



2026 ANNUAL CONFERENCE OAKLAND, JANUARY 11 - 13

AUXILIARY ORGANIZATIONS ASSOCIATION

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**THE NEXT ERA OF AUXILIARIES**  
**SHAPING TOMORROW**

# Strategic AI for Auxiliary Leaders

Real World Use-Cases



AS/SU/REC



INFORMATION TECHNOLOGY

PRESENTED BY  
**JORDAN ERES**  
STUDENT AUXILIARY  
ENTERPRISES, LBSU

# 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?

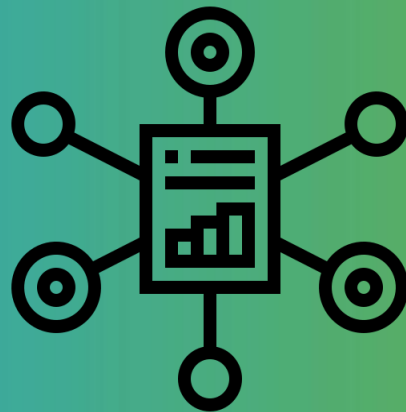
Frameworks provide:

- Clarity
- Structure
- Consistency

### Examples:

- SWOT
- SMART
- Eisenhower Decision Matrix

**Today's proposal: A "Fit Test"**



# Frameworks

## "Fit Test" for LLMs

### 1. End-Product Suitability

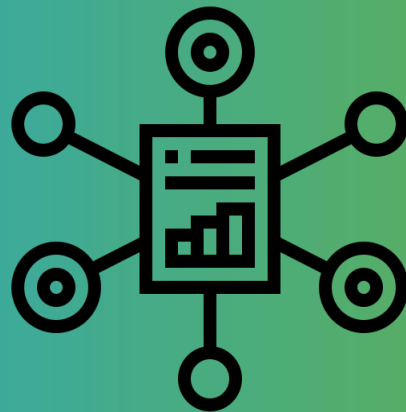
- Does the deliverable align with the tool's strengths?
  - (e.g., narrative text, summaries, structured outlines, messaging, ideation)

### 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 YOU!

