Becoming AI-Augmented

Expanding Human Capability in the Age of AI

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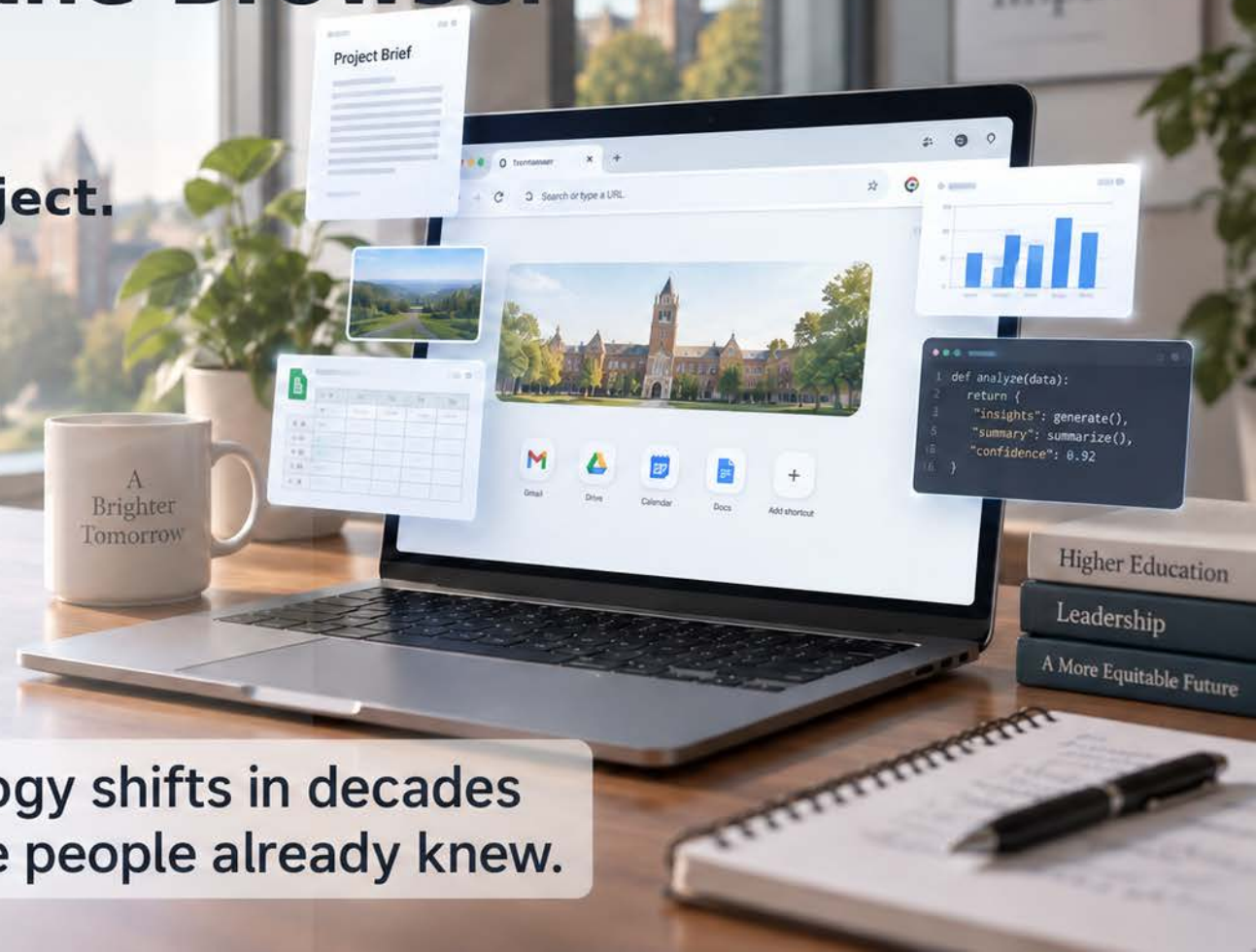
The Last Six Years Changed Everything
March 13, 2020
The world shut down.
November 30, 2022
The AI era began.
Change has been relentless.
A STRONGER TOMORROW TOGETHER
IDEAS
PEOPLE
DISCOVERY
A BRIGHTER TOMORROW
Higher Education
Innovation
People
A Brighter Tomorrow
SAME HIGHER POSSIBILITIES

AI Moved Into the Browser

- **No implementation project.**
- **No six-month rollout.**
- **No training program.**
- **No procurement cycle.**



One of the biggest technology shifts in decades arrived through an interface people already knew.

We Already Gave Everyone AI

Some officially. Some unofficially.

Will people use AI?

↓

Will people become better because of it?

AI-Enabled ≠ AI-Augmented

AI-Enabled

- Has access to AI
- Uses AI as a tool
- May produce work faster

AI-Augmented

- Changes how work is performed because AI exists
- Expands human capability
- Improves how people think, decide, and act

Three Ways to Use AI

Assistance

AI helps me do the work.

Automation

AI performs the task.

Augmentation

AI expands what I can do.

Assistance

Help me evaluate these supplier proposals.

Same job. Better leverage.

AI Analysis & Comparison

Key insights from your supplier proposals

Criteria	Proposal A	Proposal B	Proposal C
Total cost (5 years)	$4.8M	$4.1M	$5.2M
Implementation timeline	12 months	9 months	15 months
Key features	Strong core ERP and finance	Broadest campus coverage	Advanced analytics and AI tools
Vendor experience	15+ higher ed institutions	25+ higher ed institutions	10+ higher ed institutions
Overall assessment	Solid option with lower risk	Best overall value and fit	Strong features at a higher cost

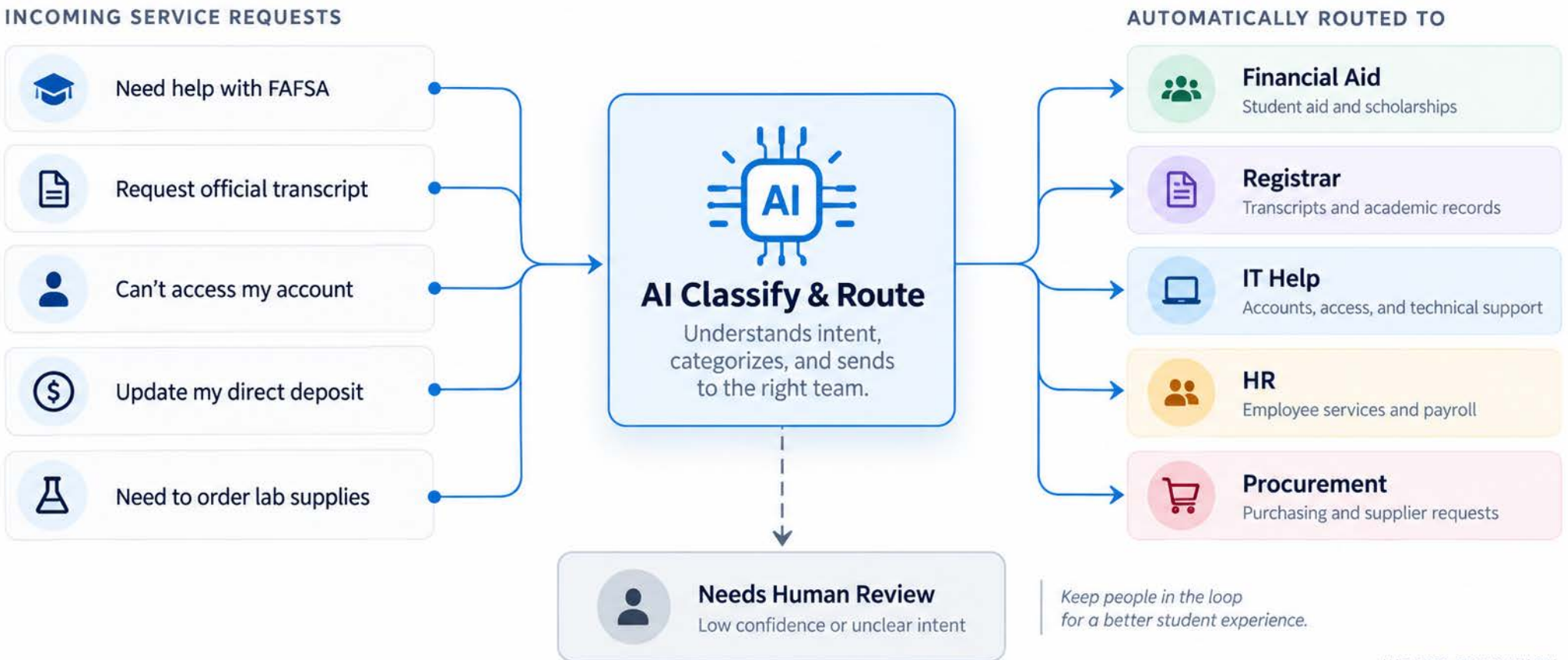
AI Summary

Proposal B offers the best overall value, with the lowest total cost, fastest implementation timeline, and the most comprehensive feature set for our needs.

Automation

Route incoming service requests automatically.

AI classifies. AI routes. Humans handle the exceptions.



HIGHER EDUCATION
PEOPLE PURPOSE PROGRESS

Augmentation

Evaluate these proposals from six perspectives.

Broader analysis. Better judgment.

Procurement
Value, vendor risk, contract terms

Legal
Compliance, terms and conditions

Cybersecurity
Data protection, security posture

Synthesize & Analyze
Examines each proposal across six perspectives.

Finance
Total cost, ROI, funding alignment

Accessibility
ADA compliance, inclusive design

Implementation
Timeline, resources, change management

AI Synthesis & Insights

2 Key Conflicts
Conflicting terms across proposals

3 Areas of Weak Evidence
Missing details or unclear claims

Requires Human Judgment
Strategic fit, campus priorities, final recommendation

Better Decisions
AI brings multiple perspectives together. You make the call.

Expanded Cognitive Reach

A broader analysis leads to better questions and stronger decisions.

1

Where do these perspectives disagree?

2

Where is the evidence weak?

3

Where is human judgment required?

AI broadens the analysis. Humans own the decision.

AI Magnifies. It Does Not Automatically Improve.

AI amplifies what you bring to it — for better or worse.

Strong Capability + AI

Good judgment, solid processes, relevant data.

Broader analysis
See more, connect more.

Faster execution
Move from insight to action.

Better decisions
Higher quality, greater impact.

AI MAGNIFIES

Weak Capability + AI

Unclear goals, poor data, limited expertise.

Faster errors
Get to the wrong answer faster.

Scaled inconsistency
Amplify noise and bias.

More convincing bad decisions
Polished, plausible, and wrong.

AI amplifies strengths — and weaknesses.

Better outcomes come from better people, better processes, and better questions.

Human Capability Still Matters

AI amplifies what people bring. It does not replace the need for it.

Subject Matter Expertise

Do I understand the domain?

Context. Experience. Real-world knowledge.

AI Skills

Can I use the technology effectively?

Prompt well. Evaluate results. Apply in the right context.

Core Skills

Can I reason, communicate, and collaborate?

Critical thinking. Problem solving. Communication. Teamwork.

Meta Skills

Do I know when to trust, challenge, escalate, or stop?

Judgment. Curiosity. Humility. Ethics. Situational awareness.

AI increases the value of knowing when it is wrong.

The most important skill may be recognizing when to question the answer.

AI Can Be Confidently Wrong.

So can people.

Both can be wrong for similar reasons — and both can be right.

AI Can Be Confidently Wrong

It can sound authoritative — even when it is not correct.

- May hallucinate plausible answers
- Can misinterpret context
- Reflects biases in training data
- May provide outdated information
- Often lacks real-world experience
- Can be very confident in incorrect answers

CONFIDENCE ≠ CORRECTNESS

People Can Be Confidently Wrong

We all have blind spots, biases, and limited information.

- May rely on incomplete information
- Can be influenced by confirmation bias
- May overlook important perspectives
- Can be overconfident in their expertise
- May resist new evidence
- Can make inconsistent decisions under pressure

Better outcomes come from combining both.

Use AI for scale and perspective. Use human judgment for meaning and decision.

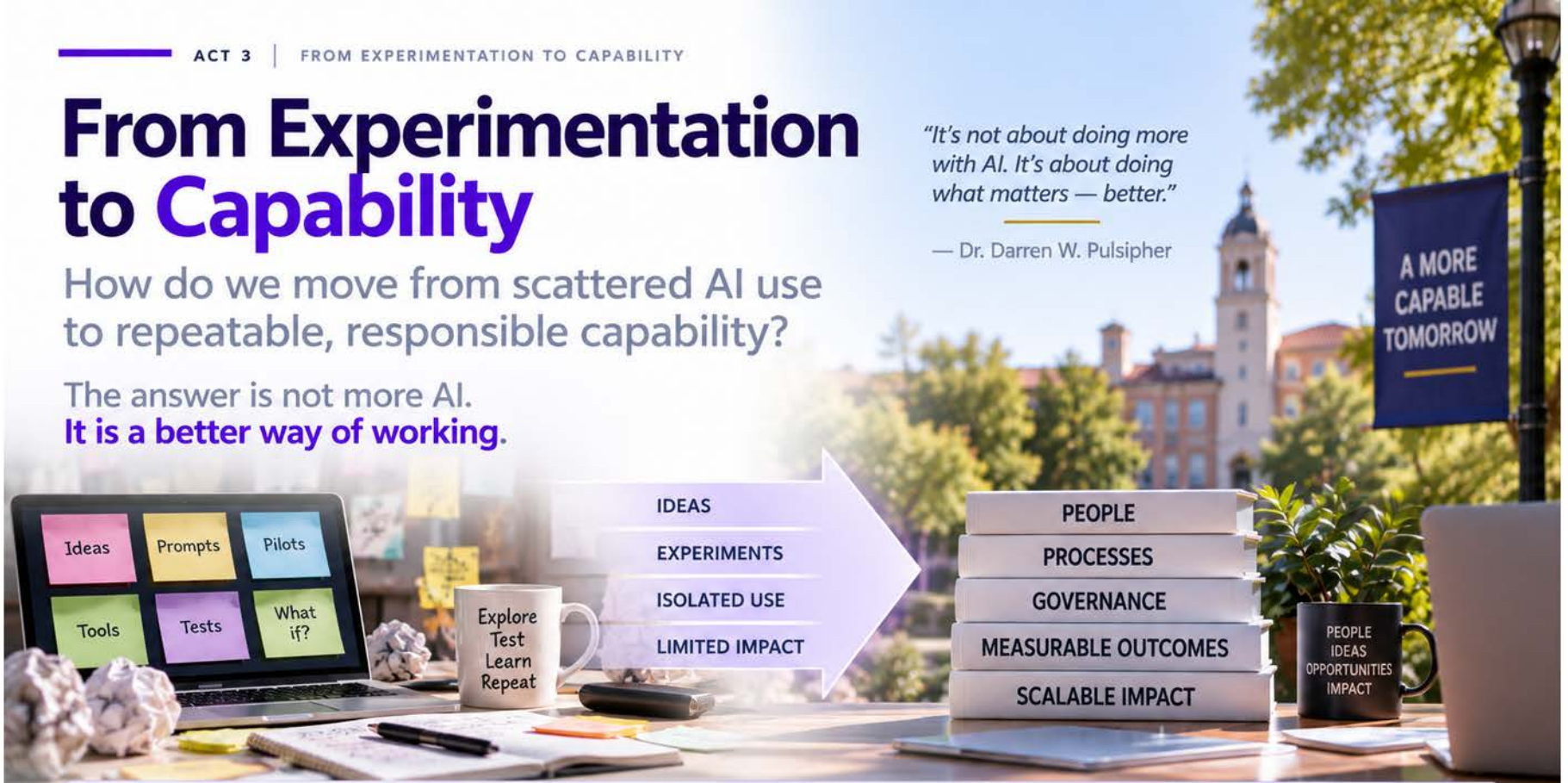
From Experimentation to Capability

How do we move from scattered AI use to repeatable, responsible capability?

The answer is not more AI.
It is a better way of working.

"It's not about doing more with AI. It's about doing what matters — better."

— Dr. Darren W. Pulsipher



From potential to progress.
Let's explore a practical path forward.

AI-AUGMENTED
PEOPLE | TEAMS | ORGANIZATIONS

A Practical Path Forward

The 6 Stages of the AI-Augmented Operating System (AAOS)

A proven path to turn AI opportunities into real, lasting impact.

"A framework for higher potential, not higher complexity."

— Dr. Darren W. Pulsipher

1. **DIAGNOSE** — Understand the work.
2. **ACTIVATE** — Build capability.
3. **CONTROL** — Establish boundaries.
4. **EXECUTE** — Redesign the work.
5. **MEASURE** — Prove the value.
6. **SCALE** — Expand what works.

FROM POSSIBLE → TO PRACTICAL → TO LASTING IMPACT

A more capable you creates a more capable institution.

People. Teams. Organizations. A brighter tomorrow.

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1
DIAGNOSE

Start with the Work.

Understand where you are, what matters, and where AI can add real value.

Where are we struggling?

Identify the highest friction points, bottlenecks, and persistent challenges.

Where does scarce expertise limit us?

Find areas where knowledge, experience, or capacity are hard to access or scale.

Where could AI materially improve the outcome?

Look for meaningful opportunities to improve speed, quality, access, and experience.

Clarity today creates the opportunity of tomorrow.
Start with the work. The right opportunities will emerge.

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2
ACTIVATE

Tools do not create capability. People do.

Build the skills, context, and confidence for people to work differently with AI.

Skills

Build practical AI skills for real work scenarios.

Context

Provide role-based guidance, use cases, and examples.

Examples

Show what good looks like in higher education.

Permission

Create a safe space to experiment, learn, and share.

Activated people create augmented institutions.
Invest in people. Enable progress. Multiply impact.

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3
CONTROL

What cannot go wrong?

Establish the guardrails that enable responsible and confident use of AI.

Data

Protect sensitive data and ensure appropriate use, access, and retention.

Privacy

Safeguard personal and institutional information.

Authority

Define who can use AI, for what purposes, and under what conditions.

Verification

Validate outputs for accuracy, bias, and appropriateness.

Accountability

Maintain transparency, traceability, and clear ownership of outcomes.

"Trust is not the absence of risk, but the presence of good governance."

— Dr. Darren W. Pulsipher

Good governance enables responsible action.

Clear boundaries. Greater confidence. More impact.

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4

EXECUTE

Stop designing prompts. Start designing work.

Integrate AI into real workflows that deliver measurable outcomes.

"Value comes from workflows, not prompts."

— Dr. Darren W. Pulsipher

Evidence

Gather and integrate the right data, context, and knowledge.

→

AI

Use AI to analyze, generate, or recommend based on the work.

→

Human Review

People validate, refine, and make judgment calls.

→

Decision

Take action, record the outcome, and feed learning back into the system.

Workflow design turns potential into progress.

AI in the flow of work. Real results for our mission.

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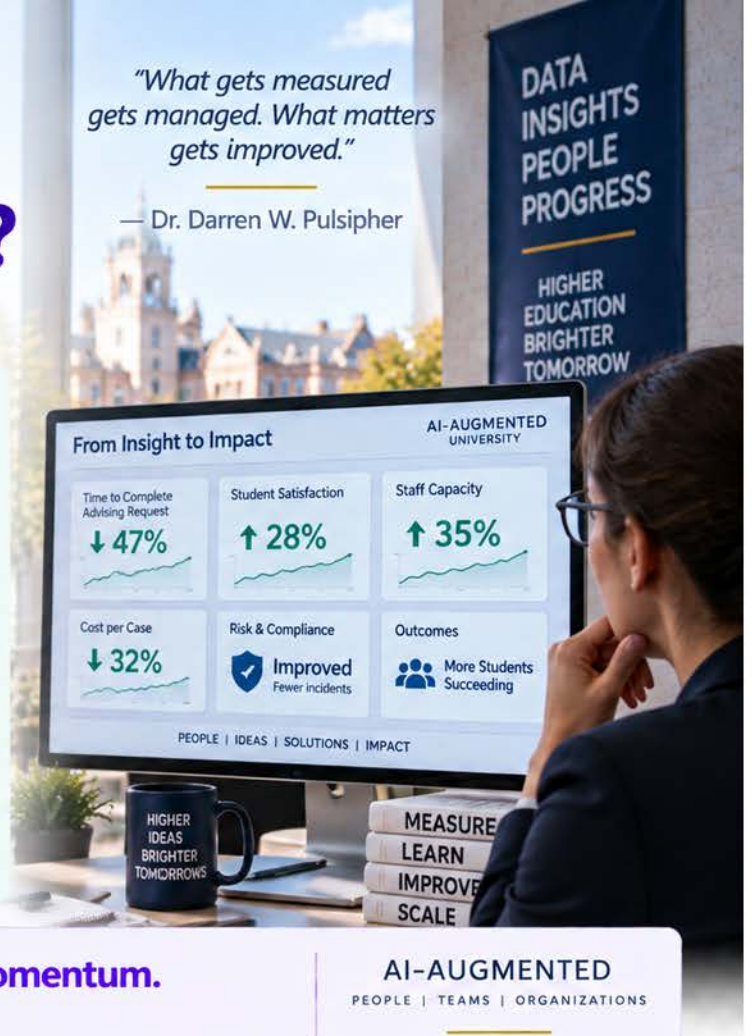
5

MEASURE

Did anything actually get better?

Measure real outcomes, not activity.



Don't Stop At

These are inputs, not outcomes.

- **Licenses** — How many did we buy?
- **Users** — How many are using it?
- **Prompts** — How many were created?
- **Pilots** — How many did we launch?

Measure Outcomes

These show real progress.

- **Time** — Faster, more efficient work
- **Quality** — Higher accuracy and consistency
- **Capacity** — More with the same resources
- **Cost** — Reduced cost to deliver services
- **Risk** — Lower exposure and greater compliance
- **Experience** — Better outcomes for students and staff

Evidence builds trust. Outcomes drive momentum.

Measure what matters. Improve what counts.

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6

SCALE

Scale what works. Not what is exciting.

Expand proven solutions to create lasting value across the institution.

Proven Value

Demonstrate measurable outcomes.

Acceptable Controls

Operate within risk, privacy, and governance boundaries.

Repeatable Approach

Document, standardize, and make it easier to adopt.

Expand Strategically

Apply to new teams, functions, and campuses based on evidence.

Scale is earned.

Prove value. Establish trust. Then expand.

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Scale Is Earned

Prove value. Establish trust. Then expand.

Scale is the last stage for a reason.

One journey. Three levels.

Lasting impact requires change at every level.

"You cannot skip levels."

— Dr. Darren W. Pulsipher

Individual

CHANGE HOW I WORK.

- Build new skills
- Work more effectively
- Increase personal impact

AUGMENTED INDIVIDUALS

Team

CHANGE HOW WE WORK.

- Share knowledge and workflows
- Combine human and AI strengths
- Deliver better outcomes together

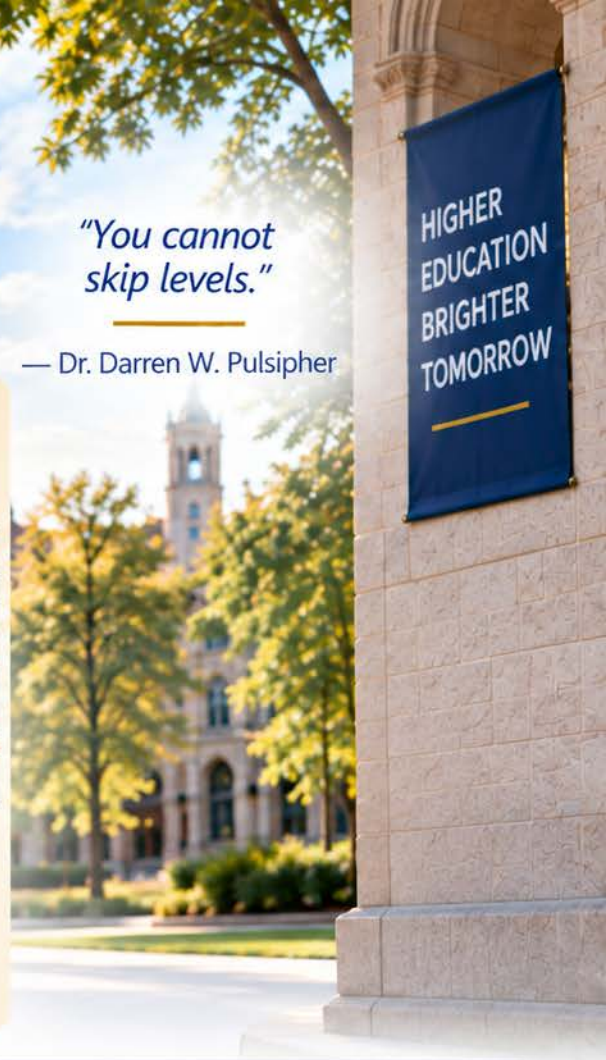
AUGMENTED TEAMS

Organization

CHANGE HOW THE INSTITUTION WORKS.

- Redesign processes and services
- Enable culture and governance
- Scale proven value across the institution.

AUGMENTED ORGANIZATIONS



Change at every level creates exponential impact.

People. Teams. Organizations. A brighter tomorrow.

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The AI-Augmented University

One institution.

Thousands of decisions, workflows, services, and interactions.

A BRIGHTER TOMORROW. TOGETHER.

Same Institution. Very Different Work.

Procurement

HR

Finance

IT

Student Services

Teaching

Research

Different risks. Different opportunities.

What if one person could see more?

Broader analysis.
Human decision.

What if people had more time for people?

Let AI handle the routine.
Give people back to people.

What if we could see around corners?

Forecast · Detect · Simulate · Anticipate

AI sees patterns. Humans decide what they mean.

And Then There Is the Mission.

Teaching · Learning · Advising · Research

If every student has AI,
what should education now develop?

Shared Principles. Different Work.

Start with the work.

Build human capability.

Establish boundaries.

Measure outcomes.

Do not standardize the use case.

Standardize responsible augmentation.

You Already Know Where to Start

The work you just identified.

Not a giant AI strategy. Not a new enterprise platform.
Not another pilot simply because AI is interesting.
Start with one piece of work that needs to become better.

- Slow
- Expensive
- Frustrating
- Inconsistent
- Scarce expertise

That is enough to begin.

PEOPLE IDEAS HIGHER POSSIBILITIES

ACT 5

FROM VISION TO ACTION

One Workflow. One Team. One Outcome.

Diagnose → Activate → Control → Execute → Measure → Scale

Start small. Learn quickly. Prove value.

Diagnose
Understand opportunities and baseline.

Activate
Align people, priorities, and resources.

Control
Put guardrails and governance in place.

Execute
Deliver and embed in everyday work.

Measure
Track impact and learn what works.

Scale
Expand what works across the institution.

PEOPLE
POSSIBILITIES
A BRIGHTER TOMORROW

HIGHER
TOGETHER

What Can Our People Become?

Stop asking:
"What can AI do?"

Start asking:
"What can our people become capable of doing?"

ACT 5

FROM VISION TO ACTION

A More Capable Tomorrow

Individual

More capable.

Team

More capable together.

Organization

Greater impact.

AI is not the destination. **Human capability is.**

ACT 5 | FROM VISION TO ACTION

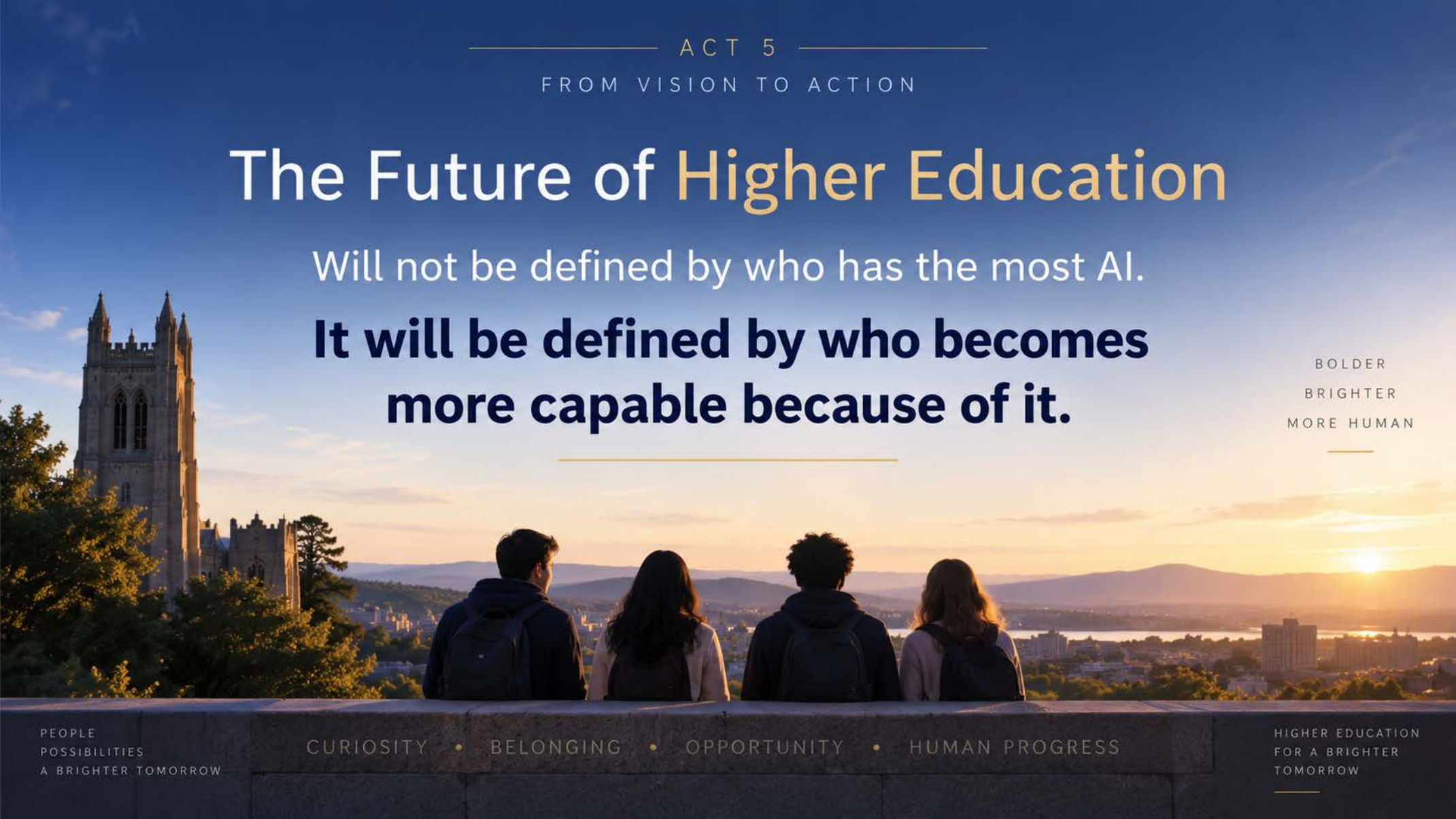
Continue the Journey

Learn • Apply • Augment

https://ai-augmented.ai/education

- Frameworks
- Practical tools
- Assessments
- Workshops
- Higher education resources

A MORE CAPABLE TOMORROW TOGETHER


ACT 5
FROM VISION TO ACTION
The Future of Higher Education
Will not be defined by who has the most AI.
It will be defined by who becomes more capable because of it.
BOLDER
BRIGHTER
MORE HUMAN
PEOPLE
POSSIBILITIES
A BRIGHTER TOMORROW
CURIOSITY • BELONGING • OPPORTUNITY • HUMAN PROGRESS
HIGHER EDUCATION
FOR A BRIGHTER
TOMORROW