**📄 Case Study 1: Enhancing Efficiency in Drafting Meeting Minutes Using AI at Deakin University**

**Executive Summary:**

This case study explores the integration of AI tools to streamline the process of drafting meeting minutes within Deakin University's administrative departments. By leveraging AI models like GPT-4 and Claude, the university aimed to reduce the time and effort required to produce accurate and concise meeting summaries.

**Background and Challenges:**

Administrative staff at Deakin University regularly conduct meetings that require detailed minutes. Traditionally, this process involved manual transcription and summarization, consuming significant time and resources. Challenges included:

* **Time-Consuming Processes:** Manual drafting of minutes could take up to 30 minutes per meeting.
* **Inconsistency:** Variability in the quality and format of minutes across departments.
* **Delayed Dissemination:** Time lags in distributing minutes affected decision-making processes.

**Implementation Strategy:**

The university initiated a pilot program to integrate AI tools for drafting meeting minutes. The strategy involved:

1. **Selection of AI Tools:** Evaluated and selected GPT-4 and Claude for their advanced natural language processing capabilities.
2. **Prompt Engineering:** Developed specific prompts to guide AI in generating structured meeting summaries.
3. **Training Sessions:** Conducted workshops for administrative staff to familiarize them with AI tools and best practices.
4. **Feedback Mechanism:** Established channels for staff to provide feedback on AI-generated minutes for continuous improvement.

**Outcomes and Metrics:**

The implementation led to significant improvements:

* **Time Efficiency:** Average time to draft minutes reduced from 30 minutes to 8 minutes, a 73% decrease.
* **Consistency:** Standardized format and quality of meeting minutes across departments.
* **Staff Satisfaction:** Positive feedback from administrative staff regarding ease of use and efficiency.

**Lessons Learned:**

* **Importance of Training:** Comprehensive training ensured smooth adoption of AI tools.
* **Customization:** Tailoring AI prompts to specific departmental needs enhanced relevance and accuracy.
* **Continuous Feedback:** Regular feedback loops facilitated ongoing refinement of AI outputs.[The Guardian+1GovNet Blog+1](https://www.theguardian.com/work-redefined/2024/dec/20/less-admin-more-time-with-people-how-an-hr-professionals-job-has-been-transformed-by-ai?utm_source=chatgpt.com)[Financial Times+2Financial Times+2Reuters+2](https://www.ft.com/content/3e862e23-6e2c-4670-a68c-e204379fe01f?utm_source=chatgpt.com)

**Conclusion and Future Recommendations:**

The successful integration of AI in drafting meeting minutes has demonstrated the potential for broader applications in administrative tasks. Future recommendations include:

* **Scaling Up:** Expand AI integration to other administrative functions.
* **Ongoing Training:** Regular workshops to keep staff updated on AI advancements.
* **Monitoring and Evaluation:** Establish metrics to continuously assess the effectiveness of AI tools.