

# Mind the (Knowledge) Gap

Non-Techies Using AI to Do More Better.



# Meet Your Presenters



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# Learning Objectives



## Know the Basics of AI and Ethics

Learn what AI is and how it affects education abroad programs.



## Find AI Tools for Education

Discover AI solutions for specific challenges in international education.



## Master Key AI Skills

Write effective prompts and know what AI can and cannot do.



## Try Using AI

Practice using AI to solve real education abroad problems.

# Today's Presentation

## AI in Education Abroad

Introduction to AI in Education Abroad. (10 minutes)

1

2

## Our Use Cases

Discussion of specific AI applications. (25 minutes)

## Activity

Hands-on practice session. (15 minutes)

3

4

## Wrap-up

Key takeaways and summary. (10 minutes)



# Y'all Get Your Phones Out



## Step 1: Scan or Visit

Go to [menti.com](https://menti.com) on your mobile device



## Step 2: Enter Code

Use code: 6682 6277

# Why AI? – The Opportunity for Education Abroad



## AI in Plain Language

Generative AI can draft text and summarize info. It can brainstorm ideas and translate languages.



## Why It Matters

Education abroad pros juggle many tasks. AI offers speed and creativity to lighten the load.



## Big Potential

AI boosts productivity, with ~66% more output on tasks ([nngroup.com](https://www.nngroup.com)). Get more time for what counts.

# Blurring the Lines

Ethical and responsible use guidelines must be in place to address:

- Lack of transparency
- Algorithm bias
- Data privacy concerns
- Environmental impact



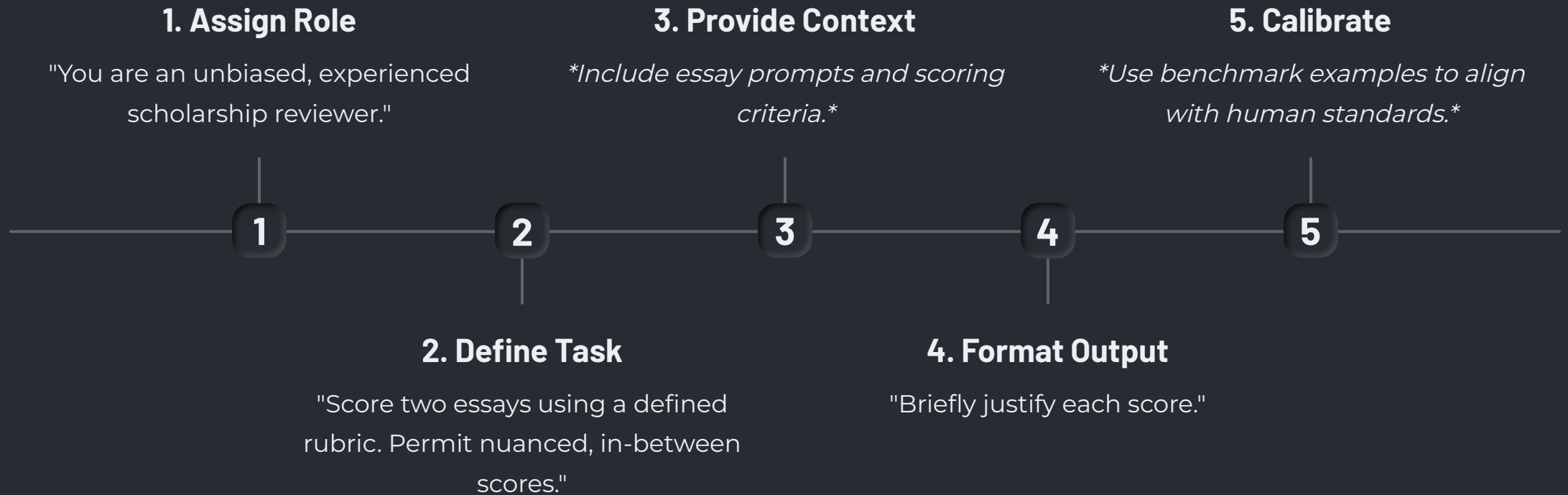


# Case Study: Microsoft Copilot for Essay Scoring

- Educated & naïve intern
- FERPA- compliant
- Transparent with committee & students
- Not used for actual scoring (yet...)



# Prompt Design



Following these steps helps create effective prompts for AI essay scoring, ensuring consistent and meaningful results.

# Results & Takeaways



## Consistent Alignment

Copilot's scores consistently aligned with human reviews.



## Predictable Decisions

No "rogue AI" surprises—decisions were reliable.



## Performance Improvement

My feedback enhanced its performance over time.



## Scalable Approach

The approach is scalable for future similar tasks (grading, app review, etc).

# Results



Copilot

Thank you for providing the next set of essays. I will now proceed with the evaluation based on the provided rubric and guidelines.

## **Personal Statement Evaluation**

**Score: 18**

**Rationale:**

- The applicant clearly outlines their intention to study at Northeastern's London Campus and provides a compelling link between the global experience and their academic, professional, and personal goals.
- They highlight specific plans to take Statics and Thermodynamics as co-requisites, which are not typically available on the Boston campus, and how this will position them for higher career opportunities in aerospace engineering.
- The essay demonstrates a strong understanding of how the experience will benefit them both academically and professionally, with a clear articulation of personal growth and professional development.

## **Diversity and Inclusion Statement Evaluation**


**Score: 17**

**Rationale:**

- The applicant effectively discusses their interest in understanding how race and ethnicity are experienced in the UK and how this will provide new perspectives on systemic inequalities.
- They highlight their commitment to promoting diversity and inclusion, which aligns well with Northeastern's goal of building diverse and inclusive global networks.
- The essay provides a strong personal narrative that demonstrates a clear commitment to exploring and celebrating diversity. However, it could benefit from more specific examples of how they plan to engage with and support diverse communities during their time in London.

## **Composite Score: 17.5**

The applicant has provided well-thought-out essays that align closely with the evaluation rubric. Their clear articulation of goals and plans, along with their commitment to diversity and inclusion, make them a strong candidate for the "Summer In" program.



# Case Study: Google NotebookLM

## 1 AI-powered notetaking & research

Free tool designed for professionals without technical backgrounds.

## 2 Smart insights & easy organization

Efficiently handles research and organization tasks.

## 3 Accessible to everyone

No cost barrier to entry for this powerful tool.





# NotebookLM at a Glance



## Talk to it like an assistant

Interact naturally with your research assistant.



## Analyze connections

Connect information from 50+ sources.



## Find info & citations

Quickly locate and properly cite information.



## Generate summaries

Create text & audio summaries from your content.

# My Notebooks



## IES Barcelona & NU Matching

Map NU syllabi with IES Barcelona's for course equivalencies.



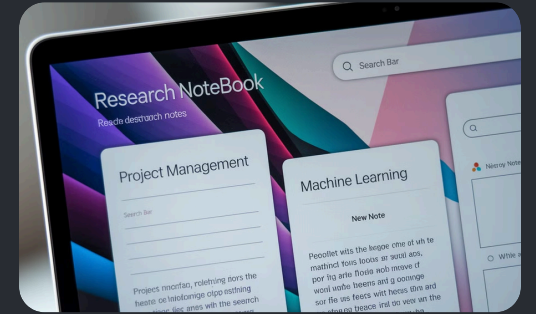
## Gen Z SAE Academics

Transform NU's guide into a deep-dive podcast.



## NU Data Analyst Onboarding

Turn a PDF into a Moira Rose-like podcast.



## Let's check them out...

<https://notebooklm.google.com/>



# The Question(s)

We want to become a data-driven decision making office.

- *What questions are our students asking? What are the confusion points?*
- *How do we reduce staff hours spent on manual processes?*
- "Hi \_\_\_\_\_. I'm meeting with the Provost/President in 2 hours. I need to tell them how we're driving students to personal and professional success."



# DATA

The central force driving modern decision-making

## Analytics

Transforming raw numbers into insights



## Innovation

Sparking new ideas and approaches

## Transformation

Creating organizational change



## Action

Powering strategic decisions



Collect

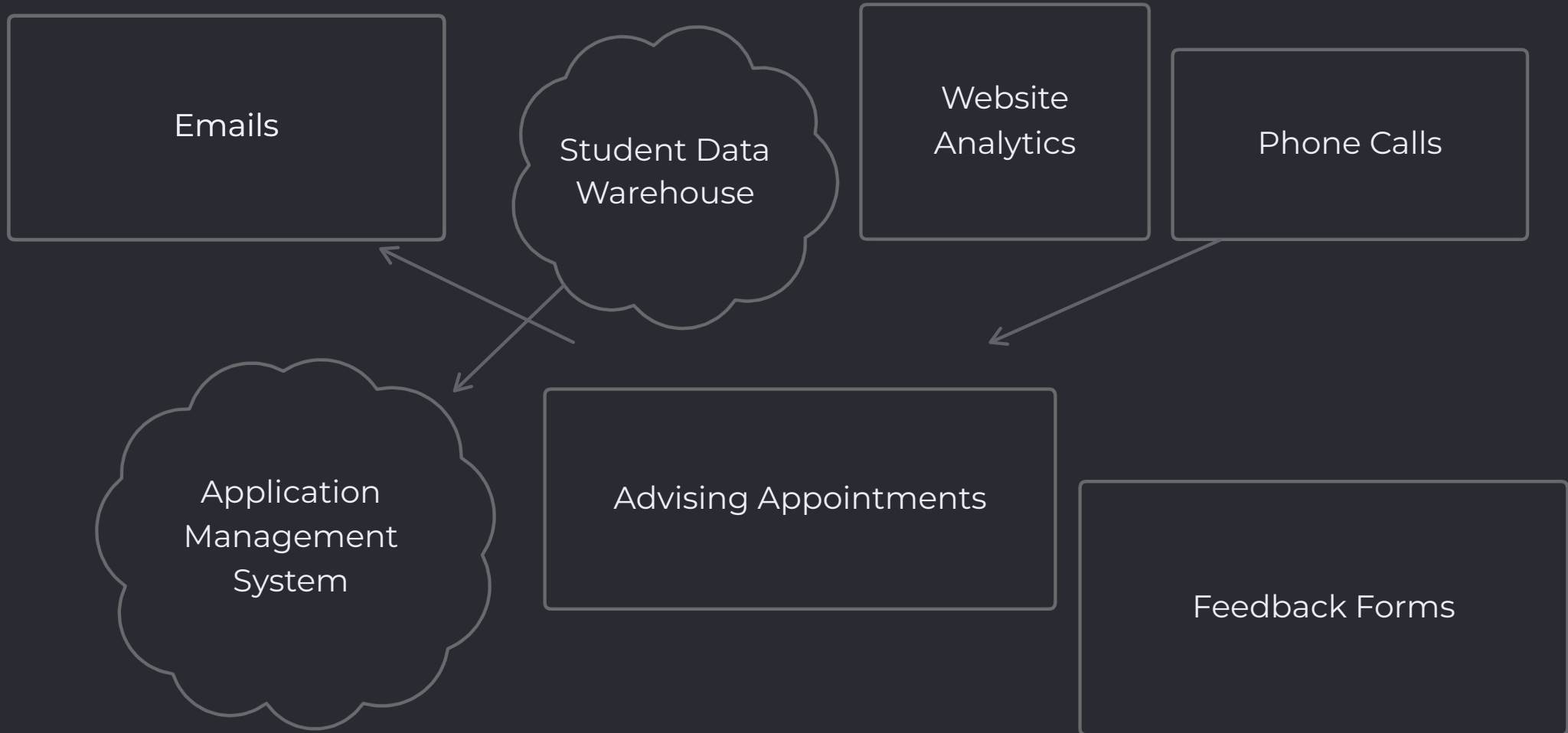
Process

Analyze

Implement



# The Problem



# Leadership Goal: Determining Student Success

Objective: "I need to tell them how we're driving students to personal and professional success."

- **Cultural Immersion:** Measure how deeply students engage with local customs and communities
- **Value Assessment:** Track perception of program costs versus educational and cultural benefits
- **Program Readiness:** Evaluate how well students felt prepared for their experience abroad
- **Safety & Support:** Monitor students' feelings of security and assistance quality
- **Communication:** Assess clarity and timeliness of program information delivery

# Case Study: Automated Sentiment Analysis

Combining quantitative and qualitative insights through automated sentiment analysis.

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## Qualitative Data

Extracts insights from open-ended survey responses.

## Sentiment Analysis

Automatically analyzes text for emotional tone.

## Quantitative Data

Provides quantifiable metrics for program assessment.



# The (Next) Problem

*“Study abroad in Barcelona was, like, an experience I’ll never forget! I spent an entire semester immersed in a vibrant culture, soaking up the sun and the city’s artistic vibes. The program offered, like, endless opportunities—from inspiring classes with passionate professors to unforgettable excursions around the city, the architecture, and even weekend trips to nearby coastal towns. I totally appreciated how every detail of the curriculum and extracurricular activities was designed to broaden my horizons and nurture my creativity.*

*That being said, when it comes to the actual cost, I did feel a bit of sticker shock. The tuition fees and living expenses were, like, on the higher side, and even though they included some cool perks like guided tours and exclusive cultural events, the overall value for money was just okay. It wasn’t a total rip-off, but it didn’t exactly blow my mind in terms of financial efficiency either. I mean, it offered a lot of incredible experiences, but the expense made me wish for just a touch more bang for my buck.”*

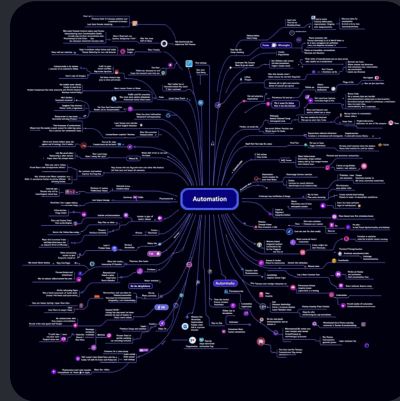


# Automation + AI Pathway



## Review Submitted

MS Forms  
Qualtrics  
Application Management Software



## Power Automate + CoPilot

Multi-step Automation Platform

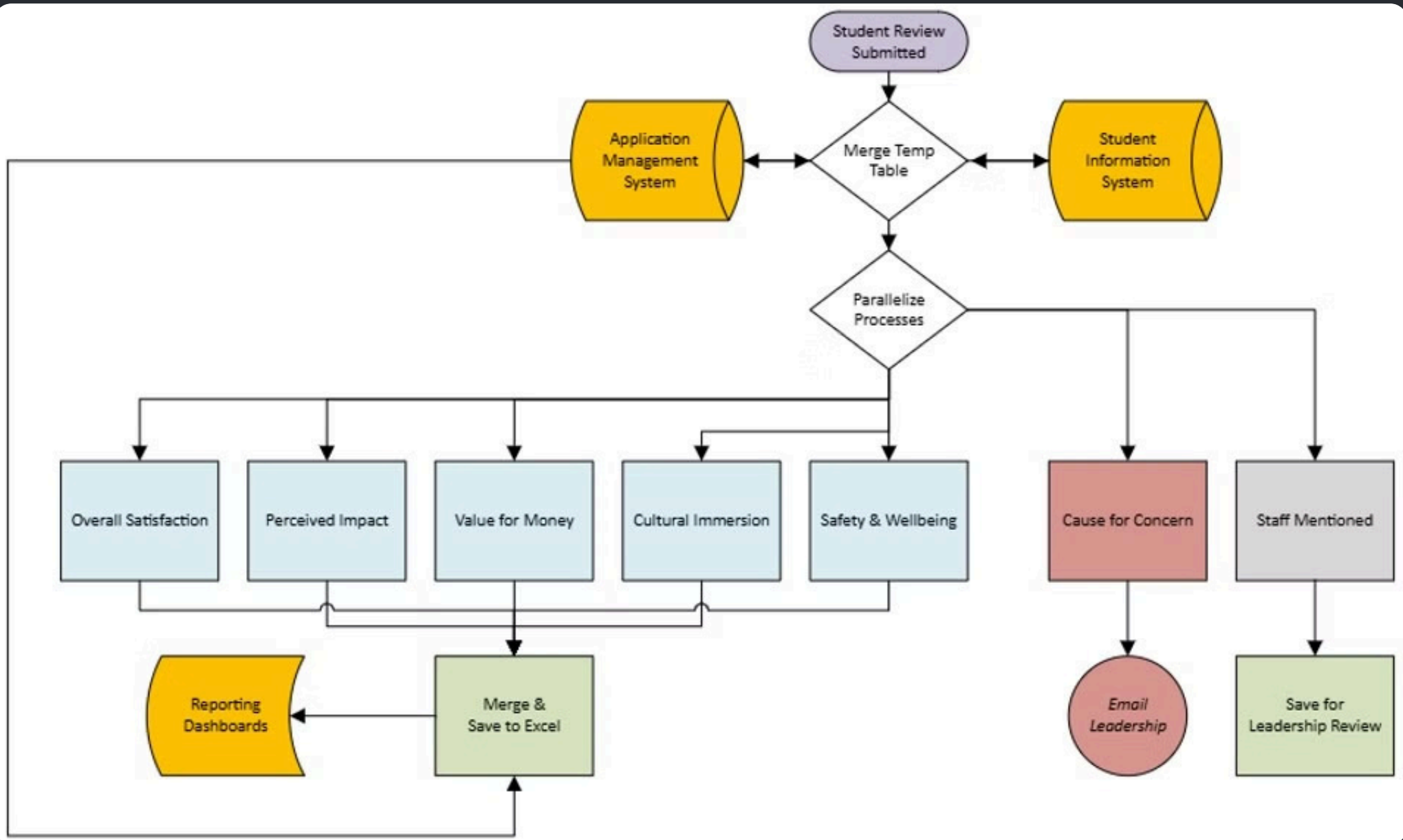
- Ingest
- Analyze with AI
- Export



## Leadership Dashboard

Tableau  
Other Dashboard System

# Power Automate



# Prompt Engineering

## Step 1

Generate your AI Prompt

*Perform a **sentiment analysis** of the following student review [] focusing exclusively on the "**Value for Money**" aspect of the study abroad program. Evaluate the tone, language, and context to determine a **single numeric score between 1 and 10**, where 10 indicates the best value for money. **Output only the numeric score.***

# Copilot Prompt Generator

## Sentiment Analysis - Value for Money

Perform a sentiment analysis of the following student review ( Student Review ) focusing exclusively on the "Value for Money" aspect of the study abroad program. Evaluate the tone, language, and context to determine a single numeric score between 0 and 10, where 10 indicates the best value for money. Output only the numeric score.

[Test prompt](#)

**Prompt response**

6

AI-generated content may be incorrect. Make sure it's accurate and appropriate before using it. [Read terms](#)

### Input

Student Review

**Name**

Student Review

**Sample data**

Study abroad in Barcelona was, like, an experience I'll never forget! I spent an entire semester immersed in a vibrant culture, soaking up the sun and the city's artistic vibes. The program offered, like, endless opportunities—from inspiring classes with passionate professors to unforgettable excursions around the city, the architecture, and even weekend trips to nearby coastal towns. I totally appreciated how every detail of the curriculum and extracurricular activities was designed to broaden my horizons and nurture my creativity.

That being said, when it comes to the actual cost, I did feel a bit of sticker shock. The tuition fees and

[Save](#) [Cancel](#)

**Output**

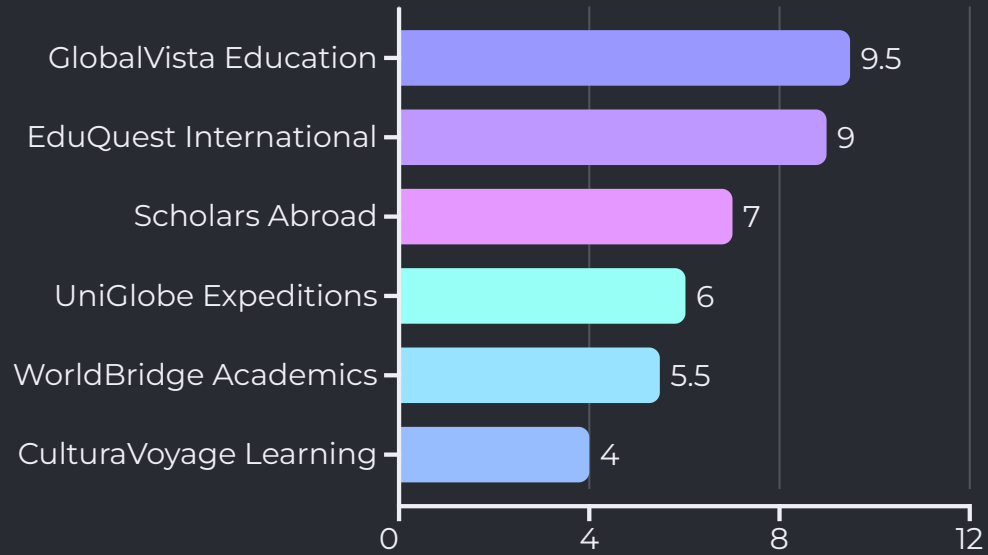
**6**

**OK ... NOW WHAT?**

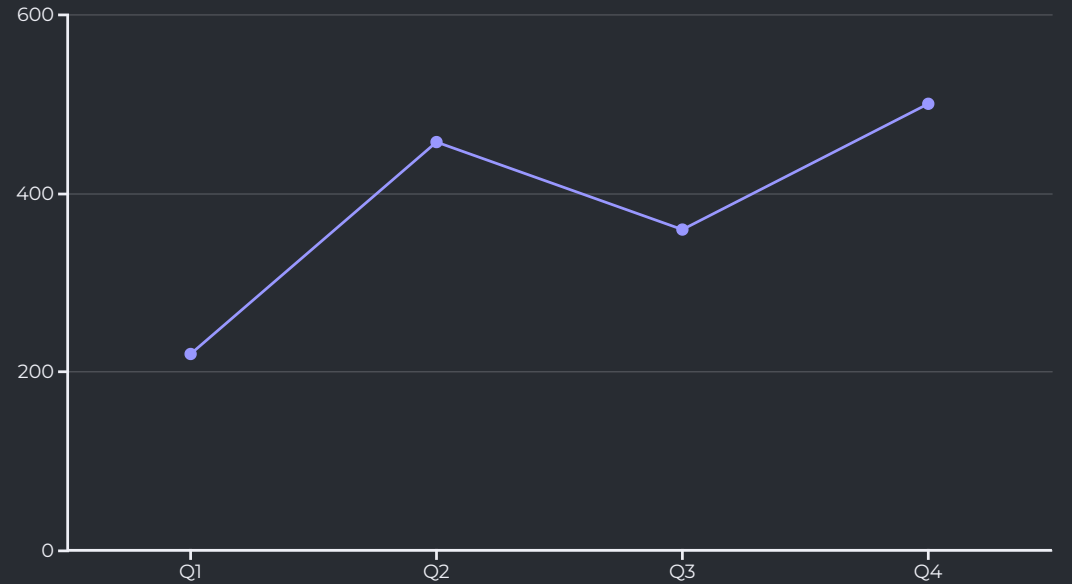


# Provider

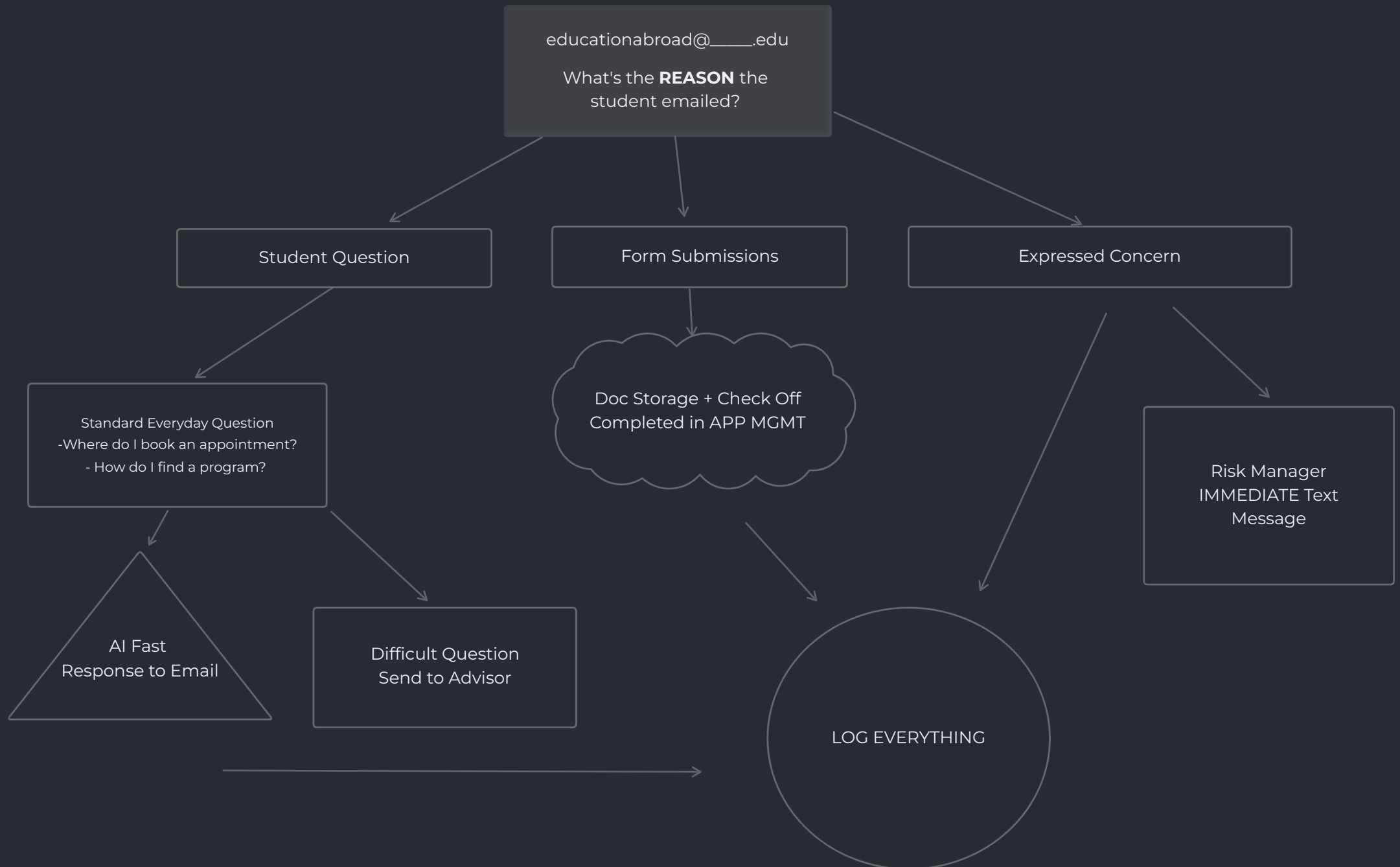
## Overall Satisfaction



## Yearly Trend



# Let's Amp It Up

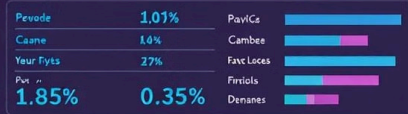


# Live Feed for Leadership

## University Leadership Dashboard University & Persenloh By Cuys

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### Internatem intiioniamoppermance



### Provider Metrrics

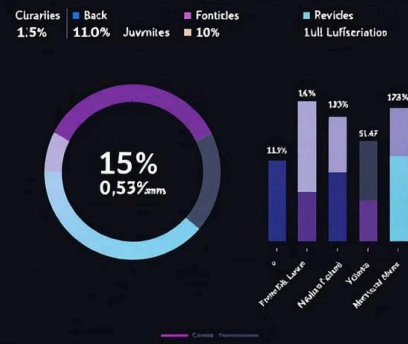


### Provider Performmance



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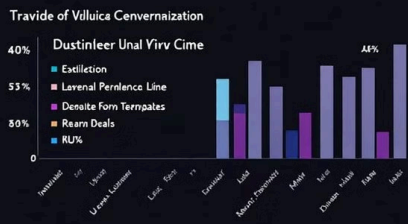
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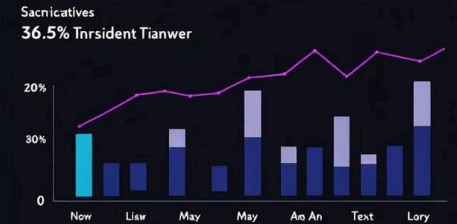
### Provilermation



### Metrics



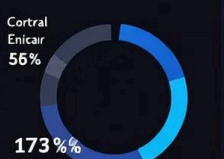
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### New: Univrersity Desiice Desitition



### Provider Induaction



### Matiomal Prowier



### Provider Performance

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	Flaw All	14,56%	
Provinces	Nome	Fover	70%, 1.52%
Leome:	Channgreizard	34%	1.55%

# Lessons Learned – Making AI Work for You

## 1 AI = Collaborator

Treat generative AI as a coworker who needs guidance. Refine its drafts and trust your judgment.

## 3 Iterate & Refine

Don't be afraid to tweak prompts. Refine your questions, and try again for enhanced output.

## 2 Good Prompts = Good Results

The clearer your directions, the better the output. Provide context for better results.



## 4 Stay Ethical

Avoid sensitive student data. Fact-check everything, as AI can make mistakes.

Visit our Website

[educationabroadai.com](https://educationabroadai.com)



 Generative AI in Education Abroad 

**Generative AI in Education Abroad**



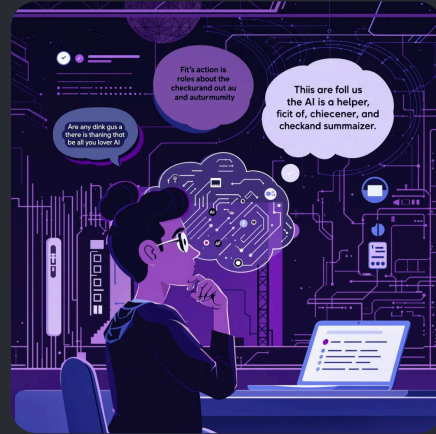
# Interactive Activity – Apply AI to Your Work

## Steps:



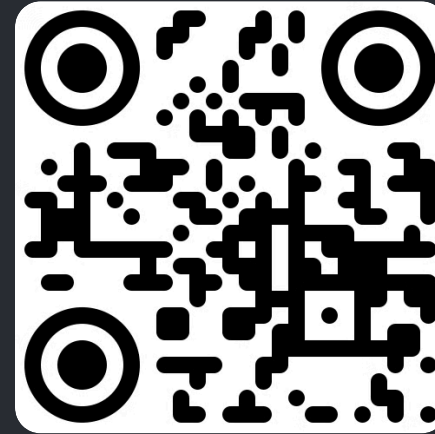
### Identify a "Frog"

Find a tedious task in your work or life that takes too much time, is way too tedious, and/or you have to repeat often. (2 mins)



### Think About Using AI

Consider how AI tools could assist with this task.  
What role would you give the AI - helper, fact-checker, summarizer? (2 min)



### Create a Simple Prompt

Practice writing a prompt telling AI what to do and how to do it. (5 mins)  
Use chat.com to try it out!



### Share Your Results

Let's hear how it went for you. (6 mins)

# Wrapping Up – Key Takeaways



## AI is Accessible

No tech expertise needed.  
Ask questions, learn, practice  
using AI tools.



## Start Small

Try one little AI task a day,  
like helping to draft an email  
or helping to summarize an  
article.



## Do More, Do Better

Offload tedious tasks, gain  
time for creative work and  
student mentoring.



## Be Smart. Be Responsible.

Check your outputs.  
Maintain integrity by not  
misusing data. Cite when AI  
is being used.

# Questions, Comments, Thoughts?

*"The future is not about choosing between technology and humanity; it is about leveraging technology to amplify what makes the work of this field meaningful."*

## Contact Us

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