Incorporating Generative AI to improve Administrative Systems in Higher Education →

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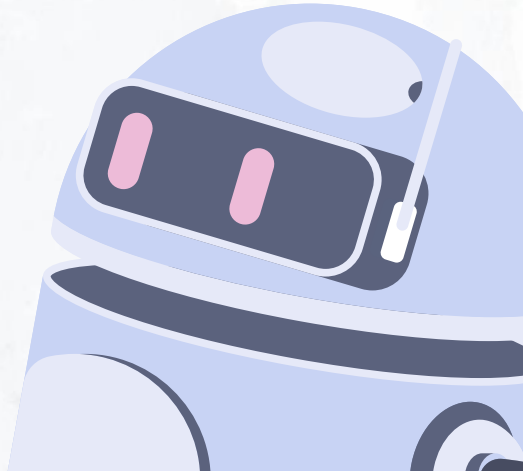

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Understanding Generative AI

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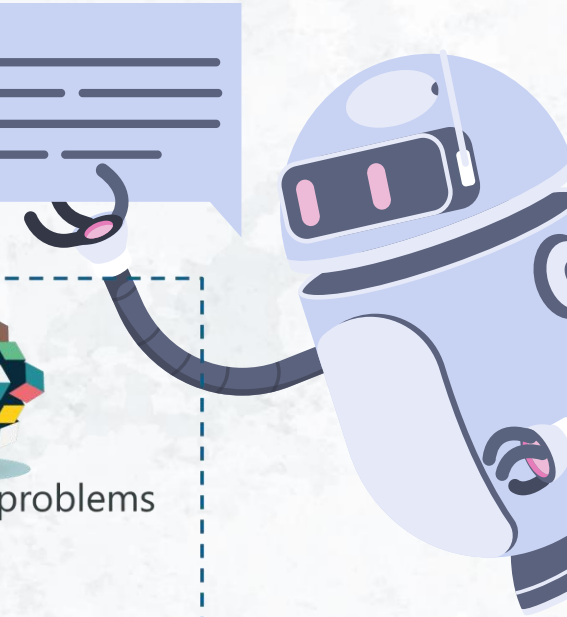
Generative AI refers to algorithms that can create new content, including text, images, and more, by learning from existing data.



Decision making

Solve complex problems

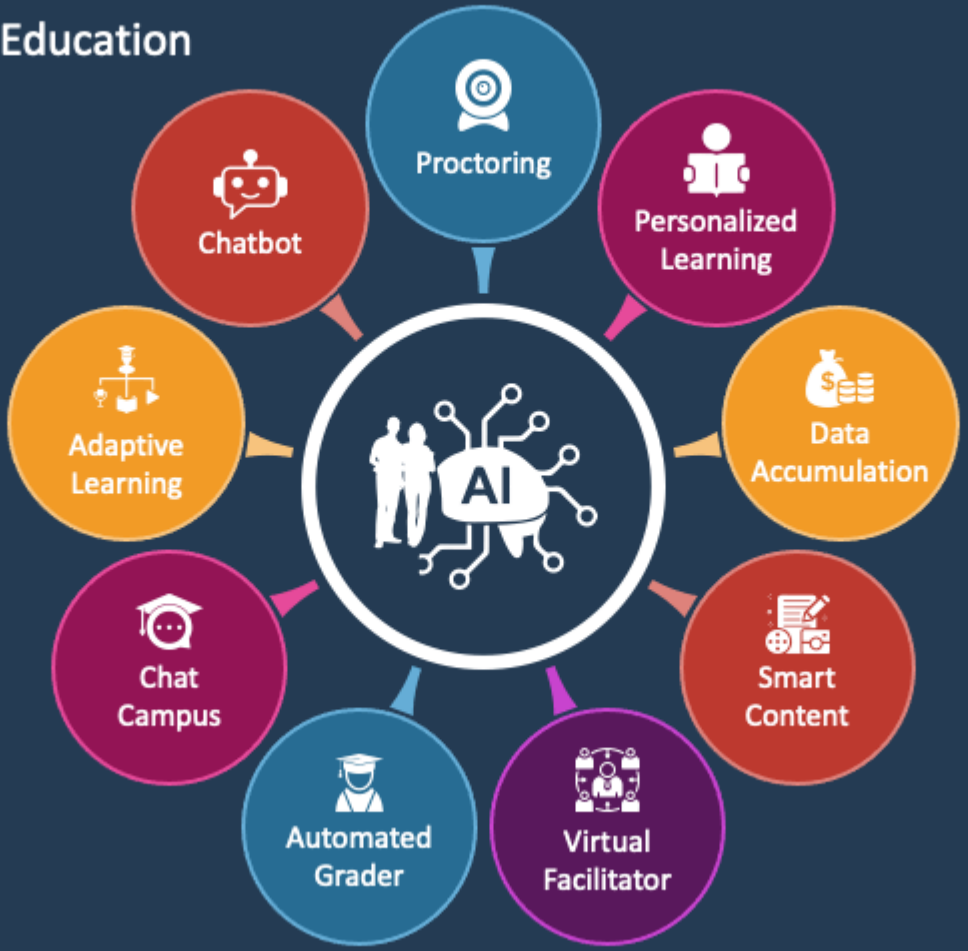
Increased accuracy

Perform high level computations

Features of Gen AI

AI IN EDUCATION

Applications of AI in Education



Sources: www.ezeetest.app

02 →

Current Landscape in Higher Education

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Current Administrative Challenges

(-) Academic Integrity ⟶

The rise of AI tools has led to increased instances of academic dishonesty. In Scotland, over 600 students were accused of misusing AI in their studies last year, with 10 expulsions marking the first such cases on campuses.

(-) Administrative Efficiency ⟶

Manual processes (outdated, paper-based systems) contribute to inefficiencies in operations, affecting **resource allocation** and **decision-making**, leading to **increased costs** and **reduced responsiveness** to student needs.

AI Policy purpose

This AI Policy aims to promote ethical and responsible use of Artificial Intelligence across various **University operations** by students and staff of the University of Namibia

A community of practice on AI and an overseeing AI **Supervisory Committee** will be set up at UNAM to ensure essential debate on how to implement AI throughout the University, including all functions and offices (**administration, teaching and learning, research and research dissemination**, etc.).

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Policy Frameworks

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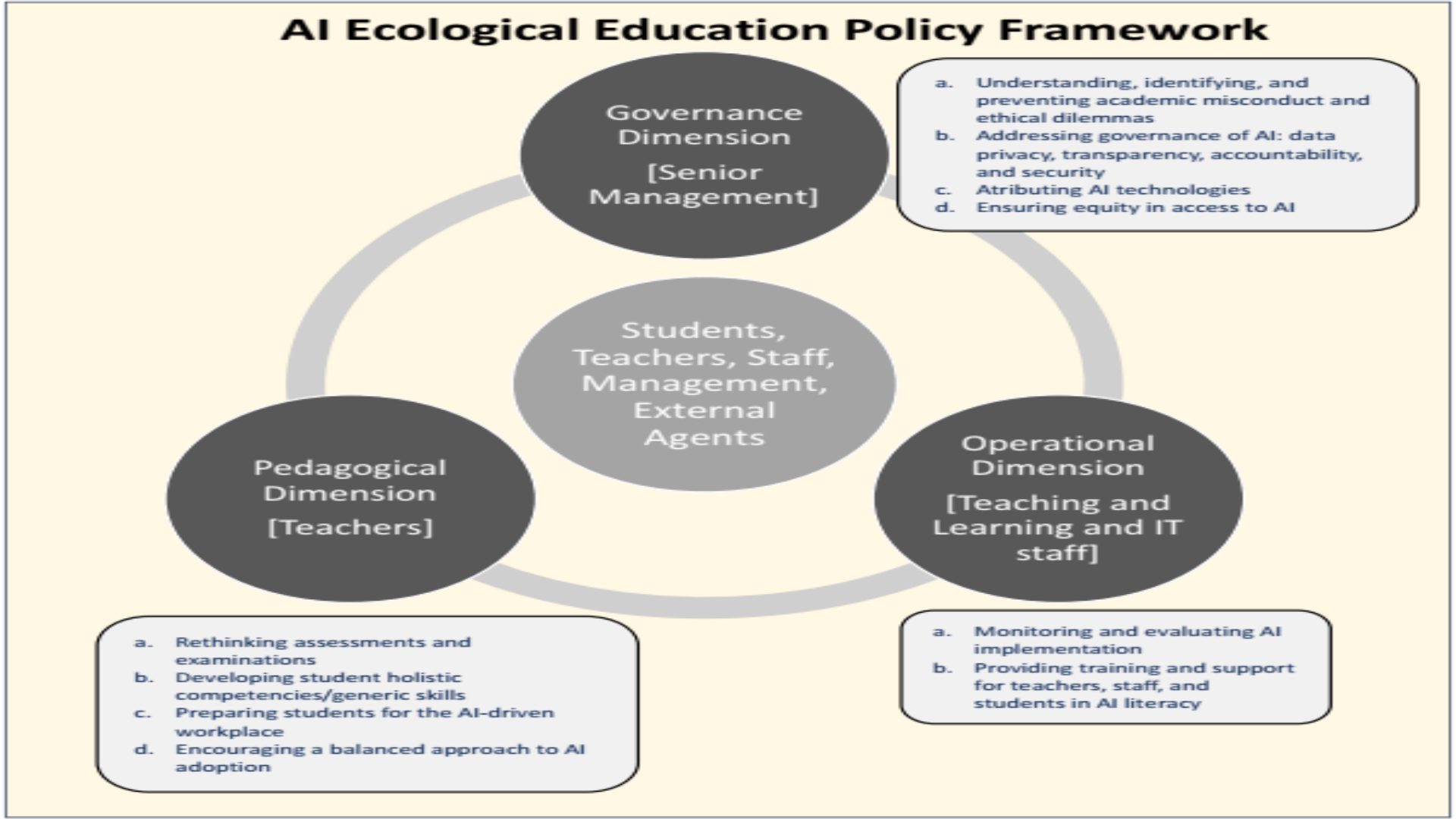
AI Ecological Education Policy Framework



(a) Pedagogical dimension (Faculties; Lecturers) ⟶

Rethinking assessments and examinations, Developing student holistic competencies/generic skills, Preparing students for the AI-driven workplace, Encouraging a balanced approach to AI adoption

(b) Governance dimension (Policies; Senior Management) ⟶

Understanding, identifying, and preventing academic misconduct and ethical dilemmas, Addressing governance of AI: data privacy, transparency, accountability, and security, Attributing AI technologies, Ensuring equity in access to AI technologies

(c) Operational dimension (Academic Support Staff) ⟶

Monitoring and evaluating AI implementation, Providing training and support for lecturers, staff, and students in AI literacy

03b →

AI policy: administrative functions

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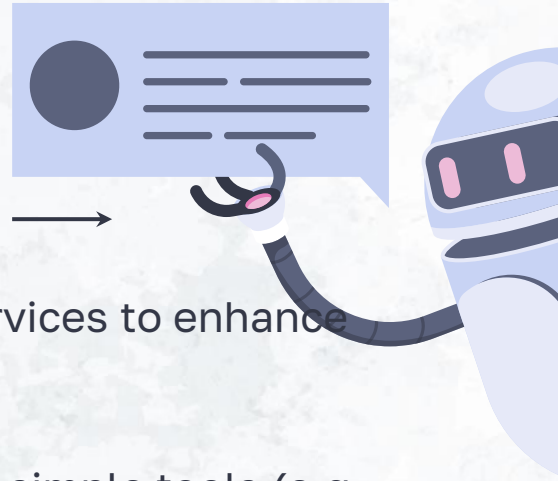
STUDENT SUPPORT SERVICES



(-) Integration of AI in Student Support Services

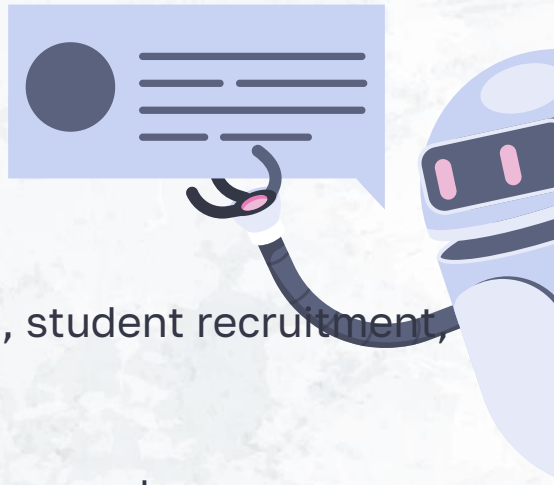
- Prioritise AI automation for high-demand, 24/7 student services to enhance efficiency.
- Implement AI through phased pilot projects, initially using simple tools (e.g., chatbots) for FAQs, resource guidance, and appointment scheduling.
- Use AI to enhance—not replace—existing human support interactions.
- Equip support staff with AI knowledge to manage limitations and perform necessary interventions.
- Align AI implementation strategies with students' digital access realities.

HUMAN CAPITAL SERVICES

(-) Integration of AI in Human Capital Services

- Use AI as a complementary tool for screening applicants; final hiring decisions remain human-led.
- Transparently communicate the role and extent of AI in recruitment to all stakeholders, including applicants and staff.
- Educate users on AI's potential biases (racial, gender, etc.) to ensure informed and fair use.
- Ensure AI use in recruitment complies fully with labour laws and aligns with UNAM's internal recruitment policies.

DIGITAL SERVICES



(-) Integration of AI in Digital Services ⟶

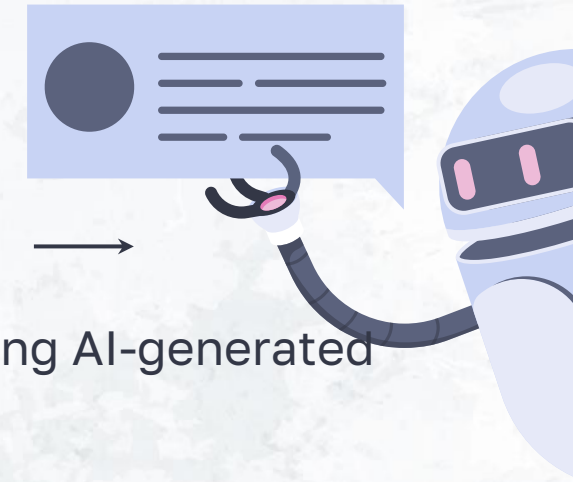
- Enhance staff understanding of AI applications in teaching, student recruitment, retention, and administrative processes.
- Provide staff training on ethical aspects of AI, including fairness, transparency, accountability, and bias mitigation.
- Train academic and professional staff on practical use of relevant AI tools and platforms in their roles.
- Encourage staff commitment to lifelong learning to keep pace with evolving AI technologies.
- Equip staff to identify and address potential biases in AI, particularly regarding educational outcomes.

LIBRARY SERVICES

(-) Integration of AI in Library Services

- Ensure AI implementations comply with national laws and institutional policies.
- Promote transparency through FAQs and user guides on AI initiatives for library users.
- Develop clear guidelines covering data privacy, accessibility, copyright, and related issues in library AI services.
- Provide targeted AI training for librarians, students, and staff on AI literacy, content creation, research support, and data/model development.
- Regularly monitor and evaluate AI services to ensure continuous improvement in service quality and relevance.

COMMUNICATION SERVICES



(-) Integration of AI in Communication Services

- Ensure transparency and clear disclosure when using AI-generated content in corporate communications.
- Maintain human oversight to enhance—not replace—human judgment in AI-supported communications, supported by clear approval processes.
- Provide ongoing staff training on ethical considerations and proper oversight of AI tools.
- Define and communicate clearly the appropriate and inappropriate uses of AI within university communication services.

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Practical Applications & Considerations/Challenges

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ChatGPT Edu Across University Systems

A specialised version of ChatGPT for educational institutions to responsibly deploy AI capabilities for enhancing learning and administrative functions. *Similar models:* ***DeepSeek, Claude, Gemini***

Features

- Enhanced language understanding and generation with GPT-4o.
- Support for over 50 languages.
- Enterprise-level security and administrative controls.
- Includes tools for data analysis, web browsing, and document summarisation.

Streamlining Administrative Efficiency

Faculty Support

- Assists in administrative tasks such as drafting communications, developing course materials, and providing instant answers to policy-related questions.

Research Assistance

- Aids researchers in literature reviews, data analysis, and summarising research findings.

Enhanced Efficiency

- Automates routine administrative tasks and provides instant responses to common inquiries, reducing staff workload and improving response times.

Real-World Application Example

Case Study: California State University (CSU) System

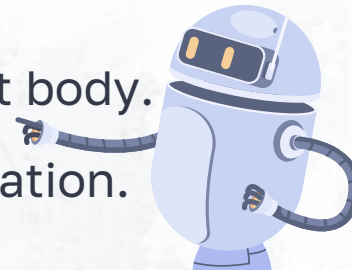
In February 2025, CSU partnered with OpenAI to implement ChatGPT Edu across its 23 campuses, benefiting over 460,000 students and 63,000 faculty and staff.

Objectives

- Equip students with essential AI skills for a modern workforce.
- Enhance administrative efficiency and streamline operations.

Outcomes

- Improved accessibility to AI resources for a diverse student body.
- Set a precedent for other universities considering AI integration.



Navigating AI Integration Challenges

Data Privacy and Security

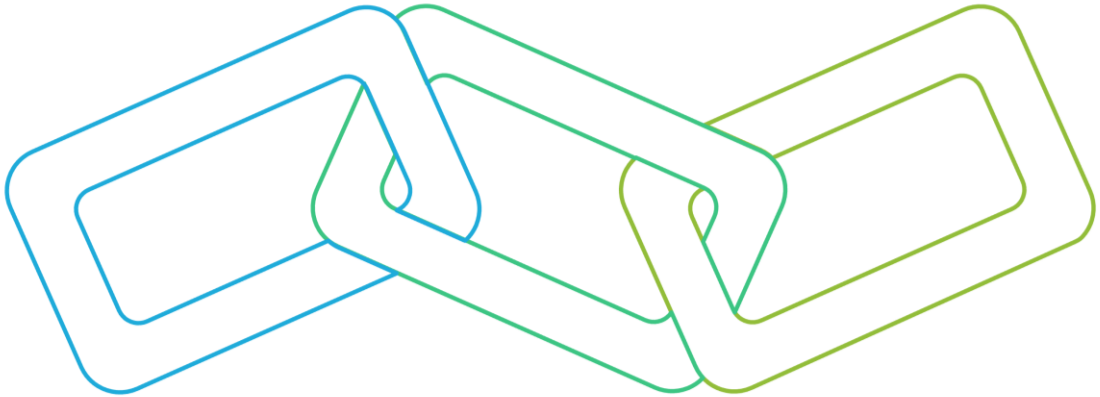
Safeguarding sensitive information in AI tools

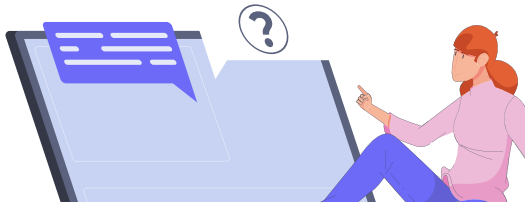
Bias and Fairness

Ensuring AI systems do not perpetuate biases

Employment Impact

Considering AI's effect on job roles





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Live Demonstration of Generative AI in Administrative Functions

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Future Trends and Opportunities

(+) Growth in AI Research and Collaboration →

Research Output: UNISA leads in AI research among African universities, contributing 43% of the continent's AI chatbot studies in higher education. *(files.eric.ed.gov)*

(+) AI-Powered Personalised Learning →

Adaptive Learning Systems: AI-driven platforms are being developed to offer personalized learning experiences, catering to individual student needs and learning styles.

(+) More room for creativity →

It favors the creative process of the human being, since it leaves us with more time to think freely about future tasks or work actions

Emerging Trends

Across Africa, Higher Education is beginning to explore AI for administrative improvement, but adoption its global peers:

(a) AI-Driven Automation ⟶

African institutions piloting automated chatbots for student support (e.g., KovsieChat at University of the Free State). Early automation projects improving administrative throughput significantly.

(b) Predictive Analytics for Decision-Making⟶

85% of global higher-ed institutions expanding predictive analytics by 2025. Predictive tools widely used to identify students at risk, optimize resource allocation, and forecast enrolment. *University of Pretoria implemented a cloud-based "**decision intelligence**" platform that combines descriptive and predictive analytics across its systems (LMS & SIS) for early intervention. (pyramidanalytics.com)*

(c) AI-Enhanced Student Engagement ⟶

Global adoption rate: 31% using AI tools for student engagement *(allaboutai.com)*. Through personalized chatbots, intelligent tutoring systems, or recommendation engines for courses/resources. **Case:** Georgia State University's chatbot "**Pounce**"

(d) Personalised Administrative Support Systems ⟶

Universities in Namibia & Zimbabwe are exploring AI to automate repetitive administrative tasks. For instance, AI "cobots" (collaborative bots) can take over routine duties like *marking attendance, sorting emails, or initial grading.* (**allowing staff to focus on complex tasks**).

In resource-constrained environments, automation can significantly improve administrative throughput.

(e) Innovations in Specific Domains ⟶

African institutions are also innovating with AI in niche areas of administration. For example, North-West University (South Africa), in partnership with a tech firm, launched "**Academia Integritas**," an AI-driven academic integrity platform *(sisglobal.com)*

Additionally, AI is being eyed for tasks like **optimizing timetables**, **staff workloads, managing facilities**, and even **chatbots for mental health support on campus** – though many of these are in exploratory phases.

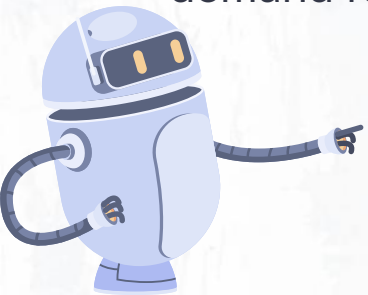
Opportunities & Benchmarks

(a) Current AI Adoption Rates ⟶

Global: Over 84% of institutions already adopting or piloting AI; 93% planning expansion within two years. Africa: Adoption in early stages; limited by infrastructure, funding, and skill gaps. Yet rapidly increasing interest.

(b) Opportunities for African Institutions ⟶

Massive youth demographic (**world's largest youth population**) driving demand for scalable AI-supported services.



Opportunity to leapfrog legacy administrative systems using cost-effective AI automation and analytics.

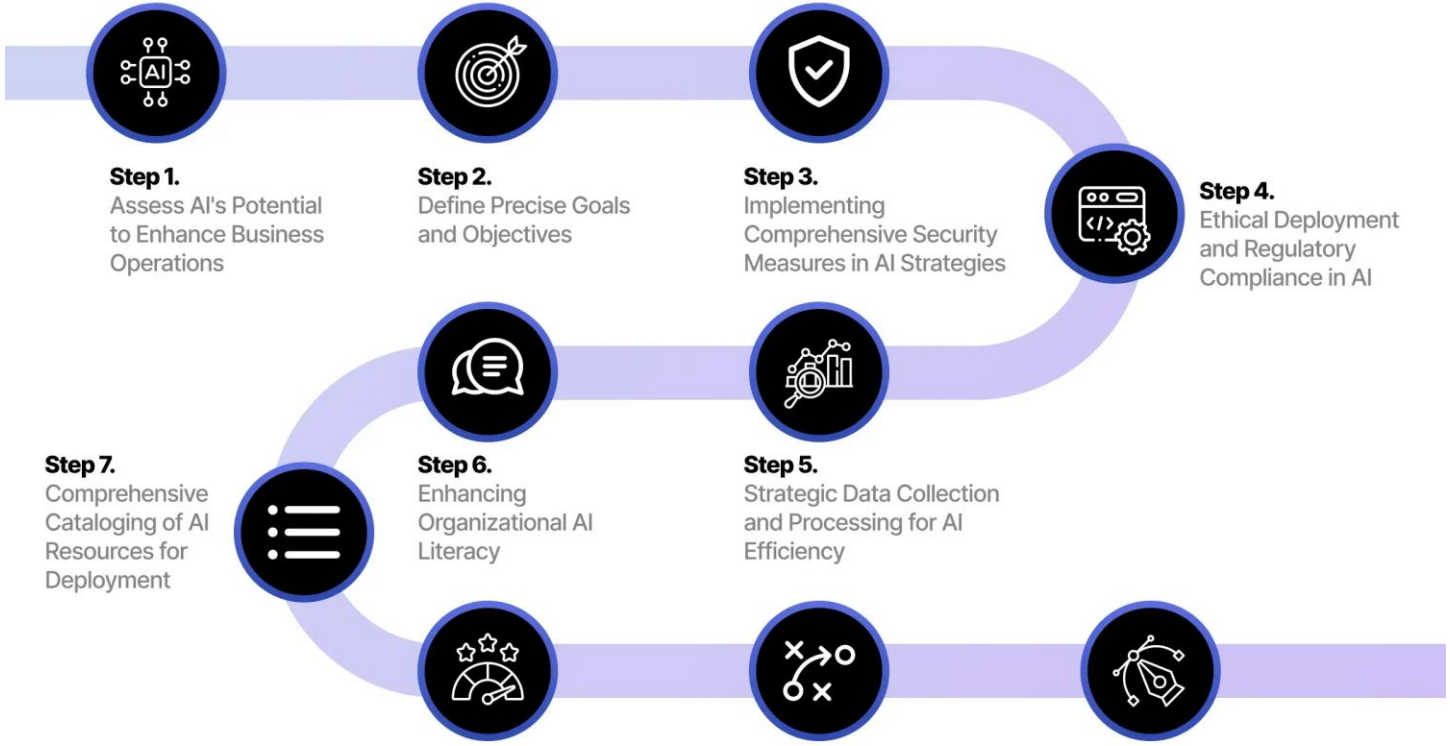
(c) Financial and Operational Benefits

Global institutions achieving up to 40× ROI through administrative AI tools, with significant cost savings in operational expenses.

Strategic Recommendations:

- Invest in AI literacy training for staff (**critical for adoption**).
- Leverage partnerships for infrastructure, funding, and **localised AI content**.
- Prioritize areas of greatest administrative strain for initial AI implementation to demonstrate **quick wins** and **build momentum**.

Implementation Strategy



Thanks!

Any questions?