

# Beyond the Search Bar: Mastering prompting and navigating licensing hurdles in academic administration.

*Association of Academic Administrators*

Tsholofelo Nkoane

13/05/2026



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# The session will focus on the following:

- Introduction to AI
- The Competency Gap
- The Licensing Gap



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# INTRODUCTION TO THE WORLD OF AI

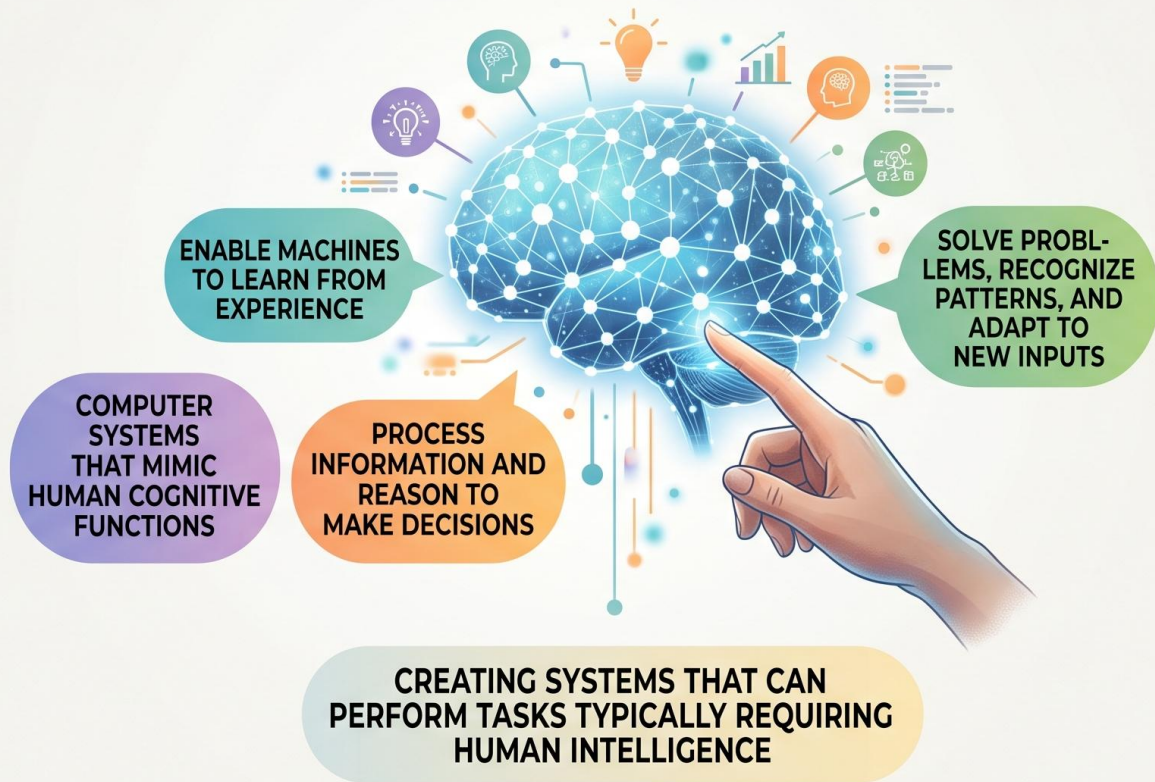


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# WHAT IS ARTIFICIAL INTELLIGENCE (AI)



AI is technology that enables computers and machines to simulate human learning, comprehension, problem solving, decision making, creativity and autonomy.

*Source: IBM*



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# SHORT HISTORY OF ARTIFICIAL INTELLIGENCE: Key Milestones

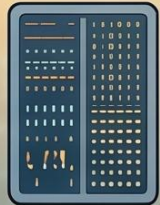
1950

Turing Test

"Can Machines Think?"

Turing Test

1950 THE BEGINNINGS



ENIAC



simple logic

1956

AI BIRTH & SYMBOLIC AI



Dartmouth Workshop

Newell, Shaw, Simon



Logic Theorist

symbolic reasoning

1970s-80s

KNOWLEDGE-BASED SYSTEMS



MYCIN

Expert Systems  
Rule-Based



Rule-Based



AI WINTER

restricted logic

1990s

RISE OF MACHINE LEARNING



IBM 1997

Deep Blue



Kasparov

Neural Networks resurgence



Algorithms



2010s



ImageNet



Big Data



GPUs

DEEP LEARNING BOOM



Neural Net



Geoffrey Hinton



facial language processing

2020s+

GENERATIVE AI & FRONTIER MODELS

Large Language Models

GPT

AI Agents

DALL-E



creativity  
multimodality

text generation  
art

1950

THE BEGINNINGS

1956

AI BIRTH & SYMBOLIC AI

1970s-80s  
KNOWLEDGE-BASED SYSTEMS

2010s  
DEEP LEARNING BOOM

2020s+  
GENERATIVE AI & FRONTIER MODELS

# Everything is AI, but the is a difference!

## What is Generative AI?

According to **CPUT**, Gen Ai is defined as: a type of artificial intelligence that can create new content, like text, images, music, and videos, from various input types, including computer code, text, voice, and images

## What is large language models?

According to **the Stanford Institute for Human-Centered**, Ai is an AI system trained on massive amounts of text data to understand and generate human-like language. It uses deep learning techniques, specifically neural networks with billions of parameters, to predict and produce coherent text, answer questions, translate languages, write code, and perform various other language-based tasks.



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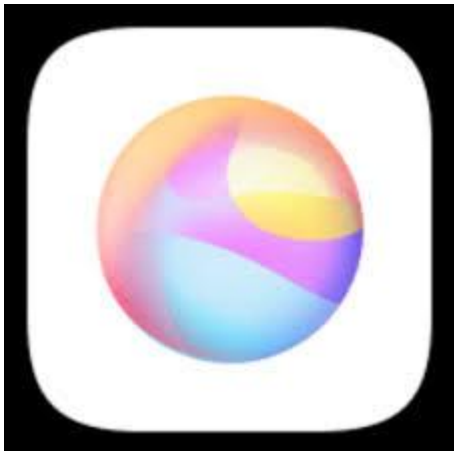
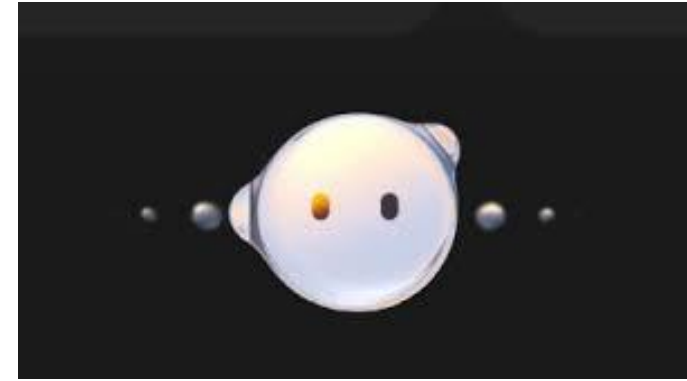


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# Popular AI Assistants



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# Popular Generative AI



**Microsoft Designer**



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# Popular large language models (LLMs)



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# THE COMPETENCY GAP



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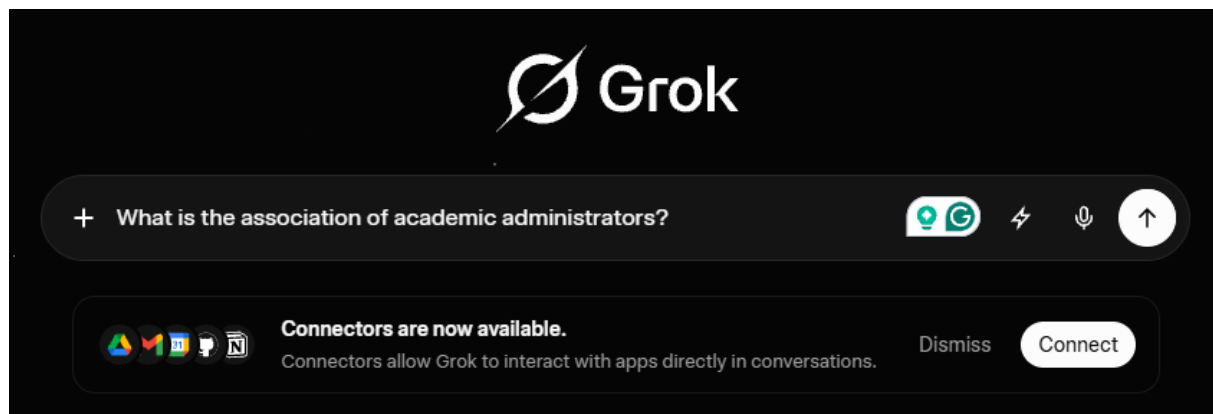
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# The Search Bar Trap

Most administrators use **LLM's like Google** one-shot, low-context queries that waste the tool's **CAPABILITY** and the user's time.

- ✗ Tell me about student retention strategies
- ✗ Write a meeting agenda
- ✗ What is CHE?

Problem: Low context = Generic output = More editing time.



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## ***Prompt Engineering?***

Is a technique used to interact effectively with an AI system, like ChatGPT, to get the best possible answers or outputs. Think of it as crafting the "perfect question" or instruction to guide the AI in giving you the right response.

## ***AI prompt?***

An artificial intelligence (AI) prompt is a mode of interaction between a human and a large language model that lets the model generate the intended output. This interaction can be in the form of a question, text, code, snippets or examples.

*Source: UCT Libraries*



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# Prompt examples

## BAD

Summarise the new academic policy.

## GOOD

Using the attached university regulations, respond to the below email regarding chancellor exams. As a university administrator. Use South African English.



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# The 3-Step Prompt Engineering Framework

## ***Step 1***

Context: Who are you? Who is the audience? What is the constraint?

## ***Step 2***

Task: Exactly what output do you need? (not a question but a command)

## ***Step 3***

Format: Style, length, tone, language (e.g., South African English)

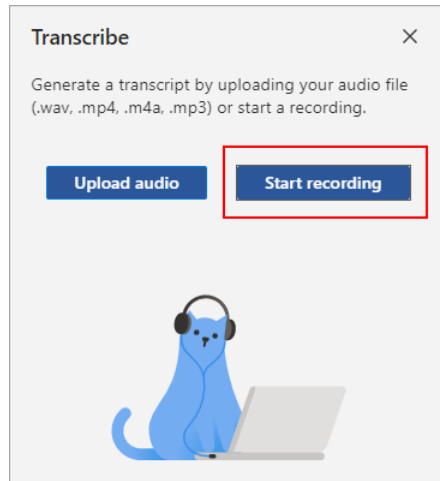


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# Gen Ai and LLMs for Administrators



Copilot



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# THE LICENSING GAP



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# Office LTSC

## Standard 2024



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# The Licensing Frustration

HEI's pays for LTSC (Long-Term Servicing Channel), the ***stable but stripped*** version of Microsoft 365. You are paying for but denied access to Co-Pilot, MS Transcribe, and real-time collaboration tools. This is not a technical failure. It is a procurement and policy gap.

Stable? Yes. Productive? Not always.



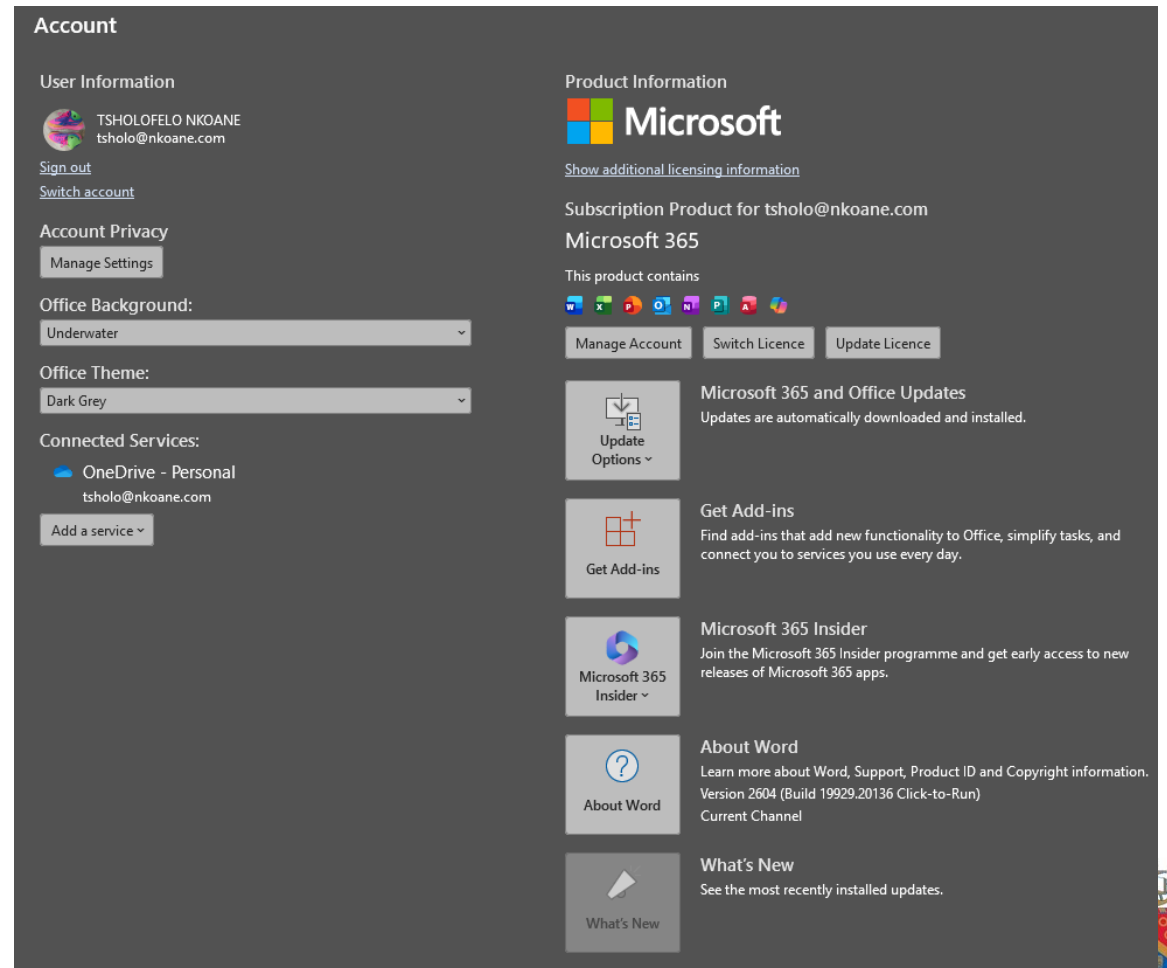
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# How do I know what is my license?

- 1. Open an App:** Open Word, Excel, or PowerPoint.
- 2. Go to Account:** Click File in the top-left corner, then select Account (or "Office Account" if you are already in a document).
- 3. Check Product Information:** On the right side, you will see your Office product version and the status (e.g., "Product Activated" or "Subscription Product").



The screenshot displays the Microsoft Office Account settings interface. On the left, the 'Account' section includes 'User Information' for TSHOLOFELO NKOANE (tsholo@nkoane.com), 'Sign out', 'Switch account', 'Account Privacy' (Manage Settings), 'Office Background' (Underwater), 'Office Theme' (Dark Grey), and 'Connected Services' (OneDrive - Personal, tsholo@nkoane.com). On the right, the 'Product Information' section shows the Microsoft logo, 'Subscription Product for tsholo@nkoane.com', 'Microsoft 365', and 'This product contains' with icons for Word, Excel, PowerPoint, and OneDrive. Below this are buttons for 'Manage Account', 'Switch Licence', and 'Update Licence'. Further down are sections for 'Microsoft 365 and Office Updates', 'Get Add-ins', 'Microsoft 365 Insider', 'About Word', and 'What's New'.



# LTSC vs. M365 – The Feature Gap

## What You Need vs. What You Have

Feature Needed	LTSC	MS365
Copilot in Word/Outlook	✗ Not available	✓ Integrated
MS Transcribe	✗ Not available	✓ Native in Teams
Real-time cloud AI	✗ Limited	✓ Full
Agile updates	✗ Frozen	✓ Continuous



# THE NIGHTMARE



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# Too many meetings? Too many minutes? Transcribe audio in Microsoft Word

Microsoft Word's Transcribe feature is an **Office Intelligent Service** which allows users to convert audio recordings or live speech into text. Word automatically separates speakers and adds timestamps, allowing you to review specific sections and make edits as needed.



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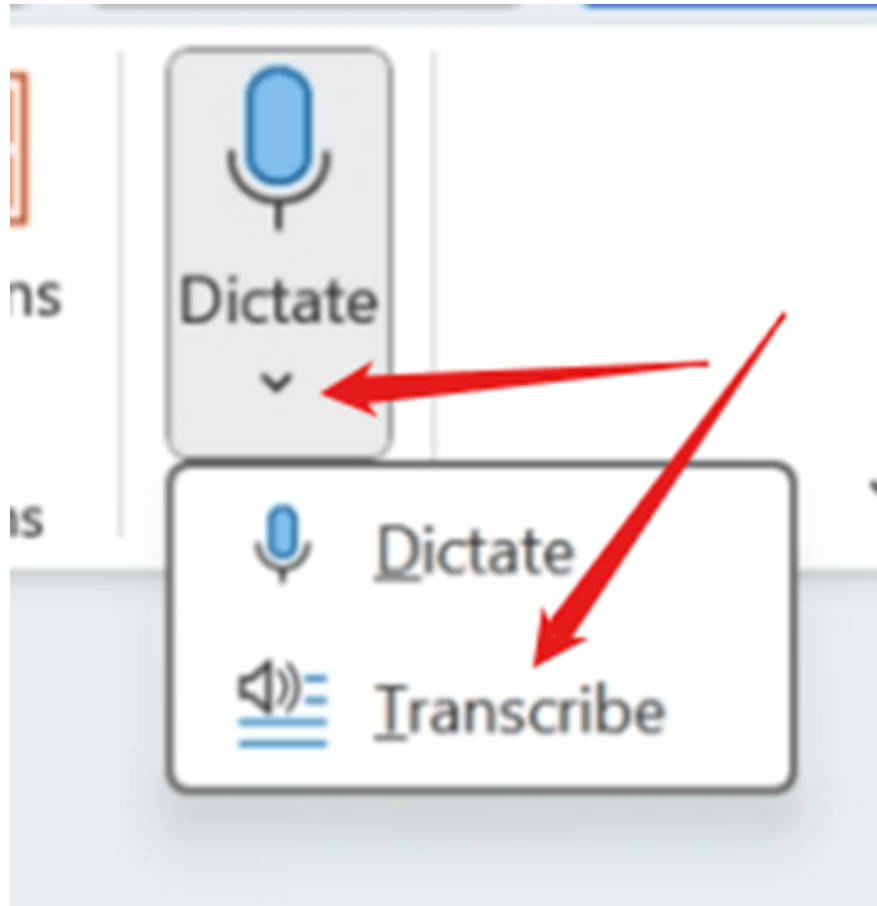
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# Steps to Transcribe audio in Microsoft Word

Transcribe audio in Microsoft Word

1. Open a new blank document.
2. Select **Home**, then select **Dictate**. From the drop-down menu, choose **Transcribe**.
3. In the Transcribe panel, select **Upload audio** to transcribe an existing file, or select **Start recording** to capture live audio using your microphone.
4. Select the **audio file** you want to transcribe.
5. Word will begin transcribing the selected audio file.





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# Transcription Alternatives



Otter.ai



Microsoft Clipchamp



Read AI



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# In conclusion!



# THANK YOU

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Afrikaans  
**Dankie**



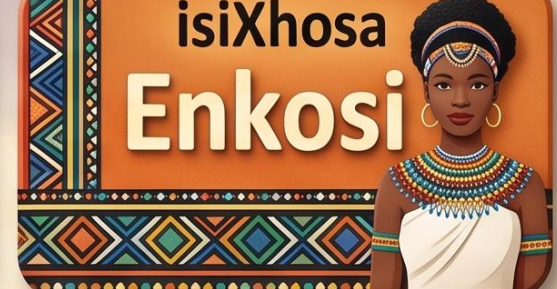
English  
**Thank You**



isiNdebele  
**Ngiyabonga**



isiXhosa  
**Enkosi**



isiZulu  
**Ngiyabonga**



Sepedi  
**Ke a leboga**



Sesotho  
**Ke a leboha**



Setswana  
**Ke a leboga**



siSwati  
**Ngiyabonga**



Tshivenda  
**Ndi a livhuwa**



Xitsonga  
**I nkomu**



South African Sign Language (SASL)





**THE FLOOR IS OPEN!**



## **Mr. Tsholofelo Nkoane**

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