

Compass in action: casebook

Twelve illustrative initiatives, three in each Campus AI Framework domain, each taken through the full Compass: score, route, plan, and decide. Use them to calibrate scoring, train review teams, or prompt discussion.

These are composites for discussion, not real institutional decisions. Role names and timeframes follow the site defaults; adapt them to your institution.

Initiative	Domain	Total	Band	Decides	Decision
AI-generated practice quizzes from course materials	Teaching	7	Low	Unit or department lead	Scale
AI tutor for an introductory chemistry course	Teaching	14	Moderate	AI governance lead	Iterate
Automated essay grading in gateway courses	Teaching	21	Critical	Executive sponsors	Stop
AI coding assistant for research software	Research	9	Low	Unit or department lead	Scale
AI literature-review assistant for graduate students	Research	12	Moderate	AI governance lead	Scale
Large language model analysis of identifiable health records	Research	20	High	Executive sponsors (escalated)	Iterate
AI triage of IT service desk tickets	Operations	9	Low	Unit or department lead	Scale
AI assistant for employee benefits questions	Operations	13	Moderate	AI governance lead	Scale
AI screening of staff job applications	Operations	20	High	Executive sponsors (escalated)	Pause
AI-drafted alumni newsletter stories	Engagement	8	Low	Unit or department lead	Scale
Admissions and financial aid chatbot	Engagement	15	Moderate	AI governance lead	Scale
AI wellness check-in chatbot for students	Engagement	20	High	Executive sponsors (escalated)	Iterate

AI-generated practice quizzes from course materials

Low 7 / 25 | **Decision: Scale**

An instructor uses the campus-licensed AI assistant to draft low-stakes practice questions from their own lecture notes, then reviews and edits every question before posting.

1 SCORE

Strategic fit	2	Useful for one course; modest link to student-success goals.
Ethics & compliance	1	Instructor's own materials; no student data; human review of all output.
Financial viability	1	Uses an existing institutional license.
Operations & innovation	2	Saves prep time for one instructor.
Stakeholder impact	1	Students see better practice material; little visible change.

2 ROUTE

Total & band	Review	Decides	Target time
7 Low	Self-assessment	Unit or department lead	Days

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
Instructor drafts 3 practice sets per unit in under 30 minutes each.	Students who use practice quizzes score 5% higher on unit exams.	Fewer than 1 in 10 generated questions need factual correction.

Conditions

- Use only the institutionally licensed tool.
- Instructor reviews every question before release.
- Practice quizzes stay ungraded.

4 DECIDE

Scale. Approved by the department chair in two days. After one term, shared as a pattern for other instructors to adopt.

AI tutor for an introductory chemistry course

Moderate 14 / 25 | **Decision: Iterate**

A course team pilots a vendor AI tutor that answers students' homework questions with hints rather than answers, trained on the course's own materials.

1 SCORE

Strategic fit	3	Supports success in a high-DFW gateway course.
Ethics & compliance	3	Student questions are stored by the vendor; academic-integrity guardrails needed.
Financial viability	2	Pilot pricing for one course; full cost unknown at scale.
Operations & innovation	3	Extends help beyond office hours.
Stakeholder impact	3	Students may over-rely on it; TAs worry about their role.

2 ROUTE

Total & band	Review	Decides	Target time
14 Moderate	Cross-functional review	AI governance lead	About 2 weeks

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
60% of enrolled students use the tutor at least weekly.	DFW rate in the course falls by 5 percentage points.	At least 90% of sampled responses are accurate and hint-only, with no gap across student groups.

Conditions

- Data processing agreement covering student chat logs.
- Hint-only mode; no full solutions.
- TAs review a weekly sample of conversations.

4 DECIDE

Iterate. Approved for one term by the AI governance lead. Usage was high but accuracy dipped on lab questions; a second term will test a revised configuration.

Automated essay grading in gateway courses

Critical 21 / 25 | **Decision: Stop**

A vendor tool would assign final grades to written assignments across high-enrollment gateway courses, with instructors reviewing only appealed grades.

1 SCORE

Strategic fit	3	Addresses grading load in bottleneck courses, but grading quality is the goal, not speed.
Ethics & compliance	5	AI makes consequential academic decisions; bias and transparency concerns; FERPA data to a vendor.
Financial viability	4	Multi-year license plus integration with the LMS and SIS.
Operations & innovation	4	Large time savings at scale.
Stakeholder impact	5	Directly affects thousands of students' grades; strong faculty and student concern.

2 ROUTE

Total & band	Review	Decides	Target time
21 Critical	Extended review	Executive sponsors	As long as needed

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
Graded turnaround under 72 hours for 95% of submissions.	DFW rates in gateway courses fall by 10%.	AI grades agree with blind instructor grades within one grade step, equally across student groups.

Conditions

- Consider alternatives first: AI-assisted feedback with instructor-assigned grades.
- Faculty senate consultation.
- Independent bias audit before any pilot.

4 DECIDE

Stop. Executive sponsors declined final-grade automation. The team resubmitted a feedback-only version, which scored 14 (Moderate) and moved forward.

AI coding assistant for research software

Low 9 / 25 | Decision: Scale

Research computing offers a licensed AI coding assistant to help researchers write and document analysis code. No research data is sent to the tool.

1 SCORE

Strategic fit	2	Improves research productivity; indirect link to strategy.
Ethics & compliance	2	Code only, no data; licensing and code-provenance questions are manageable.
Financial viability	1	Covered by an existing enterprise agreement.
Operations & innovation	3	Faster scripting and better-documented code.
Stakeholder impact	1	Little external visibility.

2 ROUTE

Total & band	Review	Decides	Target time
9 Low	Self-assessment	Unit or department lead	Days

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
200 researchers active in the first semester.	Research computing support tickets for basic scripting fall by 25%.	Generated code passes existing tests at the same rate as hand-written code in a sample.

Conditions

- Never paste research data or credentials into prompts.
- Researchers review and test all generated code.

4 DECIDE

Scale. Approved by the research computing director within a week; offered campus-wide.

AI literature-review assistant for graduate students

Moderate 12 / 25 | Decision: Scale

The library offers a licensed AI research assistant that finds, summarizes, and cites published literature, with training on verifying sources.

1 SCORE

Strategic fit	3	Supports graduate research productivity goals.
Ethics & compliance	2	Published sources only; risk of fabricated citations is managed through training.
Financial viability	2	Modest annual license through the library.
Operations & innovation	3	Speeds early-stage literature searches.
Stakeholder impact	2	Faculty want clear guidance on acceptable use in theses.

2 ROUTE

Total & band	Review	Decides	Target time
12 Moderate	Cross-functional review	AI governance lead	About 2 weeks

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
500 graduate students complete the workshop in the first year.	Time from proposal to literature review approval shortens by 20%.	Fewer than 2% of AI-provided citations are unverifiable in a quarterly spot check.

Conditions

- Library workshop required before access.
- Graduate school publishes acceptable-use guidance for theses.
- Users verify every citation against the source.

4 DECIDE

Scale. Approved by the AI governance lead after one cross-functional meeting. Expanded to faculty in year two.

Large language model analysis of identifiable health records

High 20 / 25 | Decision: Iterate

A research team wants to use a commercial cloud AI model to extract findings from identifiable patient records under an existing data use agreement.

1 SCORE

Strategic fit	4	Advances a funded, high-priority research program.
Ethics & compliance	5	Identifiable health data; HIPAA, IRB, and data use agreement terms; vendor model training risk.
Financial viability	3	Compute and secure environment costs are covered by the grant.
Operations & innovation	4	Months of manual chart review reduced to weeks.
Stakeholder impact	4	Patients' privacy and the institution's research reputation are at stake.

2 ROUTE

Total & band	Review	Decides	Target time
20 High	Extended review	Executive sponsors	As long as needed

Escalated one level: a 5 on ethics & compliance moves the decision from the ai governance council to executive sponsors.

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
Chart abstraction completed for the full cohort within the grant period.	Study findings submitted for publication on schedule.	Extraction accuracy of at least 95% against a double-coded validation sample.

Conditions

- Run only in the approved secure research environment, not a public cloud endpoint.
- IRB amendment and data use agreement review.
- Vendor contract prohibits training on submitted data.

4 DECIDE

Iterate. Escalated to executive sponsors because of the ethics score. Approved with conditions in the secure environment; re-review at each grant renewal.

AI triage of IT service desk tickets

Low 9 / 25 | Decision: Scale

The IT service desk uses AI built into its existing service-management platform to categorize and route incoming tickets.

1 SCORE

Strategic fit	2	Supports service-quality goals; mostly internal.
Ethics & compliance	1	Minimal personal data; staff can override any routing.
Financial viability	2	Included in the current platform subscription.
Operations & innovation	3	Faster routing and fewer misassigned tickets.
Stakeholder impact	1	Invisible to most of the community.

2 ROUTE

Total & band	Review	Decides	Target time
9 Low	Self-assessment	Unit or department lead	Days

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
80% of tickets routed automatically.	Median time to resolution falls by 15%.	Routing accuracy of at least 90% against staff corrections.

Conditions

- Staff can override any AI routing.
- Monthly accuracy check for the first quarter.

4 DECIDE

Scale. Approved by the IT director within a week and registered as a standard use.

AI assistant for employee benefits questions

Moderate 13 / 25 | Decision: Scale

Human Resources adds an AI assistant to the staff portal that answers benefits and leave questions from published plan documents.

1 SCORE

Strategic fit	3	Supports employee-experience goals.
Ethics & compliance	3	Must not give individualized eligibility rulings; employees may enter personal details.
Financial viability	2	Feature of the existing HR platform at modest added cost.
Operations & innovation	3	Reduces routine calls during open enrollment.
Stakeholder impact	2	Wrong answers on benefits could harm employees and trust in HR.

2 ROUTE

Total & band	Review	Decides	Target time
13 Moderate	Cross-functional review	AI governance lead	About 2 weeks

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
Handles 50% of open-enrollment questions without hand-off.	Employee satisfaction with HR responsiveness rises by 10 points.	At least 95% of sampled answers match plan documents.

Conditions

- Answers only from current plan documents, with links to the source.
- Clear routing to HR staff for individual cases.
- Warning not to enter health details.

4 DECIDE

Scale. Approved by the AI governance lead after one review meeting; re-reviewed each year before open enrollment.

AI screening of staff job applications

High 20 / 25 | Decision: Pause

Human Resources proposes an AI feature in the applicant tracking system that ranks applicants and filters out low-scoring candidates before human review.

1 SCORE

Strategic fit	3	Addresses hiring delays, but fair hiring is a core institutional value.
Ethics & compliance	5	Automated employment decisions; disparate-impact and legal risk.
Financial viability	3	Add-on license to the existing system.
Operations & innovation	4	Large time savings for hiring managers.
Stakeholder impact	5	Applicants, unions, and equity offices are directly affected.

2 ROUTE

Total & band	Review	Decides	Target time
20 High	Extended review	Executive sponsors	As long as needed

Escalated one level: a 5 on ethics and stakeholder impact moves the decision from the ai governance council to executive sponsors.

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
Time to first interview falls by 30%.	Time to hire falls by 20% with no decline in hiring-pool diversity.	Selection rates within four-fifths across demographic groups in an audit.

Conditions

- No automated rejection: AI may summarize but not filter.
- Independent disparate-impact audit.
- Legal and labor relations review.

4 DECIDE

Pause. Escalated to executive sponsors. Paused pending an audit; the filter was disabled and a summary-only pilot is under review.

AI-drafted alumni newsletter stories

Low 8 / 25 | Decision: Scale

The alumni office uses the campus-licensed AI assistant to draft newsletter stories from public news releases, edited by staff before sending.

1 SCORE

Strategic fit	2	Supports alumni engagement; modest strategic weight.
Ethics & compliance	1	Public source material only; staff edit everything.
Financial viability	1	Existing license.
Operations & innovation	2	Cuts drafting time for a small team.
Stakeholder impact	2	Alumni expect an authentic voice; disclose AI assistance.

2 ROUTE

Total & band	Review	Decides	Target time
8 Low	Self-assessment	Unit or department lead	Days

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
Monthly newsletter drafted in half the time.	Newsletter open rate holds or improves.	No factual corrections needed after sending over two quarters.

Conditions

- Staff edit and fact-check every story.
- Note AI assistance in the newsletter footer.

4 DECIDE

Scale. Approved by the alumni relations director in two days.

Admissions and financial aid chatbot

Moderate 15 / 25 | **Decision: Scale**

A chatbot on the admissions website answers prospective students' questions from published policies, around the clock, in English and Spanish.

1 SCORE

Strategic fit	4	Supports enrollment and access goals, especially for first-generation families.
Ethics & compliance	2	Public content only; must not give individualized aid determinations.
Financial viability	3	Annual vendor subscription and content upkeep.
Operations & innovation	3	Fewer repetitive calls and emails at peak times.
Stakeholder impact	3	Families depend on accurate answers; wrong answers harm trust.

2 ROUTE

Total & band	Review	Decides	Target time
15 Moderate	Cross-functional review	AI governance lead	About 2 weeks

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
Answers 70% of questions without hand-off.	Application completion among first-generation applicants rises by 5%.	At least 95% of sampled answers are accurate, in both languages.

Conditions

- Answers only from approved, published content.
- Clear hand-off to staff for individual questions.
- Spanish answers reviewed by bilingual staff.

4 DECIDE

Scale. Approved by the AI governance lead with conditions. After one cycle, expanded to orientation.

AI wellness check-in chatbot for students

High 20 / 25 | Decision: Iterate

The counseling center proposes an AI chatbot that checks in with students, offers coping resources, and flags students who may need urgent support.

1 SCORE

Strategic fit	4	Supports student well-being and retention priorities.
Ethics & compliance	5	Sensitive health information; risk of missed crises; duty-of-care obligations.
Financial viability	3	Vendor license plus counselor time for escalations.
Operations & innovation	3	Extends reach beyond office hours.
Stakeholder impact	5	Students in distress are the most affected; a failure would be severe.

2 ROUTE

Total & band	Review	Decides	Target time
20 High	Extended review	Executive sponsors	As long as needed

Escalated one level: a 5 on ethics and stakeholder impact moves the decision from the ai governance council to executive sponsors.

3 PLAN

KPI (output)	OKR (outcome)	Efficacy (AI performance)
Crisis flags reach an on-call counselor within 10 minutes, every time.	More students connect with counseling services before reaching crisis.	Crisis-detection recall of at least 98% in pre-launch testing, equal across groups.

Conditions

- Opt-in only, with clear disclosure that it is not a counselor.
- Immediate human hand-off and crisis-line routing.
- Student advisory group involved in design.

4 DECIDE

Iterate. Escalated to executive sponsors. Returned for redesign with a student advisory group; a narrower resource-navigation version is in pilot.