

Artificial Intelligence in Higher Education and Research Administration: Opportunities, Challenges, and Future Directions

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Purpose

This project explores how AI is being adopted in higher education and research administration. We aim to understand current practices, ethical considerations, and future implications for academic institutions, as well as to identify best practices for integrating these technologies.

Method

We conducted a systematic review of 50 scholarly articles and policy papers. Sources included empirical studies, position papers, bibliometric analyses, and institutional guidelines.

Results - Types of AI Used

We found several types of AI generally used, including Generative AI (e.g., ChatGPT, Copilot); Machine Learning (predictive analytics, learning analytics); Natural Language Processing (chatbots, virtual assistants); Robotic Process Automation (administrative workflows).

Applications

AI is used *Academically* (Literature reviews, manuscript drafting, personalized learning, grading). *Administratively* (Grant proposal support, scheduling, reporting, student advising) and *Strategically* (Policy development, institutional planning, data-driven decision-making).

Ethical Considerations

include *Academic Integrity* (Plagiarism, authorship attribution); *Bias & Fairness* (Risks in admissions, hiring, and grading); *Privacy & Data Protection* (Sensitive data in public AI tools); *Transparency & Accountability* (Need for clear institutional policies).

Future Directions

We are planning to conduct Qualitative research (interviews and surveys) with administrators to inform institutional guidelines for responsible AI use. This will contribute to Policy development and Capacity building, including training for staff and faculty.

Conclusions

AI is a supportive tool, not a replacement for human expertise. Successful integration requires human oversight, ethical frameworks, and digital literacy.