

SWOT and SOAR Templates

The following templates should not be considered the required format for the final delivery. They are only intending to guide your discussion.

SWOT Analysis

Using the template and guiding questions provided, identify:

- Strengths and opportunities to be leveraged
- Critical weaknesses and threats to be mitigated
- How strengths can be applied to pursue opportunities and address challenges

To fully harness AI's potential, the institution must strike a balance between innovation and caution—emphasizing strategic leadership, centralized support, clear policies, and a unified framework for responsible adoption. A collaborative, transparent, and secure approach will ensure AI is used sustainably, inclusively, and effectively across operations and administration.

Strengths	Weaknesses
<p>The institution is already leveraging a range of AI-powered tools—such as Microsoft Co-Pilot, Power Automate, Zoom AI Companion, Otter AI, and Blockbox AI—to streamline operations, automate routine tasks, improve meeting productivity, and enhance data analysis. These tools are integrated with existing platforms (e.g., Peoplesoft, Power BI, Adobe Creative Cloud), improving accessibility and impact. An approved list of AI tools and a TIPS-developed AI guide offer foundational support and governance. The diversity in tools and pricing models supports flexible adoption, while the emerging user ecosystem fosters collaboration and shared learning.</p>	<p>Key challenges include limited awareness of available AI tools, fragmented communication, lack of standardized training, and inconsistent AI adoption across units. Concerns around data privacy, unclear policies, and the slow approval process hinder innovation. Trust in AI remains low, especially due to fears of job displacement and generational gaps in digital literacy. The decentralized structure of the institution further complicates cohesive implementation and oversight.</p>
Opportunities	Threats
<p>AI offers transformative potential in automating workflows, forecasting academic and staffing needs, and scaling student services through tools like chatbots and predictive analytics. Strategic adoption can drive operational efficiency, enhance student advising, and inform decision-making through data-driven insights. Building a cross-unit AI community, benchmarking peer practices, and leveraging existing AI assisted tools (e.g., EAB Navigate) can create momentum and shared ownership. Focused training and leadership engagement can help maximize adoption and value realization.</p>	<p>Significant risks include data security vulnerabilities, rising implementation costs, tool obsolescence, and over-reliance on AI without adequate human oversight. The rapid pace of AI evolution challenges the institution’s ability to keep up while maintaining ethical and safe practices. AI bias, misinformation, and public perception further complicate responsible deployment. Without structured governance and robust training, the long-term viability and trust in AI tools remain uncertain.</p>

SOAR Analysis

The SOAR (Strengths, Opportunities, Aspirations, and Results) framework focuses on positive possibilities and forward-looking strategies, not identifying challenges as in a SWOT analysis. Using the following template and guiding questions, focus on leveraging strengths, embracing opportunities, and setting clear aspirations for long-term success.

Strengths	Opportunities	Aspirations	Results (Desired Outcomes)
<ul style="list-style-type: none"> ● AI-Driven Efficiency & Automation: Tools like Microsoft Co-Pilot, Power Automate, and Otter AI reduce manual effort and enhance productivity by automating routine tasks and summarizing content. ● Enhanced Data Analysis & Integration: Blockbox AI and Power BI streamline data processes, while integration with Peoplesoft and Adobe Creative Cloud ensures seamless adoption across existing platforms. ● Supportive Infrastructure: An OIT-approved list of AI tools and a TIPS-developed AI guide provide guidance and governance, promoting informed usage and responsible implementation. ● Growing Ecosystem & User Community: Adoption is expanding, with diverse pricing models and increasing collaboration across departments fueling a shared learning environment 	<ul style="list-style-type: none"> ● Scalable Student & Staff Services: AI tools like chatbots and predictive analytics can improve advising, counseling, and operational support, allowing the institution to serve more people with fewer resources. ● Academic Forecasting & Resource Planning: Tools such as EAB Navigate can predict enrollment trends, course demand, and staffing needs—informing better planning and decision-making. ● Cross-Unit Collaboration & Knowledge Sharing: Developing a community of practice will allow researchers, faculty, and staff to share AI insights, success stories, and best practices. ● Benchmarking & Strategic Alignment: Learning from peer institutions and leveraging existing contracted tools (e.g., Microsoft Co-Pilot, EAB Navigate) can guide targeted and impactful AI implementation. 	<ul style="list-style-type: none"> ● Build a Culture of Innovation: Foster a forward-thinking environment where AI is viewed not as a threat, but as a tool to empower staff, improve service delivery, and support institutional goals. ● Establish Clear Governance & Leadership: Implement consistent policies, procedures, and approval processes to ensure safe, secure, and ethical use of AI across all units. ● Promote Trust, Transparency & Digital Fluency: Strengthen confidence in AI through open communication, inclusive training, and proactive risk management—bridging generational and cultural divides. ● Champion AI Literacy & Training: Ensure all users—from leadership to front-line staff—are equipped to understand, adopt, and adapt AI tools with competence and confidence. 	<ul style="list-style-type: none"> ● Operational Excellence: Measurable improvements in process efficiency, response time, and task automation across departments. ● Improved Student Outcomes: Enhanced academic advising, success prediction, and student support services driven by accurate, timely AI insights. ● Unified Institutional Approach: A coordinated AI strategy supported by strong leadership, informed decision-making, and equitable access to tools and training. ● Sustainable Innovation Ecosystem: A resilient and adaptive AI environment that evolves with technology trends while remaining aligned with institutional values and goals.