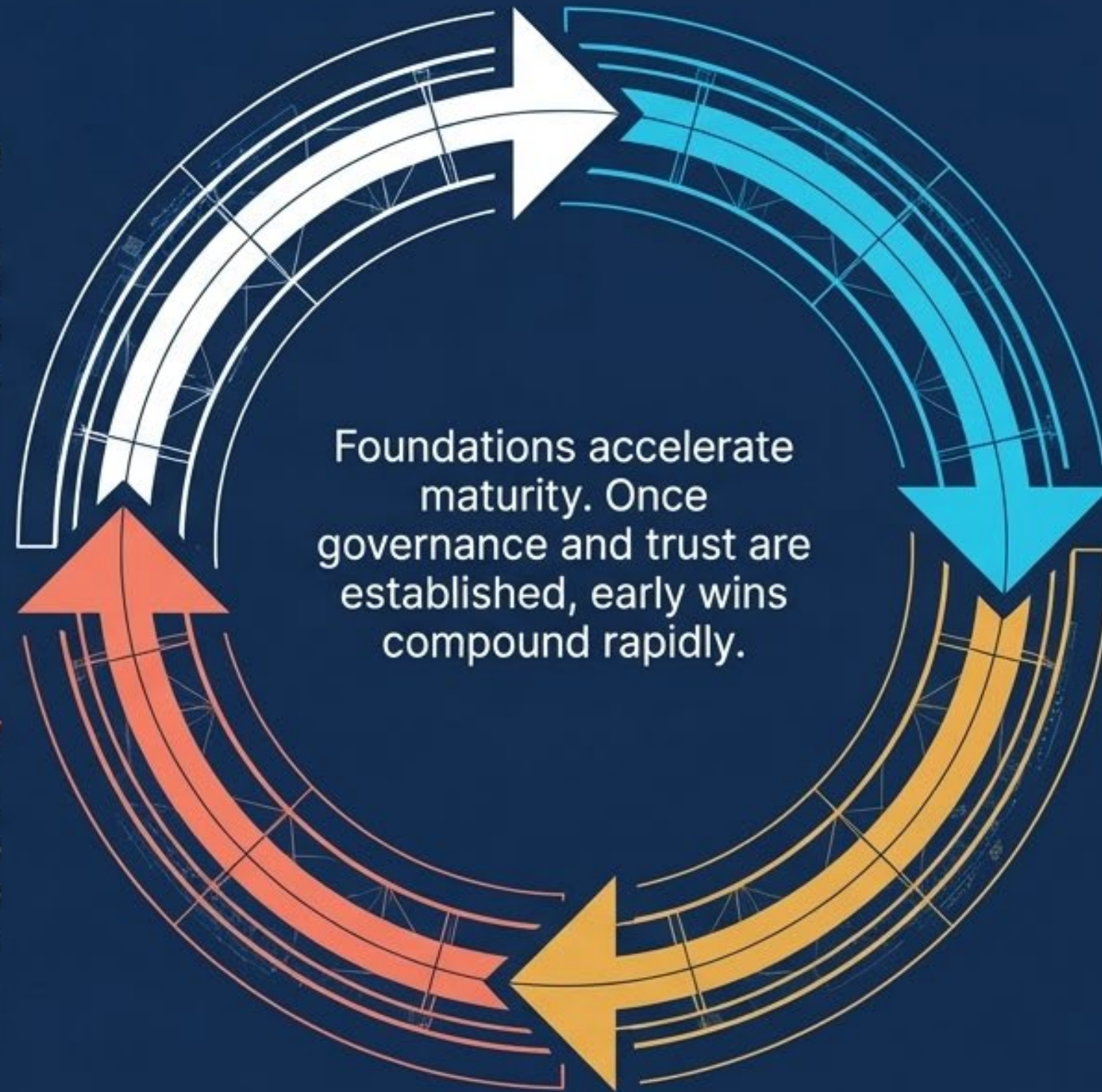
# The MoHEIT AI Deployment Cycle

## Phase 4: Elevate

Invest in shared language, practical communication, and repeatable training pathways to build consistency.

## Phase 3: Deploy

Focus on Change Management. Clear roles, supportive leadership, and giving staff the space to iterate.



## Phase 1: Define

Start with real problems. Prioritize clear business/academic use cases over technology hype.

## Phase 2: Secure

Move fast with guardrails. Set privacy, security, and governance expectations before scaling.

# The Leadership Playbook

## Actionable Directives for MoHEIT Leaders

### **Pillar 1: Treat AI as a Core Leadership Skill**

Leaders cannot delegate understanding. Engage proactively, experiment responsibly, and lead by building confidence.

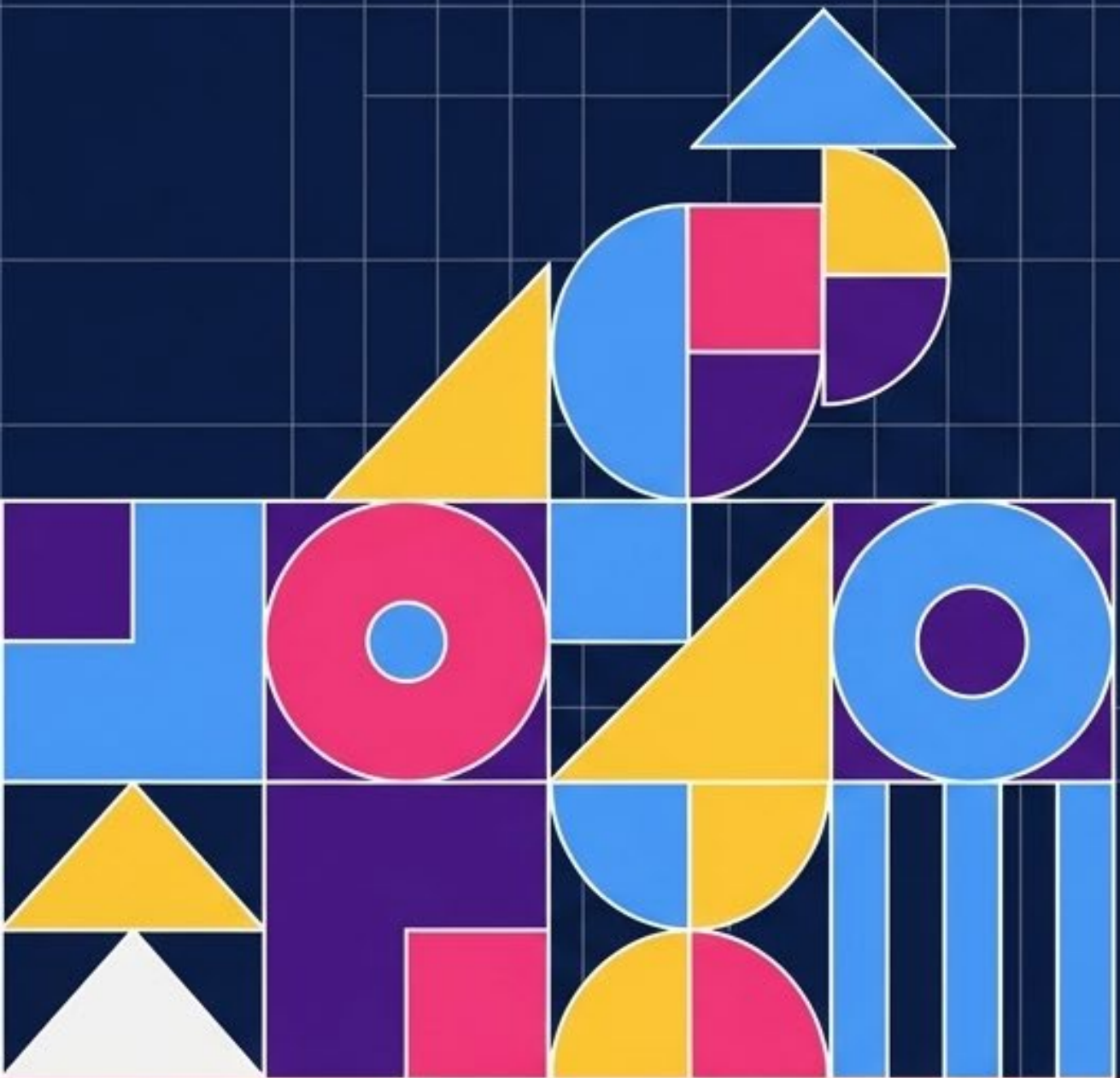
### **Pillar 2: Stack Small, Responsible Wins**

Do not aim for a massive overhaul on day one. Deliver immediate value in low-risk operational areas to build institutional momentum.

### **Pillar 3: Manage the Human Change**

Adoption depends on people, not just tools. Invest in communication, training, and creating safe environments for staff to adapt their workflows.

# A Conversation, Not a Destination



## The Blueprint for Tomorrow



**Expand the Ecosystem:** Scale secure agents deeper into advising, instruction, and operations.



**Deepen Analytics:** Improve insight and measurement to guide institutional decisions with confidence.



**Center the Outcomes:** Ensure every AI initiative aligns to student success, equity, and efficient service delivery.

AI is an evolving capability. Bring your questions, challenge the assumptions, and share your experiences. Let's keep collaborating on responsible use across MoHEIT.