Microsoft

Microsoft Education

AI Toolkit

A navigator for education institutions to plan their AI journey



Contents

Overview

4 Leading education at the frontier of AI

5 A perspective for strategic, instructional, and technical leaders

6 How to use this resource

7 The frontier moment in education: Leading through the AI evolution

8 How AI expands educational capacity: What changes for education leaders

10 What's inside

14 AI implementation in five steps

18 Understand the differences between Microsoft 365 Copilot Chat and Microsoft 365 Copilot

26 Microsoft Elevate: Expanding access to AI for people, schools, and communities

27 Next steps

AI Navigators

29 Education AI Navigators overview

30 Student success AI Navigators

39 Institutional innovation AI Navigators

45 Simplify and secure IT AI Navigators

48 Next steps

Plan

50 Exploration and planning

52 Engage your community

56 Define your goals

60 Data and infrastructure preparation

61 Strengthen governance and policies

62 Break down your data silos

66 Next steps

Implement

68 Implement Microsoft AI tools

71 Creating effective prompts

75 Professional learning

78 Use, build, and deploy agents

81 Our commitment to collaboration

83 Microsoft supports accessible AI

84 AI Sparks and Snapshots

85 AI Sparks: Student success

97 AI Sparks: Institutional innovation

103 AI Sparks: Simplify and secure IT

107 Next steps

Research

109 Microsoft insights

111 Data and insights

113 Academic research and books

115 Planning support

117 Thought leadership

119 Appendix





Section 1

Overview

In this section

4 Leading education at the frontier of AI

5 A perspective for strategic, instructional, and technical leaders

6 How to use this resource

7 The frontier moment in education: Leading through the AI evolution

8 How AI expands educational capacity: What changes for education leaders

10 What's inside

14 AI implementation in five steps

18 Understand the differences between Microsoft 365 Copilot Chat and Microsoft 365 Copilot

26 Microsoft Elevate: Expanding access to AI for people, schools, and communities

27 Next steps

Leading education at the frontier of AI

Education stands at an inflection point. AI is not simply enhancing how we work, it's beginning to reshape how we learn, teach, and lead. At this frontier, the opportunity is profound: to create new opportunities to unlock human potential at scale, while ensuring the technology we use is grounded in trust.

At Microsoft, we believe progress in AI for education must be guided by two principles: Trust and Intelligence. Intelligence to empower educators and students with new capabilities—from faster content creation to deeper, personalized learning. Trust to ensure every experience is designed to support secure, responsible experiences with people at the center.

The Microsoft Education AI Toolkit is built on this foundation. It brings together practical guidance, real-world examples, and strategies informed by institutions already leading the way. More importantly, it reflects our commitment to partnership—designed to support your adoption of AI with greater clarity and confidence.

This is not just about what AI can do. It's about what we can achieve together when technology amplifies human expertise. Used well, AI has the potential to expand access, elevate teaching, and help prepare learner for a rapidly changing world.

The future of education will increasingly be shaped by those who lead with both innovation and responsibility.



Matt Jubelirer,
General Manager, Education Marketing
Microsoft







A perspective for strategic, instructional, and technical leaders

If you are reading this, you are likely shaping the future of your institution—whether setting strategic direction, guiding teaching and learning, or enabling the technology that makes it all possible.

AI is increasingly influencing the landscape you operate in. But its impact is not uniform. It is shaped by your role, your priorities, and the decisions you make every day.

- **For strategic leaders,** AI represents both opportunity and responsibility: helping accelerate innovation while ensuring alignment to mission, values, and long-term outcomes.
- **For instructional leaders,** it introduces new possibilities to support personalized learning, empower educators, and rethink what effective teaching looks like in an AI-enabled world.
- **For technical leaders,** it brings critical questions of architecture, security, governance, and scale—ensuring AI is deployed in ways that are responsible, resilient, and trusted.

At this frontier, no single role can act in isolation. Many successful institutions share a common approach where bringing these perspectives together can help drive meaningful impact.

We also know that education leaders do not navigate change alone. Peer insight matters. That's why this toolkit draws on examples from institutions and systems already putting AI into practice—offering not just inspiration, highlighting what is possible in practice when innovation is grounded in real-world contexts.

As Matt shared, this is a defining moment for education. But it will be defined not by technology alone—rather by the leadership decisions made across your organizations.



Mark Sparvell,
Director, Education Marketing. Microsoft

Your experience, your priorities, and your feedback are essential to shaping what comes next. We invite you to help us evolve this toolkit and ensure it continues to meet your needs.

https://aka.ms/eduaitoolkitsurvey

How to use this resource

The Microsoft Education AI Toolkit helps education leaders at all levels—universities, schools, state departments, and ministries—advance their use of generative AI with knowledge, strategies, and tips, tailored to different stages of their AI journeys.

Organized into five categories—Overview, AI Navigators, Plan, Implement, and Research—you can easily explore frameworks, guidelines, examples, and much more using the navigation tabs on the right-hand side of the PDF.

Using Microsoft 365 Copilot Chat

Copilot Chat is your everyday AI assistant. There are several ways to access Copilot Chat including any modern web browser and even on your mobile devices as a standalone application.

For education customers and students aged 13 and older, Copilot Chat is free to use with your Microsoft login. When you use your academic credentials, you'll have access to enterprise data and copyright protection.

Different features of Copilot Chat

Image generation: Use Copilot Chat to generate images, infographics, and posters based on your text descriptions. Learn more by reviewing the AI art prompting guide.

Windows 11 integration: Access Copilot directly from your Windows 11 desktop by selecting the Copilot icon on the taskbar to get instant assistance without disrupting your tasks.

Edge browser sidebar: In the Edge browser, select the Copilot icon in the upper right corner to facilitate real-time assistance while you navigate the web.

Get started using AI prompts

Throughout the toolkit, you'll find boxes like this one to copy and paste into Copilot Chat at m365copilot.com to experience the power of AI firsthand.



Copilot prompt

Assume the role of an education institution leader for a medium-sized institution and provide five guiding questions and summary responses to help ensure the responsible use of generative AI.

Tip: Use Copilot Chat to explore this toolkit and other PDFs

If you have a paid work or school Microsoft 365 account (required to upload large files), use Copilot Chat to explore this and other PDFs by summarizing or extracting insights. To get started, attach the AI Toolkit PDF in Copilot Chat and ask it to:

- Summarize the section titled "The power of possible."
- Create a concise list of next steps to develop an institutional AI policy for my [K–12 district, high school, or college].

The frontier moment in education: Leading through the AI evolution

Educational leaders face a similar set of challenges, intensified by new AI-driven expectations. Institutions are asked to deliver more personalized learning, prepare students for a rapidly evolving workforce, and operate within increasing resource constraints. What has changed is the emergence of AI capabilities that can help address these pressures—when applied intentionally and aligned to institutional goals.

In the business world, a Frontier Firm is an organization that uses AI to redesign how work gets done rather than simply adding AI to existing workflows. While this concept emerged from business research, similar patterns are beginning to appear in education as institutions integrate AI more systematically. The data points to a relationship between intentional AI use and how effectively people are able to spend their time, though context matters. According to the Microsoft 2025 Work Trend Index, 71% of leaders at these organizations say their companies are thriving, compared to 39% globally[1]. Employees at these firms also report greater opportunities to focus on meaningful work and long-term growth[2].

Educational institutions are beginning to explore similar shifts, often under tighter timelines. The same research shows that 82% of business leaders view 2025 as a pivotal year to rethink core strategies and operations, and 82% expect AI-supported systems to be integrated into their organizations within the next 12 to 18 months[3]. While education operates under different constraints, expectations from students, families, governing bodies, and communities are also evolving.

Some schools and universities are already moving beyond isolated pilots to more coordinated approaches, including:

- **Using AI systems to support routine and administrative tasks**, helping educators spend more time on instruction, mentorship, and student relationships.
- **Combining educator expertise with AI-supported workflows**, such as developing differentiated learning materials or improving access to enrollment and support services, with clear human oversight.
- **Using agentic AI to enable educators** to direct, adapt, and co-create with AI tools, like developing resources, strategies, and student supports that reflect their expertise and the needs of their communities.

This shift responds to a tangible capacity challenge. Educators are managing increasing demands on their time and energy. Globally, 53% of workers report lacking sufficient capacity to do their work effectively,[4] a reality that resonates across education. When used responsibly, AI can help institutions address this strain—not by replacing educators, but by reducing time spent on tasks that pull them away from their core mission of teaching, learning, and student support.



How AI expands educational capacity: What changes for education leaders

Historically, educational expertise has been constrained by time and scale. Counselors, curriculum designers, and administrators could only support a finite number of learners at once. AI systems change this dynamic by making certain forms of assistance more readily available, when designed and governed responsibly.

With appropriate oversight, institutions can begin to:

- Expand access to personalized support without proportionally increasing staffing.
- Generate learning materials tailored to different learner needs, with educator review and refinement.
- Offer timely responses to common questions through AI-supported services.
- Analyze learning and operational data to inform earlier, more targeted interventions.

Technology alone is not sufficient. Institutions that already support collaboration, clear accountability, and shared goals are better positioned to integrate AI effectively. Where organizational challenges exist, AI may amplify them rather than resolve them. Strong leadership, a supportive culture, and clarity of purpose are what make AI adoption work.

Three phases of AI integration in education

Institutions often move through overlapping phases as they adopt AI, with progress varying by function and role:



Phase 1

Human-led work with AI assistance

Educators and staff use AI tools to support everyday tasks, like drafting communications, generating lesson ideas, or resolving technical issues. Work remains human-directed, with AI assisting in efficiency and preparation.

Phase 2

Human-guided, agent-supported teams

AI systems take on defined, narrow responsibilities. For example, an AI-supported service may respond to common student inquiries and escalate complex cases to staff. Educators review and adjust AI-generated learning materials before use.

Phase 3

Human-directed, agent-operated workflows

Educators and administrators define goals and parameters, while AI systems execute portions of workflows under clear governance and human oversight. This phase is still emerging in most educational contexts. High-stakes decisions, student well-being, and instructional judgment remain human responsibilities.

Progress is not linear. Different departments may operate in different phases at the same time. What matters most is intentional adoption aligned to institutional values and outcomes.

The evolving role of educators and administrators

As AI becomes more integrated into education, many roles evolve. Educators and administrators increasingly guide, evaluate, and refine AI-supported processes—while continuing to apply professional expertise and judgment.

In practice, this can include:

- Educators reviewing AI-generated materials and insights to better support learners.
- Counselors using AI-supported resources to expand access to information while focusing human time on complex or sensitive situations.
- Administrators overseeing AI-supported operations while prioritizing strategy, community engagement, and institutional culture.

To support this evolution, institutions invest in skills such as:

- Delegating tasks appropriately to AI systems.
- Providing clear context and goals when working with AI tools.
- Evaluating and improving AI outputs.
- Knowing when human judgment must override system recommendations.

Preparing educators for these responsibilities is an investment in both people and long-term institutional resilience.

What this means for educational leadership

For education leaders, AI adoption raises strategic considerations:

- **Organizational design:** Teams may increasingly form around outcomes rather than fixed functions, supported by shared access to expertise and tools.
- **Institution-wide AI literacy:** Professional learning must extend beyond tool use to include governance, ethics, and instructional integration.
- **Capacity planning:** Leaders assess where AI can reduce administrative burden—and where human expertise delivers the greatest value.
- **Workforce readiness:** Transparent communication and reskilling help institutions navigate change while supporting educators' growth.

Not every function should evolve at the same pace. Student counseling for mental health crises requires heavy human involvement. Processing transcript requests can be largely agent-driven. AI adoption is most effective when leaders make deliberate choices about where human oversight is essential and where automation is appropriate.

Building on what has not changed

While AI is reshaping how education operates, institutional missions remain constant: supporting student success, educational quality, and lifelong opportunity. AI is a tool—one that requires thoughtful leadership, responsible design, and continuous learning.

The sections that follow explore how institutions can build a strong foundation for this work, including data strategy, workforce skills, and practical applications across education roles.

Microsoft Elevate: Supporting the workforce education prepares

As institutions prepare learners for a changing economy, alignment is essential. Educators, administrators, and students all benefit from opportunities to build AI skills and apply them responsibly.

Microsoft Elevate strengthens the institutions and systems communities rely on so people can learn, work, and thrive in the AI economy—bringing together trusted technology, training, and partnerships to help ensure AI delivers real opportunity.

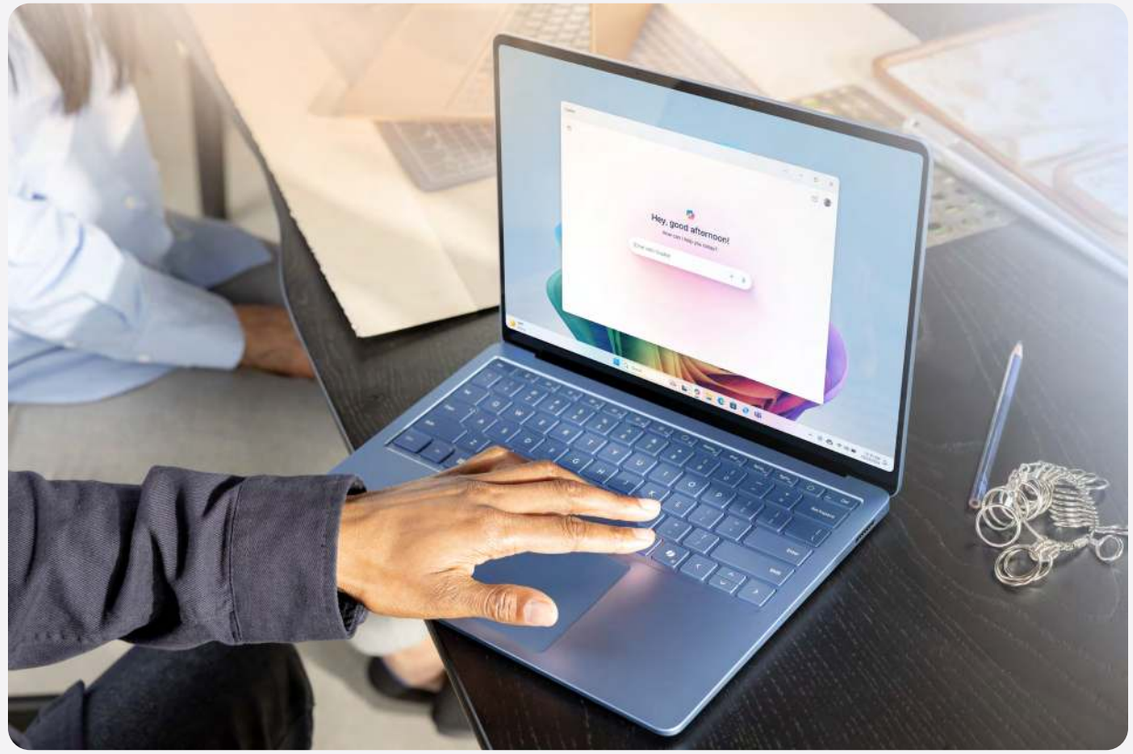
In collaboration with the AI Economy Institute, Elevate also supports policy approaches that promote workforce readiness, lifelong learning, and broader access to AI education. For example, partnerships with community colleges help faculty integrate AI into technical training programs, helping students graduate with both domain expertise and AI literacy. Together, these efforts help create connected learning pathways—where students build AI literacy, educators strengthen instructional practice, and institutions support ongoing skill development.

Microsoft Elevate for Educators connects educators and school leaders with credentials, free global communities, and capacity building resources to confidently transform teaching and learning with AI.

What's inside

The subsequent pages in the Overview section offer an array of practical and contextualized insights.

- Navigate through a concise evolution of AI technology in **A brief overview of AI.**
- Delve into data's central role in education by reading **It's all about the data.**
- Examine the impact of AI on work skills in **AI and the future of work.**
- Scan the functions of each Copilot tool in **Get to know the Microsoft AI tools.**
- Explore suggestions for how different educational practitioners might use generative AI in **Copilot for IT leaders, Copilot for education leaders, and Copilot for educators.**
- Plan for student interaction with AI by reading **AI for students.**
- Meet the AI-powered tools that boost student learning in **Learning Accelerators.**
- **Engage with the sample Copilot Chat prompts** sprinkled throughout the section.



AI and the future of work

AI is reshaping the future of work, requiring a mix of technical skills and durable skills like critical thinking and emotional intelligence.

Reports highlight the urgency of updating skills frameworks to prepare workers for a technology-driven environment. Traditional curricula must shift toward dynamic, personalized learning that builds AI-era skills such as metacognition, curiosity, and prompt design for effective content creation and information retrieval.

Strategic planning is critical to integrating AI and future skills into education. This includes collaborating with technology partners, fostering innovation, and promoting adaptability. As generative AI enables rapid content creation and retrieval, the focus of education must focus on analysis and integration rather than production.

It's important to acknowledge that generative AI is not infallible and may produce inaccuracies. Students and educators need skills in prioritization, delegation, proofreading, and efficiency to navigate AI-powered environments.

Worklab

Explore the future of work with WorkLab—a Microsoft platform offering expert insights, reports, and podcasts on how AI is transforming workplaces.

Explore Microsoft research

AI-driven innovations that personalize learning start with data and security readiness

Generative AI presents new opportunities in education, and institutions must prioritize secure, accessible data to unlock its potential. AI success begins with managed data and leads to enhanced operational efficiency, improved learning outcomes, and safeguarded information. Microsoft provides trusted solutions that help personalize education, streamline operations, and ensure security—supporting inclusive, future-ready institutions.

Streamline data management for operational efficiency

Use Microsoft Fabric and Azure Synapse Analytics to unify data from various sources, eliminate silos and improve operational efficiency.

Ensure data security and compliance

Protect sensitive data with Microsoft Purview, Microsoft Defender, Microsoft Entra, and Microsoft Intune, ensuring compliance with data privacy regulations.

Prepare data for personalized learning

Use Microsoft 365 Copilot and Azure Machine Learning to support the analysis of student performance data and create personalized learning experiences.

Build an AI-ready culture

Cultivate a culture of responsible AI practices and data literacy with user-friendly tools and educational resources like Microsoft Learn.

It's all about the data

Data drives education, shaping strategies, improving teaching, and fostering continuous improvement. As institutions embrace AI, effective data management is essential for adopting technology and making informed decisions. One of the greatest challenges to adopting AI solutions in education is data silos—isolated repositories that limit access and insights. Breaking down silos and adopting unified data strategies opens the door to deeper insights, personalized learning experiences, and data-driven decisions.

Building a strong data foundation

A robust data management strategy begins with integration. Start by connecting diverse data types to create a unified system. Implementing basic security measures, like encryption and role-based access controls, ensures sensitive data remains protected.

Starting small is key. Incremental improvements, supported by ongoing learning, helps to evolve from simple practices to sophisticated systems. This approach emphasizes the importance of starting where you are, with what you have, and understanding that perfection is not a prerequisite for progress.

Quality and diversity of data over volume

The true power of AI isn't unlocked by the sheer volume of data but by its quality and diversity. Educational institutions generate a variety of data types, including academic records, multimedia, and behavioral metrics, that when integrated, drive personalized learning and operational efficiencies.

Big data is more than just large datasets—it's about rich, varied, and comprehensive data that fuels advanced models. For example, while LLMs require vast resources, SLMs offer a practical, efficient AI entry point for smaller institutions or those with limited resources without overhauling existing systems.

A unified approach to AI integration

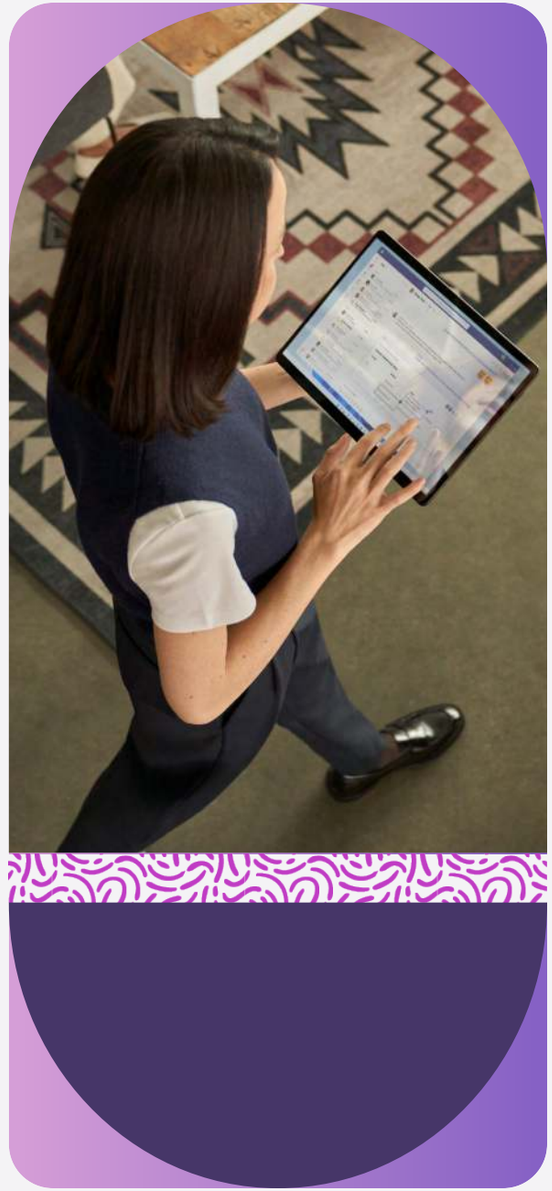
Breaking down data silos and prioritizing quality over quantity unlocks the potential of AI. Institutions don't need perfect systems to begin—incremental progress matters. Platforms like Microsoft Azure simplify data unification, enabling AI-powered insights for personalized learning and operational flexibility.

With a unified approach, AI transforms data from a static resource into a dynamic decision-making tool, creating a future where technology and strategy work hand in hand to meet the evolving needs of students and educators.

Information lifecycle and governance in the age of AI and storage limits

Weak information governance exposes organizations to risk and undermines generative AI adoption. In this recorded webinar, hear from Gartner analyst, Max Goss, and Microsoft on how this impacts education institutions. This discussion provides practical guidance on how to more effectively manage the information lifecycle to meet new storage parameters and prepare for the future of AI.

Watch recorded discussion



Transformative workplace skills

Understanding how AI impacts education is critical to preparing students and your community for adoption. AI—along with related fields such as machine learning and data analytics—is reshaping workplace skills and experiences with medical research, business operations, and sustainable energy driving rapid innovation.[5]

To address evolving workplace needs, many schools and institutions have implemented a multi-tiered approach. This includes the recent introduction of a K–12 vertical program that integrates AI principles into every grade level and subject area.[6] Nationwide, billions of dollars have been invested in AI initiatives, including faculty recruitment, building construction, and new programs.[7]

In early 2023, the University of Buffalo launched the National AI Institute for Exceptional Education.[8] Their initial projects included an AI Screener that identifies student needs and an AI Orchestrator that assists speech and language pathologies when creating personalized interventions.

These innovative applications represent a growing trend in AI deployment: the development of intelligent agents that can operate autonomously to support specific goals. This approach, known as agentic AI, is becoming central to institutional AI strategies.

Agentic AI

Agentic AI involves building AI systems—known as agents—that can execute multi-step tasks toward defined goals, operating within parameters set by administrators and institutional policies. Institutions are using agents to enhance learning, streamline operations, and support decision-making with assistance from Microsoft solutions like Microsoft Copilot Studio.

The Copilot Studio agent builder in Copilot Chat and Microsoft 365 Copilot is a low-code tool that enables educators and staff to create custom AI agents without requiring programming skills. Agents built through Copilot Chat and Copilot can automate tasks, connect to institutional data, and deliver personalized support.

Developers and IT professionals can develop more advanced agents with the standalone Copilot Studio app or Foundry Agent Service, which offers a full environment for building, testing, and managing custom AI agents.

Institutions can also use Microsoft-created agents that are already built and tested to work in educational environments. For example, the Study and Learn agent provides adaptive, personalized learning experiences that foster critical and reflective thinking.

Microsoft agentic AI solutions are developed on a secure, scalable foundation, leveraging advanced tools such as Microsoft Fabric for data management, Entra Agent ID for identity verification, and Purview for data governance. These capabilities support robust information security, facilitate regulatory compliance, and provide organizations with confidence in their AI deployments.

Achieve institutional goals with agentic AI

By building on the agentic AI capabilities and unified data foundation from Microsoft, your institution can unlock opportunities to:

- Drive institutional strategy with intelligent insights.
- Streamline administrative workflows.
- Accelerate research breakthroughs.
- Govern and protect data seamlessly.
- Engage learners and alumni at every stage.

These capabilities are already being realized in higher education. The University of Leicester used Copilot Studio to develop a digital coach and AI-powered agent that provides instant access to key university information resulting in reduced staff workload and students getting the support they need, whenever they need it. This is a practical example of agentic AI in action where digital agents automate support and streamline university operations.



AI implementation in five steps

1 Exploration and planning

"Practical steps for education leaders", on page 50

"Engage your community", on page 52

"Define your goals", on page 56

Identify educational goals AI can enhance.

2 Data and infrastructure prep

"Strengthen governance and policies", on page 61

"Break down your data silos", on page 62

"Implement security", on page 64

Protect sensitive data for students and faculty in AI deployment.

3 Pilot implementation

"Professional learning", on page 75

Offer training on integrating AI tools into workflows.

Run a pilot

4 Scale and optimize

Introduce AI-driven administration

Introduce tools such as Microsoft 365 Copilot Chat.

Gather feedback

5 Evaluate and review

Assess impact

Monitor and analyze how AI influences your goals and objectives.

Iterate based on results

Creating AI-powered experiences

Get started for free

- Microsoft 365 Copilot Chat*
- Teach
- Microsoft Learning Zone†
- GitHub Copilot‡
- Learning Accelerators
- Microsoft Teams for Education
- Minecraft Education
- Khanmigo for Teachers§

Enhance experiences

- Microsoft 365 Copilot¶
- Security Copilot
- Copilot for Dynamics 365
- Copilot in Power Automate

Build your own

- Microsoft Copilot Studio
- Microsoft Foundry
- Azure OpenAI in Foundry Models

¶ Available for educators, staff, and students 13 and older.

* Available at no additional cost with enterprise data protection for educators, staff, and students 13 and older.
† Microsoft Learning Zone requires a Microsoft 365 Education license.
‡ GitHub Copilot is free for verified educators and students 13 and older.
§ Khanmigo for Teachers is free for educators in over 40 countries due to a partnership with Microsoft.



Measure the impact of AI in your school

The Microsoft 365 Copilot Evaluation Toolkit, developed with Digital Promise, helps education leaders assess their Copilot implementation and impact. Use the customizable survey and conversation matrix to gather insights and guide data-driven decisions.

Get to know the Microsoft AI tools

Copilot Chat

A more secure AI-powered chat for the web with enterprise data protection at no additional cost.

Learn more about Copilot Chat

Copilot

A productivity tool that integrates AI-powered assistance into the apps schools use daily—Word, PowerPoint, Outlook, Excel, and Teams.

Learn more about Copilot

Copilot experience in Windows

An AI assistant in Windows 11 that can help you with various tasks, such as changing settings, organizing windows, getting answers, and generating images.

Learn more about Copilot experiences in Windows

Security Copilot

A security-focused generative AI solution enhancing defense efficiency and capabilities. Using natural language assistive experience in various scenarios, including incident response, threat hunting, intelligence gathering, and posture management.

Learn more about Security Copilot

Copilot for Dynamics 365

A tool that helps organizations automate tasks, analyze data, and give suggestions to improve school performance and student outcomes.

Learn more about Copilot in Dynamics 365

Copilot in Power Platform

A tool that helps educational users create and customize apps, workflows, and chatbots for their schools.

Learn more about Copilot in Power Platform

GitHub Copilot

A coding assistant that helps you write code faster and smarter by generating suggestions based on your context and description.

Learn more about GitHub Copilot

Copilot Studio

A low-code AI development platform that enables users to build, customize, and deploy their own copilots using natural language, with integrations across Microsoft 365, Teams, Power Platform, and other services.

Learn more about Copilot Studio

Teach

A specialized hub within the Microsoft 365 Copilot app that helps educators create lesson plans, quizzes, and rubrics with AI-powered tools. Educators can also modify language, reading level, length, difficulty, and alignment to relevant standards.

Learn more about Teach

Learning Zone

An AI-powered learning app designed specifically for educators that creates engaging, interactive lessons and supports personalized learning paths for students.

Learn more about Learning Zone

Maximizing your AI experience

Transitioning to Windows 11 or upgrading to Copilot+ PCs creates opportunities to enhance teaching and learning with AI.

Copilot+ PCs

Copilot+ PCs combine high performance, intelligent features, and strong security in a single device. Designed with future-proofing in mind, they feature advanced NPUs (neural processing units) capable of performing over 40 trillion operations per second, these PCs are optimized for the evolving demands of AI-powered tasks and ready for the future of computing.

They offer innovative experiences to enhance productivity and creativity, like Live Captions, which translates 44 languages into English, and CoCreate, which transforms your sketches into polished designs. Improved Window Search understands descriptions to help you find what you need faster. Built with intelligent features to boost productivity while maintaining the highest levels of security, Copilot+ PCs redefine the Windows experience.

Enhancing security with Windows 11

Windows 11 offers cutting-edge security features such as Secure Boot and TPM 2.0, which safeguard sensitive data and protect devices from cyber threats. Quick Machine Recovery allows IT administrators to deploy targeted fixes through Windows Update—even on PCs that will not boot—without requiring physical access. Designed for performance, these features reduce system downtime, allowing educators to focus on teaching while IT teams streamline device management.



Understand the differences between Microsoft 365 Copilot Chat and Microsoft 365 Copilot

What's the difference?

Copilot Chat and Copilot offer unique features for your organization. While both use generative AI, Copilot integrates deeply with your institution's data to personalize workflows, whereas Copilot Chat relies on web-based data for broader AI interactions. Here's a comparison of the key differences.

- ▲ **Included with full organizational context**
- ○ **Included — Metered**
- ♦ **Included — Content-aware (limited to open file/email)**

Category	Key Features	Copilot Chat (Free + Metered)	Copilot (Paid)
Chat	Grounded in the web using advanced large language models	▲	▲
	Grounded in work data (Graph, 3rd party via Copilot connectors)		▲
	Use Copilot Pages to convert AI outputs into durable, collaborative content	▲	▲
	File upload and image generation	▲	▲
	Code Interpreter	▲	▲
	Enterprise Data Protection (EDP): Help security, governance, and other policies stay intact	▲	▲
	Generate images, infographics, posters, banners, stories, and documents	▲	▲
Agent	Create agents using Copilot Studio, including SharePoint agents	○	▲
	Discover Microsoft, partner, and custom agents in the Agent Store	▲	▲
	Use agents grounded in Web data	▲	▲
	Use agents grounded in work data (SharePoint, Graph, 3rd party via connectors)	○	▲
	Agent automation with autonomous actions on behalf of users	○	○
Personal Assistant	Copilot in Outlook (summarize, draft, and prioritize)	♦	▲
	Copilot in Word (draft, rewrite, and summarize)		▲
	Copilot in Excel (Python, formulas, and visualizations)		▲
	Copilot in PowerPoint (create and design presentations)		▲
	Copilot in OneNote (organize and summarize notes)		▲
	Copilot in Teams (Meetings and Meeting Recap)		▲

Copilot tools for IT leaders

IT leaders play a pivotal role in maintaining infrastructure assets, establishing cybersecurity protocols, protecting private data, and supporting community members with technical assistance. Copilot tools provide ways to simplify and streamline these challenging responsibilities in schools and higher education institutions.

Copilot Chat

Increase productivity and save time performing common IT duties to:

- Update Acceptable Use Policies (AUP).
- Create FAQs for adopted technologies.
- Draft step-by-step tutorials.

Copilot

Complete specialized tasks that use Microsoft 365 apps and files to:

- Analyze device inventory spreadsheets.
- Translate ticket languages.
- Summarize IT candidate resumes.

Security Copilot

Respond to external threats and evaluate risks using natural language queries and prompts designed to:

- Assess incident impact.
- Develop remediation plans.
- Analyze vulnerabilities.



Copilot prompt

Open your institution's Acceptable Use Policy (AUP) in the Edge browser. Open Copilot sidebar from the top right and enter this prompt:

Please review the Information Technology Acceptable Use Policy on the page for potential improvements. Specifically, look for any outdated information, areas in need of clarification, inconsistencies in language, and suggestions for enhancing user understanding. Check for the inclusion of the last update date, ensure accessibility considerations, and provide insights on the scope, monitoring procedures, and contact information. Additionally, analyze the clarity of prohibitions, suggest examples where helpful, and assess the completeness of related sections such as exceptions and definitions. Use these results to identify potential revisions that improve the overall effectiveness, clarity, and accessibility of the policy.

Copilot tools for education leaders

Education leaders shape and enact policies, make data-based decisions, monitor achievement, implement curricula, and oversee faculty development. Copilot tools help accomplish many of these time-consuming tasks.

Copilot Chat

Increase productivity when completing administrative duties to:

- Research and compare curricula.
- Outline an agenda for professional learning.
- Summarize online articles or PDFs.

Copilot

Use Microsoft 365 apps and files to complete specialized tasks to:

- Summarize internal state reports.
- Auto-draft messages to faculty.
- Create visualizations from spreadsheets.



Copilot tools for educators

Educators spend the bulk of their working hours writing lesson plans, assessing understanding, facilitating classroom activities, and completing administrative duties. Copilot tools make common educator tasks more manageable and efficient.

Copilot Chat

Increase productivity and save time completing duties to:

- Create engaging images for sign-up or try-out posters.
- Transform notes into family newsletters.
- Reimagine older projects with fresh concepts.

GitHub Copilot

Deploy an AI-powered coding assistant that supports computer science instruction to:

- Provide students with just-in-time coding support.
- Debug complicated programs and refactor code.
- Help students document change logs.



Microsoft 365 Copilot

Use Microsoft 365 apps and files to accomplish specialized tasks to:

- Recap Teams meetings for absent students.
- Auto-draft emails for families.
- Create a rubric from a lesson document.

Teach

Access specialized AI-powered tools within the Microsoft 365 Copilot app to:

- Create standards-aligned lesson plans.
- Draft quizzes and rubrics.
- Modify reading level, length, difficulty, and supporting examples.

Copilot prompt

You are an AI with expertise in physics. Your task is to provide five diverse analogies that can help explain Bernoulli's Principle to high school students preparing for their state exams. The analogies should be simple, concise, and cater to a range of student interests and experiences. Remember, your goal is to aid their understanding of the principle, not to introduce more complexity.

AI for students

Equipping students with the knowledge and tools needed to safely interact with AI products in the classroom prepares them for the real-world challenges and future workplaces. According to Microsoft-sponsored research:

- 35% of students use AI to summarize information, the highest usage for students.
- Microsoft Research and Harsh Kumar of the University of Toronto discovered that AI-generated explanations enhanced learning compared to solely viewing correct answers.
- Harvard University and Yale University professors found that AI chatbots can help students in large classes receive more responsive, tailored academic assistance.

Use AI-powered tools

Students can access select Microsoft AI tools using their school-issued Microsoft accounts. This commitment to accessibility and equity ensures that all students, regardless of background or financial means, can leverage cutting-edge technology to enhance their educational journey.

AI tools	Students 13+
Copilot Chat Available at no additional cost with Microsoft 365 Education licenses which includes enterprise data protection for educators, staff, and students 13+	Yes
Copilot Per user add-on for a complete AI assistant	Yes
GitHub Copilot Free for verified educators and students 13+	Yes
Learning Accelerators Available at no additional cost for all educators, staff, and students	Yes
Study and Learn agent Available at no additional cost in Microsoft 365 Copilot App	Yes

When students use Copilot Chat or Copilot, they immediately gain access to an on-demand AI assistant that can help provide contextualized explanations of challenging concepts, brainstorm creative project ideas, and offer instant feedback on assignments with enterprise data protection. Enterprise data protection helps ensure student data is secure and private, Microsoft 365 access controls and policies apply, security and copyright risks are minimized, and data isn't used to train models.

Microsoft supports student AI skilling with Hour of AI

Through a strategic partnership with Code.org, Microsoft is supporting the Hour of AI program, a fall 2025 initiative designed to help scale AI literacy across K–12 education. This program frames Minecraft Education as a foundational building block for AI readiness. By engaging with the Minecraft Education: Generation AI lesson, students can explore the logic of autonomous agents and the ethics of human-AI collaboration within a secure, immersive environment.

This hands-on approach is intended to help learners—particularly in the critical ages 6–16 range—develop the intentional understanding needed to move from AI users toward becoming AI creators, supporting a bridge between foundational literacy and future career skilling pathways.

Get started by exploring the Minecraft Education: Generation AI lesson.

Support AI literacy

Classroom AI Toolkit

The Classroom toolkit: Unlocking generative AI safely and responsibly combines engaging narratives with instructional content to create an immersive and learning experience for educators and students aged 13-15 years.

Educators can use the toolkit to spark discussions on responsible AI use. Through these lessons, students gain valuable insights and practical skills to enhance their digital safety.

Tips for using AI responsibly

These simple tips can help your students successfully use Copilot Chat and other generative AI tools. Consider creating a school usage policy or classroom agreement to establish rules for safe and responsible use.

- **AI as an assistant:** Think of generative AI tools as your helpful assistants. They follow your commands and perform tasks well, but it's up to you to use them wisely and responsibly.
- **AI is not perfect:** While AI tools can do a lot of things well, these tools can make mistakes because they are trained to always provide an answer. This makes it important to stay alert.
- **Always fact-check:** Make fact-checking a habit. Do not blindly trust AI-generated information—always verify it with trusted sources to be sure.
- **Beware of bias:** Generative AI models can sometimes show bias in their responses. Always ensure you review the outputs with a critical eye and be proactive by adjusting the prompts as necessary.
- **Always cite your sources:** Ensure that you give credit where it is due by always citing work that has been completed with the support of generative AI.
- **Protect your information:** Don't share private information with untrusted websites or apps and read privacy policies to understand how your data is used. Don’t forget you can use AI tools to summarize complex documents, but always remember to fact-check and verify!
- **Mind your wellbeing:** AI tools can be engaging and useful, but it's important to use them intentionally. Set limits on screen time and prioritize real-world relationships.



Support AI skills with Minecraft Education

Minecraft Education offers a structured pathway designed to introduce and support AI readiness for learners. These experiences are intended to help students build foundational understanding of AI concepts, including logic and ethics, within a secure and controlled environment before engaging with more advanced tools.

By providing interactive, hands-on learning experiences, Minecraft Education supports learners as they explore problem-solving approaches and develop awareness of responsible digital practices.

AI readiness progression

This pathway is designed to support learners across the full educational journey, from early exposure through exploration of future career interests.

Stage or age band	Intentional experience	AI readiness focus
Early foundational (Ages 6–13)	AI Adventurers and AI Foundations	Introduces how AI systems can work through basic concepts and simple problem-solving activities, helping learners begin to understand foundational AI principles.
Developing readiness (Ages 8–18)	Hour of Code: Generation AI and Fantastic Fairgrounds	Provides opportunities to practice computational thinking and explore problem-solving approaches in a guided, interactive environment.
Responsible AI & ethics (Ages 8–18)	Reed Smart: AI Detective and CyberSafe AI: Dig Deeper	Encourages learners to examine AI-generated content, explore digital safety concepts, and engage in discussions about responsible and ethical AI use.
Career & technical pathways (High school +)	Fantastic Fairgrounds and AI Job Fair	Offers opportunities to explore how AI is applied across industries, supporting research, creativity, and exploration of career interests.



Connecting literacy to career skilling

The Minecraft Education experience is intended to help learners, particularly in the 6–16 age range, develop familiarity with AI concepts and responsible use practices before progressing to more advanced tools.

This progression is designed to support a gradual understanding of AI concepts, grounded in logic, critical thinking, and ethical awareness, while encouraging learners to explore how these ideas may relate to future learning and career interests.

Learning Accelerators

Learning Accelerators offer AI-powered support to help students enhance their literacy, math, social-emotional, speaking, and information literacy skills. Tools like Reading Coach and Search Coach provide personalized coaching, immediate feedback, and practical exercises. When used alongside direct instruction and guidance from educators, these tools help primary and secondary students develop essential skills.

Reading Progress

Tracks student reading skills and provides educators with actionable insights for targeted improvement areas.

Reading Coach

Offers AI-powered, personalized reading fluency practice, enabling learners to co-create stories and practice challenging words.

Math Progress

Aids educators in creating practice questions and analyzing students' challenges, facilitating personalized feedback and support.

Reflect

Encourages students to identify and express emotions and provides educators with insights to offer support.

Search Progress

Enables educators to guide students' information literacy skills by monitoring their search activity and query quality.

Search Coach

Fosters information literacy by coaching students to develop effective search queries and identify reliable resources.

Speaker Progress

Provides data-driven insights on students' speaking skills.

Speaker Coach

Offers real-time feedback on public speaking elements within PowerPoint and Teams.

Education Insights

Integrates data across Learning Accelerators to equip educators with a comprehensive view of each student's academic journey.

Microsoft Elevate: Expanding access to AI for people, schools, and communities

Microsoft Elevate

Microsoft Elevate helps to widen the circle of opportunity by strengthening education, social impact and workforce systems so people can build skills, adapt to changing opportunities, and participate in an economy shaped by AI.

Microsoft Elevate

AI adoption is accelerating across education, work, and community services. At the same time, access remains uneven. Many communities and institutions face barriers related to infrastructure, skills, funding, and guidance for using AI tools responsibly. As job requirements change and continuous learning becomes more important to widen opportunity.

Microsoft Elevate helps address AI readiness gaps by supporting the systems communities rely on every day, including schools, workforce development organizations, and nonprofits. Through secure technology, practical training, and partner-led support, Microsoft Elevate helps organizations explore and adopt AI tools in ways that reflect responsible AI practices, local needs, and organizational missions.

Our three-pillar strategy

1. **Education systems (K–12 and community colleges)**
   Support educators and institutions with access to AI tools, training, and guidance that help build AI literacy and practical skills.
2. **Nonprofits and civil society**
   Assist mission-driven organizations as they explore AI adoption with attention to data stewardship, trust, and effective service delivery, especially for communities that face barriers to AI access and opportunity.
3. **Workforce development systems**
   Work with workforce leaders through training, partnerships, and shared insights so learners and workers can build skills for changing job requirements.

Together, these efforts support AI adoption that emphasizes effectiveness, responsibility, and inclusion, helping organizations advance their goals across education, workforce development, and community services.

Scale and partnerships in education

Building on Microsoft's long-standing commitment to access and opportunity, Microsoft Elevate brings together education partnerships, workforce initiatives, nonprofit support, and public policy engagement in a coordinated effort.

Some of our partners include Code.org, the American Federation of Teachers, the AFL-CIO, TeachAI, ISTE+ASCD, NEA, and governments worldwide. This coordinated approach brings together technology donations, community college partnerships, nonprofit assistance, workforce programs, and policy engagement.

Microsoft Elevate for Educators: Empowering educators. Supporting learning.

Microsoft Elevate for Educators connects educators and school leaders with global communities, credentials, and capacity-building resources to support teaching and learning in the AI era. Designed to meet educators wherever they are in their professional journey, the program brings together a global network, structured learning pathways, and practical resources to help educators build confidence and use AI tools thoughtfully in classrooms and schools.

- **Community:** Connect with peers worldwide to share ideas, exchange practices, and navigate change together.
- **Credentials:** Professional development and credentials support ongoing learning and help educators build future-ready skills.
- **Capacity-building resources:** No-cost resources, guides, and toolkits offer practical materials educators can use in classroom contexts.

AI Skills for Colleges

The AI for Community Colleges and Technical and Vocational Education and Training (TVET) Institutions program supports faculty and staff as they collaborate on AI skills development and responsible adoption in postsecondary education.

Learn more

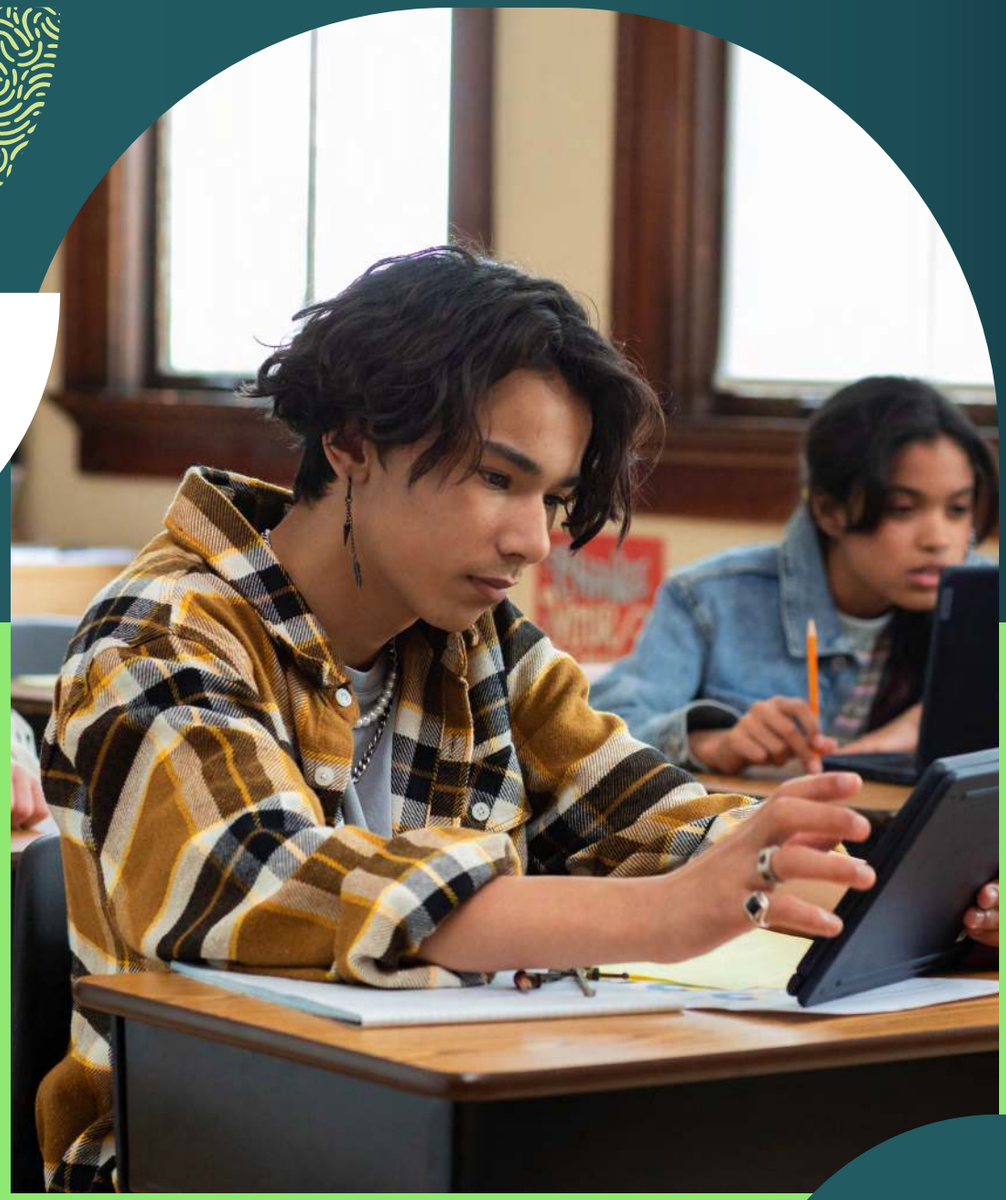
— **US Community Colleges:** aka.ms/AIforCommunityColleges
— **TVET Institutions:** aka.ms/AIforTVET

Next steps



Begin your AI journey by taking these steps toward adoption in your organization:

- ☐ **Form an AI leadership committee:** Identify key stakeholders across IT, academic affairs, student services, and faculty to guide institutional AI adoption.
- ☐ **Assess infrastructure and policy readiness:** Review current data management capabilities and update Academic Integrity, Acceptable Use, and Data Privacy policies for generative AI.
- ☐ **Start with Copilot Chat:** Use school-issued Microsoft accounts to explore AI capabilities and practice the Goal-Context-Source-Expectations prompting framework.
- ☐ **Evaluate tool options:** Compare free vs. paid Microsoft AI tools (Copilot Chat vs. Copilot) to match institutional needs and budget.
- ☐ **Review Learning Accelerators:** Explore student support tools for immediate implementation.



Section 2

AI Navigators

A global collection of best practices

In this section

29 Education AI Navigators overview

30 Student success AI Navigators

39 Institutional innovation AI Navigators

45 Simplify and secure IT AI Navigators

48 Next steps

Education AI Navigators overview

Microsoft is proud to highlight the work of institutions leading AI research, experimentation, and deployment in education. These AI Navigators span various countries and educational settings.

Common themes



Student success

Advance student success with AI-powered tools that support learning at every stage. With on-demand AI-powered support available around the clock, automated formative assessments, and instant feedback, institutions can personalize learning for students. Microsoft helps institutions prepare students through skills-based learning pathways and industry-recognized certifications.



Institutional innovation

Drive institutional innovation, streamline operations, and improve efficiency with AI-powered insights and automation. Modernizing infrastructure not only boosts productivity but also enhances security and sparks innovation. Microsoft AI solutions help institutions streamline workloads, improve faculty and staff experiences, and maximize investments.



Simplify and secure IT

Simplify and secure IT management with AI-powered protection. A unified, integrated tech stack simplifies operations, reduces incidents, and safeguards learning environments. Microsoft Security solutions support compliance with global privacy standards and help institutions scale security operations while training the next generation of cyber professionals.

Chart your AI roadmap through real-world stories

Use these institutions' stories to assess your organization's AI readiness, acquire the necessary technology, and take the first steps toward building your own AI skills using their implementations as your guide. Check out these customer stories videos to explore even more ways education institutions are using AI.

Student success AI Navigators

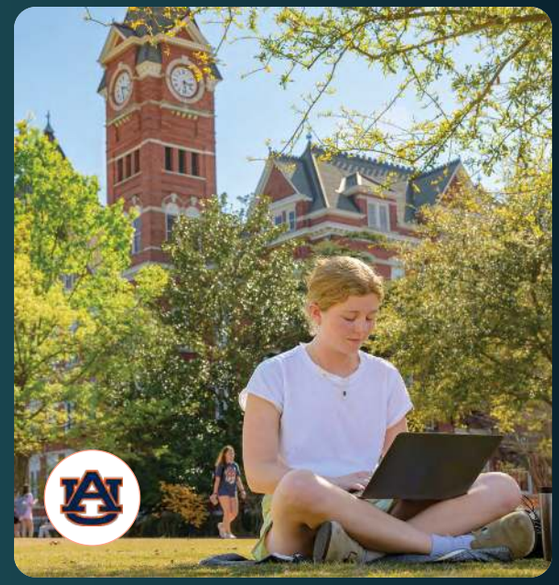
Index

Included in this section:

- **The Education University of Hong Kong Jockey Club** reimagined teaching and learning with GenAI chatbots using Microsoft Azure OpenAI.
  Find out more on page 31
- **New York City Public Schools** uses a custom AI-powered teaching assistant to multiply educator effectiveness while reducing burn-out.
  Find out more on page 32
- **California State University, San Marcos** leaders use Dynamics 365 and the power of AI to establish a personalized connection with every student.
  Find out more on page 33
- **Tecnológico de Monterrey** utilizes an AI-powered ecosystem to personalize learning and increase administrative efficiency.
  Find out more on page 34
- **IU International University of Applied Sciences** revolutionizes learning for students with an AI study buddy.
  Find out more on page 35
- **Auburn University** built a culture of innovation through the responsible use of AI.
  Find out more on page 36
- **Washington State Office of the Superintendent of Public Instruction** leaders take proactive steps toward AI implementation with statewide guidance and integrated AI teaching and learning standards.
  Find out more on page 37
- **Department for Education, South Australia** students supercharge their creativity and critical thinking with AI in the classroom.
  Find out more on page 38









The Education University of Hong Kong Jockey Club Primary School

A primary school reimagined teaching and learning with GenAI chatbots using Microsoft Azure OpenAI.

Microsoft Showcase School

Student success



The Education University of Hong Kong Jockey Club Primary School (EdUJCPS) developed chatbots using Azure OpenAI to create a more engaging, personalized, and secure learning environment. This enabled educators to focus on instructional strategy, using AI to provide real-time feedback and tailored learning experiences. EdUJCPS hopes to foster creativity through exploration, scientific inquiry and continuous dialogue, helping students develop AI literacy skills and critical thinking.

Initial data points to positive early results among students. Approximately 65% of students found the math recommendations from EdUJCPS' chatbot useful, and 60% appreciated the quicker feedback on their homework. Educators reported that these tools streamlined classroom management and identified areas of improvement for more personalized instruction. EdUJCPS plans to expand the use of AI across all grades, building on the early successes.

Guiding questions

- How do your current needs align to the driving forces behind EdUJCPS's AI story? What questions does this AI story raise?
- What are the advantages of building your own custom AI applications?
- What training and support might you need to put in place to maximize the impact of AI tools for teaching and learning?

"By adopting a whole-school approach and providing trainings to staff and students, we aim to foster an AI-powered learning setting... AI will take care of the practical tasks...empower[ing] teachers to better meet students' needs, enhancing teaching quality, and resulting in a more impactful educational experience."

— Philip K Y Law
Vice Principal of EdUJCPS

Azure OpenAI

Learn more

Microsoft turbocharges the learning potential of Hong Kong primary school students with Azure OpenAI

New York City Public Schools

A custom AI-powered teaching assistant multiplies educator effectiveness while reducing burn-out.

Student success



As the largest public school system in the world with more than 1 million students and 1,700 schools, many New York City Public School educators and district staff reported feeling overworked and overwhelmed. The district needed a solution that could help reduce the workload while meeting the individual needs of students and families.

District IT leaders partnered with Microsoft to create a data hub of close to 2 billion records, forming the foundation for a custom-built AI teaching assistant and family communication tool with Microsoft Foundry. Educators used the AI assistant to scaffold feedback and help students discover answers on their own, multiplying their ability to be several places at once.

Guiding questions

- How do your current needs align to the driving forces behind NYC's story? Is this implementation model a good fit?
- What are the advantages of building your own custom AI application?
- What district-level data management solutions must be in place before taking the first steps toward building an AI chatbot?

"Our mission is for students to graduate on a pathway to a rewarding career and long-term economic security, equipped to be a positive force for change. If we are not using AI in education, we're putting our students at risk of being behind."

—Tara Carrozza
NYC Director of Digital Learning Initiatives

Azure OpenAI

Learn more

'Technology is not something we can hide from students': How NYC Public Schools invited AI into its classrooms

California State University, San Marcos

University leaders use Dynamics 365 and the power of AI to establish a personalized connection with every student.

Student success



As a university with many first-generation students, California State University, San Marcos (CSUSM) wanted to increase graduation rates and empower social mobility for its diverse population. To do this, they knew they had to find a way to connect with each student, personalize their college experience, and meet their individual needs.

CSUSM used Dynamics 365 Customer Insights "journeys" to tailor the faculty's communications for each student—both digitally and in person—while responding to students' unique interactions and preferences. Dynamics also transformed the school's systems, which were fragmented and siloed, and consolidated their data. University leaders used AI-powered insights to individualize communications and points of interest for every student, resulting in greater attendance and engagement at school-sponsored events and support that continued beyond graduation.

Guiding questions

- How do your current needs align to the driving forces behind CSUSM's story? Is this implementation model a good fit?
- What are the advantages of seeking insights into your students' communication preferences?
- Would this model effectively streamline your current data management systems?

"Universities can be complicated for any student, but it can be especially challenging for first-generation students. It's important to know where each of our students are in their lifecycle journeys. To do that, we needed AI technologies that are flexible and can grow with the university."

— Tony Chung
Chief Information Officer
CSUSM

Dynamics 365

Learn more

CSUSM prioritizes the student lifecycle journey with Dynamics 365 Customer Insights

Watch video

Reimagine Education 2024

Tecnológico de Monterrey

An AI-powered ecosystem personalizes learning and increases administrative efficiency.

Student success



Tecnológico de Monterrey's TECgpt, a generative AI-powered ecosystem, is one of the first of its kind in Latin America. Built on Azure OpenAI using the GPT-4o model from OpenAI, TECgpt personalizes learning to students' needs, boosts educators' creativity, and saves time on tedious tasks. With academic and administrative functions, TECgpt features tools like Skill Studio for material creation and Academic and Librarian TECbots for personalized tutoring. Some tools also streamline student service needs, such as answering questions on tuition, scholarships, and shuttle schedules, enhancing operational efficiency and improving student satisfaction.

Their goal is to integrate AI across all disciplines to foster innovation and transform learning experiences for all students, especially those in disadvantaged positions or at risk of dropping out.

Guiding questions

- How do your current needs align to the driving forces behind Tecnológico de Monterrey's AI story?
- How might building a custom AI ecosystem support your institution?
- How might you organize faculty to develop prompts and use cases that support your institution?

"With TECgpt, we have built an ecosystem of AI tools, which is trained with our own data, and that opens up a world of possibilities in education."

— Carles Abarca de Haro
VP of Digital Transformation
Tecnológico de Monterrey

Azure OpenAI

Learn more

Tecnológico de Monterrey creates an AI platform to personalize teaching

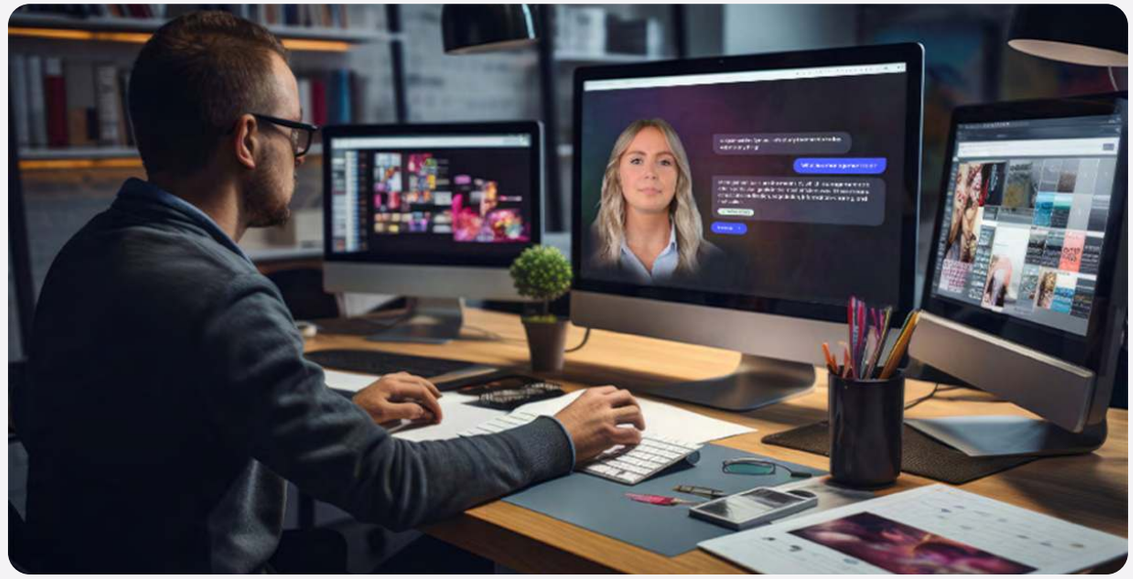
Watch video

TECgpt: Enhancing Education with AI at Tec de Monterrey

IU International University of Applied Sciences

An AI study buddy revolutionizes learning for students.

Student success



IU International University of Applied Sciences is using AI to deliver personalized, scalable learning and democratize global education. Syntea, their "Synthetic Teaching" assistant powered by Azure OpenAI, guides students through study sessions that promote critical reflection. Since its launch, Syntea has reduced course completion times by 27% and grading bias by 44%. To further prepare students for an AI-driven future, IU partnered with Microsoft to launch the IU Copilot School, providing students with access to Copilot with Syntea integration, embedding AI across all study programs.

Looking forward, IU's developers are exploring ways to extend with Syntea using advanced AI agents. They are also using the power of AI-driven mentorship to redefine workplace learning and development by seamlessly integrating personalized upskilling and onboarding journeys directly within Microsoft Teams.

Guiding questions

- How do your current needs align to the driving forces behind IU's story?
- How might you address concerns about maintaining academic rigor and minimizing AI bias?
- What are the advantages of building your own custom AI assistant that integrates with Copilot?

"Through Syntea and Azure OpenAI, learning is becoming more adaptive overall, bringing students more autonomy, flexibility, and personalization. This elevates the IU learning experience to a whole new level."

— **Quintus Stierstorfer**
Director Synthetic Teaching
IU

Azure OpenAI

Learn more

IU revolutionizes learning for its students with the AI study buddy Syntea and Azure OpenAI

Auburn University

A higher education institution built a culture of innovation through the responsible use of AI.

Student success



To enhance research and learning outcomes, Auburn University integrated Copilot Chat, Copilot, and Azure OpenAI into its academic framework. Auburn fosters a culture of innovation by empowering students and faculty to explore creative, AI-driven solutions across disciplines. The university also promotes AI literacy, secure and responsible usage, and collaboration to prepare their community for future advancements.

After extensive stakeholder engagement, Auburn developed a course to boost AI literacy and support learning. They offer classes and workshops on building chatbots, applying AI in business, and more. Auburn is also testing Copilot with 100 faculty members to improve efficiency, and they hosted an "AI Day" with over 400 attendees, featuring discussions on AI integration, safeguards, and future possibilities.

Guiding questions

- How do your current needs align to the driving forces behind Auburn's AI story? What does responsible use of AI mean to you for staff and students?
- How might using Copilot Chat empower your faculty and students to explore AI-driven innovation?
- How might you develop a common understanding of AI literacy across your institution? What training and support might you need to put in place to support AI literacy?

"Our goal is to democratize the value of AI. The focus extends beyond the efficiencies of AI authoring. It's about equipping our Auburn community with the ability to apply AI in creative and ethical ways, integrating it into our daily fabric as seamlessly as mobile phones have over the past decade."

— John Davidson
Assistant Vice President and Chief Technology Officer, Auburn

Copilot Chat

Learn more

Auburn University empowers thousands of students, faculty, and staff to explore new ways of using AI with Microsoft Copilot

Watch video

Auburn University, USA (Higher Education)

Washington State Office of the Superintendent of Public Instruction

Leaders take proactive steps toward AI implementation with statewide guidance and integrated AI teaching and learning standards

Student success



Education leaders in Washington state, led by Superintendent Chris Reykdal, are taking proactive steps when it comes to AI use in schools. Washington is among the first states in the U.S. to publish official state-level guidance on AI, including an implementation roadmap and guidelines for appropriate AI usage for both staff and students.

Driving Washington's AI roadmap is a central human-to-AI-to-human approach: "Start with human inquiry, see what AI produces, and always close with human reflection, human edits, and human understanding of what was produced." This approach is also helping drive the development of new teaching and learning standards in ELA, Science, and Math that include AI as an embedded component of the curriculum, rather than being siloed into a separate supplemental area. School leaders are confident that the new standards will provide an opportunity for all students to develop the skills they'll need to be ready for the world of work with AI.

"Our focus remains steadfast on ensuring that every student benefits from these advancements while upholding the highest standards of safety and ethical use."

— Superintendent
A Washington school district

Human-centered AI guidance[9]

Learn more

Superintendent Reykdal Introduces Guidance for Integration of Human-Centered AI in Washington's Public Schools

Watch video

Superintendent of Public Instruction, Washington State | Reimagine Education 2024

Department for Education, South Australia

Students are supercharging their creativity and critical thinking with AI in the classroom.

Student success



[The Department for Education, South Australia] is driven by a mission to equip their students for a future where AI is everywhere. Leaders wanted to instill AI literacy and bring generative AI into classrooms, but one question loomed large—how to do it responsibly?

IT leaders relied on Azure AI Content Safety, an AI-powered platform that blocks inappropriate input queries and filters any harmful responses. This allowed them to responsibly deploy EdChat, a custom student-facing chatbot built with Microsoft Foundry that helped students develop the skills they need to thrive in the era of AI. EdChat enabled student to find quick answers before discussing more complex and nuanced questions with their teachers. Students also learned how to use AI prompts for feedback on their schoolwork, stimulating their creativity and critical thinking.

Guiding questions

- How do your current needs align to the driving forces behind South Australia's AI story? Is this implementation model a good fit?
- What are the advantages of building your own custom AI application?
- Does this model effectively address your stakeholders' biggest concerns when it comes to deploying AI safely and responsibly?

"I think that if we had buried our heads in the sand and banned AI and chatbots in schools, students would likely have continued using it at home to simply generate answers and churn out assignments. By introducing it in schools as part of learning, we're ensuring that they really understand how it can supercharge their thinking and creativity rather than replace it."

— Martin Westwell
Chief Executive of
the SA Department for Education

Azure OpenAI

Learn more

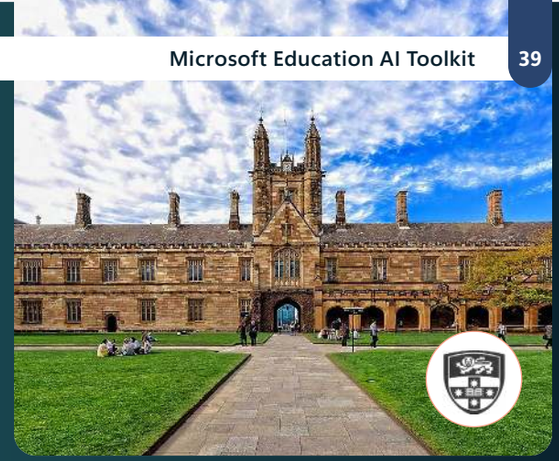
South Australian students are supercharging their creativity and critical thinking with AI in the classroom

Watch video

Department for Education South Australia | Reimagine Education 2024

Institutional innovation AI Navigators









Index

Included in this section:

- **Wichita Public Schools** educators use Copilot Chat to make learning more accessible and bring a greater diversity of learning experiences to the classroom.
  Find out more on page 40
- **University of Sydney** developed Cogniti, a secure AI assistant on Microsoft Azure, to enhance student learning safely and boost efficiency.
  Find out more on page 41
- **Eduvos** uses AI to automate processes for instant enrollment.
  Find out more on page 42
- **Sikshana Foundation** educators leverage generative AI to save time with customized lesson plans.
  Find out more on page 43
- **Indonesia Ministry of Education and Culture** uses GitHub Copilot to enhance IT team efficiency and consistency.
  Find out more on page 44

Wichita Public Schools

Educators use Copilot Chat to make learning more accessible and bring a greater diversity of learning experiences to the classroom.

Institutional innovation

With nearly 50,000 students and over 100 different languages spoken, the amount of time and energy required of Wichita educators to individualize their lessons was becoming unsustainable. They needed a solution that could bring diverse, tailored learning experiences into the classroom—swiftly and efficiently.

As an existing Microsoft 365 Education A5 customer with Surface devices and Entra ID, the Wichita IT team seamlessly led an early adoption program of Copilot Chat. Educators used generative AI capabilities to increase their efficiency, quickly creating instructional materials that were accessible at different reading levels and in different languages. They also found that they could generate authentic, project-based learning experiences at different levels and streamline individualized student feedback on assignments.

Guiding questions

- How do your current needs align to the rationale behind Wichita's story? Is this implementation model a good fit for you?
- What are the advantages of introducing Copilot Chat to faculty and staff?
- What AI usage guidelines (privacy, data protection) must be in place before taking the technical steps toward implementation?



"There is a highly documented anxiety 'ping' that affects teachers each Sunday evening. We wonder if we are ready for the coming week and if we have time to get ready. When teachers embrace Microsoft Copilot and begin to understand the time savings it represents, I see the anxiety fade away, replaced by sighs of relief."

— **Dyane Smokorowski**
Coordinator of Digital Literacy
Wichita Public Schools

Copilot Chat

Learn more

Wichita Public Schools personalized learning for students using Microsoft Copilot

Watch video

Wichita Public Schools | Reimagine Education 2024

University of Sydney

The University of Sydney developed Cogniti, a secure AI assistant on Microsoft Azure, to enhance student learning safely and boost efficiency.

Institutional innovation



The University of Sydney recognizes the importance of generative AI in preparing students for the evolving workforce. They reviewed policies and practices to create clear guidance for appropriate AI use. To address data privacy concerns, they custom-built Cogniti, an AI assistant on the university's secure Azure platform. This ensures prompts and responses remain confidential and are not used for training AI models, safeguarding intellectual property and data privacy.

Developed by educators, Cogniti empowers them to create custom AI chatbots tailored to their instructional needs. The platform enhances student learning through personalized interactions, freeing educators' time for deeper engagement and feedback while also improving prompt writing and AI skills.

The University of Sydney plans to expand Cogniti's capabilities, explore voice interfaces, and share the platform with other institutions, setting a new benchmark for AI in education.

Guiding questions

- How can involving your educators and staff in tool design, like the University of Sydney's approach with Cogniti, address your institution's needs?
- How might enhancing personalized student interactions and providing deeper learning experiences, similar to the capabilities of Cogniti, address your institution's educational goals?
- How might using an Azure OpenAI tool like Cogniti, help free up educators time to focus on more impactful, personalized student interactions?

"[Faculty aren't] being replaced by technology; their expertise is reflected in the way that it works. Cogniti provides the framework a teacher needs... so that they can strengthen their relationships with students. We want Cogniti to be community developed: built by educators for educators."

— **Adam Bridgman**
Pro Vice Chancellor of Education Innovation, University of Sydney

Azure OpenAI

Learn more

The University of Sydney utilizes the power of Azure OpenAI to allow professors to create their own AI assistants

Watch video

Sydney University, Australia (Higher Education)

Eduvos

A higher education institution uses AI to automate processes for instant enrollment.

Institutional innovation

After taking over operations of 12 campuses in 2021, Eduvos faced challenges integrating their systems and achieving visibility across departments. To address these issues and support their growth, Eduvos utilized Copilot for Dynamics 365 to streamline student enrollment, manage finances, and improve overall efficiency. Since the transition to Dynamics 365, Eduvos has seen a 50 percent year-over-year growth in enrollment for two consecutive years and has cut costs associated with admissions by 90%.

Looking to the future, Eduvos plans to use AI to recognize patterns that might suggest students at risk of issues, allowing them to provide support more quickly and continue delivering quality education across Africa.

Guiding questions

- How do your current needs align to the driving forces behind the Eduvos story? What insights from data might you gain with Dynamics 365?
- What are the advantages of streamlining student enrollment using AI?
- What processes might AI enhance for your institution?



"We had to go through an 80-page document for each application that was physically signed, so that was quite tedious for our staff and students. Since we implemented more automation, our team has more time now to discuss meaningful topics with students like challenges or their future rather than just document submissions."

— **Dr. Riaan Steenberg**
Executive Director
Eduvos

Dynamics 365

Watch video

Eduvos simplifies student enrolment experience from 90 days to instant with Microsoft and Dynamics 365

Sikshana Foundation

Educators leverage generative AI to save time with customized lesson plans.

Institutional innovation



India faces challenges such as larger class sizes (average teacher-student ratio of 1:33 versus 1:23 in other countries) and educators managing multiple grades and subjects. The Sikshana Foundation aims to improve education quality by focusing on the concept of "Shiksha," a Sanskrit term encompassing instruction, lessons, learning, and the study of skills.

Understanding the time constraints faced by educators, Microsoft Research India developed the Shiksha copilot. This mobile-ready tool, powered by generative AI, assists educators in creating personalized learning experiences, assignments, and activities.[10] Importantly, it also lightens the workload for educators. The Shiksha copilot, using the Azure OpenAI, seamlessly integrates educator insights with curriculum requirements and learning objectives, thereby enhancing efficiency and effectiveness. It is designed to support multiple languages and various input methods, making it accessible to a diverse range of users.[11]

Guiding questions

- How do your current needs align to the driving forces behind Sikshana Foundation's story? Is this implementation model a good fit?
- What are the advantages of creating custom copilots to enhance personalization and alleviate workloads?
- What AI usage guidelines (privacy, data protection) must be in place before taking the technical steps toward implementation?

"Shiksha copilot is very easy to use when compared to other AI we have tried, because it is mapped with our own syllabus and our own curriculum."

— **Gireesh K S**
Teacher
Government High School, Jalige

Azure OpenAI

Learn more

India's schoolteachers are drafting better lesson plans faster, thanks to a copilot

Watch video

Shikshana Foundation | Reimagine Education 2024

Indonesia Ministry of Education and Culture

Education system uses GitHub Copilot to enhance IT team efficiency and consistency.

Institutional innovation



Indonesia's Ministry of Education, one of the world's largest school systems, serves over 50 million students. With an IT team of only 160 members Indonesia prioritizes tools that enhance efficiency and save time on tasks like generating code snippets and creating documentation. GitHub Copilot has enabled the IT team to maintain consistent code and increase productivity without needing to expand the staff.

In 2021, Indonesia launched a Reading Progress pilot program to combat low literacy rates through personalized feedback and custom passages. Two years later, the Ministry introduced Platform Merdeka Mengajar, utilizing Azure OpenAI to provide personalized teaching and learning, offering educators high-quality resources and tailored learning paths for students.

Guiding questions

- How do your current needs align to the driving forces behind Indonesia's Ministry of Education's story? Is this implementation model a good fit?
- What are the advantages of creating custom copilots to enhance personalization and alleviate educators' workloads?
- How might your school or institution benefit from improved efficiency and consistency from a tool like GitHub Copilot?

"With just a dozen engineers per million MAUs, maximizing the productivity of every engineer is critical for our organization. We A/B tested the usage of [GitHub] Copilot within our engineering teams, and we found a +42% uplift in development velocity. More than 85% of our engineers also stated that their work is more enjoyable with Copilot's assistance."

— Ibrahim Arief
CTO of Govtechedu

GitHub Copilot

Learn more

Technology for an Irreversible Transformation in Indonesia's Education System

Simplify and secure IT AI Navigators

Index

Included in this section:

- **Oregon State University** takes protection to the next level with Microsoft Security Copilot
  Find out more on page 46
- **University of South Florida** faculty and students adopt Copilot for advanced research, data management, and administrative efficiency..
  Find out more on page 47





Oregon State University

University takes protection to the next level with Microsoft Security Copilot.

Simplify and secure IT



Oregon State University (OSU) is dedicated to conducting open and collaborative research while also prioritizing the protection of sensitive data and upholding the institution's reputation. This delicate balance requires a cybersecurity approach that is both robust and responsive.

Partnering with Microsoft, OSU was able to widely implement tools such as Security Copilot, Microsoft Sentinel, and Microsoft Defender quite rapidly. These tools helped the university to use natural language to dialogue across security data to detect and respond to incidents rapidly, reducing response times from weeks to mere minutes. It redefined their approach, shifting from a time-consuming and reactive strategy to a more efficient and proactive one.

Guiding questions

- How do your current needs align to the driving forces behind OSU's story?
- What are the advantages of leveraging Security Copilot to protect your students, staff, and their data?
- Would this model effectively streamline your current cybersecurity and data management systems?

"We once had the ability to detect incidents in the timescale of weeks. Now we detect things in matter of minutes."

— **David McMorries**
Chief Information Security Officer
Oregon State University

Security Copilot

Learn more

Oregon State University protects vital research and sensitive data with Microsoft Sentinel and Microsoft Defender

Watch video

Customer Story: Oregon State University | Reimagine Education 2024

University of South Florida

Faculty and students adopt Copilot for advanced research, data management, and administrative efficiency.

Simplify and secure IT

With their IT department receiving over 100k help desk tickets per year, the University of South Florida (USF) recognized a need to simplify their IT processes. Using Azure OpenAI, USF was able to classify and summarize tickets, helping IT support teams respond to user queries or issues more quickly and effectively. Following this integration, the USF IT department successfully developed and launched its first AI-powered Help Desk integration in just one week. USF security engineers have also seen as much as 80% time savings with Security Copilot.

But IT wasn't their only goal. USF also wanted to alleviate the burden of repetitive, time-consuming tasks on faculty and staff. With Copilot in place, they were able to spend more time creatively solving problems, conducting critical research, establishing stronger relationships with peers and students, and using their expertise to forge new, innovative paths for USF.

Guiding questions

- How do your current needs align to the driving forces behind USF's story? What processes might you be able to simplify?
- How could AI improve efficiency in your institution's IT support?
- What repetitive tasks could AI help streamline for faculty and staff?



"While resources might remain the same, what we can do with those resources can be significantly more. The possibilities of acceleration now seem limitless."

— **Sidney Fernandes**
Vice President IT & CIO, USF

Azure OpenAI

Learn more

The University of South Florida drives innovation and acceleration with Microsoft Copilot

Watch video

University of South Florida - Helpdesk Bot | Reimagine Education 2024

Next steps



Take time to understand what's possible by learning from global institutions already seeing results with AI. Their real-world experiences can save time and help chart a clearer path forward:

- ☐ **Explore student-facing AI solutions:** Learn more about South Australia's EdChat for responsible AI deployment and NYC Public Schools' custom AI teaching assistants built with Microsoft Foundry.
- ☐ **Plan for instructional content creation:** Discover how Wichita Public Schools used Copilot Chat to create accessible, multilingual materials at scale.
- ☐ **Study student engagement systems:** Explore the California State University, San Marcos Dynamics 365 implementation for personalized communications and Eduvos's 50% enrollment growth through AI automation.
- ☐ **Learn more about security and IT operations for AI:** Read how the Oregon State University Security Copilot deployment reduced incident response time from weeks to minutes
- ☐ **Connect with peer networks:** Join Microsoft Elevate for Educators or Microsoft Elevate School programs for ongoing learning and collaboration.



Section 3

Plan

Valuable resources to prepare AI programs

In this section

50 Exploration and planning

52 Engage your community

56 Define your goals

60 Data and infrastructure preparation

61 Strengthen governance and policies

62 Break down your data silos

66 Next steps

Exploration and planning

Ensuring responsible AI use in education relies on strong policies, clear guidelines, thoughtful frameworks, and effective tools. Leaders play an important role in this process; by collaborating with key stakeholders, leaders can better maximize the benefits of AI while ensuring trustworthy, responsible implementation. This section prepares leaders for successful rollout, provides ways to engage school communities, and helps define clear AI goals.

Educate leadership and stakeholders

A strong foundation for integrating AI starts with informed leadership. Helping education leaders and key stakeholders understand the opportunities, challenges, and responsibilities of AI builds alignment across your institution. Use the resources and examples in the following pages to equip decision-makers, foster trust, and support community engagement.

Consider these key questions as you review frameworks and policy:

1. What goals drive your use of AI tools?
2. How does your institution currently manage technology adoption? Will that model work for AI?
3. Should you create a new AI policy or adapt existing ones?
4. How will you ensure equitable policy application of AI tool?
5. What legal considerations must you address?

Various AI frameworks, like Teach AI[12], offer sample policies and best practices for promoting transparency, safety, and respect.

Practical steps for education leaders

Translating frameworks into action is a central challenge education leaders face in AI adoption. As you navigate this evolving landscape, start with these simple steps to build organizational trust.

Step 1: Revise policies to address AI

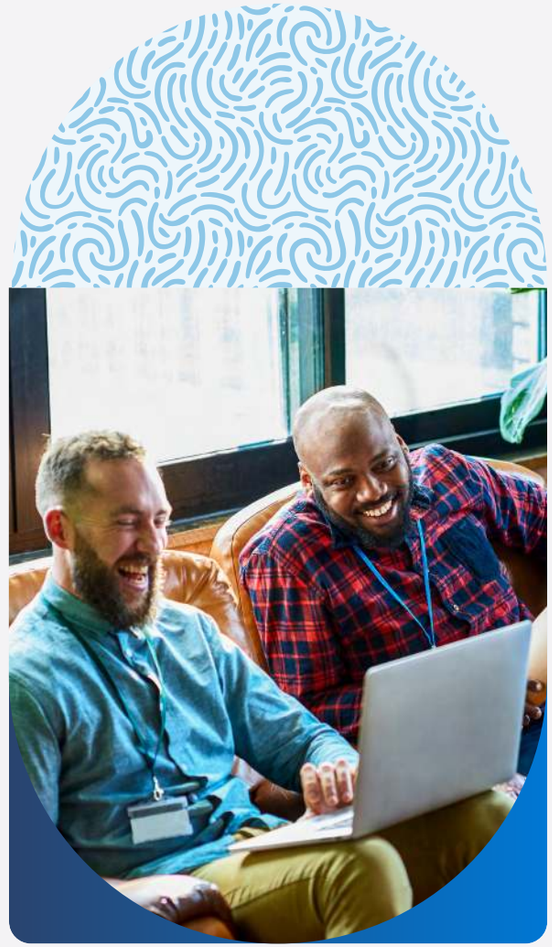
Update documents like Acceptable Use Policies to include language on AI use.
Resource: Rethinking Acceptable Use Policies in the Age of AI, *District Administration*

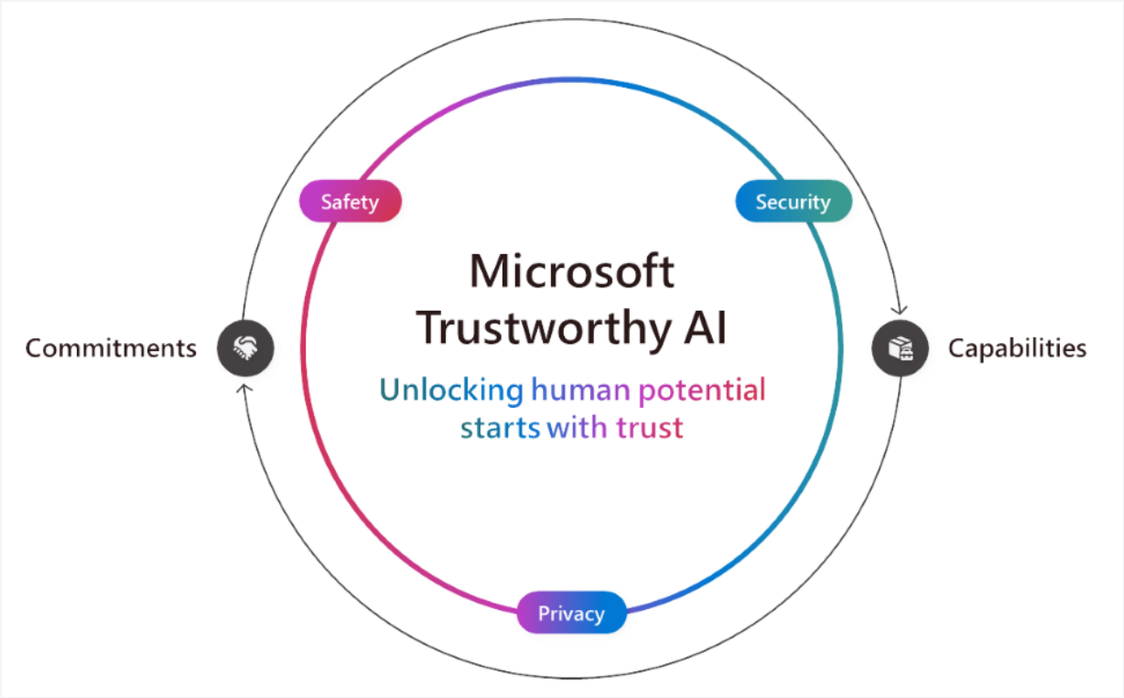
Step 2: Incorporate AI into teaching and learning

Set guidelines for the responsible use of AI in lesson planning and course creation.
Resource: Integrating Generative AI into Higher Education, *EDUCAUSE*

Step 3: Establish AI monitoring and evaluation standards

Create a plan to monitor and assess AI use across your institution.
Resource: ChatGPT and Beyond, *Common Sense Education*





Copilot prompt

Assume the role of an education institution leader such as a provost or superintendent for a medium-sized institution. Provide a list of six policies, frameworks, or guidelines (such as Acceptable Use Policies) that should be reviewed and considered for revision to allow for the use of generative AI responsibly and ethically. Additionally, describe three different types of AI use policies that could be developed by schools, universities, or ministries of higher education for reference.

Trustworthy AI for education

Microsoft runs on trust that's earned through commitments and capabilities that support AI adoption in schools. The Secure Future Initiative, privacy policies, and responsible AI principles protect people and data at every level. With built-in security, safety, and privacy protections, Microsoft provides the foundation for developing and using trustworthy generative AI solutions in education.

Microsoft aligns AI development with six responsible AI principles—fairness, reliability and safety, privacy and security, inclusiveness, transparency and accountability. Microsoft also protects privileged data through four privacy principles: You control your data, you know where your data is located and how it's used, your data is secure at rest and in transit, and Microsoft defends your data.

Successfully implementing Trustworthy AI requires shared responsibility between technology providers and users—including leaders, educators, and IT professionals. This includes:

- Regularly reviewing AI applications to protect student privacy and promote fairness.
- Monitoring biases and updating policies as AI evolves.
- Crafting clear AI policies aligned to educational goals.

By leveraging Microsoft commitments and capabilities, educational institutions foster trust, ensure accountability, and create AI environments that align with community values.

Engage your community

Implementing AI requires thoughtful planning, clear communication, and collaboration with stakeholders who have diverse responsibilities and experiences with AI. This section highlights key challenges and practical strategies to:

- Build trust and support for AI-powered tools.
- Understand and address your community's concerns.
- Align tools to your goals and needs.
- Build a shared vision with your community.

Build trust and support with stakeholders

Engaging stakeholders is essential for AI adoption. Effective approaches include:

- Seeking feedback from diverse groups.
- Aligning initiatives with shared values that prioritize student success.

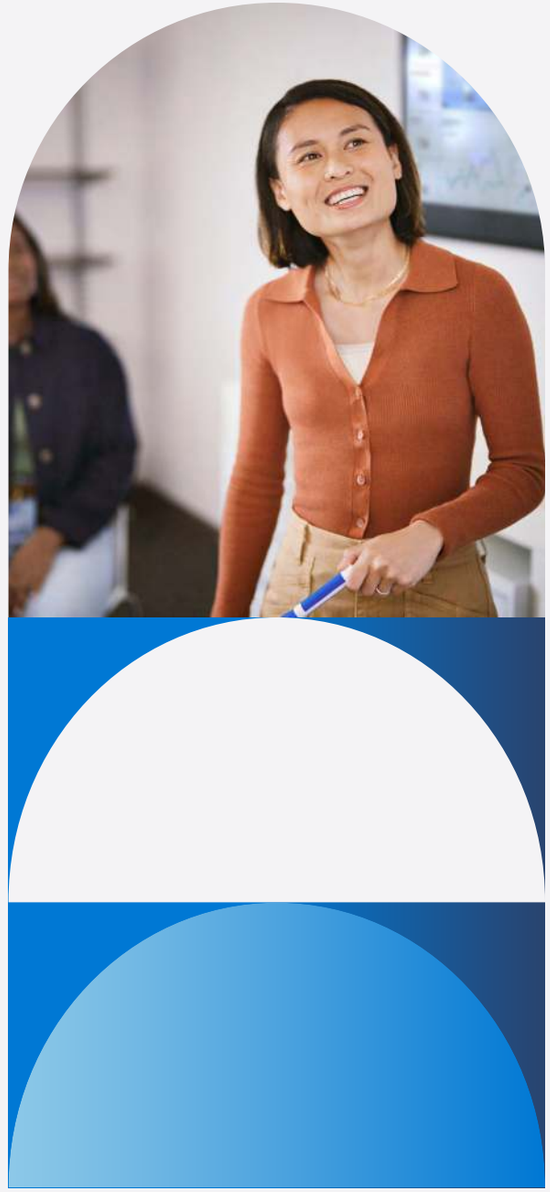
Familiarize yourself with these key points so that you can engage in meaningful discussions with community partners.

Key point: Efficiency

Responding to emails, exploring data trends, researching instructional approaches, and drafting detailed syllabi take time away from forming relationships with students. Generative AI tools help educators reduce time spent on routine tasks, freeing them to focus on instruction and student relationships. Learn how educators in Wichita Public Schools (page 40) used Copilot Chat to become more efficient.

Key point: Accessibility

Accessibility is a key component of equitable learning experiences. Generative AI tools can help educators create high-interest text for emerging readers, develop multiple means of representation for content, and offer new ways of demonstrating ideas for students. Read about how Tecnológico de Monterrey (page 34) used Azure OpenAI to personalize learning and better support students.



Understand and address community concerns

As you meet with different community members, you'll encounter various concerns, interests, and needs. Use this opportunity to build empathy, demonstrate your AI expertise, and show how you'll support the entire community.

Leadership and administrators

Schools are increasingly the target of cyberattack, making data security a top priority.

"Student privacy is one of our biggest concerns. We vet any tool to ensure data protection and use security solutions in Microsoft 365 Education A3/A5 plans to identify threats, automate our response, and remediate any issues quickly."

School leaders may have concerns about equity and accessibility.

"We evaluate AI tools to support equitable access for all students and help build a fairer educational landscape, as exemplified by institutions like the University of Texas."



Educators and practitioners

Some educators hesitate to adopt new technology due to past experiences with unsupported initiatives.

"We are committed to making sure that you and your students know how to use AI tools responsibly. Our plan includes age-appropriate materials, conversation starters, and an iterative approach to AI policies. You can also refer to resources like Microsoft Learn's Educator and Student modules for self-paced learning."

Educators prioritize tools that show clear, lasting learning outcomes.

"Early research indicates that students benefit from AI-generated explanations, outperforming those who only receive correct answers.[13] To start, try using Learning Accelerators, many of which use AI, to provide immediate, personalized coaching for students."

Students and families

Families may have reservations about corporations profiting from children's data

"We prioritize your student's privacy by thoroughly examining each company's privacy policies for responsible data use."

Families rely on schools to equip their children for future aspirations and careers.

"We've integrated AI features into the tools students use daily for learning, creativity, and productivity. Additionally, we're exploring how other schools have implemented AI guardrails. These guardrails help students access school-specific chatbots designed to support their individual learning requirements."

"Integrating AI tools into our instruction is part of our commitment to preparing students for the future. Experts have highlighted the importance of AI in defining the modern workplace.[14, 15] We're also exploring guardrails to support safe and effective student use."

Community

The community expects their tax dollars to be used efficiently and responsibly.

"AI-powered tools support our data analysis efforts and resource optimization, helping us direct more funding toward student learning. Whether it's adjusting bus routes, optimizing utilities, or refining staffing allocations, AI enables us to pinpoint areas for improvement."

Community members want students to graduate with solid knowledge and useful skills, but worry about the information AI gives them.

"We plan to introduce age-appropriate, custom chatbots to provide students with safe AI learning environments, inspired by successful initiatives like those in Wichita Public Schools (page 40). These chatbots will be tailored specifically for our students, ensuring that the data comes from trusted sources and aligns with our curricula, while keeping our data private so that it isn't used to train larger models."



Continue the conversation

No matter where you are in the process, you'll speak with a wide variety of stakeholders who will have important questions that need answers.

How can I protect the privacy and security of students' data when using AI-powered tools?

"We start by reviewing each AI tool's terms of service and privacy policy to ensure that they are committed to privacy and are aligned to our expectations. We know that Microsoft's generative AI solutions like Copilot, Copilot Chat, and Microsoft Foundry support FERPA compliance and student data privacy protection. They use advanced encryption and data handling policies to secure sensitive information. Microsoft's AI solutions provide access controls and transparency in data usage, undergoing regular compliance audits to maintain high standards of privacy and security. We can customize privacy settings to align with our specific compliance requirements and data governance policies."

How can I prevent academic dishonesty and plagiarism when using AI-powered tools?

"Protecting our school's academic integrity begins with all users learning how to use AI responsibly. We're starting with professional development for educators, modeling responsible use, and having open discussions. We've also paired our training with a clear policy."

How do these AI solutions accommodate language differences among students, educators, and faculty in our institution?

"Copilot, Copilot Chat, and Microsoft Foundry, are designed to support multilingual environments. They offer features like real-time translation and multilingual support across various applications in more than 100 languages. This ensures that students, educators, and faculty can engage with content in their preferred language, enhancing comprehension and participation."

How can I support students with diverse learning needs and preferences when using AI-powered tools?

"Educators can use tools like Copilot, Copilot Chat, and Learning Accelerators to personalize instructional content to meet individual student needs. With Copilot, educators can quickly adapt content into different languages or reading levels. Furthermore, they can use prompts to create custom explanations or analogies that build upon age-appropriate knowledge or a student's interests. Copilot supports multiple means of generating prompts including through text or voice, and Copilot includes screen reading capabilities."

Define your goals

Establishing goals and policies for AI use creates structure and guidelines for your faculty, staff, students, and community. Before you get started, consider these practical suggestions.



Your students and staff may already be using AI tools. Establishing initial guidance now gives your community a foundation to build on.



Establish what activities need a policy and what doesn't. Focus on the largest areas of impact.



Identify key areas of need and critical questions that will guide your process.



Learn from peers and familiarize yourself with resources like the TeachAI toolkit, developed with support from Microsoft.

As your school or institution develops its AI strategy, it's natural to shift your focus to affected areas, especially policies that may need updating to address recent changes. Start by consulting government guidelines and requirements and reviewing your existing policies. Then, consider curating a set of exemplary policies that can be customized to meet your specific needs.

Set goals for your AI systems

AI systems perform different functions and have different capabilities. Knowing what you want the AI system to accomplish will help you find the right solutions for your institution.

Use these steps to help you identify goals to set.

1. Begin by making a hierarchical list of pain points you identified that an AI system might address.
2. Place the most urgent items at the top of the list.
3. Ask colleagues from other departments to offer input on what you identified.

After you have your list, consider rewriting the pain points into goal statements. For example:



Pain point: IT administrators struggle to prioritize threats because of the number of signals that emerge each day.



Goal statement: Any security-focused AI system should help administrators prioritize threats and give guidance on steps to take to respond appropriately.

Institutional policy considerations

Crafting, updating, and approving new policies is a critical task. A successful policy is one that is regularly reviewed and revised to meet the current needs of the school and community.

Leadership teams can create prompts to assess existing policies and suggest areas for improvement and alternative ways to convey important guidelines. For instance, Copilot can analyze a policy, review it for potential biases, and request a simplified version in plain language.

Questions to lead your discussion

- Are your students allowed to use AI on assignments?
- What guidelines need to be in place to ensure students know appropriate and inappropriate uses of AI on assignments?[16]
- What impact will that have on your current policies?

Policy spotlight

South Australia's Department for Education led a pilot program that introduced a custom chatbot for students to use. Their policy provides structure and guidance around how learners can responsibly use generated content.[17]

Academic integrity highlight: Refining a policy

The impact of AI extends beyond tool usage to community adoption and classroom integration. As student use of generative AI grows, schools must define clear academic integrity guidelines. Evaluating the effects of policies is crucial to maintaining educational standards and student success.

Use the following guidelines on plagiarism as a starting point for analyzing how to adjust your academic integrity policy for AI usage.

Initial policy

Presenting another person's work as your own is an act of dishonesty. This behavior undermines your integrity and contradicts the principles upheld by our community. We maintain the belief that academic success is contingent upon the dedication you invest in your studies.

Analysis

This policy addresses human-authored texts, but with students using AI, clear guidance on responsible AI use is essential to maintain academic integrity and prevent plagiarism.

Revised policy

Presenting another person's work or content created by a generative AI tool as your own is an act of dishonesty. This behavior undermines your integrity and contradicts the principles upheld by our community. We maintain the belief that academic success is contingent upon the dedication you invest in your studies. We expect you will approach your assignments honestly, as your work reflects your capabilities.

Analysis

This policy covers generative AI, expanding permitted uses beyond assignment copying but doesn't give guidance on appropriate uses. We recommend setting guidelines for additional AI uses like revision, formative feedback, and brainstorming.

Apply your learning

Sample policy developed with Copilot

Open your institution's academic integrity policy in the Edge browser. Open Copilot Chat and enter this prompt:

> As the CAO of a school district, analyze our existing academic integrity policy, focusing on how students ethically use AI. Evaluate the policy's current consideration of implicit biases, linguistic, cultural, and socio-economic diversity. Suggest concrete, actionable improvements to enhance inclusivity, fairness, and clarity, ensuring the policy is understandable and accessible to all students. Provide examples of best practices from other policies and include a revised policy draft incorporating these elements.

Sample policy

At **[our school]**, we prioritize academic integrity. All students will complete their assignments with honesty, showcasing their abilities. We emphasize responsible AI usage, including thoroughly reviewing content, not just copying and pasting. To ensure fairness, we provide the following guidelines.

Attribution and AI content

- When using AI-generated content, always provide proper attribution.
- Presenting AI-generated work as your own is strictly prohibited. Faculty will set clear expectations regarding responsible AI use for their class using approved categories.
  - Highly restrictive: No AI use is allowed.
  - Fully encouraging: AI is fully available for student academic use. No restrictions.
  - Hybrid: AI use is for brainstorming and AI tutorials, but not for submitted assignments.

See AI guidance & FAQs from Harvard for more.[18]

Cultural sensitivity

- We respect diverse cultural norms related to collaboration and attribution. Students should be aware of these differences and adapt their practices accordingly.

Implicit bias awareness

- Our academic integrity process aims to be unbiased and consider individual circumstances.

Education and resources

- We offer workshops, tutorials, and online resources on citation practices and responsible AI use. Students are encouraged to learn and apply these principles.

Equitable enforcement

- Violations will be addressed consistently, regardless of socio-economic status or cultural background.
- If assignments allow or require AI use or specific tools, those tools must be readily available and provided for each student.

Analysis

This policy outlines expectations for students, emphasizing some of the ways students may use generative AI tools in their workflow. It reflects the school's dedication to fairness and outlines efforts to teach students responsible AI skills.

Additional policy considerations

After evaluating and revising your academic integrity policy, apply similar methods to other policy areas. Consider how your team can draft AI-specific policies around data protection, faculty use, syllabi notifications, and accessibility.

Data protection and privacy

Large language models (LLMs) depend on user data to produce results. Data privacy should be a core consideration when approving AI tools, and schools must clearly communicate how data is used and protected. Use these guiding questions:

- What does student privacy mean in the AI era?
- How well do our data protection and privacy policies align with legal regulations?
- How do we communicate our data usage policies to students, staff, and families? Is there an opt-out option?

Staff and faculty use

AI tools can enhance educator efficiency and personalize student content. Clear guidelines for AI usage are highly recommended. Use these guiding questions:

- How might we improve learning by using AI for instructional purposes?
- What instructional uses do we want to encourage? What might we restrict?
- How will we support our staff with professional learning?

Classroom syllabi

Consider providing a standardized statement about AI usage that educators and faculty can use in their syllabi. Use these guiding questions:

- What message should be included on all syllabi?
- How can this statement reinforce broader policies?
- To what extent can educators adapt the statement for their classes?

Accessibility and Universal Design for Learning (UDL)

AI tools have the potential to make learning more accessible for all learners. Use these guiding questions:

- What are the accessibility and language proficiency needs of our students and staff?
- How might AI tools enhance accessibility for all learners?
- What government guidelines must we follow as we evaluate AI tools and design our school's AI program?



Copilot prompt

As a superintendent or provost of a medium-sized educational institution, you are tasked with preparing your institution for the implementation of generative AI. Draft a ten-step plan for integrating generative AI in your educational institution. Focus on policy updates, implementation strategies, and evaluation methods to ensure a smooth transition.

Data and infrastructure preparation

Education leaders know that protecting data and preventing cyberattacks are essential for safe, secure, and effective learning environments. Schools, universities, and ministries of education are increasingly targeted by cybercriminals, making cybersecurity a challenging but critical feature of AI adoption.

According to Cyber Signals Issue 8:

- Education is the third-most targeted industry.
- Educational institutions face an average of 2,507 cyberattacks per week.
- Microsoft Defender for Office 365 blocked more than 15,000 emails per day targeting the education sector with malicious QR codes—including phishing, spam, and malware.

The U.S. Cybersecurity and Infrastructure Security Agency (CISA) launched a campaign to address cyberthreats impacting education, starting with the Protecting Our Future report.[19]

Schools and universities across the country are responding to this call to action by strengthening cybersecurity measures and examining AI security and privacy. Many states are adopting policies for safe AI use in K–12 school districts, with help from companies like Microsoft and government agencies. Microsoft is also working closely with higher education institutions like the University of Michigan to deploy secure AI copilots.[20]

This section of the AI Toolkit offers suggested actions to help you implement generative AI tools safely and securely. You'll also discover how Microsoft AI systems and Microsoft 365 A3 and A5 licenses enhance your security, giving you the tools to control, protect, and manage AI in your school's infrastructure.

Evaluate data handling

AI systems use data to generate responses, sometimes requiring access to files or critical systems. For example, Copilot may summarize notes found in OneDrive, while Microsoft Foundry can connect private data sources for customization. Regardless of the AI system, you should follow the data privacy requirements found in the Family Educational Rights and Privacy Act (FERPA) in the U.S. and the General Data Protection Regulation (GDPR) in the EU to maintain compliance.

To help IT teams manage and secure data for AI, Microsoft offers several solutions:

- Microsoft Purview helps organize, label, and protect sensitive data so that only authorized people can access information–an important foundation for data governance.
- Microsoft Defender automatically detects and blocks threats like viruses or unauthorized access, keeping data safe on devices and in the cloud.
- Microsoft Security Copilot uses AI to quickly spot risks, guide IT teams through security issues, and recommend actions to keep data protected and compliant.

Together, these tools make it easier for schools and institutions to use AI confidently while keeping student and staff data secure.

The following activities can help you make informed decisions about data handling.

- Form a committee that includes compliance officers, security administrators, and other leaders. Review and revise the goals you wrote, identify any data sources required by the AI system, and list any compliance requirements that must be met before implementation.
- Draft a list of data handling questions for vendors. Consider what data sources are required, how data is kept safe, and what helps you manage risk.
- Review the Microsoft enterprise data protection for Copilot and Copilot Chat which safeguards prompts and responses by the same contractual terms and security commitments that customers have long trusted for protecting their emails in Exchange and files in SharePoint.

Strengthen governance and policies

Ensuring the security and integrity of data assets is a top priority for education institutions. Data governance involves defining and implementing policies, standards, and practices for managing data quality, security, and compliance.

Use these governance strategies, along with robust security measures, to help you defend against threats and manage data more securely.

Establish data governance, roles, and responsibilities

After you have identified an AI system that's secure, compliant, and addresses a goal, begin exploring data governance for your school or institution. Keep these questions in mind.

1. Does my school or institution have the infrastructure required for AI applications to access data securely, quickly, and at scale?
2. What infrastructure and resources are available to support AI deployment?
3. Who is going to be responsible for ongoing monitoring, troubleshooting, and communication?

Develop a plan and consider roles

It's important to assess your infrastructure's readiness for secure AI use. Even if an AI system meets security requirements, your infrastructure may need to be updated or staff may require more training before deployment. A plan helps address data governance issues unique to your school or institution.

Here are some questions to consider as you develop your plan.

1. Would it be better to buy a pre-built AI system, develop AI applications in-house, or update existing AI systems?
2. Should data for AI systems be stored on-premises or in the cloud?
3. Does the data architecture we need comply with legal requirements?

In addition to assessing infrastructure capabilities, Evaluate IT administrators' ability to monitor AI systems. CISA recommends establishing an incident manager, technology manager, and a communication manager to oversee AI systems.[21]

- **The incident manager** leads AI incident response, manages communication flows, and delegates tasks, but does not perform any technical duties.
- **The technology manager** offers subject matter expertise in AI, data security, and response measures.
- **The communication manager** communicates with internal and external stakeholders about important decisions or incidents.

If no one fits these roles, consider hiring an expert. Assigning roles early helps you gather diverse perspectives and foster teamwork before AI implementation.

Security solutions for AI governance

Effective AI governance helps schools and institutions use AI safely and responsibly while protecting sensitive data and meeting important regulations. Microsoft offers several tools that help IT teams manage AI governance effectively:

- Microsoft Purview Data Security Posture Management (DSPM) for AI provides visibility and control over how sensitive data is used by AI systems. It monitors data sharing, applies automated protection policies, and keeps audit trails for compliance.
- Microsoft Entra ID manages access to AI tools and data by verifying identities, enforcing conditional access, and supporting privacy compliance.
- Microsoft Intune allows IT teams to set and enforce policies for devices and applications that use AI so that only approved tools are used and data handling follows school guidelines.

These solutions enable education leaders to use AI securely while upholding data protection and governance standards.

Break down your data silos

Breaking down data silos is essential for maximizing the potential of AI in education. Siloed data limits collaboration, insights, and the effectiveness of AI-driven solutions. A unified data strategy enhances accessibility, interoperability, and decision-making.

Use these strategies to integrate data across systems, improve AI performance, and create a more connected learning environment.

Identify outcomes and data sources for AI systems

It can be helpful to create a list of the desired outcomes you want the AI system to accomplish and what data might be required. Keep the following questions in mind.

- What are some pain points in your school or institution?
- What needs do community members have that an AI system might address?
- How does the AI system use data to generate responses?

Utilize AI tools for data governance and cloud consolidation

Migrating data to the cloud offers advantages in education. The Microsoft 365 A3 and A5 plans and security add-ons include applications that help monitor AI activities and data flow. Consider how your institution might utilize these tools to support a secure AI roll-out.

- Microsoft Defender for Cloud: Monitor AI system usage across cloud, multicloud, or hybrid infrastructures, understand associated risks, and approve or block access by browsing a catalog of 400+ generative AI applications.
- Microsoft Purview: Detect data security risks in Copilot through Purview's AI hub. The AI hub aggregates usage statistics and applies a risk level to over 100 of the most common AI applications. Purview also uses sensitivity label citation and inheritance for additional security with AI systems.
- Microsoft Purview eDiscovery: Identify, preserve, and collect relevant AI data and interactions for litigation, investigations, audits, and inquiries.



Determine data privacy procedures and safeguards

Integrating AI in education requires careful management of both student and faculty data—including academic performance, demographics, and sensitive personal details—to safeguard the privacy of data. It's important to review internal policies and identity access protocols prior to deploying an AI system. Keep these questions in mind.

- What are the known privacy risks with the AI system?
- How is data shared, used, and stored in the AI system?
- How do people access and use the AI system?

Here are some practical tips to help you minimize data privacy concerns:

- Collect and use only the minimum data needed for the task.
- Where possible, anonymize student data to protect student identities by removing personally identifiable information (PII) or replacing it with pseudonyms.
- Conduct a privacy impact assessment to evaluate your risks.
- Review the privacy policies of all AI solutions you use.

Privacy impact assessments

Privacy impact assessments (PIA) help evaluate IT systems for privacy risks and identify mitigating options. A PIA typically includes:

- Known privacy risks.
- Options for mitigating known privacy risks.
- Instructions on how to properly handle privacy issues.
- Documentation on the flow of personal information.
- Processes for analyzing the legal compliance with privacy laws and regulations.
- Public assurances that personal information is protected.

Addressing these points when evaluating an AI system supports informed decision-making about data privacy protection.

Privacy policies

Vendors should clearly articulate how data is used, stored, and shared in AI solutions.

You can make more informed, legal decisions about AI solutions by reviewing vendor's data privacy and security statements. For example, Microsoft publishes how data is used in each one of its AI systems.

- Copilot Chat
- Copilot experiences in Windows
- Copilot
- Security Copilot
- Azure OpenAI

Implement security

Implementing security is critical to protecting AI systems and sensitive data in education. Strong security measures help prevent unauthorized access, data breaches, and other cyber threats.

A comprehensive security framework reinforces data protection, ensuring confidentiality, integrity, and compliance. Use these strategies to strengthen your security posture and safeguard AI-driven systems.

Establish identity access

Enhance privacy and security with secure identity access protocols and user policies. Consult IT administrators to understand your system's capabilities.

Microsoft offers two solutions that help you set and manage access controls.

- Microsoft Entra ID: Manage access to Microsoft Copilot tools and underlying data with secure authentication procedures and risk-based adaptive policies.
- Microsoft Intune: Apply security, configuration, and compliance policies to devices so that school-issued endpoints have baseline protection when working with AI systems.



Empower students, strengthen security

Equip students to defend your institution's digital environment with the Microsoft Student Security Operations (SOC) Toolkit. This ready-to-implement resource helps facilitators launch student-led SOCs in high schools and higher education institutions through structured lessons, hands-on experiences, certification pathways, and real-world cybersecurity scenarios. Students gain workforce-ready skills while contributing to campus cybersecurity.

Apply sensitivity labels

Collaboration in education often extends beyond institutional domains, meaning content can move across various devices, apps, and services. It's crucial that this content remains secure and complies with your institution's policies.

Sensitivity labels from Microsoft Purview Information Protection help classify and protect data without hindering productivity or collaboration. Copilot and agents recognize and integrate sensitivity labels into user interactions to help keep labeled data protected.

Protect communications

Protect communication in AI systems with Microsoft Purview Communication Compliance, a security solution that helps IT teams detect, capture, and act on potentially inappropriate or sensitive messages. This tool automatically monitors communications for risks like sharing private information or violating school policies, ensuring that interactions within AI-powered platforms remain safe, respectful, and compliant with regulations.

Monitor cybersecurity threats

Use Microsoft Sentinel to watch over your institution's AI systems and spot problems before they cause harm. Sentinel continuously analyzes activity for signs of misuse or suspicious behavior and alerts IT teams when something looks wrong. This helps schools quickly respond to threats and keep AI tools safe and reliable for students and educators.

Implement advanced threat defense

Defend against complex and scalable AI-driven attacks with Microsoft Defender XDR. This security solution safeguards interactions in AI systems by monitoring suspicious activity, blocking unauthorized access, and enforcing security policies across devices, applications, and user accounts. Defender XDR helps protect any data that's shared or used by AI tools, reducing the risk of data leaks, misuse, or malicious actions within your institution's digital environment.

Develop an incident response plan

Having an incident response plan ensures that you can respond effectively when an issue arises. Incidents can occur in even the most secure infrastructure, so having a plan before you launch an AI system helps address logistics and procedures. Keep these questions in mind.

- What constitutes an incident with an AI system?
- What parts go into an incident response plan?
- Who should be notified when an incident occurs?

Defining an incident

Before creating an incident response plans you should understand what constitutes an incident. Microsoft defines an incident as a group of correlated alerts that humans or automation tools deem to be a genuine threat. Although one alert on its own might not be a major threat, the combination of alerts might indicate a possible breach.

Even secure AI systems in managed infrastructures face threats. Some common points of failure include:

- Security breaches exposing sensitive data.
- Unintentional disclosure of private information.
- Discriminatory or misleading responses.

Developing an incident response plan helps you to effectively address issues that arise. CISA recommends a six-stage incident response plan.

1. Preparation

Document policies, assign roles, configure security systems, and educate users.

2. Detection and analysis

Establish monitoring processes and define authorized use vs. incidents.

3. Containment

Develop strategies to minimize threats.

4. Eradication and recovery

Remove incident artifacts, mitigate vulnerabilities, collect evidence, and establish backups.

5. Post-incident activity

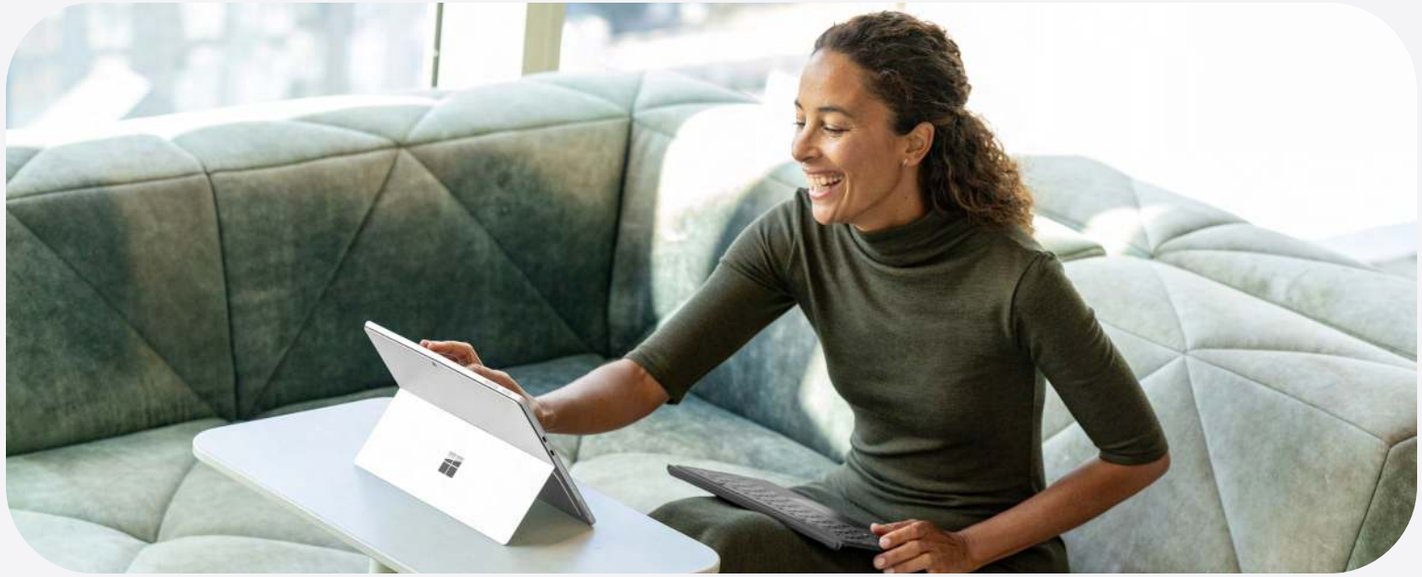
Document incidents, strengthen security, and apply lessons learned.

6. Coordination

Identify who to notify based on threat severity.

Forming a committee with experts, including an incident manager, technology manager, or communication manager, can help create a strong plan. For more information, check out CISA's Incident Response Plan (IRP) Basics[22] or the K12 SIX Essential Cyber Incident Response Runbook v1.1.[23]

Next steps



Start preparing your institution for Trustworthy AI deployment by building a strong foundation of policy, governance, and infrastructure. A proactive approach can help reduce risk and set the stage for long-term success:

- **Establish AI governance and leadership:** Form a data governance committee including compliance officers, security administrators, and other leaders. Establish clear oversight roles: incident manager, technology manager, and communication manager.
- **Update policies and guidelines:** Review and update your Academic Integrity Policy to address AI-generated content and attribution. Establish clear guidelines for staff and faculty AI use, including what is encouraged and restricted.
- **Audit data and infrastructure:** Conduct a comprehensive data audit to identify silos and evaluate current management practices. Assess your infrastructure's readiness for secure AI deployment at scale.
- **Ensure regulatory compliance:** Review and ensure compliance with FERPA, GDPR, and other relevant data privacy regulations. Conduct a Privacy Impact Assessment (PIA) before deploying AI solutions.
- **Develop incident response plans:** Create an incident response plan specifically for AI-related security issues.



Section 4

Implement

Materials to help you choose the right tools and maximize AI adoption.

In this section

68 Implement Microsoft AI tools

71 Creating effective prompts

75 Professional learning

78 Use, build, and deploy agents

81 Our commitment to collaboration

83 Microsoft supports accessible AI

84 AI Sparks and Snapshots

85 AI Sparks: Student success

97 AI Sparks: Institutional innovation

103 AI Sparks: Simplify and secure IT

107 Next steps

Implement Microsoft AI tools

Taking time to learn how to use a generative AI tool is difficult when you're managing a school district, running a technology department, or operating a university. This section provides instructions, links, and additional resources to help you begin your AI journey.

Identify your AI use case

Consider some of the responsibilities you assume in your role and how generative AI tools might help you save time or increase efficiency. Start by identifying your specific goals and challenges, then choose the tools that best align with your needs to maximize their impact. Use these examples to help guide your thinking as you explore the right solutions for your work.



Superintendent's cabinet

Use AI to support in drafting policy suggestions, analyzing trends in technology adoption, or reviewing compliance.



IT department

Use AI to streamline troubleshooting by quickly diagnosing common issues and suggesting solutions.



Ministries of Education

Use AI to assist in aggregating and analyzing performance metrics to identify areas for improvement or best practices.



Provost's office

Use AI to assist with uncovering patterns, generating actionable insights, or simplifying large datasets for decision-making.



Directors of Technology

Use AI to automate threat detection, assess risks in real-time, and flag potential vulnerabilities in your systems.

Choose the right AI tools

Deciding whether to buy, build, or modify an AI solution depends on your institution's goals, resources, timeline, and technical capacity. Microsoft AI solutions offer flexibility and control, allowing you to combine approaches that best meet your needs. Use these questions to assess your needs, then identify the right tools for your institution.

Key considerations

- Do you need an AI solution that's ready to use or one you can fully customize?
- Will users need access to institutional documents (e.g., syllabi, research, policies)?
- Could a hybrid approach help meet different needs across your institution?

Free	Paid, low- or no-code	Paid, pro-code
• Ideal for rapid deployment • Doesn't connect to institutional data or systems • Built-in data protection with school or work accounts	• Quick to implement with minimal configuration • Connects to institutional data sources for context-aware responses • Built-in governance and security controls	• Highly adaptable for advanced, scalable solutions • Requires developers and system integrations • Keeps institutional data private and secure
Great for quick idea generation, AI exploration, and personalized learning. Teach Learning Zone* Copilot Chat Learning Accelerators Khanmigo for Teachers	Designed to accelerate institutional workflows and inform decision-making. Copilot Copilot Studio Role-based Copilots (Service, Sales, Finance) Copilot in Power Apps Copilot for Dynamics 365 Security Copilot	Built to power complex, custom AI solutions at scale specific to your needs. Microsoft Foundry GitHub Copilot

* Microsoft Learning Zone requires a Microsoft 365 Education license.

Copilot prompt

As an education leader, help me decide whether to buy, build, or customize an AI solution for my institution. I need help weighing factors like deployment speed, integration with institutional data, customization needs, security, and my team's technical capacity. Also, suggest if a hybrid approach (combining buy and build) might be appropriate based on these needs.

Get started with AI implementation

To get started, refer to the technical implementation guides for IT teams and leaders to help you set up your Microsoft AI tools. Whether you're configuring the tools for your institution or helping educators and faculty make the most of them, these resources will support every step of the process.

- Copilot Chat
- Copilot
- Microsoft Copilot Studio
- Security Copilot
- Microsoft Foundry
- Copilot in Dynamics 365
- GitHub Copilot

Optimize AI adoption with additional resources

Explore these additional resources to help you fully leverage Microsoft AI tools in your institution. These materials will support your ongoing efforts to adopt, scale, and optimize the use of AI across your institution.

Creating effective prompts on page 71

Professional learning on page 75

Our commitment to collaboration on page 81

Microsoft supports accessible AI on page 83

Creating effective prompts

To get the most out of generative AI you must develop strong prompting skills. Prompts are the instructions you give through the chat interface, and the more precise they are, the more useful and accurate the AI responses will be. Clear, specific prompts give the AI system the information it needs to generate useful, accurate responses. As AI evolves, so too will the art of prompting—making it a continuous learning process.

Try it

Copy these examples into Copilot Chat to compare a poorly crafted prompt with a well-crafted one.

Example 1

Create a 9th-grade lesson plan for science.

A vague prompt gives the AI system little to work with, resulting in responses that lack specificity and practical value.

Example 2

Create a 9th-grade biology lesson plan on cellular respiration aligned with NGSS. Structure it for a standard class period with: a 10-min warm-up, 20-min interactive lecture, 30-min hands-on activity, and 10-min formative assessment. Include specific learning objectives, materials for each segment, engagement strategies, differentiation for diverse learners, and clear assessment criteria.

A well-structured prompt includes clear instructions, alignment considerations, and key components, yielding detailed, tailored responses.

Now, continue iterating on your prompt to refine your results.

- Please provide five different analogies that are culturally diverse to help students remember the three stages of cell respiration.
- How might I make the lecture more interactive? Provide three to five ideas for this lesson.
- What are some scaffolds I could use with students that might be struggling with this content?
- Generate five alternative formative assessments that account for language proficiency differences to fairly evaluate the understanding of multilingual learners.

Elements of an effective prompt

Use these elements to help you get better responses from your AI assistant. The more elements you incorporate, the better your results will match your query—saving time and limiting irrelevant results.

Goal

What response do you want from Copilot?

- Review and offer suggestions on improving a policy.
- Outline a budget for the next school year.
- Create an action plan based on the minutes of a board meeting.

Context

Why do you need it? How do you want it? Who is involved?

- Background information or specific details related to the task
- Type of output (table, image, email, etc.)
- Elementary educators that teach art and music

Source

Which information sources or samples should Copilot use?

- Focus on email and Teams chats since June.
- Use attached PDF to...
- Review this site [insert URL] for...

Expectations

How should Copilot respond to best meet your expectations?

- In less than 500 words
- In a friendly and courteous tone
- Make columns for x, y, and z

Example Copilot prompt

Goal

Evaluate online apps appropriate for high school students to learn pronunciation in world languages. Create a table with the app's name, brief summary, cost, and user rating.

Context

Educators will use this table to select tools for language pronunciation support for high school students. Focus on highly rated, easily integrated apps for different skill levels.

Source

Use educational websites, app store reviews, and teacher forums to find reliable apps.

Expectations

The table should be clear, organized, concise, and include at least 5–7 apps.

Refine your prompt

Experiment with different instructions, techniques, or word choices to get varied responses. If the results don't match your expectations or lack specificity, adjust your prompt. Refining AI responses involves iterating until you achieve the desired results.

Tip	Description
Be clear and specific	Provide specific instructions about the task to be performed, explain the data context, and output requirements. Leave as little to interpretation as possible.
Give examples	Use high quality and diverse examples to guide the AI to generate more relevant and accurate responses.
Be descriptive	Use analogies and provide details.
Use specific language	Avoid using slang, jargon, or informal language as it may cause the AI to give low quality, inappropriate, or unprofessional responses and create inconsistencies when translated into other languages.
Provide context	Always provide context and set expectations. Generative AI relies on clear instructions to frame its response and often needs assistance identifying relevant knowledge sources.
Re-purpose a successful prompt	Use a successful prompt as a template and adapt it for similar tasks. Example: *Design a lesson plan for a **[course and level]** that aligns with **[standards]** and concentrates on the topic of **[topic]**. The lesson should include **[list of required parts]**. It should be structured **[requirements]**.*
Checking for accuracy	Remember, AI is an assistant, not a replacement for humans. It can make mistakes, resulting in inaccurate or fabricated information. Always review AI responses for accuracy, grammar, and style. Ensure translations or multilingual content are contextually correct and culturally appropriate. Additionally, verify that AI-generated content is factual and check for any irrelevant or inappropriate material.

Interactive prompts

Try using the following prompts in Copilot Chat and then refine them to meet your needs.

Copilot prompt

As an ESL/Bilingual Coordinator, design a two-hour interactive workshop for ESL/Bilingual staff focused on using student data to inform instruction. The session should guide participants in analyzing state language proficiency assessments, classroom data, and anecdotal evidence to identify next steps. Include clear objectives, collaborative tasks for setting goals and planning scaffolds, activities that integrate multiple data sources, and tools to evaluate effectiveness and plan follow-up support. Ensure the workshop promotes active participation, meets staff needs, and includes clear instructions and materials for implementation.

Copilot prompt

As a collaborative and knowledgeable instructional coach, support teachers in introducing the rhetorical appeals—logos, pathos, and ethos—to 10th–11th grade AP Language students with no prior exposure. Provide clear, accessible explanations, relatable analogies, and practical examples for each concept to help students easily grasp and apply them in context.

Copilot prompt

As a cybersecurity expert, create a clear, practical tutorial for K–12 and higher education staff on spotting and responding to phishing emails and social engineering attacks. Focus on nontechnical strategies, real-world examples, and tips that apply across various email platforms. Ensure the tutorial is adaptable and emphasizes practical measures to enhance staff awareness, reduce risk, and protect institutional data.

Professional learning

Generative AI brings new technology and new learnings. A well-developed professional learning plan supports informed adoption, promotes responsible practices, and ensures your institution remains relevant and responsive to change. Start with low-stakes experimentation, then apply these strategies to shape your plan.

Conduct a needs assessment to identify the gaps and opportunities for adoption. Consider your users' roles and expertise levels and how they can benefit from AI skills.

Define clear and measurable objectives that align with your AI priorities. Determine what learners should know and do after completing the AI learning plan.

Select relevant and engaging content that covers the topics and skills your learners need. Use existing resources or create your own.

Choose the appropriate delivery method for your content—in-person, online, synchronous, asynchronous, or a mix—to meet learner needs. *For professional development support, check out Microsoft Global Partner Training program and/or our Training Service Partners.*

Collect feedback and evaluate the effectiveness of your AI learning plan. Use data and evidence to monitor progress, refine your plan, and improve AI adoption.

Foster a community of practice, where learners can share their experiences, challenges, and best practices with AI. Encourage continuous learning as AI evolves.[24]



Take professional learning further

Explore the Microsoft Education Prompt-a-thon collection to help your team build core AI skills for education.

Stay ahead of what's next

Explore the Microsoft Education Events page to find curated virtual learning experiences covering AI, cybersecurity, and cloud solutions tailored for K-12 and higher education.

Microsoft Learn

Microsoft offers a variety of free resources to support AI skilling. Microsoft Learn provides technical documentation and self-paced professional learning experiences for different roles and levels.

Documentation and resources

Track training progress and certifications of learners within your tenant using the Microsoft Learn Organizational Reporting Overview

Audience: K-12 and Higher education IT leadership and IT department

K–12 educators can explore AI for Education, featuring the AI for education learning path and Classroom toolkit.

Audience: K-12 educators and leaders

Faculty members can access AI curriculum, labs, assessments, and industry-recognized credentials via Microsoft Learn for Educators.

Audience: Higher education faculty and leaders

Self-paced professional learning experiences

Prepare your organization for Microsoft 365 Copilot

Learn about the features of Microsoft 365 Copilot and how to implement it at your institution.

Format: Microsoft Learn learning path

Audience: K-12 and higher education IT leadership and IT department

Minecraft 101: Craft a game-based learning classroom

Learn what Minecraft Education is, how it differs from other versions, and how to perform basic in-game actions. Explore how you can make conventional lessons more engaging through interactive learning experiences.

Format: Microsoft Learn module

Audience: K-12 educators and school leaders

Preparing for AI: The AI learning journey for technical leaders

Gain essential knowledge to set up, deploy, and use AI solutions, including what to enable to use or build internal AI solutions.

Format: Microsoft Learn collection

Audience: K-12 and higher education IT leadership and IT department

Preparing to use AI: How business leaders can build a foundation for AI success

Discover the five pillars that help institutions on the path to Frontier Transformation.

Format: Microsoft Learn collection

Audience: K-12 and higher education IT leadership and IT department

AI in Special Education

Build confidence using AI tools in special education settings to help streamline documentation, improve accessibility, and communicate clearly with families, including multilingual languages.

Format: Microsoft Learn Learning Path

Audience: K–12 educators, special education professionals, school leaders, and instructional support staff

GitHub Education

GitHub is another location that offers free developer tools, training, and support for students, educators, and schools.

Artificial intelligence for beginners—A curriculum

Explore AI with a 12-week, 24-lesson beginner-friendly curriculum covering tools like TensorFlow and PyTorch.

Format: GitHub curriculum with hands-on lessons, quizzes, and labs

Audience: Higher education faculty and students, Higher education IT department, K–12 IT department

Mastering GitHub Copilot for paired programming

Discover how to harness GitHub Copilot with this 6-lesson course on AI-assisted programming.

Format: GitHub Education course

Audience: Higher education faculty, leadership, IT leadership, and IT department



Copilot prompt

As the IT Department Director, you're tasked with enhancing educational strategies through technology. Design a detailed 1-hour professional development session for middle school educators focused on integrating Microsoft Copilot to improve student writing across subjects. Specify:

- Session goal: Clarify the main objective.
- Learning objectives: List specific skills or knowledge the educators will gain.
- Hands-on activities: Detail interactive tasks involving Copilot, tailored to writing improvement.
- Ethical and pedagogical framework: Allocate time for discussing the responsible use of AI in education.
- Evaluation methods: Describe how educators' understanding and session effectiveness will be assessed.

Ensure the plan is practical, directly applicable to classroom settings, and addresses educators' current familiarity with AI tools.

Discover your AI learning path

Use the Microsoft AI Skills Navigator to create a personalized learning path based on your goals and expertise.

Need help deciding where to start? Use the free Digital Skills Compass assessment to get a personalized action plan.

Use, build, and deploy agents

Agentic AI refers to AI systems designed to plan and execute tasks toward a goal, operating within boundaries set by human administrators and institutional policies. These AI systems—also known as agents—are already helping institutions deliver innovative learning, streamline operations, and empower decision-making with assistance from solutions like Copilot Studio and pre-built agents.

Pre-built Microsoft agents

Pre-built agents make teaching, learning, and administration easier by automating tasks and providing personalized support.

- **Study and Learn:** Create interactive study guides, flashcards, and personalized learning plans to help students stay organized and engaged.
- **Learning Coach:** Guide learners through mastering subjects by offering structured steps and actionable feedback.
- **Career Coach:** Help students explore career paths and develop skills aligned with professional goals.
- **Idea Coach:** Spark creativity by generating ideas for lessons, projects, and classroom activities.
- **Writing Coach:** Support clear, effective writing by providing suggestions for structure, tone, and grammar.

By automating routine tasks, these agents help educators focus on teaching and give learners more time for active, engaged learning. Access pre-built agents by selecting *Explore agents* from the Copilot Chat or Copilot sidebar.



Agent Builder feature in Copilot and Copilot Chat

Educators and staff can also create agents using the Copilot Studio Agent Builder feature in Copilot Chat and Copilot. This low-code tool lets people build custom AI agents that extend Microsoft Copilot or work independently—no programming skills required. With the Agent Builder, non-technical employees can design agents that automate tasks, connect to institutional data, deliver personalized support, and much more.

Build a declarative agent with Agent Builder in Copilot:

Learn how to use the Agent Builder feature in Copilot to create agents without using code.

Copilot Studio

Developers can take agentic AI even further with the standalone Copilot Studio app, which provides a complete environment for building, testing, and managing custom AI agents. It offers a graphical interface, lifecycle management, Microsoft 365 integration, and connections to external apps and channels—giving developers full control to design enterprise-ready solutions. Developers can also use Foundry Agent Service for complex, domain-specific tasks. Copilot Studio access is included in all Microsoft 365 Copilot licenses at no extra cost.*

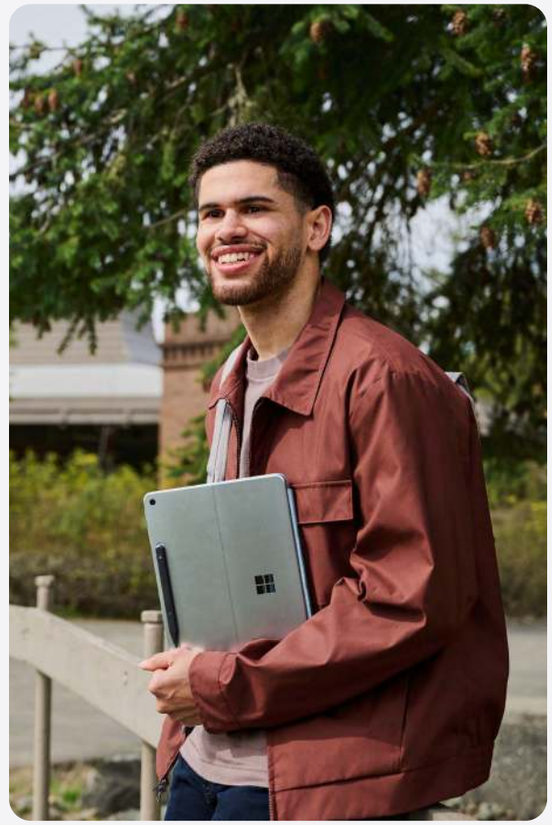
As users interact with Copilot Studio agents, or agents perform tasks on behalf of users, they consume Copilot Credits. Copilot Credits are the common currency across Copilot Studio capabilities and are available via the Microsoft Copilot Studio pay-as-you-go meter, the Microsoft Copilot Studio license (i.e., Copilot Credit capacity pack) and the Copilot Credit Pre-Purchase Plan. For additional information on how to purchase Copilot Studio credits, refer to the Microsoft Copilot Studio Licensing Guide.

Microsoft Copilot Studio documentation:

Discover how to build AI-driven agents with Copilot Studio.

How to choose the right starting point for agents

- **Choose pre-built agents** to explore how ready-made solutions can save time by handling common education tasks like creating study guides, coaching learners, or supporting writing—without any setup required.
- **Choose the Agent Builder feature in Copilot or Copilot Chat** if you want to quickly create an agent for yourself or a small team, using natural language and existing content.
- **Choose Copilot Studio** if you need an agent for a broader audience (such as your whole department, organization, or external people), the agent requires advanced capabilities like multi-step workflows or custom integrations, or you need more control over deployment and management.



* Microsoft 365 Copilot may not be available for all markets and languages. To purchase, customers must have a qualifying Microsoft 365 plan for enterprise or business.

Security and control

All institutions have access to the Copilot Control System to manage agents. With this solution, IT professionals can apply Enterprise Data Protection, protect valuable data from internal and external threats, and enforce security and governance requirements. Additionally, purchasing Microsoft 365 Copilot includes SharePoint management, analytics, and pre-built reports in the Copilot Control System.

Microsoft agentic AI solutions are also built on a secure, scalable foundation. Institutions have access to Microsoft Fabric for unified data management, Entra Agent ID for secure identity verification, and Purview for comprehensive data governance. These tools work together to keep information safe, simplify compliance, and provide peace of mind.

▲ **Included**

○ **Included — Metered**

Tools	Capabilities	Copilot Chat Free + Consumption	Copilot $18 Per User Per Month
Agents*	Create agents using Copilot Studio†	Limited to Agent builder	▲
	Create agents in SharePoint	○	▲
	Discover and pin select pre-built agents	▲	▲
	Create agents from templates	▲	▲
	Use agents grounded on Web data	▲	▲
	Use agents grounded in work data (work data in your tenant's Microsoft Graph and 3rd party data via Graph connectors)	○	▲
	Use agents that act independently using autonomous actions	○	○
	Use pre-built M365 agents (Researcher, Analyst, Writing Coach, Learning Coach, Microsoft 365 Admin)		▲
Agent sharing	Create agents using Copilot Studio‡, including SharePoint agents	▲	▲
	Discover Microsoft, partner, and custom agents in the Agent Store	▲	▲
	Use agents grounded on Web data	▲	▲
	Agent automation with autonomous actions on behalf of users		▲
Copilot Control System	Enterprise Data Protection (EDP)	▲	▲
	IT management controls	▲	▲
	Agent management	▲	▲
	SharePoint Advanced Management		▲
	Copilot Analytics to measure usage and adoption§		▲
	Pre-built reports and advanced analytics to measure ROI		▲

* Limits apply
† Applies to employee-facing agents only.
‡ Learn more about the full capabilities of Copilot Studio: aka.ms/CopilotStudioCapabilities
§ Basic reporting in Microsoft Admin Center available for Copilot Chat.

Our commitment to collaboration

Microsoft is dedicated to driving innovation in education by collaborating with leading edtech partners. By integrating partner solutions with Microsoft AI technologies, educational institutions gain tailored, scalable solutions that address their unique needs.

Beyond technology, Microsoft and its partners provide training, workshops, technical support, and best practices for trustworthy AI in education. This collaboration helps ensure education leaders have the tools, training, and expertise to implement AI in ways that support student success and institutional goals.



Partnerships enhancing AI integration in education

Microsoft collaborates with leading edtech partners to deliver customized solutions addressing key challenges in education. The table highlights some of these partnerships, illustrating how each partner's offerings benefit educational institutions and align with Microsoft AI solutions.

These collaborations provide institutions with the tools, training, and confidence to integrate AI effectively. Together, Microsoft and its partners help educational institutions be more innovative, inclusive, and prepared for the future.

Partner	Benefits to educational institutions
Khanmigo for Teachers Khan Academy's AI-powered assistant for teachers	• Personalizes learning support • Offers instant feedback for students • Reduces grading workload
Kahoot! Learning product suite	• Saves time for educators • Improves search and brainstorming • Creates quizzes and presentations
Quizlet AI-powered study tools and flashcards	• Improves student retention • Offers personalized study paths • Engages students with interactive content
Canvas by Instructure Learning management system integration	• Fully immersive Teams meetings through LTI • OneDrive LTI support • Course roster sync in Teams through Class Teams LTI
Schoology by PowerSchool Learning management system integration	• Fully immersive Teams meetings through LTI • OneDrive LTI support
Blackboard by Anthology Learning management system integration	• OneDrive LTI support

Microsoft supports accessible AI

At Microsoft, we believe everyone should have access to technologies that unlock content. Since 2018, our AI for Accessibility program has supported projects that empower people with disabilities. We invest in ideas that are developed by or with people with disabilities to improve accessibility for communication, mental health, neurodiversity, and vision.

"Assistive technology used to be something tacked on after the fact to make computers and software more accessible. Now, we're seeing many of those features integrated right from the start, making them available to everyone."



Rylin Rodgers,
Disability Policy Advisor
at Microsoft

Microsoft AI accessibility tools

Accessible technology is vital for more than 1.3 billion people with disabilities globally. With AI, the possibilities are growing, as is the responsibility to get it right.

- Seeing AI is a free mobile app that narrates the world for people who are blind or with low vision. People can point the camera and hear a description.
- Azure Vision in Foundry Tools processes image information, enabling LLMs to generate descriptions and answer user questions about the image.
- The Ask Microsoft Accessibility bot helps users find publicly available information about the accessibility of Microsoft products and services.
- Custom Neural Voice lets users create personalized synthetic voices using their own speech samples, helping individuals with conditions like ALS maintain their ability to communicate.

Copilot Chat supports more accessible classrooms

Educators can use Copilot Chat to make learning more accessible for individual students or an entire class. Copilot Chat can:

- Express ideas in various formats, like images and figures, from text descriptions.
- Provide alternative text for images in PowerPoint or Word documents.
- Extract data from images or PDFs and transfer it to Word document charts or Excel spreadsheets to better support screen readers.
- Draft translated text into multiple languages for students, families, and community members.
- Customize explanations to make content accessible, like simplifying complex topics for different age groups and incorporating student interests.

Copilot Chat is designed to be an assistive technology for everyone, making teaching and learning more accessible and tailored to individual needs.



Index

AI Sparks and Snapshots

This section provides two complementary resources to help you implement Microsoft AI tools effectively in your institution.

AI Sparks inspire systemic change through brief scenarios showing how teams collaborate with Microsoft AI tools to create institution-wide impact.

AI Snapshots provide step-by-step implementation guides with detailed instructions, sample prompts, and practical walkthroughs for specific AI use cases.

Use Sparks for inspiration and Snapshots for implementation as you advance student success, drive institutional innovation, and simplify and secure IT.

Student success

- A **Curriculum director** designs a district-wide AI literacy strategy for K–6. Find out more on page 86
- A **K–12 teacher** transforms student engagement with relatable and relevant content. Find out more on page 87
- A **Dean of students** supports students with AI-driven insights. Find out more on page 88
- An **Elementary teacher** sparks students' curiosity with AI-powered teaching assistants. Find out more on page 89
- A **Secondary teacher** saves time and improves instructional clarity with clear, age-appropriate, and inclusive language. Find out more on page 90
- An **Elementary teacher** generates high-quality math assessments and detects areas of growth for student knowledge. Find out more on page 91
- An **Academic dean** advances student success with a personalized AI tutor. Find out more on page 92
- A **Secondary or post-secondary student** discovers passions through college and career pathways. Find out more on page 93
- A **World language educator** uses personalized speech analysis to enhance world language speech skills. Find out more on page 94
- A **High school earth science educator** differentiates earth science instruction with reading levels and scaffolds. Find out more on page 95
- A **High school science department chair** creates and shares interactive periodic table lessons across the science department. Find out more on page 96

Institutional innovation

- A **K–12 grant coordinator** improves efficiency in K–12 grant writing. Find out more on page 98
- An **Administrative assistant** automates transcripts and redactions. Find out more on page 99
- A **Director of community engagement** breaks language barriers in real time for more accessible community engagement. Find out more on page 100
- A **Field researcher** creates dynamic data collection and verification apps. Find out more on page 101
- A **Media specialist** personalizes media recommendations for libraries with a custom AI agent. Find out more on page 102

Simplify and secure IT

- An **IT cybersecurity specialist** improves cybersecurity with custom cybersecurity promptbooks. Find out more on page 104
- A **Data Protection Officer (DPO)** protects institutional research data and environments at scale. Find out more on page 105
- A **IT Director** builds an AI-powered IT helpdesk agent for campus-wide support. Find out more on page 106

AI Sparks: Student success



AI Sparks help your team use Microsoft AI tools to create lasting, systemic impact. Use these Sparks to inspire and apply strategies in your context, brainstorming new ways your team or department can support student success through AI.

Microsoft helps schools and universities deliver inclusive, adaptive learning experiences that enhance learning for all students. With tools like Reading Coach, Copilot Chat, and **Learning Zone**, educators personalize instruction while driving systemic improvements in literacy, writing, and curriculum development.

District-wide early literacy acceleration with Reading Coach and Reading Progress

District literacy coordinators implement AI-powered Reading Coach across K–3 classrooms, giving students personalized reading passages and real-time fluency feedback. Reading Progress analytics help classroom educators and district specialists track student growth and find literacy trends to support informed instruction.

Institution-wide writing support with Copilot Chat

English departments lead colleagues in integrating Copilot Chat's AI writing assistance into courses with written assignments. Faculty learn how AI helps provide grammar and structure feedback while maintaining data security. This offers students consistent writing support and allows faculty to focus more on ideas and critical thinking.

Collaborative curriculum development with Learning Zone

Science teams use AI-powered Microsoft Learning Zone on Copilot+ PCs to create standards-aligned biology units with intelligent content generation. Faculty collaborate to develop and share these resources, helping streamline curriculum development and support instructional consistency across the department.

Designing a District-Wide AI Literacy Strategy for K–6

Build capacity across elementary schools with a scalable, standards-aligned AI learning approach



Curriculum director

Develop and roll out a district-wide AI literacy strategy for K–6 and beyond

Goal: Greater efficiency

Build district-wide capacity for AI readiness across elementary schools.

Technology

Minecraft Education

1. Define a district-wide vision and outcomes for AI literacy
2. Adopt Minecraft's **AI Foundations curriculum** for K–6 aligned to emerging standards using curriculum guide, starting with the AI Adventurers video series
3. Equip educators with training to explore classroom-ready activities or use **Teach** in M365 Copilot
4. Leverage **Minecraft Education** for immersive, applied learning experiences
5. Provide family engagement resources to extend learning beyond the classroom
6. Monitor progress against district goals and learning outcomes
7. Refine and scale the strategy across additional grades and schools



Transforming student engagement with relatable and relevant content

How Copilot Chat can help educators increase accessibility by making student learning more engaging, and relevant, ultimately boosting outcomes for all students

K-12 Educator

Use Copilot Chat to generate relevant examples when explaining new concepts, making the content more relatable and easier to understand for your students.

Goal: Student success

Help ensure directions and explanations are accessible for all students.

Technology

Copilot Chat

1. Visit m365copilot.com.
   Note: Be sure you're signed in using your school account to ensure enterprise data protection is enabled. Additionally, ensure that 'Web' is selected in the Copilot Chat interface before entering the following query.
2. Copy-paste one of these prompt ideas into Copilot Chat. Tailor any relevant information to your needs.
   a. *I'm teaching a lesson on ecosystems to English Language Learners (ELL) students from Mexican, Vietnamese, and Somali backgrounds. Can you provide an example of a food chain that includes animals relevant to these cultures?*
   b. *I'm teaching the Pythagorean theorem to 9th-grade students with interests in basketball, guitar playing, and video game design. Can you provide an explanation of the theorem tailored to each of these interests?*
   c. *I'm teaching **[concept]** to **[audience]** students with **[backgrounds/interests]**. Can you provide an explanation of **[concept]** tailored to each of these interests?*
3. Copilot Chat will generate the examples, but don't leave it yet. Copilot Chat can continue the conversation and go deeper. Try asking:
   a. *Can you create a quiz question using each of these examples to check for understanding?*
   b. *What are some common misunderstandings students have about this concept?*
   c. *What is a hands-on activity we could do to help solidify the learning?*
   d. *What other real-world contexts could we explore where **[concept]** is used?*
4. When you're finished, export your responses to a Word document, PDF, or text file to share with your students, or copy and paste them to another location for easy access.



Supporting students with AI-driven insights

How Microsoft Fabric empowers academic leaders to support students through AI-driven data insights

Dean of Students

Analyze student engagement to pinpoint challenges and employ AI-driven recommendations for targeted interventions aimed at supporting student persistence.

Goal: Student success

Improve identification and support for struggling students through enhanced data analysis.

Technology

- Fabric
- Copilot in Fabric

1. Access Fabric.
   a. Open the Fabric homepage and select the **Account manager**.
   b. In the Account manager, select **Start trial**. If you don't see the Start trial button, trials might be disabled for your tenant.
   c. Use the Admin center **Capacity settings**. All users with access to those workspaces are now able to use that trial capacity. The Fabric administrator can edit **Capacity settings** as well.
2. Set up a Task Flow.
   a. Navigate to the workspace where you want to create your task flow and open **List view**.
   b. Select a predesigned task flow on the empty default task flow, by choosing **Select a task flow**.
   c. Add a new task to the task flow canvas, open the **Add dropdown** menu, and select the desired task type.
   d. Edit the task name and description.
   e. Change the task by opening the task details pane and then selecting from the **Task type** dropdown menu.
   f. Arrange the tasks by selecting and dragging each task to the desired position in the task flow.
   g. Add connections by selecting the edge of the starting task and drag to an edge of the next task.
3. Assign items to a new task.
   a. Once a task has been placed on the canvas, assign items to it to help structure and organize the work. Create new items to be assign to the task, or assign items that already exist in the workspace.
4. Enable Copilot in Fabric.
   a. Copilot and other generative AI features in preview bring new ways to transform and analyze data, generate insights, and create visualizations and reports in Microsoft Fabric and Power BI.



Sparking students' curiosity with AI-powered teaching assistants

How Khanmigo for Teachers helps educators make relevant instructional content that connects to students' interests

Elementary teacher

Connect lesson topics with real-world context and students' lives to boost engagement and relevance.

Goal: Student success

Make learning materials more meaningful and accessible through relevant connections for students.

Technology

Khanmigo for Teachers

1. Access Khanmigo for Teachers.
   Note: Khanmigo for Teachers is available for free in 40+ countries in partnership with Microsoft.
   a. Go to https://www.khanmigo.ai/.
   b. Select **Teacher**.
   c. Choose an option for creating an account.
   d. Fill out the required information on the form.
   e. Select **Sign up**.
2. Generate content with real-world context.
   a. From the Khanmigo for Teachers homepage, select **Real World Context Generator**.
   b. Set the grade level.
   c. Add the instructional topic and then select **Write some ideas**.
   d. Review and customize the generated content.
3. Connect content to students' passions.
   a. From the Khanmigo for Teachers homepage, select **Make it Relevant**.
   b. Add the learning objectives.
   c. Add students' interests and then select **Make it relevant.**
   d. Review and customize the generated content.
4. Customize content.
   a. Highlight a word or passage from the generated text.
   b. Select from the following options in the pop-up menu:
      i. **Make changes to this:** Offer Khanmigo direction such as "Turn this into a five-minute station activity."
      ii. **Try something new:** Request an entirely new option without needing to add any directions.
      iii. **Discuss this:** Open a side-bar discussion with Khanmigo.



Saving time and improving instructional clarity with clear, age appropriate, and inclusive language

How Microsoft Teams for Education helps educators create accessible, clear assignments

Secondary social studies teacher

Develop accessible and clear educational experiences, optimize curriculum and assessment planning, and equip students with skills essential for the future.

Goal: Student success

Enhance the clarity of instructions in assignments to more effectively support and engage learners using Microsoft Teams for Education Assignments.

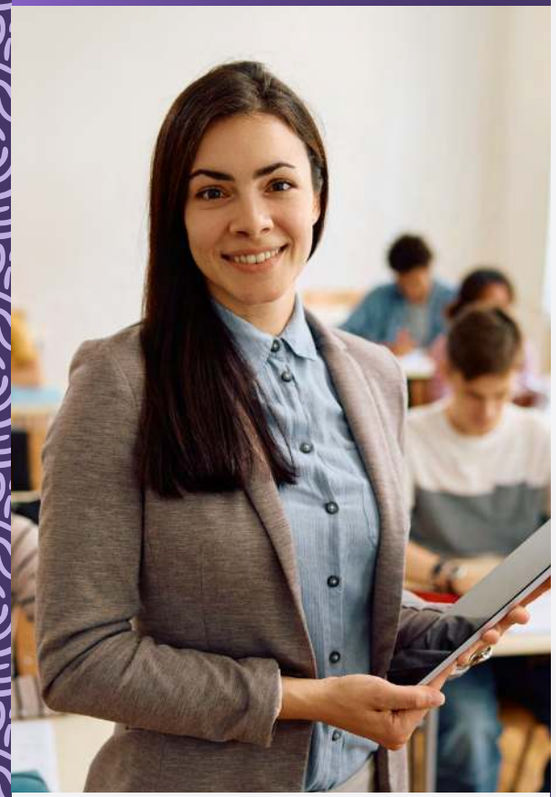
Technology

Microsoft Teams for Education Assignments

Access Microsoft Teams for Education Assignments.

- **a.** Log into Microsoft Teams for Education or in the app.
- **b.** Select a **class team**.
- **c.** Create a **new assignment**.

1. Draft the assignment.
   - **a.** Enter a title for your assignment.
   - **b.** Start typing instructions for the assignment. After entering ten characters, AI will generate instructional details.
2. Customize **Assignment settings**.
   - **a.** Grade Level: Guides the LLM (Large Language Model) for the target audience. Default is Grade 8 but can be changed.
   - **b.** Add Detail: Expand the provided text.
   - **c.** Add Steps: Format text into clear steps for students.
   - **d.** Add Sparkle: Add emoji to key concepts and steps.
   - **e.** Add Learning Objectives: Suggest learning objectives for the assignments.
   - **f.** Clarify Concepts: Outline key concepts for the assignment.
   - **g.** Simplify: Make the text easier to read.
   - **h.** Emphasize Key Concepts: Bold key concepts in the text.
   - **i.** MLL Focused: Simplify text for multi-language learners (English only).
   - **j.** More: Show additional Generative AI actions not displayed due to limited space in the AI toolbar.
3. Create an assignment in Microsoft Teams for Education. Choose an option.
   Note: Generative AI instructions are limited to 10 generations. Each added action counts as one generation. The counter below the AI toolbar shows the remaining generations.
   - **a.** Select **Keep it** if you like the result.
   - **b.** Select **Regenerate** for a new result.
   - **c.** Select **Cancel** to return to your original instructions.
4. Translate into another language.
   - **a.** Enter assignment instructions in your native language.
   - **b.** Select the **settings icon** in the top-right corner.
   - **c.** Choose **Language**.
   - **d.** Select a language from the list.



Generating high-quality math assessments and detecting of areas of growth for student knowledge

How Math Progress increases educator efficiency generating math assessments and helps identify opportunities for learning

Elementary teacher

Create relevant math questions and customized lessons, review assignments, and track insights over time.

Goal: Student success

Craft personalized math questions that meet students' specific learning needs.

Technology

Math Progress

1. Access Math Progress.
   a. Log into Microsoft Teams for Education.
   b. Choose a class team.
   c. Create a new assignment.
   d. Select **Learning Accelerators** and then **Math Progress.**
2. Create a Math Progress assignment.
   a. Choose **Generate.**
   b. Choose a category and a topic from the dropdown menus.
   c. To use AI to generate a problem set, select **Generate**.
   d. Select your preferred problems by checking the box in the top right of each card. Your choices will appear in the **Assignment Questions** panel.
3. Customize the assignment.
   a. Change any problem by choosing the **Edit** button. All answer fields in the problem can be modified.
4. Review the assignment and student progress.
   a. Navigate to the student submission.
   b. Observe the auto-graded assignment and make adjustments if needed.
   c. Choose one of the report cards to see student's progress across assignments and compare that to the rest of the class.



Advancing student success with a personalized AI tutor

How education organizations can easily build customized academic support for students with Copilot Chat and Microsoft Copilot Studio

Academic Dean

Develop an AI study assistant that aids learners across various topics and subjects, providing anytime, anywhere support.

Goal: Student success

Provide personalized academic support for all students whenever and wherever they need it.

Technology

- Copilot Chat
- Copilot Studio

1. Select either Copilot Chat or Copilot Studio to create the agent.
2. Open Copilot Chat.
   a. Select **Create an agent**.
   b. Customize your agent through Copilot Studio agent builder.
   c. Manage your settings to determine who can access your agent.
3. Access Copilot Studio.
   a. Go to the Copilot Studio portal.
4. Create an agent.
   a. Select **Create** and then **New agent**.
   b. Define the agent's purpose: *Develop an AI study assistant that aids higher education learners across various topics and subjects, providing anytime, anywhere support.*
   c. Name the agent.
5. Respond to the Copilot Studio questions and prompts such as:
   a. *Determine a purpose, tone, and any items that should be avoided in the agent's responses.*
   b. *Refine the agent's parameters as needed.*
6. Set up the knowledge base by linking your agent to trusted sources or asking Copilot Studio to provide suggested sources.
   a. Public websites: Connect to reliable academic resources.
   b. SharePoint and files: Upload and link SharePoint resources.
   c. Dataverse: Use structured data tables for data management.
   d. Microsoft Fabric: Integrate enterprise data securely.
7. Configure the agent by selecting **Skip to configure**. Customize the language, name, icon, description, instructions, and knowledge.
8. Create and test the agent.
   a. Select **Create**.
   b. Test your agent in the sidebar.
   c. Iterate on the left-side.
   d. Select **Publish**.
9. Publish the agent and configure deployment.
   a. Select **Publish**.
   b. Select **Channels** and then select the desired channel.
   c. Select a location.
      i. Live or demo website
      ii. Microsoft Teams
      iii. Mobile or custom apps



Discovering passions through college and career pathways

How Copilot Chat helps students explore careers with mock interviews, trends, skills, and education options

Secondary or post-secondary student

Make career decisions based on personalized pathways and guidance.

Goal: Student success

Improve student college and career exploration, preparation and skilling.

Technology

Copilot Chat

Explore college and career pathways with these sample prompts that follow the Think-Act-Know-Go framework:

1. **Think:**
   - **a.** Help me reflect on my interests and strengths.
   - **b.** What values are most important to me in a future job?
   - **c.** Create mock interview questions to help me think deeply about my passions and career goals.
2. **Act:**
   - **a.** Give me steps to explore my career aspirations and interests.
   - **b.** Help me practice different interview scenarios and provide feedback on my responses.
   - **c.** Create a set of questions that focus on my interests, strengths, and career goals.
   - **d.** Help me write a professional email to request an informational interview.
3. **Know:**
   - **a.** Research current and future career trends.
   - **b.** Present this information in an engaging format, like a PowerPoint presentation, to aid my career decisions.
   - **c.** Identify industries with high demand for skilled workers and forecasted growth.
   - **d.** Compare two careers I'm interested in using a side-by-side chart.
4. **Go:**
   - **a.** Develop a detailed skilling roadmap that outlines my journey to my desired career.
   - **b.** Include milestones and timelines to track my progress.
   - **c.** List relevant courses, certifications, and training programs.
   - **d.** Suggest extracurricular activities, internships, and volunteer opportunities.
   - **e.** Create a timeline that includes academic, personal, and professional milestones.

AI Snapshots are just the beginning. Explore Empowering teen students to achieve more with Copilot Chat and Microsoft 365 Copilot and the AI Classroom Toolkit to continue learning.



Using personalized speech analysis to enhance world language speech skills

How Microsoft Foundry streamlines and personalizes world language speech practice for students.

World language educator

Enhance student speech outcomes with AI-driven, personalized practice plans.

Goal: Student success

Provide real-time feedback to enhance students' world language skills.

Technology

Microsoft Foundry

1. Conduct a scripted assessment.
   a. Go to Pronunciation assessment in the Microsoft Foundry portal.
   b. On the Reading tab, choose a supported language that you want to evaluate for pronunciation.
   c. Use provided text samples or enter your own script.
2. Access assessment results.
   a. Select Assessment results.
   b. Pronunciation scores are aggregated assessments based on accuracy, fluency, completeness, and prosody.
   c. Content scores are only available for unscripted assessments and aggregate vocabulary, grammar, and topic scores.

AI Snapshots are just the beginning. Explore Pronunciation assessment in the Microsoft Foundry portal and Interactive language learning with pronunciation assessment to continue learning.



Differentiating earth science instruction with reading levels and scaffolds

How Microsoft Teach in Copilot helps educators adapt complex content for diverse learners

High school earth science educator

Adapt existing earth science lessons to multiple reading levels and add scaffolds that make complex scientific concepts accessible for all students.

Goal:

Help all students access rigorous earth science content at appropriate reading levels while keeping scientific accuracy.

Technology

Microsoft Teach in Copilot

1. Access the Teach Module in Copilot.
2. Select **Teach** from the left-side app launcher.
3. Select **Curriculum planning** > **Lesson plan**.
4. Fill in information.
   a. Subject
   b. Grade level
   c. Language
   d. Description: Select **Add content** to upload or attach files
   e. Standards: Select **Add standards** to choose one or more standards
   f. Lesson plan duration
   g. Select **Start a new task**.
   h. Select **Generate**.
5. Review and refine the lesson.
6. Select **Enhance with AI**.
   a. Enter a custom prompt
   b. Select a suggested prompt
   c. Tone
   d. Length
   e. Language
7. Select **Regenerate lesson plan**.
8. Select **Save to OneDrive**.



Creating interactive lessons across the science department

How Learning Zone helps academic leaders build standards-aligned chemistry lessons on Copilot+ PCs and share them with their teaching team

High School Science Department Chair

Develop standards-aligned lesson and ensure consistent instruction across all science classrooms.

Goal:

Engage students with standards-aligned chemistry lessons while empowering the entire science department with shared, ready-to-use content.

Technology

- Learning Zone
- Copilot+ PC
- Windows 11

1. Open the Learning Zone app on a Windows 11 Copilot+ PC.
2. Select **Create new lesson**.
3. Fill in the lesson details.
   a. **Description:** Describe your lesson topic and learning goals.
      i. *Example: "A chemistry lesson exploring the periodic table organization, element properties, electron configurations, and periodic trends including atomic radius and electronegativity."*
   b. **Standards**: Enter relevant science standards.
      i. *Example: "NGSS HS-PS1-1 - Use the periodic table as a model to predict the relative properties of elements based on the patterns of electrons in the outermost energy level of atoms."*
   c. **Grade level:** Select your grade (e.g., 9th-10th grade).
   d. **Activity type:** Choose lesson format (Learning Zone activity or Kahoot! quiz).
   e. **Language:** Select English or another language.
   f. **Estimated number of slides:** Choose slide count (e.g., 10-15 slides).
   g. **Lesson balance:** Adjust the ratio of instruction, practice, and assessment.
   h. **Additional guidance for generation:** Provide specific instructions.
      i. *Example: "Organize content by element families (alkali metals, halogens, noble gases, etc.). Include visual diagrams showing periodic table structure and trends. Add practice identifying elements by their location and properties."*
   i. **Add reference sources:** Upload worksheets, textbook pages, or link to resources (optional).
4. Select **Next** and review the lesson details.
5. Select **Generate lesson**.
6. Review the lesson and review each slide for accuracy, clarity, and engagement.
7. Adjust and regenerate as needed.
8. Select **Assign to learners** and decide settings.
   a. Student or groups
   b. Due date
   c. Instruction or notes
9. Select Create and share with colleagues.

AI Sparks: Institutional innovation



Microsoft empowers schools and universities to drive institutional innovation through secure, adaptive AI solutions. With tools like Copilot, Azure, and Fabric, teams can modernize operations, streamline processes, and support data-driven decision-making for scalable transformation across every department.

Facilities and operations teams modernize with Willow

Facilities and operations departments collaborate to unify campus data using Willow on Microsoft Azure. Together, they identify efficiencies, reduce costs, and reinvest savings in academic innovation, creating sustainable, modernized environments that help everyone on campus.

Transportation and data teams optimize routes with Fabric

Transportation and analytics teams collaborate using Microsoft Fabric to centralize and analyze bus route data. Teams use AI-powered analysis to help address equity gaps, optimize schedules, and improve safety, supporting institutional goals for inclusion and operational excellence.

Instructional leadership teams coordinate professional development with Copilot

Instructional leadership teams use Copilot's agentic AI to collaboratively design and manage professional development plans. AI-powered coordination helps align school priorities, educator goals, and student outcomes, helping educators advance through personalized learning while supporting systemic growth across the institution.



Improving efficiency in K-12 grant writing

How Copilot Chat and Copilot can support grant identification and streamline the application process

K-12 Grant Coordinator

Use generative AI to find and apply to more grants and improve the efficiency of the process.

Goal: Institutional innovation

Improve efficiency and productivity in identifying and preparing grant applications.

Technology

- Copilot Chat
- Copilot

1. Visit m365copilot.com.
   Note: Sign in using your school account to ensure enterprise data protection is enabled. Additionally, ensure that **"Web"** is selected for the following prompts. That setting will ensure only publicly available information is accessed and not private data on your PC.
2. Copy-paste the following prompt into Copilot and update the highlighted text to reflect the name of your school district or organization:
   *Analyze available information about my school district, **[School or Organization]**, and identify five key needs that could be addressed by a publicly available grant.*
3. Continue the conversation with Copilot by asking it:
   Are there specific grant programs available for the first item on the list for my school district?
4. Next, ask Copilot:
   Craft a clever title for the grant application and then draft an outline to apply for the first grant program you've identified. For each point in the outline, include a 300-word response that addresses the grant application requirements. Be sure to include citations for each section.
5. Use the **copy** icon in Copilot (or the Export to Word option) after the response in step 4 to copy Copilot's response and paste it into a new Word document.
6. Open the Copilot sidebar in the Word document, select one of the sections of the outline that needs additional information, and enter the following prompt:
   What indices should I include in this section?
   Note: You may have to copy-paste the excerpt into Copilot.
7. Use this outline and summary as the starting point of a grant application. You may also want to use Copilot in Word to prompt for additional data or justification for the potential grant application.



Automating transcripts and redactions

How Copilot in Teams increases efficiency and protects sensitive information

Administrative assistant

Summarize key discussion points—including who said what and where people are aligned or disagreed—and suggest action items, all in real time during a meeting.

Goal: Institutional innovation

Keep teams connected and productive with real time meeting summaries that automatically assign action items and protect sensitive information.

Technology

Copilot in Teams

1. Access Copilot in Teams.
   a. Open the **Teams** admin center.
   b. Expand **Meetings** from the navigation pane.
   c. Under **Meetings**, select **Meeting Policies**.
   d. Either select an existing policy or create a new one.
   e. Select **On** or **On only with retained transcript** from the dropdown for the Copilot setting.
   f. Select **Save**.
2. Improve efficiency during Teams meetings.
   a. Select the Copilot icon in from the toolbar.
   b. Chat with Copilot using these suggested prompts:
      i. *What are some follow-up questions that I can ask in an email?*
      ii. *Create a table with the ideas discussed and their pros and cons.*
   c. Select **More prompts** and choose from the following:
      i. *Recap the meeting so far.*
      ii. *List action items for each person.*
      iii. *Generate meeting notes.*
3. Close a meeting.
   i. Copilot will send a prompt a few minutes before a meeting's scheduled end to help participants wrap up.
   ii. Select **Open Copilot** to see a summary of key points of discussion and identify agreed-upon next steps, including tasks assigned to specific people.
4. Follow-up after a Teams meeting.
   a. From the meeting chat, go to the **Recap** tab and open Copilot. From here, Copilot bases responses on the meeting transcript.
   b. Try these prompts. Copy them or modify them to suit your needs.
      i. *Draft an email to the meeting participants that summarized the meeting and includes the action items. Redact any sensitive information.*
      ii. *What questions were asked, answered, and unresolved?*
      iii. *Summarize what people said in a less technical way.*



Breaking language barriers in real time for more accessible community engagement

How Azure OpenAI enhances community connections with real-time translation

Director of Community Engagement

Offer real-time translation at community events and meetings to promote inclusivity.

Goal: Institutional innovation

Foster community engagement through seamless communication in over 100 languages.

Technology

Azure OpenAI

1. Access Azure.
   Note: Creating solutions using Azure OpenAI is an iterative process and these suggested steps can get you started on creating robust custom AI solutions.
   a. Sign up for an Azure subscription.
   b. Go to the Microsoft Foundry home page.
   c. Select the **Real-time audio** playground from under **Resource playground** in the left pane.
   d. Select **+ Create a deployment** to open the deployment window.
   e. Search for and select the "gpt-4o-realtime-preview" model and then select **Confirm**.*
   f. Follow the wizard to deploy the model.
2. Open the GPT-4o real-time audio assistant.
   a. Select Azure OpenAI in AI Foundry.
   b. Select the **Real-time audio** playground from under **Resource playground** in the left pane.
   c. Select the deployed gpt-4o-realtime-preview model from the **Deployment** dropdown.
   d. Select **Enable microphone** to allow the browser to access your microphone. If you already granted permission, you can skip this step.
   e. Adjust settings or provide context such as the assistant's personality.
3. Communicate with the assistant.
   a. Select **Start listening** to start the session. You can speak into the microphone to start a chat.
   b. You can interrupt the chat at any time by speaking. You can end the chat by selecting the **Stop listening** button.
4. Select the appropriate deployment type that meets your cost, data residency, and usage needs.

* As of winter 2024, select the 2024-10-01 model version.



Creating dynamic data collection and verification apps

How Power Apps empower field research through custom data collection

Field researcher

Collect data from remote locations, verify its accuracy, and combine data from various sources into a unified dataset.

Goal: Institutional innovation

Improve efficiency and accuracy in field data collection with a user-friendly app that simplifies data entry.

Technology

Power Apps

1. Sign in to Power Apps.
2. Select **Create**, then choose a **blank app, template, or start from data** depending on your needs.
3. Customize your app's layout and design using drag-and-drop elements like text boxes, buttons, and images.
4. Use Power FX formulas to add logic, such as validating input or triggering workflows (e.g., sending notifications or saving data).
5. Test your app in a simulated environment using preview mode.
6. Select **Save**, then **Publish**, to make the app available to other team members. You can also share the app with others by setting permissions.
7. To use the app on a computer: Go to Power Apps home, find your app in the left menu, and click the **play icon** to launch it.
8. Access an app on a mobile device. Ensure your device is connected to the internet for the first login.
   a. Install the Power Apps mobile app.
   b. Open the app.
   c. Log in with your Microsoft credentials.
   d. Select the app from the list.
9. Use the app to enter, view, and analyze collected data. You can export data or connect it to Power BI for deeper insights.

AI Snapshots are just the beginning. Explore Discover Power Apps for Educators and Create a canvas app in Power Apps to continue learning.



Personalizing media recommendations for libraries with a custom AI agent

How Copilot Studio agent builder connects learners to the media that drives their passions

Media specialist

Create personalized content recommendation agents that enhance student engagement and support high-interest media choices.

Goal: Institutional innovation

Connect students to high-interest media based on their interests, literacy skills, and reading preferences.

Technology

Copilot Studio agent builder

1. **Prepare library management system (LMS) data.**
   a. Work with your IT team to access your LMS's API and ensure secure data transfer to Azure.
   b. Ingest data into Azure Data Lake or Azure SQL.
2. Sign in at Copilot Studio agent builder and select **Create an agent**.
3. **Define the agent's purpose and behavior with these sample prompts:**
   a. **Purpose:** Provide personalized media recommendations based on the student's interests, literacy skills, and preferences.
   b. **Content types:** Create an agent that recommends books, movies, music, speeches, and art based on the student's interests, age, and literacy level.
   c. **Recommendation algorithms:** Analyze the students' media history and preferences to identify patterns and suggest media that align with the student's interests and literacy level. Copilot Studio uses built-in AI models; no coding is required to apply these algorithms.
   d. **Data sources:**
      i. **Media lists:** Connect to popular lists like from the New York Times, Goodreads Choice Awards, UK's Carnegie Medal, Australia's CBCA Book Awards, the American Library Association's (ALA), or Billboard Music Charts.
   e. **Content safety:** Ensure the recommendations are appropriate for students. Use Azure AI Content Safety to filter and verify the content. This step is critical for ensuring age-appropriate and culturally relevant content.
   f. **Continual improvement:** Implement feedback mechanisms where students can rate the recommendations, and the agent can adjust its algorithms accordingly.
4. Test your agent using the **Try it** tab, then publish and share the link.

AI Snapshots are just the beginning. Explore Create and delete agents and Empowering everyone with agents in Copilot Chat to continue learning.

AI Sparks: Simplify and secure IT



Microsoft empowers schools and institutions to simplify and secure IT with a unified, AI-powered cybersecurity platform. Using Security Copilot, Copilot Studio, Copilot in Excel, and Power BI, teams collaborate on cybersecurity and innovate services that support scalable, consistent, and secure learning environments.

IT and security teams streamline onboarding with Security Copilot

IT and security teams use Security Copilot and Copilot Studio to build custom agents that guide new staff through onboarding and institutional processes. This collaboration accelerates knowledge transfer, streamlines incident response, and supports consistent, secure practices across the department.

Technology and finance teams optimize cybersecurity budgets

Technology and finance teams use Copilot in Excel and Power BI to analyze budget data, identify spending variances, and surface new funding opportunities. Together, they help develop data-driven budget proposals and presentations for board or leadership approval, helping guide resources allocation for a secure, modern learning environment.

Helpdesk support and communication transformation

IT teams use Microsoft Copilot Studio analytics to find frequent helpdesk agent interactions and unresolved issues. They proactively update documentation and send targeted messages to users, enabling users to resolve common issues on their own and reducing support ticket volume across the institution.



Improving cybersecurity with custom cybersecurity promptbooks

How Security Copilot can improve cybersecurity for technology through collaborative and custom prompts

IT Cybersecurity Specialist

Achieve consistent expert-level analysis and comprehensive reports across the IT team by creating and sharing custom Security Copilot promptbooks.

Goal: Simplify and secure IT

Improve cybersecurity against evolving threats and vulnerabilities using custom AI prompts tools that save IT admin time and improve protection.

Technology

Security Copilot

1. Access Security Copilot.
   a. Access your Azure portal.
   b. Search for and select **Security Copilot.** **Note:** Microsoft Security Copilot is offered on a consumption-based model on the number of Security Compute Units (SCU) used.
2. Create a promptbook.
   a. Type a question for Security Copilot and select **Send** or **Enter**. Use this sample prompt to get started: *If a student is listed in the incident details, show which devices they recently used and indicate if they are compliant with policies.*
   b. Select the checkboxes beside the prompts to include them or select the top box to include all prompts in the session.
   c. Select **Create** to create your new promptbook.
   d. Test your promptbook by selecting the **View** icon.
3. Share a promptbook.
   a. Go to the **Promptbook library** in the main menu and look for your promptbook.
   b. Select **. . .** , then select **Details** from the options.
   c. Review the pre-built **Promptbook Library**.
   d. Select **Share** to get a link to the promptbook that you can share with other users in your organization.
   e. Learn more about effective prompting.



Protecting institutional research data and environments at scale

How Microsoft Purview Data Loss Prevention (DLP) keeps your proprietary data secure from cybersecurity threats

Data Protection Officer (DPO)

Secure sensitive research data against unauthorized access and breaches.

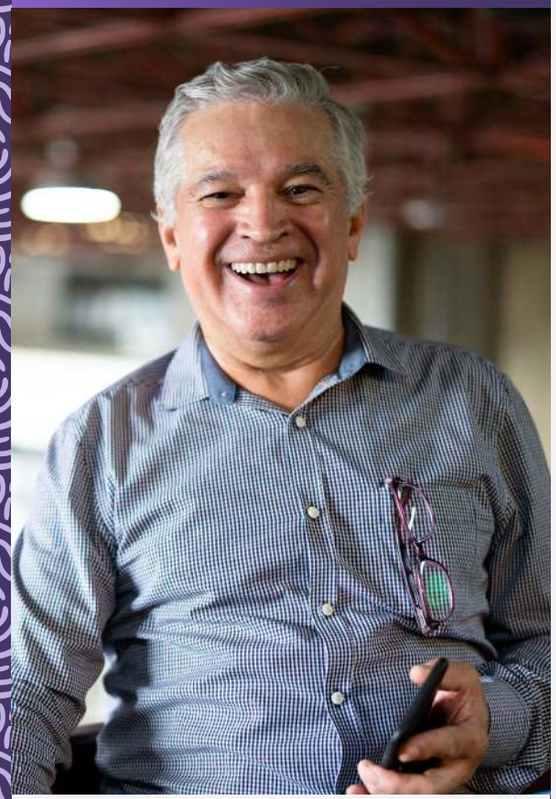
Goal: Simplify and secure IT

Improve the security and compliance of sensitive research data by implementing robust DLP strategies.

Technology

Purview Data Loss Prevention

1. Access Purview DLP. Ensure your organization has the appropriate Microsoft 365 licensing to access full DLP capabilities.
   a. Sign in to the Microsoft Purview portal.
   b. Navigate to the Data Loss Prevention section.
2. Create DLP policies such as detecting credit card numbers in emails or blocking uploads to personal cloud storage.
   a. Select **Create Policy** and choose the type of data you want to protect (e.g., sensitive research data).
   b. Define the conditions and actions for the policy, such as blocking access or sending alerts when sensitive data is detected.
3. Customize policy settings. You can apply policies to Exchange, SharePoint, OneDrive, Teams, and endpoint devices.
   a. Configure the policy settings to match your specific requirements, such as specifying the environments and platforms where the policy will be enforced.
   b. Set up real-time monitoring and automated responses to potential data breaches.
4. Test and validate policies using the test without policy enforcement mode to avoid disruptions
   a. Test the DLP policies in a simulated environment to ensure they function as expected.
   b. Validate the policies by monitoring their effectiveness in protecting sensitive data.
5. Deploy DLP policies with Microsoft Defender for Cloud Apps or Sentinel for enhanced visibility and response.
6. Regularly review, update, and refine policies based on insights from monitoring and emerging data protection needs.



Building an AI-powered IT helpdesk agent for campus-wide support

How Copilot Studio enables IT Directors to create intelligent support agents that answer technology questions across multiple channels

IT Director

Create an AI technology support agent that provides 24/7 help to students, staff, faculty, and administrators on device issues, technology policies, and technical troubleshooting, all accessible on commonly used channels.

Goal:

Reduce helpdesk ticket volume and provide instant, consistent technology support across the institution through an intelligent AI agent.

Technology

- Copilot Studio
- Microsoft Teams for Education
- Copilot

1. Verify licensing and access Copilot Studio.
2. Select **Create an agent** and configure your agent.
   a. **Name**
   b. **Description**
   c. Agent's model
   d. Triggers: Set up your agent to activate when certain events happen.
   e. **Instructions**: Describe what you want this agent to do, its, tone, and rules. For example: "You are an IT support agent for [Institution]. Answer questions about devices, policies, software, and troubleshooting. Direct users to [helpdesk URL] for unresolved issues."
   f. **Knowledge**: Add data, files, and other resources to inform and improve AI-generated responses.
      i. Public websites: Public IT documentation, acceptable use policy (AUP)
      ii. SharePoint: Device manuals, IT policies
      iii. Files: Upload PDFs (AUP, guides, procedures)
   g. Tools: Add tools like Microsoft Dataverse or SharePoint to empower the AI to complete specific tasks.
   h. Agents: Connect your agent with another agent, dedicated to handling steps of your workflow.
   i. **Topics**: Add conversation topics to focus and guide the way your agent answers.
   j. Suggested prompts: Suggest ways of starting conversations for Teams and Microsoft 365 channels. Consider these:
      i. "How do I connect to campus Wi-Fi?"
      ii. "What's the Acceptable Use Policy?"
      iii. "I need to access our LMS"
3. Test your agent by asking questions and refining your instructions or knowledge sources if needed.
4. Select **Channels** from the top navigation bar.
5. Choose **Teams and Microsoft 365 Copilot > Add channel**.
6. Monitor and improve your agent.

Next steps



Start putting AI tools into practice across your institution by configuring, launching, and scaling solutions alongside professional learning programs. Investing in community engagement and AI literacy early can help ensure meaningful, lasting impact:

- ☐ **Launch a pilot program:** Start with a pilot program featuring select education leaders and IT personnel before full-scale deployment.
- ☐ **Build community trust:** Engage students, faculty, and parents through forums and workshops to address concerns and highlight benefits.
- ☐ **Develop AI literacy training:** Leverage Microsoft Learn resources to create professional development pathways for educators and staff.
- ☐ **Establish community of practice:** Create a community of practice for sharing AI experiences and best practices across your institution.
- ☐ **Create feedback loop:** Establish monthly review process to gather pilot insights, adjust policies, and plan institutional scaling.



Section 5

Research

In this section

109 Microsoft insights

111 Data and insights

113 Academic research and books

115 Planning support

117 Thought leadership

119 Appendix

Microsoft insights

Comprehensive AI resources for education

These resources are designed to offer educators, technology coordinators, and policy makers insights into the latest Microsoft AI tools and solutions, providing practical guidance on deployment, usage, and best practices.

2026 Work Trend Index Annual Report: Agents, Human Agency, and the Opportunity for Every Organization

Microsoft • May 2026

This report examines how AI agents are reshaping work and what it takes for organizations to capture that opportunity. Drawing on a survey of 20,000 workers across 10 countries, it finds that organizational culture and manager support matter more than individual effort in driving AI impact. Organizations pulling ahead are redesigning how work gets done, not just adopting new tools.

Global AI Diffusion Q1 2026

Microsoft • May 2026

This report tracks generative AI adoption across 147 economies, finding that roughly 18% of the global working-age population now uses generative AI. The United Arab Emirates leads with 70% adoption, while Asia shows the fastest growth. The report also highlights a widening gap between the Global North and Global South, where limited internet access and digital skills continue to slow adoption.

The AI Decision Brief: A Guide to Frontier Transformation

Microsoft • 2026

This guide helps organizational leaders move beyond isolated AI experiments toward enterprise-wide transformation. Drawing on Microsoft research and real-world case studies, it covers how to scale AI across workflows, build a culture of learning, establish governance and security, and measure outcomes. It includes practical action plans and executive perspectives on embedding AI responsibly across people, processes, and decisions.

2025 Responsible AI Transparency Report

Microsoft • 2025

This report describes how Microsoft develops and deploys AI responsibly, covering its internal risk management processes, pre-deployment reviews, and tools for identifying and mitigating AI-related harms. It also outlines how the company supports customers in their own responsible AI work and invests in research and global governance efforts. Education leaders evaluating AI vendors will find this a useful reference for understanding Microsoft's accountability practices.

Breaking Down the Infinite Workday

Microsoft • June 2025

This Work Trend Index Special Report examines how the modern workday has expanded into a constant cycle of emails, messages, meetings, and interruptions that erodes focus and stretches into evenings and weekends. Drawing on aggregated productivity signals and a survey of 31,000 knowledge workers, it finds that employees are interrupted roughly every two minutes during core hours and that after-hours activity continues to rise. The report argues that AI agents can help organizations break this cycle by redesigning how work gets done and refocusing teams on high-impact tasks.

Microsoft Education Security Toolkit

Microsoft • 2025

This toolkit provides K-12 and higher education IT leaders with a structured approach to building and strengthening their institution's cybersecurity strategy using Microsoft tools. It covers security assessments, device and data protection, and regulatory compliance with FERPA, COPPA, and GDPR. It also addresses AI governance and organizational readiness, offering planning guides, Copilot prompts, real-world examples, and licensing guidance to help institutions adopt scalable, mission-aligned security practices.

2025 AI in Education: Microsoft Special Report

Microsoft • 2025

This report explores how artificial intelligence (AI) is currently being used—and how it could be used—in education around the world. Building on the 2024 Microsoft education report, it draws on global surveys of students, educators, and institutional leaders, as well as case studies, to better understand current AI adoption, perceptions, and concerns. It also outlines the conditions and practices required to integrate AI responsibly and effectively in support of learning, teaching, and institutional goals.

Tools for Thought

Microsoft • 2025

This source discusses the Tools for Thought (T4T) initiative, which explores how AI can support and enhance human cognition rather than simply automate tasks. The team advocates for AI that improves critical thinking, insight, and collaboration throughout workflows. T4T emphasizes quality outcomes through better understanding and questioning, not just speed or efficiency. Their work includes principles, guidelines, and practical technologies designed to foster deeper thinking and learning in AI-integrated systems.

Agent Success Kit

Microsoft • 2025

Use this kit to prepare your tenant for AI agents and empower users to create and work with them. The kit includes resources on admin controls, licensing and payment options, training materials, onboarding email templates, and more.

2025: The Year the Frontier Firm Is Born

Microsoft • April 2025

The 2025 Work Trend Index introduces the 'Frontier Firm' concept, based on business research, and outlines how AI agents are reshaping productivity and workflows across industries. With 82% of leaders calling this a pivotal year for strategic change, the report outlines how digital labor is helping close the widening gap between business demands and human capacity. It emphasizes the importance of developing AI fluency across all roles, with a focus on training employees to manage and collaborate with AI agents. The report offers practical strategies and resources to support organizations in scaling AI adoption and building future-ready teams.

Overreliance on AI Risk Mitigation and Identification Framework

Microsoft • March 2025

This article examines the potential risks of overreliance on AI in productivity tasks, where unchecked outputs can lead to inefficiencies, errors, and reduced trust in AI systems. It presents a structured framework for designing AI systems that promote appropriate reliance, particularly in retrieval augmented generation (RAG) products. Grounded in research, this framework supports continuous innovation to enhance AI reliability and mitigate overreliance effectively.

Fostering Appropriate Reliance on GenAI: Lessons Learned From Early Research

Microsoft Technical Report • 2025

This report outlines key lessons from efforts to address overreliance on AI, introducing three UX goals that shaped the Overreliance Risk Identification and Mitigation Framework. Designed to help AI builders navigate common challenges, the framework emphasizes that overreliance is complex and that mitigations must be validated through user research. The report also offers practical guidance for identifying and evaluating overreliance and its mitigations in real-world settings.

Microsoft Copilot Education Scenario Library

Microsoft • 2025

Transform scenarios across your organization with AI. Download functional scenario kits, scenario guides, and day-in-the-life guides to accelerate your Copilot implementation.

Microsoft New Future of Work Report 2025

Microsoft • 2025

This report synthesizes Microsoft research and findings from the broader research community to examine how AI is reshaping work. The 2025 edition shifts focus from individual to collective productivity, exploring how teams and organizations can benefit from AI together. Topics include adoption trends, labor market impacts, human-AI collaboration, cognition and learning, and classroom AI use, with implications for education leaders navigating AI transformation.

Microsoft AI Skills Navigator

Microsoft

In the new landscape of AI at work, opportunities are ever changing—and everyone can learn how to use AI to meet these opportunities. Nearly every role in the workforce can benefit from AI that enhances productivity and creativity. Microsoft AI Skills Navigator empowers you to learn how to unlock the power of AI at work. Learn from the latest leaders in AI innovation with an AI assistant to jumpstart your goals.

Data and insights

Reports and infographics on AI impact and use

These resources have been developed to provide educators, administrators, and policymakers with detailed analyses and visual representations of the current trends, challenges, and opportunities with AI.

2026 AI Index Report

Stanford HAI • April 2026

This annual report provides a comprehensive, data-driven overview of the global state of AI, covering technical capabilities, investment trends, public opinion, and societal impact. On education, it finds that four in five U.S. students now use AI for school-related tasks, yet only half of schools have policies in place and just 6% of teachers describe those policies as clear. It is widely cited by policymakers, researchers, and institutional leaders worldwide.

The Impact of AI on Work in Higher Education

EDUCAUSE • January 2026

This report examines how AI is affecting staff, faculty, and administrators across higher education institutions. Based on a survey of nearly 2,000 respondents from over 1,800 institutions, it finds that 94% have used AI for work-related tasks, yet only 54% are aware of their institution's AI policies. The findings highlight a significant gap between adoption and preparedness, with recommendations for building workforce capacity and ensuring responsible integration.

More Students Use AI for Homework, and More Believe It Harms Critical Thinking

Heather L. Schwartz, Melissa Kay Diliberti
RAND Corporation • 2026

This report tracks how K-12 and college students used AI for schoolwork across 2025, drawing on a nationally representative survey of over 1,200 students. The share using AI for homework rose from 48% to 62% in seven months, driven largely by middle and high schoolers, while 67% of students believed AI erodes critical thinking skills.

OECD Digital Education Outlook 2026: Exploring Effective Uses of Generative AI in Education

OECD • January 2026

This report examines emerging research on generative AI use across teaching and learning scenarios, including student knowledge building, classroom instruction, and teacher support. It synthesizes evidence on what makes AI tools effective in education and cautions that over-reliance on general-purpose AI can reduce deeper thinking. The report supports policymakers and institution leaders navigating responsible AI adoption.

2026 Driving K-12 Innovation Report

CoSN • February 2026

This annual report draws on insights from more than 130 education and technology leaders across 14 countries to identify the key forces shaping K-12 innovation. It organizes findings into Hurdles, Accelerators, and Tech Enablers, with AI governance, critical media literacy, and cybersecurity emerging as top concerns. A central theme runs throughout: equitable, human-centered leadership matters as much as the technology itself.

AI Is Picking Up Speed. Are Schools Keeping Pace?

Education Week Research Center • May 2026

This special report draws on multiple years of nationally representative EdWeek Research Center surveys to examine how K-12 schools are responding to rapid AI adoption. It finds that teacher training has grown significantly but remains uneven, with many educators still lacking clear guidance on responsible use. The findings offer a candid assessment of where schools are making progress and where critical gaps remain.

Artificial Intelligence in Higher Education: From Widespread Adoption to Strategic Integration

Ellucian • 2025

This survey report, now in its third consecutive year, tracks how higher education institutions are integrating AI across operations. It finds that institution-wide adoption surged from 49% to 66% in a single year, with individual use among administrators plateauing—signaling a shift from personal experimentation to institutional strategy. The report segments adoption by department, identifies persistent barriers including data privacy, and offers recommendations for responsible, scalable AI integration.

AI Use in Schools Is Quickly Increasing but Guidance Lags Behind: Findings from the RAND Survey Panels

Christopher Joseph Doss, Robert Bozick, Heather L. Schwartz, Lisa Chu, Lydia R. Rainey, Ashley Woo, Justin Reich, Jesse Dukes
RAND Corporation • 2025

This report examines AI adoption, training, and policies across K–12 schools, drawing on surveys of more than 16,000 responses. It finds that over half of students and teachers used AI for school in 2025, but training and policies have not kept pace—fewer than half of principals reported having any AI use policy. The findings underscore the need for clearer guidance, professional development, and explicit policies that help students use AI responsibly and with appropriate oversight.

2025 AI Index Report

Stanford University • April 2025

The 2025 AI Index Report offers a comprehensive, data-driven overview of the global state of artificial intelligence. It highlights significant advancements in AI capabilities, increased investment, and the growing integration of AI into various sectors, while also addressing emerging challenges and the need for responsible development. It serves as a valuable resource for policymakers, researchers, and industry leaders to understand and navigate the evolving AI landscape.

2025 EDUCAUSE AI Landscape Study: Into the Digital AI Divide

EDUCAUSE • February 2025

The 2025 EDUCAUSE AI Landscape Study provides a comprehensive overview of how higher education institutions are engaging with artificial intelligence (AI). Based on a survey conducted in November 2024 with 788 respondents from various institutions, the study examines strategies, policies, workforce development, and the emerging disparities in AI adoption. The study underscores the need for equitable support and resource allocation to ensure all institutions can effectively integrate AI into their operations and curricula.

Research Brief: Teens, Trust, and Technology in the Age of AI

Common Sense • January 2025

This report explores how U.S. teens (ages 13–18) are experiencing and responding to the challenges of trust, authenticity, and safety in a digital world increasingly shaped by generative AI. Based on a nationally representative survey of over 1,000 teens, the findings reveal that over one-third have been misled by fake online content, and many lack confidence in tech companies' commitment to their well-being. Despite this, teens are proactive—nearly three-quarters support stronger protections such as privacy safeguards and content labeling. The study emphasizes the need for collaborative action from educators, parents, policymakers, and technology leaders to help young people navigate and shape a trustworthy digital future.

Academic research and books

Studies on generative AI in education

Research on the effective use and adoption of generative AI technologies in education has become a significant focus as numerous educational institutions and organizations explore and integrate these tools.

OECD Digital Education Outlook 2026: Exploring Effective Uses of Generative AI in Education

OECD • January 2026

This book-length report synthesizes emerging international research on generative AI in education, examining its use by students, teachers, and institutions. A central finding is that AI supports genuine learning only when guided by clear pedagogical intent—without it, students may perform better on tasks while learning less. It offers policy recommendations for governments and education leaders on steering AI adoption responsibly.

A Second-Order Meta-Analysis on the Effects of Artificial Intelligence Applications on Student Outcomes

Erhan Ünal, Metin Kaya, Ahmet Murat Uzun, Cahit Erdem
Journal of Educational Computing Research • 2026

This study synthesizes 19 existing meta-analyses covering 58,702 participants to produce a more reliable estimate of the overall effect of AI on student learning. It finds a moderate but statistically significant positive effect across AI types and learning outcomes, with education level and subject area as key moderating factors. Its breadth makes it one of the most comprehensive analyses of the educational impact of AI to date.

Exploring the Effect of GenAI on Learning Outcomes in Higher Education: A Three-Level Meta-Analysis

Frontiers in Psychology • 2026

This meta-analysis synthesizes 36 empirical studies and 132 effect sizes from 7,229 higher education participants to examine how generative AI affects student learning. It finds a medium overall positive effect, with the strongest gains in higher-order and creative thinking. The study identifies key moderating factors, offering education leaders a nuanced picture of when and for whom AI integration is most effective.

Thinking—Fast, Slow, and Artificial: How AI Is Reshaping Human Reasoning and the Rise of Cognitive Surrender

Steven D. Shaw, Gideon Nave
SSRN • January 2025

This study examines what happens to people's thinking when they have access to an AI assistant. Researchers gave over 1,300 participants reasoning problems with and without AI help and found that people frequently accepted AI answers without checking them, a pattern the study's authors describe as "cognitive surrender." When the AI was wrong, participants performed worse than they did on their own, yet remained highly confident. The findings highlight the importance of teaching critical thinking alongside AI use.

Education in the Era of Generative Artificial Intelligence (AI): Understanding the Potential Benefits of ChatGPT in Promoting Teaching and Learning

David Baidoo-Anu, Leticia Owusu Ansah
Journal of AI • January 2025

This review examines ChatGPT's impact on education, highlighting its rapid adoption and potential to enhance teaching and learning through personalized experiences and formative assessment support. It also addresses limitations, including misinformation, data biases, and privacy concerns. The article proposes strategies to maximize benefits and mitigate risks, emphasizing the need for collaboration among policymakers, educators, researchers, and technology experts to ensure ChatGPT's safe and effective integration into educational settings.

Navigating Generative AI in Higher Education: Ethical, Theoretical and Practical Perspectives

Soroush Sabbaghan, editor
Edward Elgar Publishing • August 2025

This edited volume brings together contributions from researchers across disciplines to examine generative the impact of AI on teaching, research, and academic practice in higher education. It covers pedagogical design, assessment, academic integrity, authorship, and ethical considerations. The book is intended for scholars, educators, and institutional leaders navigating the opportunities and challenges AI presents across academic contexts.

A Meta-Analysis of the Impact of Generative Artificial Intelligence on Learning Outcomes

Z. Zhong
Journal of Computer Assisted Learning • 2025

This meta-analysis synthesizes research on generative the effect of AI on student learning across cognitive, competency, and affective dimensions. It finds a significant positive overall impact, with the strongest effects in mathematics and science. Discipline type influences effectiveness, while instructional duration, prior knowledge, and tool type do not—offering education leaders practical guidance on where AI integration is most likely to improve outcomes.

Generative AI for Education Hub: Research Study Repository

Stanford SCALE Initiative Accelerator for Learning • 2025

A curated collection of academic research on generative AI in U.S. PreK-12 education, organized into three categories: Descriptive (usage and product design), Impact (effectiveness studies, including RCTs), and Review (syntheses of existing research). The repository prioritizes studies relevant to K-12 leaders, education organizations, edtech companies, researchers, and global education leaders. It includes pre-published academic work but excludes journalism.

Planning support

AI policy guides, frameworks, and toolkits

These resources from leading international organizations, educational institutions, and government bodies support educators and policymakers involved in incorporating AI within educational settings.

A New Direction for Students in an AI World: Prosper, Prepare, Protect

Mary Burns, Rebecca Winthrop, Natasha Luther, Emma Venetis, Rida Karim
Brookings Institution • January 2026

This report presents findings from a year-long global study spanning more than 50 countries, examining how AI is reshaping student learning inside and outside school. It warns that current patterns of use carry risks that outweigh benefits, and organizes 12 concrete recommendations around three pillars: helping students prosper, preparing educators and systems, and protecting children from harm.

The SEE Framework: A Practical Guide to Building Generative AI Literacy

AI for Education • April 2026

This framework provides educators, school leaders, and learning designers with a structured approach to building generative AI literacy across K-12 learning communities. Organized around three core dimensions—Safe, Ethical, and Effective—it offers age-appropriate guidance for learners under 13, adolescents, and adult educators, along with activity banks and practical implementation resources grounded in pedagogy, developmental science, and emerging evidence.

Setting Conditions for Success: Guidelines for Responsible Use of Technology for Schools

CoSN, ISTE+ASCD, ATLIS, Digital Citizenship Coalition • April 2026

This third edition of a long-standing K-12 resource has been updated to incorporate guidance on generative AI alongside best practices for student data privacy, digital citizenship, and responsible technology use. Designed for school system leaders, it offers practical frameworks and templates for developing policies that support safe, effective, and intentional technology integration across learning environments

Guidelines on the Ethical Use of Artificial Intelligence and Data in Teaching and Learning for Educators

European Commission • 2026

This updated edition of the European Commission's AI ethics guidelines for educators reflects the rapid growth of generative AI in classrooms since the first version was published in 2022. Addressed to teachers and school leaders, it offers practical tools and concrete examples organized around three parts: core principles and legal context, guiding questions and scenarios, and background resources.

AI Literacy Framework

U.S. Department of Labor • February 2026

This infographic provides voluntary guidance for integrating AI literacy into workforce and education systems across the United States. It defines AI literacy as a set of competencies that enable individuals to use and evaluate AI technologies responsibly, with a focus on generative AI. The framework outlines five content areas—including understanding AI principles, directing AI effectively, and evaluating outputs—along with delivery principles that emphasize hands-on learning and building complementary human skills. It is intended for employers, educators, and workforce development organizations.

AI Toolkit for School Districts

Common Sense Education • June 2025

This toolkit provides school districts with strategic guidance for implementing artificial intelligence in K-12 education through a mission-driven approach that aligns with district values. The toolkit offers customizable implementation pathways, stakeholder-centered decision-making frameworks, and practical resources including templates, professional learning materials, and policy guidance. Designed to prevent fragmented AI adoption, it emphasizes equity, compliance, and responsible use while supporting sustainable, long-term planning for districts of varying sizes and needs.

Empowering Learners for the Age of AI

The AILit Framework • May 2025

The initiative created an AI literacy framework for primary and secondary education, co-developed by the European Commission and OECD. It defines essential knowledge, skills, and attitudes to help learners critically engage with AI across four domains: engaging with, creating with, managing, and designing AI. Emphasizing ethics, human judgment, and interdisciplinary integration, the framework supports educators in preparing students for the societal and environmental impacts of AI through practical, globally informed guidance.

2025 AI Education Policy and Practice Ecosystem Framework

WICHE Cooperative for Educational Technologies • October 2025

This framework maps the full landscape of AI policy and practice in higher education, organizing guidance across governance, operations, instruction, and learning. Developed to help institutional leaders make sense of a rapidly expanding field, it synthesizes key resources, identifies gaps, and offers a structured approach for institutions building or refining their AI strategies.

Generative AI in Higher Education: A Global Perspective of Institutional Adoption Policies and Guidelines

Computers and Education: Artificial Intelligence, Volume 8 • 2025

This study analyzes how 40 universities across six global regions adopt generative AI (GAI) through the lens of Diffusion of Innovations Theory. Institutions promote academic integrity, inclusive teaching, and responsible GAI use through ethical guidelines, training, and authentic assessments. However, challenges remain in data privacy and equitable access. The research underscores the need for transparent communication, collaboration, and continuous evaluation to support effective and inclusive GAI strategies in higher education.

AI Competency Framework for Teachers

UNESCO • September 2024

This document presents a comprehensive AI competency framework to help guide the professional development of teachers in integrating AI into education. It emphasizes the ethical, pedagogical, and foundational knowledge teachers need to responsibly use AI while promoting human centered teaching and learning environments. The framework outlines 15 competencies across five key dimensions, offering a global reference for developing AI training programs and national policies to enhance educational practices in the AI era.

AI Competency Framework for Students

UNESCO • 2024

This framework defines twelve core competencies students need to engage safely, ethically, and meaningfully with artificial intelligence. Organized across four dimensions—human-centered mindset, ethics of AI, AI techniques and applications, and AI system design—it outlines what students should understand, apply, and create at progressive levels of mastery. The framework provides detailed guidance on curriculum design, age-appropriate learning sequences, enabling learning environments, and competency-based assessment. It is intended to help policymakers and curriculum developers integrate AI learning into school education in ways that prioritize human rights, inclusion, and environmental sustainability.

Revealing an AI Literacy Framework for Learners and Educators

Digital Promise • February 2024

A framework developed by Digital Promise that emphasizes that understanding and evaluating AI are critical to making informed decisions about if and how to use AI in learning environments. Recently, the framework has been expanded to support learners, teachers, education leaders, and caregivers with the knowledge and resources they need to understand, use, and evaluate AI.

Responsible AI and Tech Justice: A Guide for K-12 Education

Kapor Center • January 2024

A guide designed for K-12 educators and students to support the critical interrogation of artificial intelligence and its implications on individuals, communities, and the world.

AI Guidance for Schools Toolkit

TeachAI • 2024

This toolkit provides guidance for education authorities, school leaders, and teachers on harnessing AI in primary and secondary education to improve learning outcomes, support teacher instruction, and enhance educational equity, while also addressing the risks such as privacy violations and inconsistent disciplinary consequences. It emphasizes the importance of structured guidelines to mitigate potential risks and ensure beneficial AI adoption practices in educational settings.

Thought leadership

AI insights from academics and industry leaders

This section gathers significant articles, insightful blog posts, and noteworthy keynote presentations that discuss the uses of AI technologies in education.

Beyond the AI Inflection Point: Shaping the Future of Education

AI for Education • January 2026

This webinar accompanies a report and toolkit developed through a convening of 20 education leaders and students. It traces the story of a representative K-12 district navigating three divergent paths to 2030, inviting education leaders to examine how decisions made today around AI adoption, literacy, and school purpose will lead to dramatically different outcomes for students.

AI Literacy Insights and Opportunities

Digital Promise • March 2026

This article presents findings from a landscape scan of 33 AI literacy frameworks published between 2019 and 2026. It identifies key gaps and opportunities across the field, finding that most frameworks emphasize socio-technical skills over purely technical ones but fall short on practical, grade-level guidance for educators. The piece is designed to inform the next generation of AI literacy resources and classroom tools.

How AI Is Changing the Way You Teach

NEA Today • January 2026

This article profiles four K–12 educators across the United States who are integrating AI into their classrooms in different ways—from personalizing assignments in elementary special education to teaching critical thinking alongside AI in middle and high school settings. Each educator shares practical approaches, boundaries they maintain, and lessons learned, emphasizing that AI works best as a support tool guided by human judgment. The article also highlights NEA resources, including sample school board resolutions and policies, to help unions and districts shape responsible AI adoption.

AI Can Personalize Learning. It Can't Make Students Care.

Thomas Arnett
Christensen Institute • June 2025

This article argues that the biggest limitation of AI in education isn't technical—it's motivational. Drawing on developmental psychology research, Arnett contends that students disengage not because lessons are poorly delivered but because school content rarely earns them status or respect in the social contexts they care about. AI can personalize instruction, but it cannot build the human belonging that drives learning.

How Your Learners Actually Learn with AI

Philippa Hardman • December 2025

This post analyzes behavioral data from 37.5 million Microsoft Copilot conversations alongside OpenAI usage data to reveal how learners are actually engaging with AI at the end of 2025. Hardman argues that while educators debate whether students should use AI, learners have already moved on—using it in ways that research suggests can be genuinely productive for learning.

AI and Education: Why Human Connection and Care Are Key

World Economic Forum • December 2025

This article makes the case that the greatest contribution of AI to education is freeing teachers to focus on what matters most: human connection. Drawing on the work of a social entrepreneur who tutors underserved students in India, it argues that learning happens when children feel safe and cared for—and that AI can create more space for that by reducing teacher workload.

The Future of Learning: How AI Is Revolutionizing Education 4.0

World Economic Forum • April 2024

This paper explores the transformative potential of AI in education, emphasizing its role in supporting teachers by automating administrative tasks, enhancing assessments with real-time analytics, bridging the digital skills gap, and personalizing learning experiences to meet diverse student needs. It highlights how AI can improve educational outcomes by allowing educators to focus more on student engagement and human-centric teaching, ultimately preparing students for future job demands.

Generative AI and K-12 Education: An MIT Perspective

MIT Exploration of Generative AI • March 2024

This article explores the rise and impact of generative AI, like ChatGPT, in education. It discusses mixed reactions from educators, from enthusiasm to concern, and highlights both challenges and opportunities. It emphasizes the need for thoughtful experimentation, balanced integration, and support for teachers and students. It also addresses equity, academic integrity, and the potential of AI to aid or disrupt traditional practices.

One Useful Thing

Ethan Mollick • 2024

Ethan Mollick is an Associate Professor of Management at the Wharton School of the University of Pennsylvania who studies entrepreneurship, innovation, and AI. His work on *One Useful Thing* explores how he and his students are using AI tools in the school of business and in entrepreneurial opportunities. He has published numerous works on AI including Co-Intelligence: Living and Working with AI.

Dr Phil's Newsletter, Powered by DOMS™ AI

Dr. Philippa Hardman • 2024

Dr Phil's Newsletter, Powered by DOMS™ AI, connects the science of learning & AI with the art of learning experience design. Dr. Philippa Hardman is a scholar at the University of Cambridge and a thought leader in the world of education technology. In this TEDx Talk, she discusses the changes and possibilities of AI in education and some of the resistance of education to be disrupted.

Appendix

Terms

Algorithm

A set of clear and specific instructions that can be performed in a prescribed sequence to achieve a particular goal and that has a recognizable set of end conditions.

Artificial intelligence (AI)

Defined as "the ability of a computer or other machine to perform those activities [tasks] that are normally thought to require intelligence." AI tasks involve various data analyses or production such as providing predictions or recommendations, language translation, computer vision systems, or speech recognition. AI is a human endeavor that combines information about people and the physical world into mathematical constructs. Such technologies typically rely on statistical methods, with the possibility for errors throughout an AI system's lifespan.

Deep learning

A machine learning technique in which layers of neural networks are used to process data and make decisions.

Generative AI (GenAI)

A term for AI systems that generate various forms of novel output, including text, code, graphics, or audio. Examples of generative AI include generative pre-trained transformer (GPT) chatbots and text-to-image generators.

Fabrication

A phenomenon of large language models (LLMs) sometimes generating responses that are factually incorrect or incoherent.

Large language model (LLM)

A type of AI that can process and produce natural language text. It learns from a massive amount of data gathered from sources like books, articles, webpages, and images to discover patterns and rules of language.

Machine learning (ML)

A model that typically involves data, code, and model outputs, while AI systems have other socio-technical components, such as user interfaces. An ML model is trained to recognize certain types of patterns and then uses an algorithm to make predictions about new data.

Natural language processing (NLP)

The ability of a computer program to understand human language as it is spoken and written—it is a type of artificial intelligence.

Neural network

A machine learning model that uses algorithms to mimic the human brain.

Small language model (SLM)

A compact AI model for processing human language, using fewer neural network parameters and training data than large language models (LLMs). SLMs require less computational power and memory, making them ideal for mobile and resource-constrained environments.

Training

A term that refers to providing a machine learning model's algorithm with a given dataset for processing and identifying patterns that the model will then use for performing predictive tasks in its deployment setting.

References

1 https://www.microsoft.com/en-us/worklab/work-trend-index, page 6

2 https://www.microsoft.com/en-us/worklab/work-trend-index, page 6

3 https://www.microsoft.com/en-us/worklab/work-trend-index, page 1

4 https://www.microsoft.com/en-us/worklab/work-trend-index, page 4

5 https://www.mckinsey.com/featured-insights/mckinsey-explainers/what-are-industry-4-0-the-fourth-industrial-revolution-and-4ir

6 https://www.gcpsk12.org/

7 https://www.insidehighered.com/news/tech-innovation/artificial-intelligence/2023/05/19/how-will-ai-gold-rush-pan-out-colleges

8 https://www.buffalo.edu/ai-4exceptionaled.html

9 ospi.k12.wa.us/sites/default/files/2024-01/human-centered-ai-guidance-k-12-public-schools.pdf

10 timesofindia.indiatimes.com/gadgets-news/microsoft-develops-shiksha-copilot-to-help-indian-teachers-create-study-material/articleshow/104922133.cms

11 timesnownews.com/technology-science/how-microsofts-shiksha-copilot-is-helping-teachers-in-india-prepare-better-lessons-article-107524567

12 https://www.teachai.org/toolkit

13 papers.ssrn.com/sol3/papers.cfm?abstract_id=4641653

14 https://www.weforum.org/press/2020/01/the-reskilling-revolution-better-skills-better-jobs-better-education-for-a-billion-people-by-2030

15 https://www.mckinsey.com/featured-insights/mckinsey-explainers/what-are-industry-4-0-the-fourth-industrial-revolution-and-4ir

16 https://www.education.sa.gov.au/parents-and-families/curriculum-and-learning/ai

17 https://www.education.sa.gov.au/parents-and-families/curriculum-and-learning/ai

18 https://oue.fas.harvard.edu/faculty-resources/generative-ai-guidance/

19 https://www.cisa.gov/resources-tools/resources/report-partnering-safeguard-k-12-organizations-cybersecurity-threats

20 https://www.cell.com/patterns/fulltext/S2666-3899(23)00130-7?_returnURL=https%3A%2F%2Flinkinghub.elsevier.com%2Fretrieve%2Fpii%2FS2666389923001307%3Fshowall%3Dtrue

21 https://www.cisa.gov/resources-tools/resources/incident-response-plan-irp-basics

22 https://www.cisa.gov/sites/default/files/2024-08/Federal_Government_Cybersecurity_Incident_and_Vulnerability_Response_Playbooks_508C.pdf

23 https://www.k12six.org/essentials-series

24 https://www.teachai.org/toolkit



Microsoft and the Microsoft logo are trademarks of Microsoft or its subsidiaries. Other names and brands may be claimed as the property of others.

Copyright © 2026 Microsoft | 4.2.2