



2026 ANNUAL CONFERENCE OAKLAND, JANUARY 11 - 13

AUXILIARY ORGANIZATIONS ASSOCIATION

THE NEXT ERA OF AUXILIARIES
SHAPING TOMORROW

Strategic AI for Auxiliary Leaders

Real World Use-Cases



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Welcome!

Goals for Today:

- High-level AI review
- Discuss a decision-making framework for using AI tools
- Review real-world use-cases in use by Student Auxiliary Enterprises

Framing our Session:

- Pressure to modernize is rising
- AI is a tool, not right for every job
- Implementation benefits from strategy



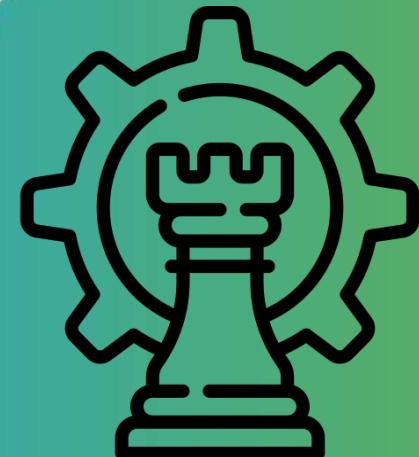
Strategy

A Quick Note

Approaching complex challenges with comfort in their complexity, and addressing them intentionally and systematically rather than reactively.

This achieved by utilizing:

- Root cause analysis
- Decision-making frameworks
- Starting with the end in mind



Background

About Student Auxiliary Enterprises

Shared services organization of Associated Students, Inc. (ASI) and Beach Shops at Long Beach State

- Bookstore and retail operations
- Campus Dining (Retail & Residential)
- Child Development Center
- Student Recreation and Wellness Center
- University Student Union

About Me

- Chief of Staff: Strategic support to shared services leadership team
 - Project management
 - Process improvements



AI Review

Quick non-technical review:

- Generative AI creates new content with human-like intelligence and understanding. Examples include:
 - LLMs (e.g., chat tools) generate human-like language, answer questions, etc.
 - Image generation
 - Speech-to-text transcription
- Opportunities
 - Automate routine tasks
 - Synthesize rapidly
 - Enhance research
- Risks
 - Bias
 - Inaccuracy
 - Inconsistency



Frameworks

As Decision-making Tools

What are they? How can they help?

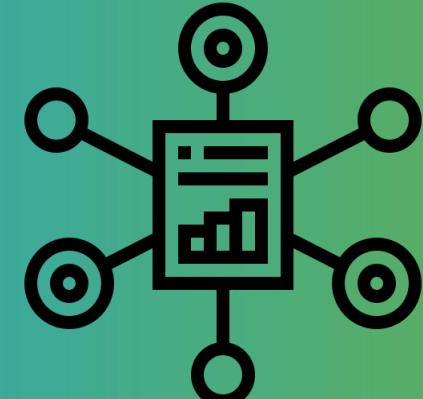
Frameworks provide:

- Clarity
- Structure
- Consistency

Examples:

- SWOT
- SMART
- Eisenhower Decision Matrix

Today's proposal: A "Fit Test"



Frameworks

"Fit Test" for LLMs

1. End-Product Suitability

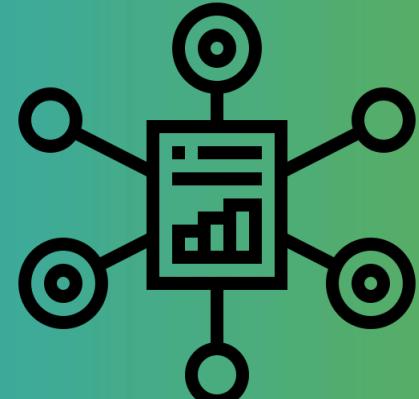
- Does the deliverable align with the tool's strengths?
 - (e.g., narrative text, summaries, structured outlines, messaging, ideation)

2. Assess Promptability

- Are the input parameters clear?
 - (Audience, tone, context, examples, constraints)

3. Validation and Risk Management

- Is there a clear process for reviewing and validating outputs?



Practical Use-cases

Custom Chatbot

The Challenge

- The executive team must produce announcement or highlight articles for a monthly newsletter in a unified organizational voice.

The Solution

Microsoft Copilot's Agent

- Trained with example publications and style guide
- Pre-prompted with parameters for tone and reading level



Practical Use-cases

Custom Chatbot

Pro Tips:

- Provide the agent as much reference material as possible
 - Published examples
 - Organizational context
 - Websites
- Add parameters
 - Reading level
 - Organization-specific terms
 - Tone
 - Words not to use



Practical Use-cases

Custom Chatbot

Alignment with the Framework

- End-product suitability
 - The output is narrative text requiring consistency and clarity: well-suited to LLM capabilities.
- Promptability
 - Clear parameters are provided, including style, audience, and factual data.
- Validation & Risk Management
 - Editorial review is conducted; all facts cross-checked, and sensitive content is flagged.

Outcomes

- Drafting time reduced, improved consistency



Practical Use-cases

Interactive/Deep Research

The Task

- Managers need to research topics that are time consuming and not easily delegable
 - Complex, confidential, etc.

The Solution

Using an LLM chat tool to research, or use deep research functionality

- Chat tool can prompt the user for parameters and/or constraints
- Process complex inquiries with incredible speed



Practical Use-cases

Interactive/Deep Research

Pro Tips:

- Start with a regular chat
 - Converse with the chat like you would a human
 - Ask questions, ask for validation
- Consider deep research
 - Follow the progress; take note of the AI's decision-making and take note for future research



Practical Use-cases

Interactive/Deep Research

Alignment with the Framework

- End-product suitability
 - Outline and summary: well-suited to LLM capabilities.
- Promptability
 - Ability to provide extensive context and constraints
- Validation & Risk Management
 - Sources are usually cited to validate claims

Outcomes

- First-passes quickly and easily recallable



Practical Use-cases

Survey Response Theming

The Task

- Hundreds of write-in survey responses require synthesis into actionable themes.
 - Time consuming, and not always easily delegable

The Solution

Use an LLM to summarize responses and cluster responses into themes

- Organizational and survey context can be provided



Practical Use-cases

Survey Response Theming

Pro Tips:

- Provide as much context to the survey as possible
 - For best results, make sure the LLM understands your research questions and the survey audience
 - If you have an export of the questions, include those too
- High-risk of bias
 - Allow extensive time for review
- Consider using multiple passes with multiple tools
 - Compare for similar themes



Practical Use-cases

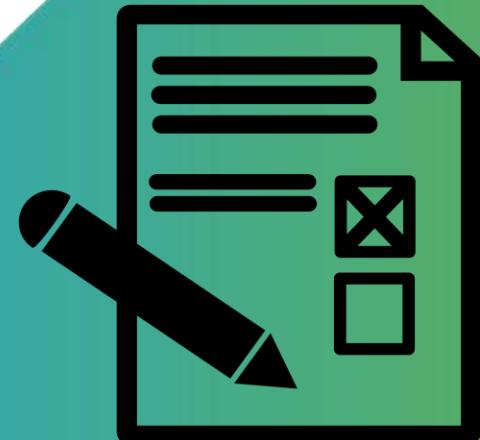
Survey Response Theming

Alignment with the Framework

- End-product suitability
 - Synthesis and summary: well-suited to LLM capabilities.
- Promptability
 - Ability to provide extensive context and constraints
- Validation & Risk Management
 - Clusters can be reviewed for accuracy and bias

Outcomes

- Analysis time dramatically reduced



Managerial Takeaways

Strategic Value

Strategic value comes from starting with a clear end-result. When the desired outcome is clear, LLM value is maximized.

Operationalizing the Framework

The framework is actionable: Managers can use it for their own decision-making or provide it to staff as guardrails for responsible AI use.

Risk Management

Even when operationalizing AI tools, never skip out on risk management controls. Establish review processes to ensure accuracy, and safeguards to ensure compliance, and confidentiality.



QUESTIONS?





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**THANK
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