

ENGAGE.EU Staff Week
AI in Higher Education Administration
Academic programme

Discovering Artificial Intelligence

Julien Aligon, Associate Professor of Computer Science, Toulouse Capitole University

- Defining AI
- Key concepts
- Brief history of AI
- How does modern AI work?
- Quick focus on generative AI
- Quick focus on the impact of AI on society

Applications of Artificial Intelligence in Higher Education Administration: Practical Tools and Responsible Use

Blerina Sinimeri, Associate Professor of Computer Science, Luiss University

This practical course introduces administrative staff to Artificial Intelligence through tasks encountered in everyday university work. After a short, non-technical introduction to the history of AI, machine learning, deep learning and generative AI, participants will work with freely accessible or institutionally approved AI tools. Hands-on activities will cover drafting and improving communications, extracting information from long documents, analysing simple spreadsheets, summarising meetings and transforming unstructured information into useful administrative outputs. Real higher-education case studies will show how similar tools are already supporting professional services. Throughout the course, participants will learn to verify AI outputs and decide when AI should, and should not, be used. Privacy, data protection, information security, human oversight and the EU AI Act will be introduced briefly through the practical exercises. No programming experience is required; activities will use synthetic, anonymised or publicly available material.

Responsible Use of Language AI in Higher Education Administration: Reasoning, Evaluation, and Human Oversight

Christina Niklaus, Assistant Professor in Computer Science, University of St. Gallen

Large Language Models are increasingly used to generate explanations, summaries, feedback and recommendations across many domains, including higher education administration. In complex situations, fluent answers can conceal assumptions, missing evidence, uncertainty or differing stakeholder perspectives. This course examines how to assess the reasoning and justifications presented in AI-generated answers. Drawing on Natural Language Processing and Argumentative AI, it explores how claims, supporting evidence and points of disagreement can be made more explicit. Participants will consider how to evaluate answers when there is no single correct response, what conclusions such evaluations can support, and when human judgment is needed. Examples from higher education administration will make these questions concrete. No programming experience is required.