



Embrace Change (in automation/ digitization) – but what should stay the same?

**THE ASSOCIATION FOR ACADEMIC
ADMINISTRATORS**

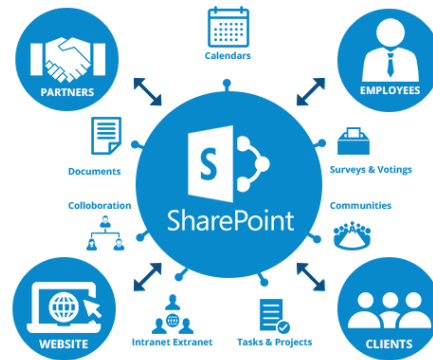
18-19 MAY 2023

Overview

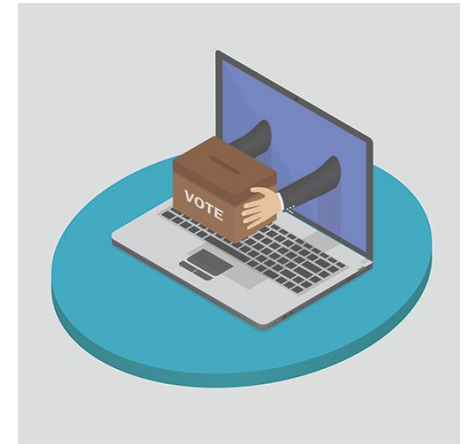
- How can we be practical about implementing innovation in academic administration?
- Benefits of digitisation / automation
- Examples- Whisper/-Otter/ChatGTP /Microsoft co-pilot
- Academic administration -It's not ' THE WHAT ' that has changed –it's THE HOW
- But what must stay the same?

Benefits

- Efficient
- Less errors
- More time to focus on what we already do, and should maintain and improve



Courtesy - Pinterest



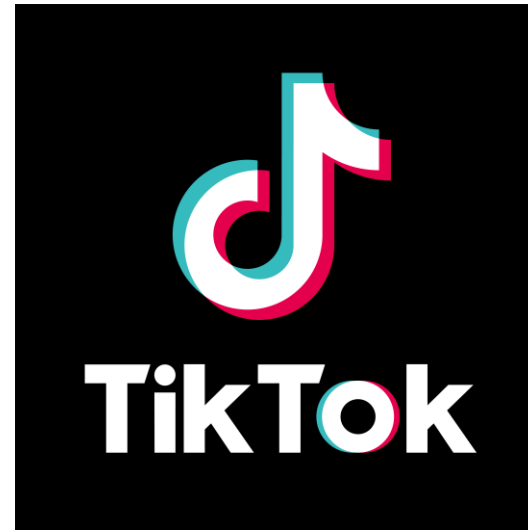
Document Management System



Security

Accessibility

Real time



Engage

**Promote
participation**

Transparency



Governance

Real time

Privacy and Security

Practical Application 1: Creating meeting notes

- Using AI to create meeting notes.
- Describe the workflow briefly and simply (This workflow uses an application called Whisper in conjunction with the popular Chat GPT application)
- Benefits to academic administrators

[Whisper](#)



Otter AI

An AI meeting assistant that records audio, writes notes, automatically captures slides, and generates summaries.

<https://otter.ai/>



Application 2: Digital Signature Solutions

- Enable organisations to streamline their document workflows
- Cloud-based service
- Management of digital documents in a secure and legally binding manner
- Replaces the traditional process of printing, signing, scanning, and faxing or mailing documents, offering a more efficient and convenient alternative

Using Digital Signature Solutions to improve a workflow

Welcome, Carol

1 IN PROGRESS

1 WAITING FOR YOU

 EVENTS AND ALERTS




Send a document for signature

Request e-signatures on a new agreement, or start from your library of templates and workflows.


[Request e-signatures](#)

[Start from library](#)


Do more with Acrobat Sign




Fill and sign a document




Publish a web form




Send in bulk



Create a reusable template



Manage and track all agreements



Enhance your account

Section to be completed by student

PLEASE TEAR OFF AND RETURN THIS SLIP TO FINANCIAL AID AND SCHOLARSHIPS OFFICE

Faculty	Person number															
Surname																
First name/s																
Programme														Year of study		

Date of cancellation of Registration Year Month Day

For Faculty _____

PROOF OF RECEIPT OF CANCELLATION FORM

Student Name	Person Number														
Signature															
Faculty Officer name														Signature	

Faculty Stamp



CANCELLATION OF REGISTRATION

Please note:

Your cancellation of registration will not be recorded by the Faculty Office and you will continue to be liable for fees until this form has been completed in full and handed in with your student card. The form must be returned to your Faculty Office when it is fully completed.

Please print in CAPITAL letters, using a ballpoint pen.

Surname	Person number															
First Name/s																
Programme														Year of study		

Date of cancellation of Registration Year Month Day

Please indicate the reason for cancellation by marking X in the appropriate box:

<input type="checkbox"/> Programme/unit of study too difficult	DFCT
<input type="checkbox"/> Dissatisfaction with programme/unit	DISS
<input type="checkbox"/> Wrong choice of programme/unit of study	CHCE
<input type="checkbox"/> Cancelled by University for academic reasons	ACAD
<input type="checkbox"/> Cancelled by University for disciplinary or other reasons	DSPL
<input type="checkbox"/> Taking up overseas scholarship	OVSC
<input type="checkbox"/> Financial difficulties	FNCE
<input type="checkbox"/> Leave of absence for one year to take up a scholarship	SCOL
<input type="checkbox"/> For reasons other than scholarship (eg American field service)	LOFA
<input type="checkbox"/> Enrollment in abeyance for one year (higher degrees only)	ABEY
<input type="checkbox"/> Pressure of business (part-time students)	BSNS
<input type="checkbox"/> Family circumstances	FAMP
<input type="checkbox"/> Emigrating	EMIG
<input type="checkbox"/> Financial Difficulties	FNCE
<input type="checkbox"/> Ill Health	HLTH
<input type="checkbox"/> Deceased	DCSD
<input type="checkbox"/> Accepted place at other University	ACCP
<input type="checkbox"/> Other reasons – please specify	OTHR

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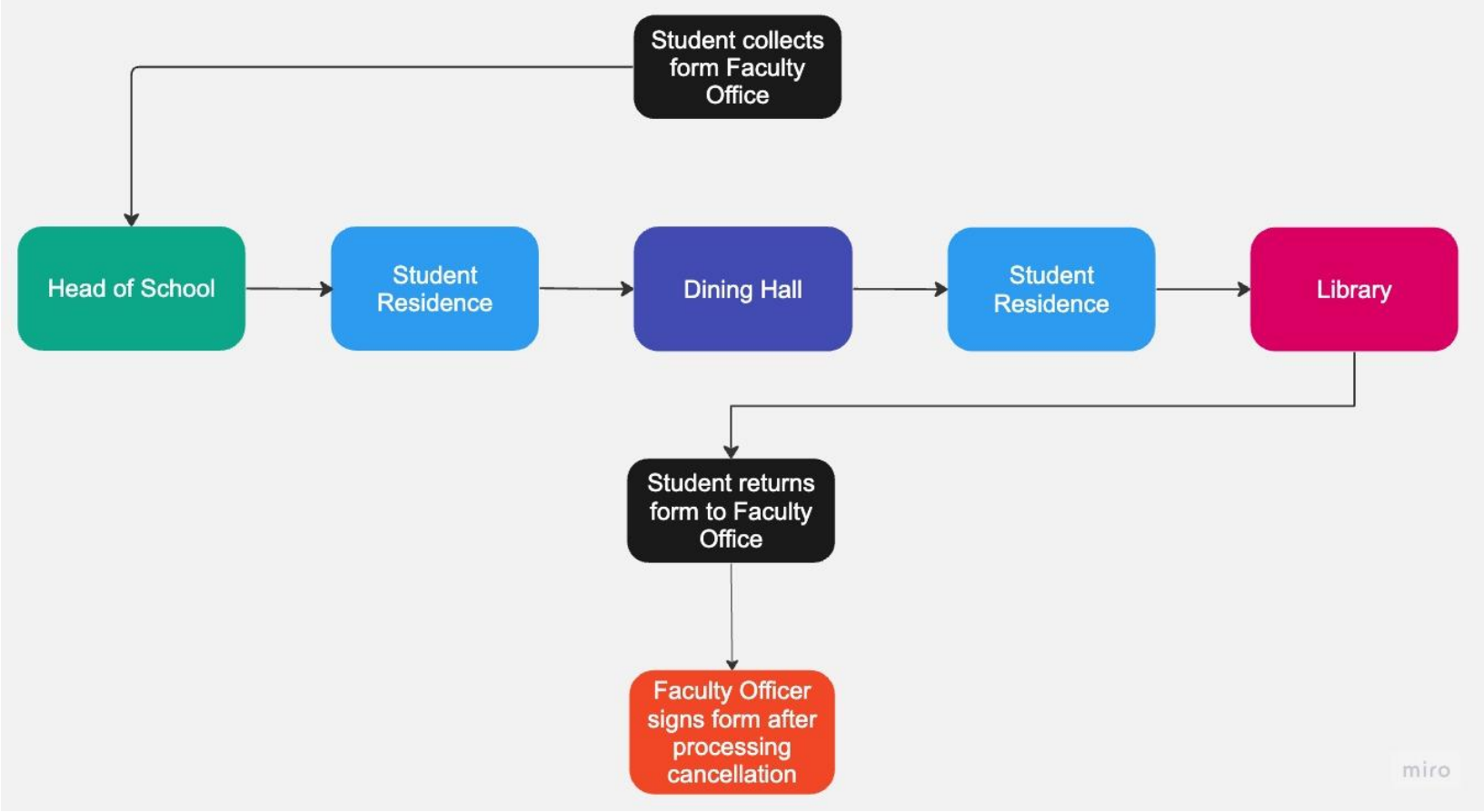
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Signature															
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Faculty Stamp

Cancellation of Registration Process



Advantages

- Signatories sign on any device
- Signatories don't need an account – send to anyone anywhere in the world
- After a person signs, system automatically sends document to the next signatory
- Safe, secure and legally binding
- Audit trail – you can see who has delayed signing and progress of the workflow



Audit Report

- Tracks who viewed your document
- Tracks who viewed but did not sign your document
- Uses the recipients IP address for tracking


Appointment Agreement for External Examiners-[REDACTED]

Final Audit Report


2023-05-15


Created:	2023-02-23
By:	Faculty Registry EBE (febeonbase@wits.ac.za)
Status:	Signed
Transaction ID:	CBJCHBCAABAA1ttGbCpNjMluk3hneXz-wFP_LZk2DKeN



"Appointment Agreement for External Examiners-[REDACTED]

 Document created by Faculty Registry EBE (febeonbase@wits.ac.za)
2023-02-23 - 8:59:52 AM GMT


 Document emailed to [REDACTED] for signature
2023-02-23 - 8:59:54 AM GMT

 Email viewed by [REDACTED]
2023-02-23 - 9:43:55 AM GMT

 [REDACTED] uploaded the following supporting documents:

-  Proof of Bank Account
-  ID or Passport

2023-02-23 - 9:56:43 AM GMT

 Document e-signed by [REDACTED]
Signature Date: 2023-02-23 - 9:56:43 AM GMT - Time Source: server

Practical Application 3: Using ChatGPT (A [Large] Language Model to facilitate administrative processes

- Assist with email responses. Levelling the playing field for staff with varying English language abilities. It can translate, and compose songs/poems
- Summarise information
- Assist with reports
- Analyse data
- Assist with Excel formula

Limitations

- No guarantee that it is factual
- It has biases
- Fake news



shutterstock.com · 2250450765

New chat (openai.com)

Example

A key note speech needs to be made to university administrators on the benefits of AI but also how to ensure one needs to be mindful of the risks. Provide 4 points

Another example

[Staff Performance Improvement. \(openai.com\)](#)

A member of staff's performance has not been stellar in the office. His attitude has been less than satisfactory. How best should the conversation be held

Limitations

- No guarantee that it is factual
- It has biases
- Fake news



Microsoft 365 Copilot

Microsoft Co-Pilot

Microsoft Co-Pilot, as an AI-powered tool, can facilitate academic administration processes in the following ways:

- **Data analysis:**
 - Analyze large volumes of academic data, such as student records, course schedules, and attendance.
 - It can identify patterns, generate insights, and help administrators make data-driven decisions.
- **Workflow automation:**
 - Automate routine administrative tasks, such as generating class schedules, managing enrolment, and processing student applications. This saves time and reduces the risk of errors.
- **Communication and collaboration:**
 - Assist in managing communication with students, faculty, and staff.
 - Send reminders, notifications, and updates, and facilitate collaborative tasks like scheduling meetings or coordinating events.



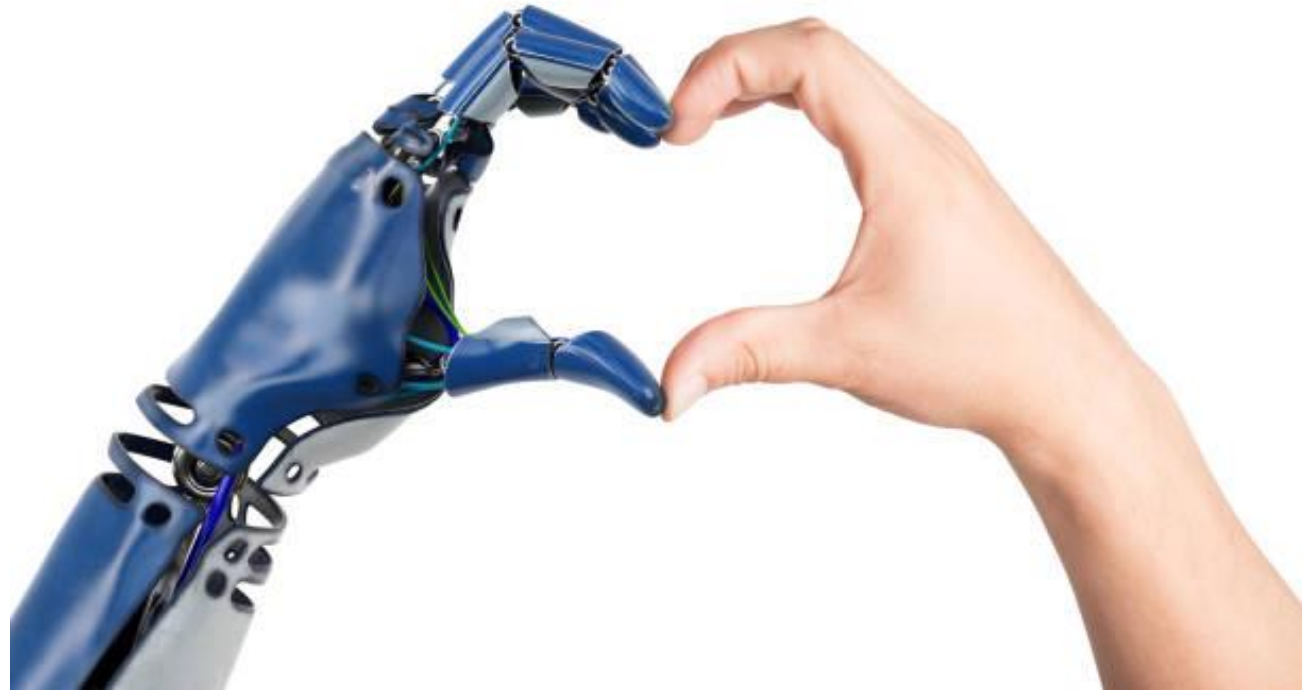
Microsoft 365 Copilot

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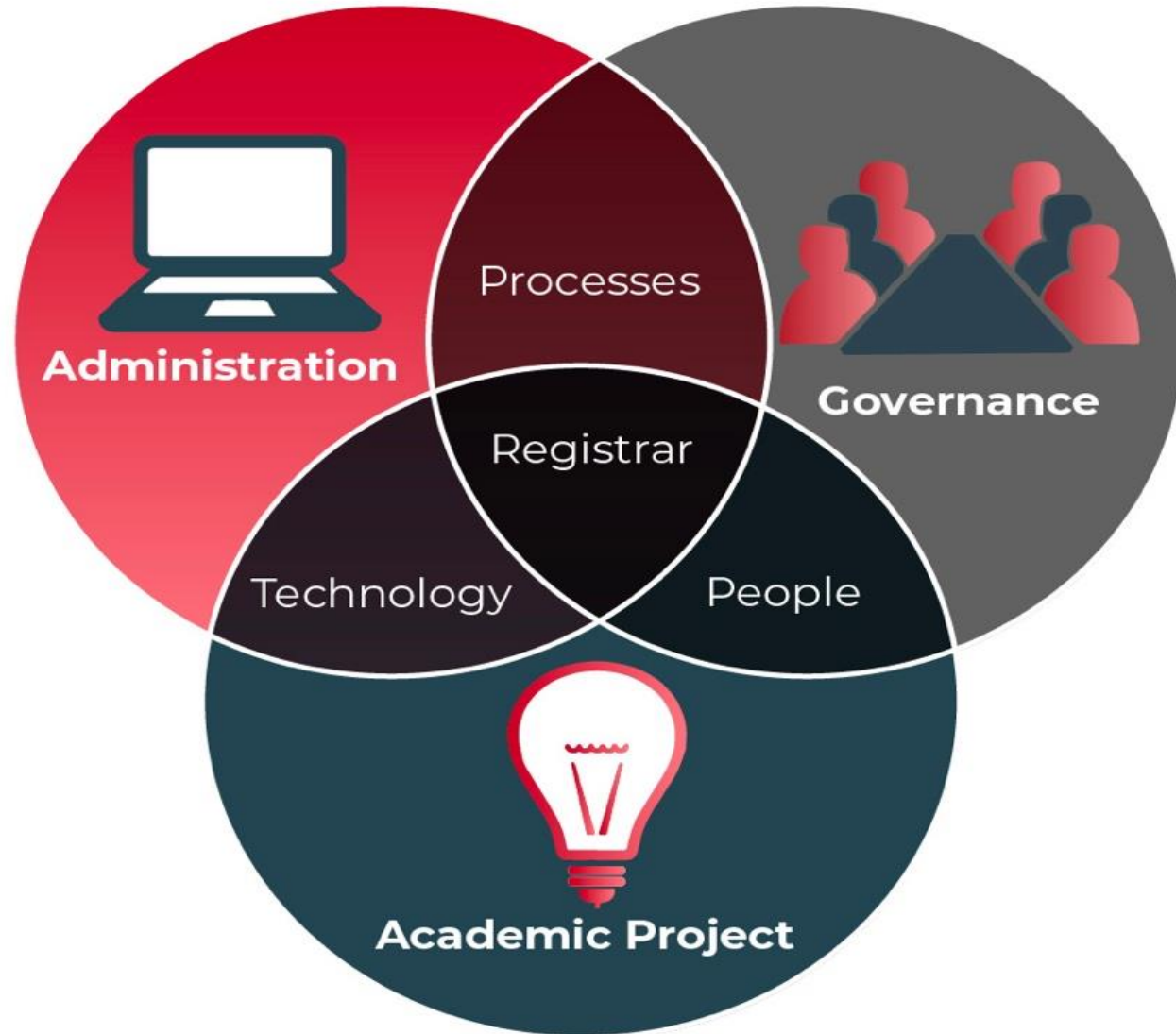
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- **Resource allocation:**
 - Assist in optimizing resource allocation, such as classroom assignments, faculty workload distribution, and budget planning.
 - **Predictive analytics:**
 - Leverage historical data and predictive modelling to forecast student enrolment, graduation rates, or resource demands. This helps administrators anticipate future needs and plan accordingly.
 - **Personalised support:**
 - Personalized assistance to students and faculty, such as recommending courses, providing academic guidance, or answering frequently asked questions. This enhances the overall academic experience.
 - **Security and privacy:**
 - Ensure data security and privacy by implementing robust security measures, access controls, and encryption protocols to protect sensitive academic information.

<https://www.youtube.com/watch?v=ebls5x-gb0s>

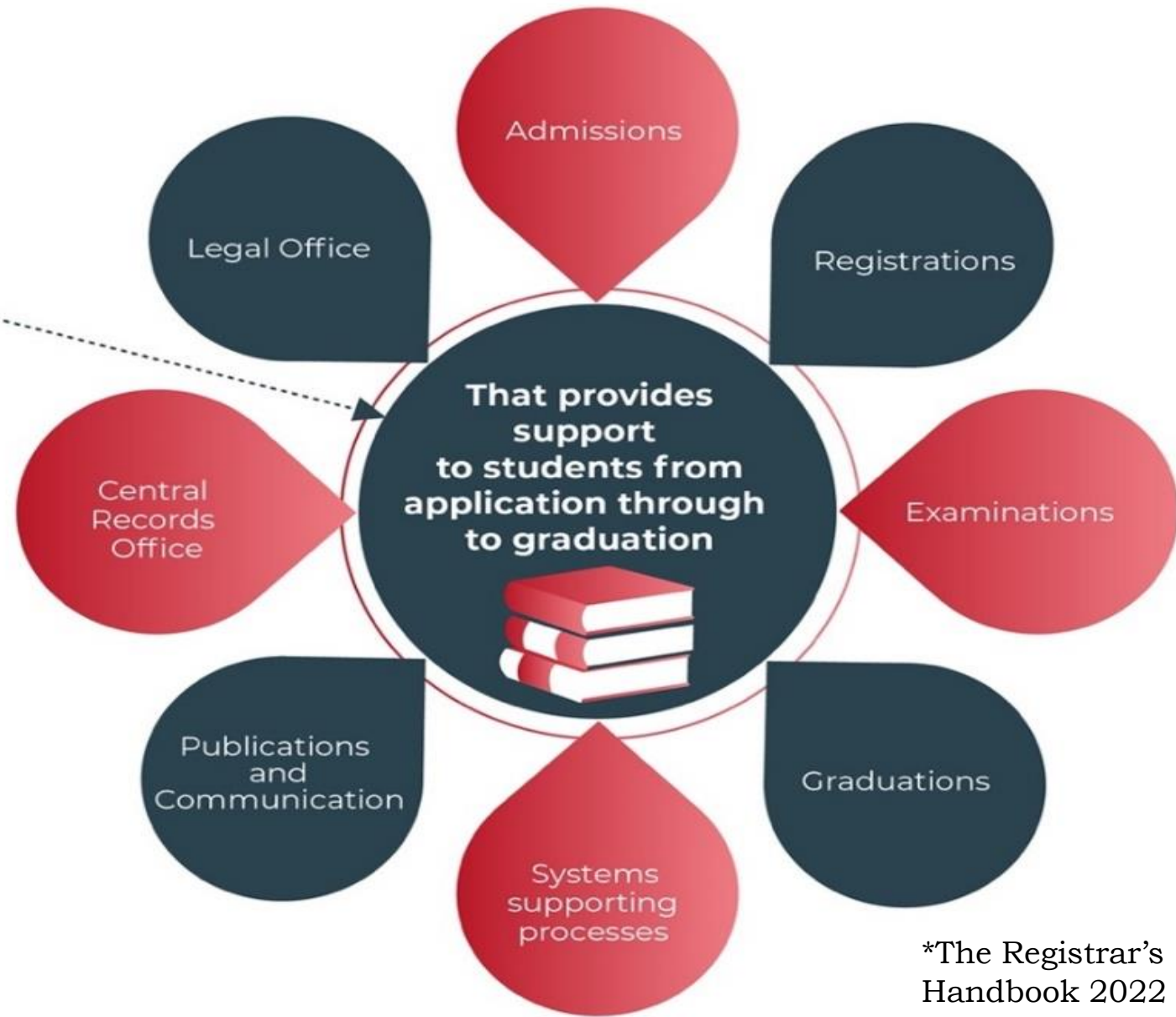
Recognize that it is not WHAT has
changed but HOW



Academic Administration – at its best when there is an alignment of the PPT framework (people, process and technology) in pursuit of operational and administrative excellence. The main aim should be to enhance service delivery and the student experience.

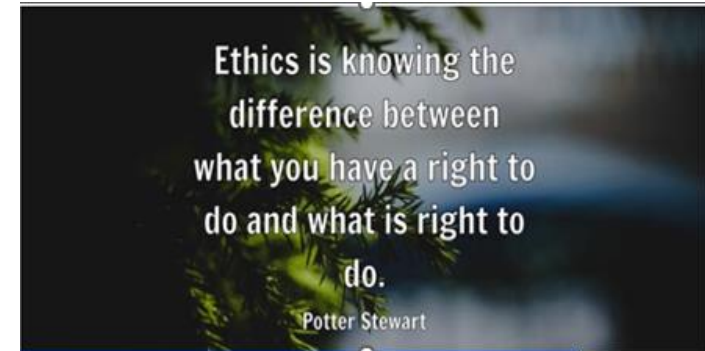


*The Registrar's
Handbook 2022



*The Registrar's Handbook 2022

“It is equally important to exercise mindfulness and mitigate the risks associated with AI, prioritizing ethical considerations, and ensuring responsible use.”



<https://www.universityworldnews.com/post-mobile.php?story=20230512052612694>

Why we do this.. Letters of appreciation.

Dear Carol

This email serves as a token of appreciation for your assistance in placing me in residence.

I have finally settled in now and I wanted to let you know how much I appreciate this opportunity and how much it means to my whole life.

And of-course, I will be passing very well this year.

Thank you very much!

Good Day Ms Carol Crosley

I would like to express my appreciation for the call last night.

I thank you for taking action and the assistance to get this resolved.

Hi

My name is xxxxxxx ,I'm the student you helped with his appeal application.

I like to thank you for helping me ,by forwarding my documents.It really means alot to me.

I'm really grateful.

Dear admissions team

Thank you for the beyond inspiring and motivating video that made me feel valued and made me even more excited about the future.

I and many other prospective students appreciate the amount of care that you as a university put in to make prospective students feel valued and welcome.

Thank you for playing such a big role in the success and well-being of our country.

I am very honored and proud to have been given the opportunity to study Medicine at the University of Witwatersrand.

Yours sincerely

Prospective student

Amid the talk of artificial intelligence replacing workers, experts say there are some jobs computers aren't taking – at least for a while.

Since the start of the industrial revolution, there have been threats that new machines – from **mechanised looms** to **microchips** – would usurp human jobs. For the most part, the humans have prevailed. Now, say some experts, with AI ubiquity on the horizon, the threat's being realised: the robots really are coming for some jobs.

A March 2023 report from Goldman Sachs estimated that **AI capable of content generation could do a quarter of all the work** currently done by humans. Across the European Union and US, the report further notes, 300 million jobs could be lost to automation. And that could be dire, says Martin Ford, author of *Rule of the Robots: How Artificial Intelligence Will Transform Everything*.

"It's not just that this would happen to individuals, but it could be pretty systemic," he says. "It could happen to a lot of people, potentially quite suddenly, potentially all at the same time. And that has implications not just for those individuals, but for the whole economy."

Thankfully, it's not all bad news. The experts issue their warnings with a caveat: there are still things AI isn't capable of – tasks that **involve distinctly human qualities**, like emotional intelligence and outside-the-box thinking. And moving into roles that centre those skills could help lessen the chances of being replaced.

A dramatic landscape photograph featuring a person standing on a dark, rocky cliff in the foreground. The background shows a vast, hazy expanse of land or water under a sky filled with dark, heavy clouds. A bright light source, likely the sun, is positioned behind the clouds, creating a strong lens flare and illuminating the scene from behind. The overall mood is contemplative and powerful.

**Integrity is the
essence of everything
successful.**

R. Buckminster Fuller