**Case Study 2: Streamlining Policy Document Summarization with AI at Deakin University**

**Executive Summary:**

This case study examines the application of AI tools to automate the summarization of policy documents at Deakin University. The goal was to enhance accessibility and comprehension of lengthy policy materials for staff and stakeholders.

**Background and Challenges:**

Deakin University's administrative staff frequently engage with extensive policy documents. Challenges included:

* **Lengthy Documents:** Policies often exceeded 50 pages, making manual summarization time-consuming.
* **Complex Language:** Legal and technical jargon hindered quick understanding.
* **Resource Intensive:** Significant staff time allocated to reading and summarizing policies.

**Implementation Strategy:**

To address these challenges, the university implemented the following strategy:

1. **AI Tool Deployment:** Utilized GPT-4 and Claude for their proficiency in language understanding.
2. **Customized Prompts:** Designed prompts to extract key points, objectives, and actionable items from policies.
3. **Pilot Testing:** Conducted trials with selected departments to assess effectiveness.
4. **Feedback Collection:** Gathered input from users to refine AI summarization processes.

**Outcomes and Metrics:**

The initiative yielded notable results:

* **Time Savings:** Summarization time reduced from 45 minutes to 12 minutes per document.
* **Improved Accessibility:** Simplified summaries enhanced understanding among staff.
* **Positive Feedback:** Staff reported increased efficiency and clarity in policy comprehension. [The Australian+1The Australian+1](https://www.theaustralian.com.au/business/companies/accounting-firms-reveal-how-ai-has-changed-professional-services-and-given-staff-more-time/news-story/12684490bf788397f0dce75817ec64ef?utm_source=chatgpt.com)

**Lessons Learned:**

* **Effective Prompting:** Well-crafted prompts are crucial for accurate AI summarization.
* **User Engagement:** Involving staff in the development process ensures relevance and usability.
* **Iterative Refinement:** Continuous adjustments based on feedback improve outcomes.

**Conclusion and Future Recommendations:**

The successful use of AI for policy summarization indicates potential for broader applications. Recommendations include:

* **Integration with Document Management Systems:** Automate summarization as part of document workflows.
* **Expansion to Other Document Types:** Apply AI summarization to reports, guidelines, and manuals.
* **Regular Updates:** Keep AI tools and prompts updated to align with evolving policy formats.