



The State University  
of **New York**

# Accelerate your AI journey in Education with Microsoft

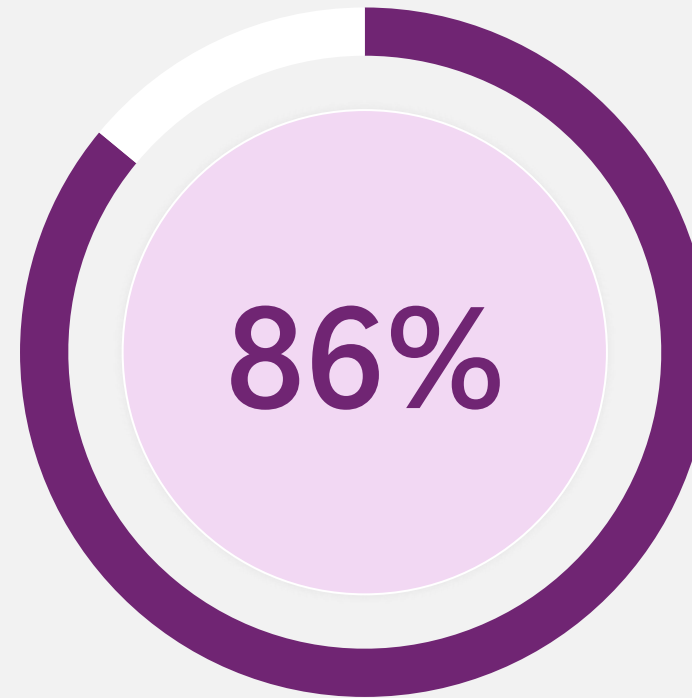
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Sr. Modern Workplace Specialist





**Generative  
AI usage in  
education  
jumped from**

***45% in 2023 to***



***in  
2024***

# AI is already transforming education

**86%** of education organizations using generative AI, the highest across industries<sup>1</sup>

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**\$3.2** return on investment for every \$1 invested into generative AI<sup>2</sup>

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**77%** of business leaders say early-in-career talent will be given greater responsibilities<sup>3</sup>

1. IDC InfoBrief: Sponsored by Microsoft, 2024 Business Opportunity of AI, IDC# US52699124, November 2024

2. IDC InfoBrief: Sponsored by Microsoft, 2024 Business Opportunity of AI, IDC# US52699124, November 2024

3. [Work Trends Index](#)

# How will you **empower** your institution with AI?



Provide 24/7  
personalized  
learning



Enhance  
instruction for  
all students



Boost student  
engagement and  
efficiency



Safeguard  
learning  
at scale



Accelerate  
research and  
discovery

# Develop your AI strategy



## Organization & Culture

- Do you have a defined operating model to scale the adoption and use of AI?
- Do you have top-down support?



## Institutional Strategy

- What outcomes are you driving?
- How can AI help you achieve those outcomes?
- Which use cases are you prioritizing?



## Applied AI Experience

- Do your people have diverse experiences and skills with AI?
- Is your organization collaborating to build experience?



## AI Governance

- Are you implementing processes and controls that are transparent?
- Are you governing data privacy and security?



## Technology Strategy

- Do you have access to quality data?
- Is your infrastructure set up to help you scale?

[aka.ms/AIStrategyRoadmap](https://aka.ms/AIStrategyRoadmap)

# Key considerations for AI transformation

Where can you **innovate with AI** to make progress on institutional goals and priorities?

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Which **users and departments** will you prioritize?

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How can AI help you serve **students, faculty, staff, and your communities** more effectively?

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What **processes** can you transform with AI?

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Do you have an **AI strategy** mapped out?

# Begin your AI journey

## AI strategy



Equitable,  
secure AI



Connected  
productivity



Targeted  
use cases



Innovative  
experiences

# The AI Adoption Curve



## Access

Provide broad access to AI within budget constraints



## ROI

Redesign business process to realize value of AI

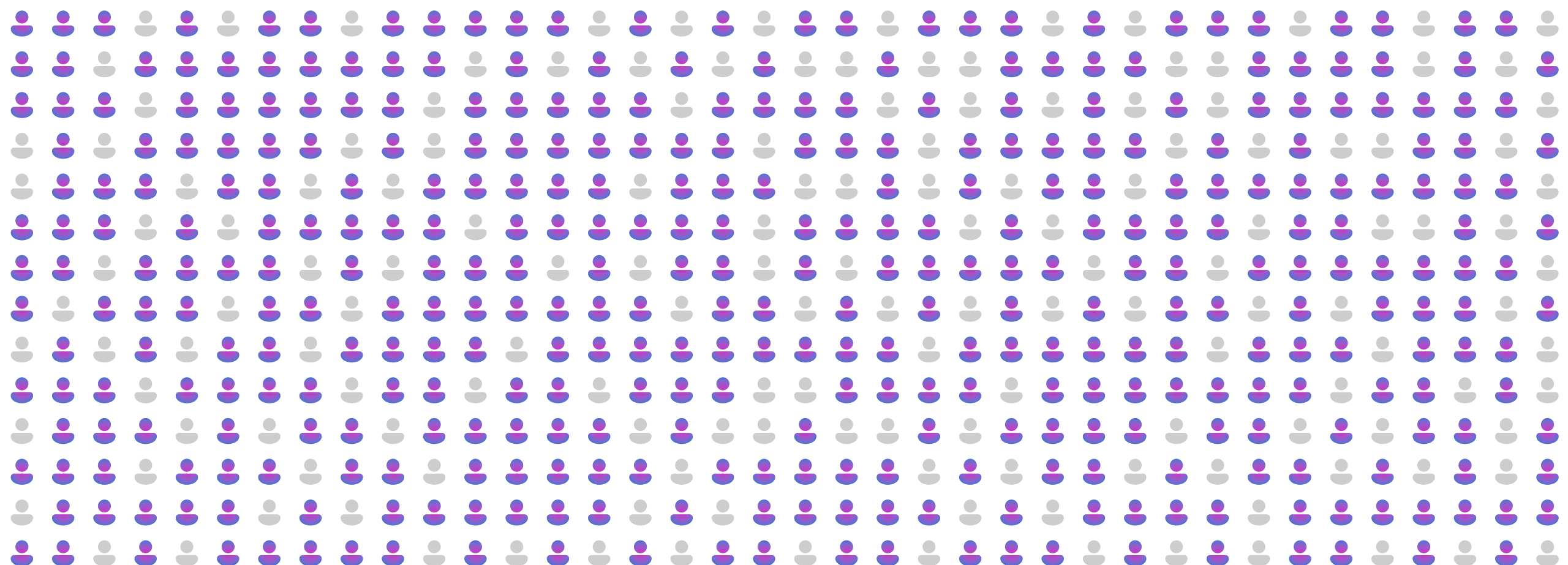




## Governance


Deliver secure and compliant AI while managing agents



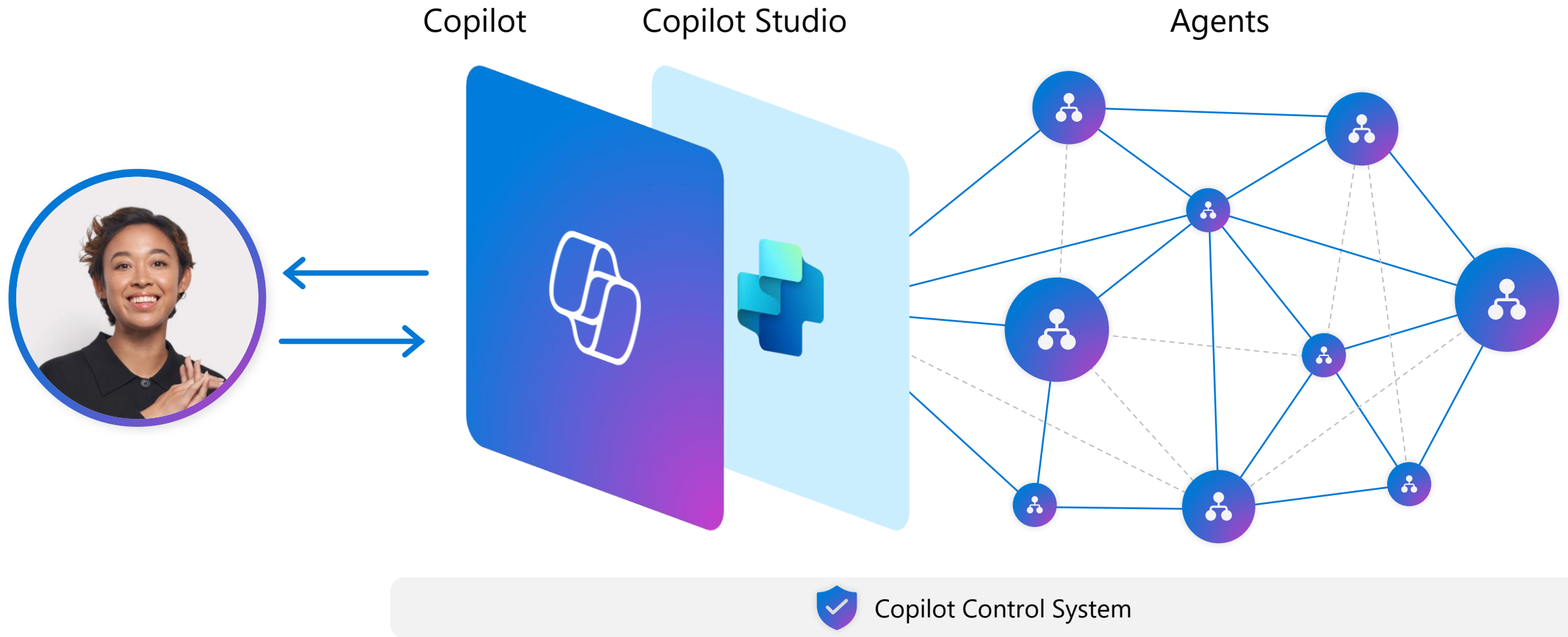
# Scaling AI Transformation



Copilot Chat

M365 Copilot

# Copilot is the UI for AI



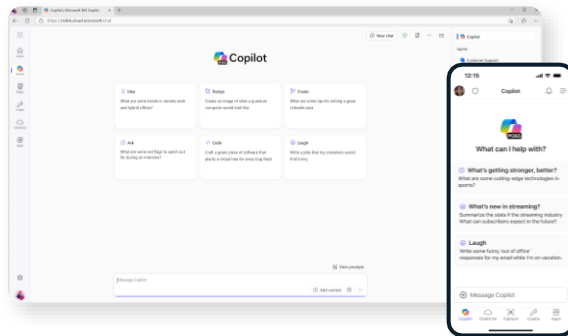
Introducing



# Microsoft 365 Copilot Chat



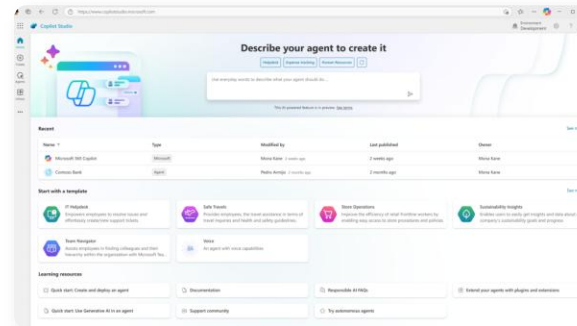
# Microsoft 365 Copilot Chat



## Chat

Free, secure AI chat –  
powered by GPT-4o and web grounded

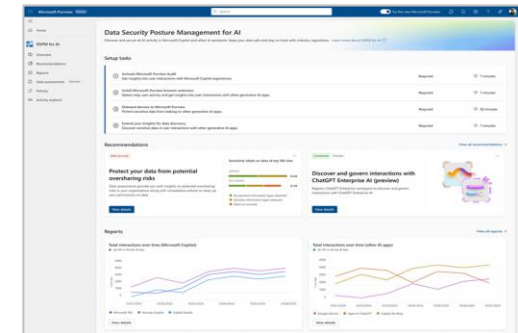
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## Agents

Integrated into the chat experience and  
paid for on a consumption basis

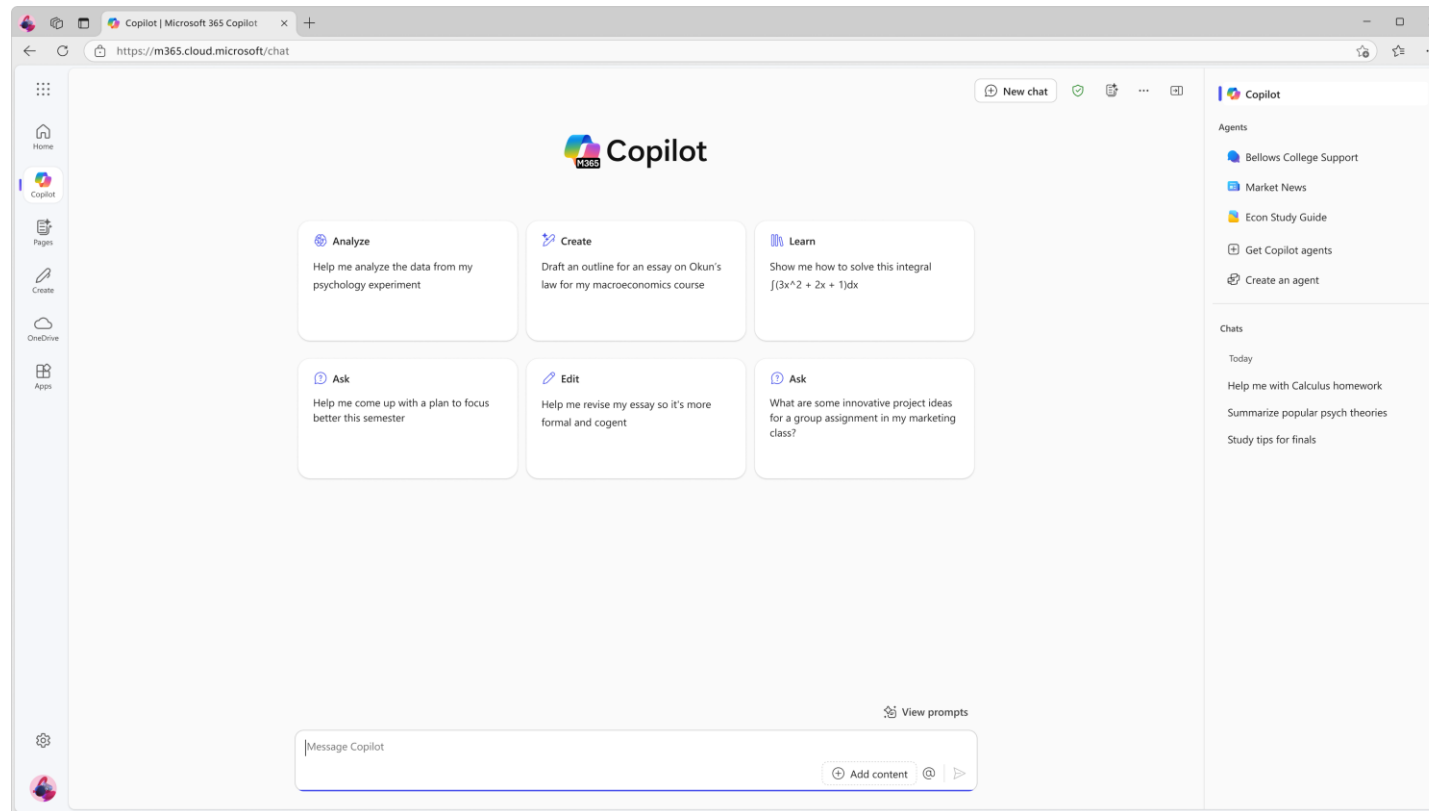
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## IT Controls

Enterprise Data Protection  
and agent management

# One chat experience across all Copilot users



Web

[M365copilot.com](https://m365copilot.com)

App

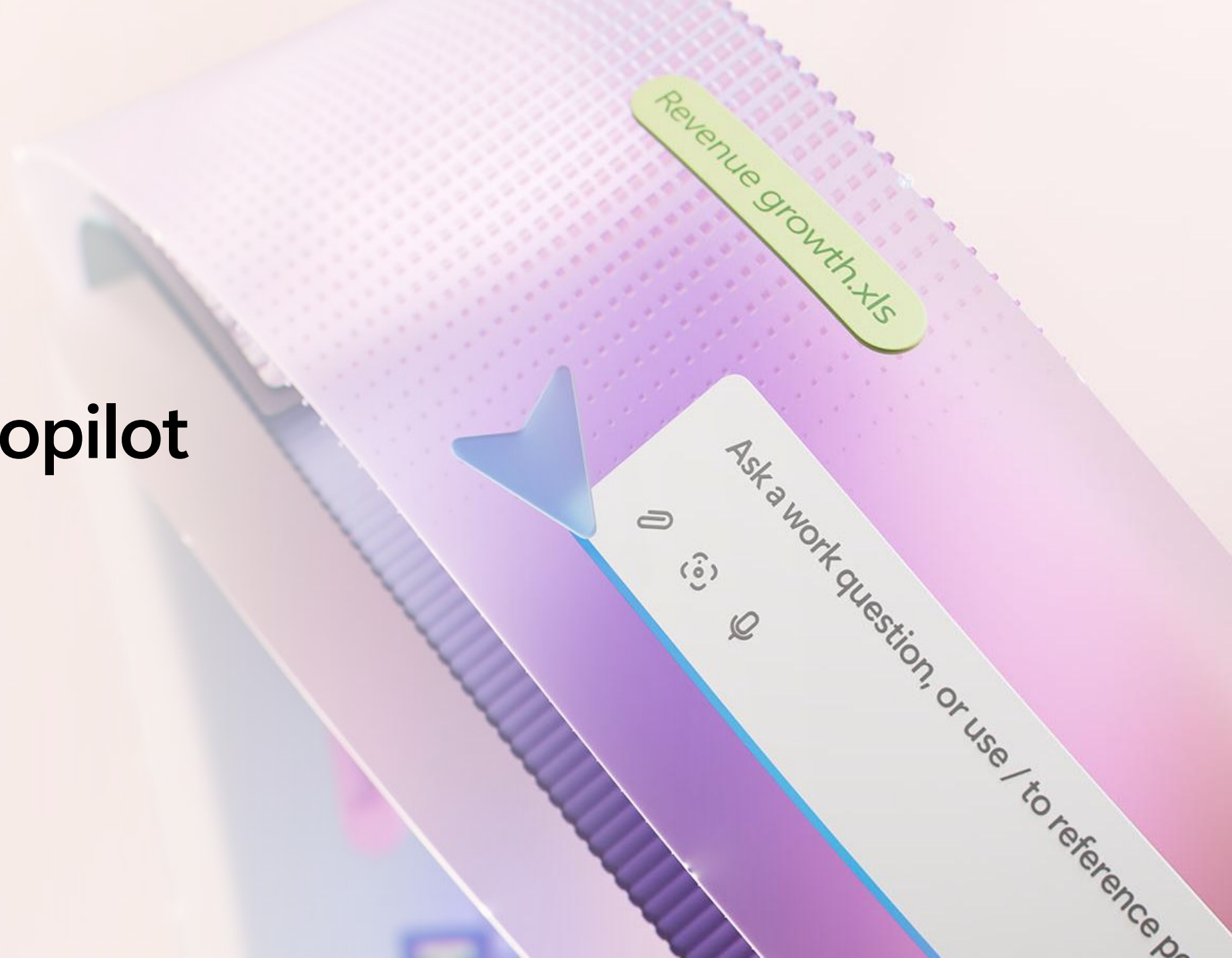
Windows

iOS

Android

Get started from the **Microsoft 365 Copilot app**

# Agents in Copilot



# Agents run on a secure and trusted platform



## Data security

Leverage label inheritance and data loss prevention policies

Intelligent grounding respects your permissions and security controls

Comprehensive visibility into user, data, and agent risks



## Access & cost controls

Control agent availability and access

Control who can create and sharing of agents

Track and manage agent costs and operational insights



## Measurement & Reporting

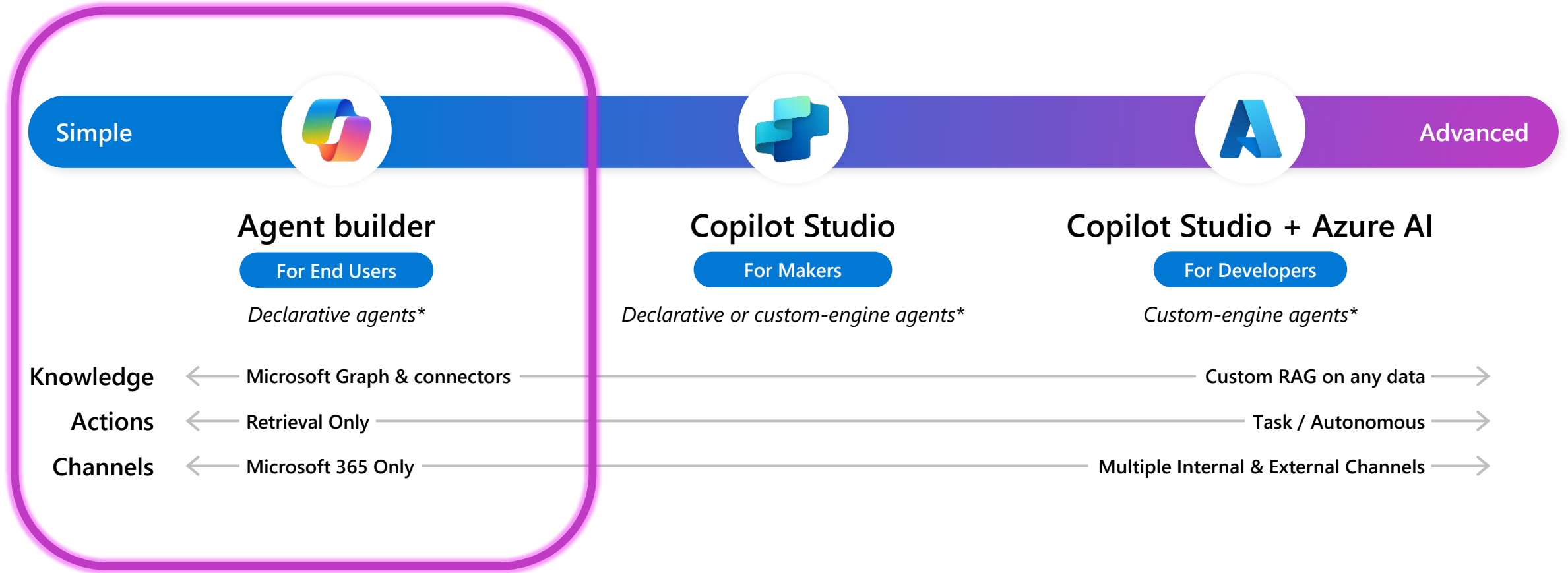
View core usage telemetry and track license utilization

Track improvements in user productivity and compare impact across groups

Analyze Copilot & agents impact to business outcomes

Agent interactions stay in the Microsoft 365 and Azure Service Boundary and your Microsoft 365 security, governance, compliance, and privacy policies apply

# Tools to create agents



\* Declarative = prompts handled by Microsoft 365 Copilot; Custom-engine = prompts handled by custom AI engine (i.e., orchestrator and foundation models)



HED Use Cases for Copilot Chat:



Personalize learning

**Tutorbot:** Tailored explanations and practice questions based on students’ syllabi, lecture notes, and readings.



Enhance instruction

**Research Grant Writer:** Automates drafting and formatting of grant proposals for faculty research.



Boost engagement and efficiency

**Student Success Agent:** Sends reminders about deadlines and recommends strategies to improve academic performance.



Safeguard learning

**Research Compliance Bot:** Ensures research processes meet institutional and government regulations.



Accelerate research

**Interdisciplinary Collaboration Agent:** Identifies synergies among faculty research to foster collaboration.

**AI Career Advisor:** Provides students with personalized career suggestions based on their skills and aspirations.

**Faculty Admin Assistant:** Automates repetitive tasks like grading and attendance tracking.

**Admissions FAQ Bot:** Responds to prospective student inquiries about programs, deadlines, and scholarships.

**Student Well-Being Monitor:** Identifies students at risk of burnout or mental health challenges through analysis of behavior and communication patterns.

**Peer Review Assistant:** Analyzes peer or persona reviews to highlight feedback trends and suggest improvements.

**Course Recommendation Bot:** Suggests optimal course combinations based on a student’s academic progress and goals.

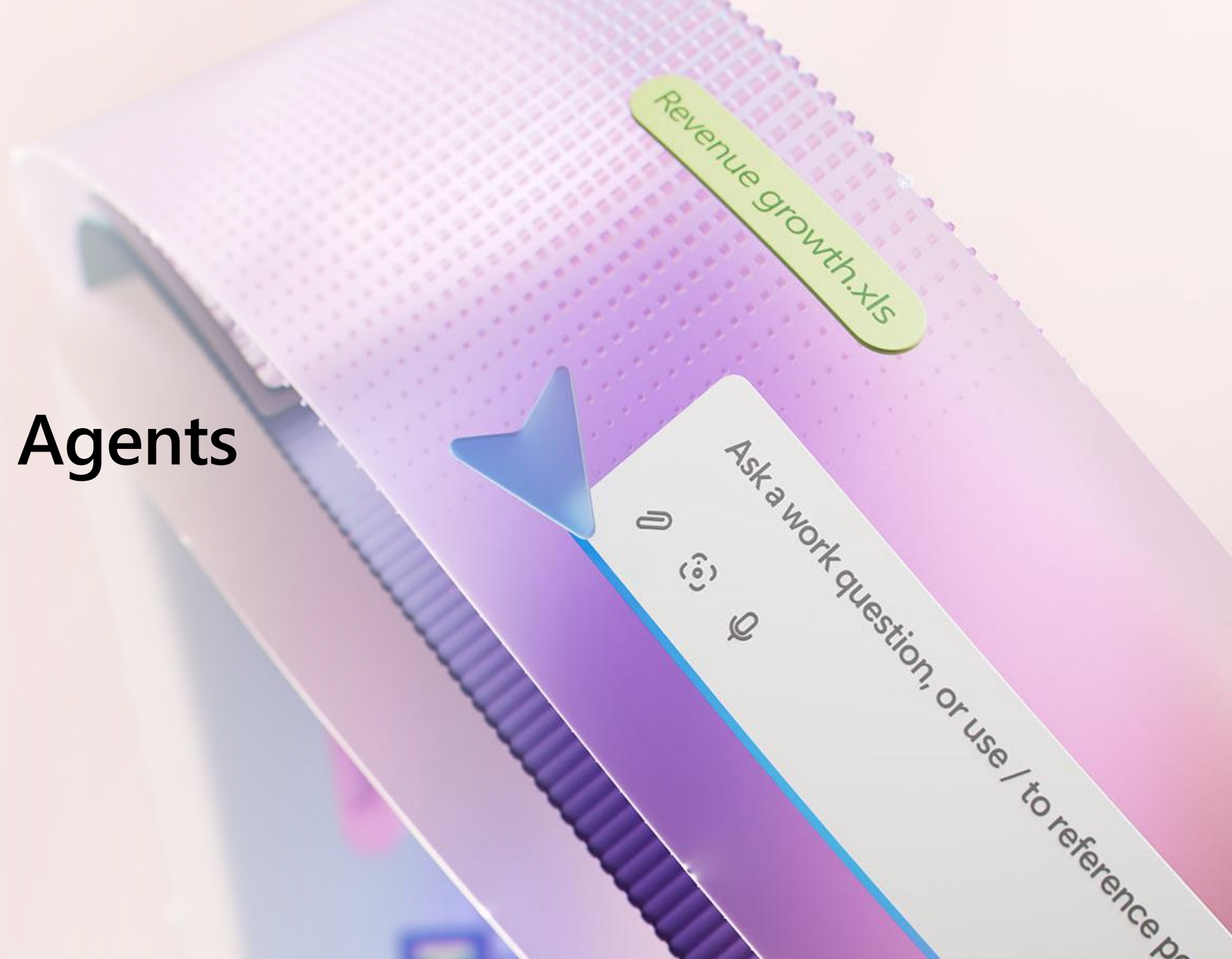
**Lecture Optimizer:** Analyzes past lectures to suggest improvements in delivery or content based on student feedback.

**Alumni Engagement Agent:** Personalizes outreach to alumni, encouraging engagement with the institution.

**Data Privacy Protector:** Monitors compliance with data privacy laws like FERPA and GDPR.

**Grant Application Optimizer:** Assists with drafting, refining, and managing grant proposals to secure funding efficiently.

# Copilot Chat Agents Demo



		<span>● Included</span> <span>▲ Included — Metered</span>	
		Microsoft 365 Copilot Chat Free + Consumption	Microsoft 365 Copilot \$30 pupm
Chat	Copilot Chat – Web grounded (powered by GPT-4o)	●	●
	Copilot Chat – Work grounded (work data in your tenant’s Microsoft Graph and 3rd party data via Graph connectors)		●
	Copilot Pages	●	●
	File upload <sup>1</sup>	●	●
	Code Interpreter <sup>1</sup>	●	●
	Image generation <sup>1</sup>	●	●
Agents <sup>2</sup>	Create agents using Copilot Studio <sup>3</sup> , including SharePoint agents	●	●
	Discover and pin agents	●	●
	Use agents grounded in Web data	●	●
	Use agents grounded in work data (work data in your tenant’s Microsoft Graph and 3rd party data via Graph connectors)	▲	●
	Use agents that act independently using autonomous actions	▲	▲
Personal assistant	Copilot reasons over personal work data (e.g. Outlook, OneDrive, meeting transcripts)		●
	Copilot in Teams (Copilot in Meetings and Meeting Recap, insights from screen-shared content coming soon)		●
	Copilot in Outlook (Prioritize my inbox, schedule focus time and 1:1 meetings, draft agendas, summarize message threads)		●
	Copilot in Word (Suggestions for structure, flow, and tone, draft and summarize documents)		●
	Copilot in Excel (Python, getting started experience, create formulas and visualizations using natural language)		●
	Copilot in PowerPoint (Narrative builder, presentation translation, generate slides or images aligned to company branding )		●
	Copilot Actions		In preview
	Pre-built M365 agents (Interpreter, Facilitator, Project Manager, Employee Self-Service)		In preview
Copilot Control System	Enterprise Data Protection (EDP)	●	●
	IT management controls	●	●
	Agent management	●	●
	SharePoint Advanced Management		●
	Copilot Analytics to measure usage and adoption <sup>4</sup>		●
	Pre-built reports and advanced analytics to measure ROI		●

1. Limits apply. 2. Applies to employee-facing agents only. 3. Learn more about the full capabilities of Copilot Studio: [aka.ms/CopilotStudioCapabilities](https://aka.ms/CopilotStudioCapabilities) 4. Basic reporting in Microsoft Admin Center available for Copilot Chat.



# We're here to help

Accelerate your AI transformation by working with Microsoft



## Define your AI strategy

Ensure AI efforts serve strategic objectives and align leadership on how you'll measure success



## Identify priority use cases

Identify areas of highest impact for AI to support improvement of key outcomes



## Evaluate and design your solution

Determine the best solution based on your prioritized use cases and technical requirements



## Assess and enhance AI value

Set your organization up for success by increasing AI readiness and advancing AI governance

Thank you!

SUNY - Want to Hear More?



<https://forms.office.com/r/n4VFQgyRGf>