# Where Are You on Your Journey to Becoming an AI-Enabled Institution?

*Are You Drifting—or Deliberately Navigating Towards Your AI Future?*

Higher education institutions are at different stages in their AI journeys, but nearly all are exploring how AI can enhance teaching, research, and administrative efficiency. This maturity model provides a framework for assessing your institution's current state. It can also help leaders chart a path towards more advanced AI adoption.

As AI technologies and institutional use cases evolve, this model should be viewed as a living framework that will shift alongside the rapidly changing landscape.

## Adrift in Open Waters

*Ad Hoc Use of Public AI Tools*

- Academic and professional services staff and students make use of public tools.
- Some courses and majors incorporate basic critical thinking about AI outputs.
- Individual PIs* use AI to support basic research activities (e.g., literature reviews, grant writing).
- Institution lacks formal policies to guide student and staff use of generative AI.

**Uncertain Direction**

Reactive • Disconnected • Risk of Drifting

## Finding Our Bearings

*AI Integration at Basic Levels*

- Staff use institution-approved AI agents to complete tasks with human review and approval.
- Staff incorporate AI-centric assignments and incorporate some AI-focused learning outcomes.
- Researchers have access to secure AI tools.
- Institution has both an acceptable use policy for all stakeholders and guidance on how staff should incorporate AI into courses and classwork.

**Early Progress**

Building Awareness • Establishing Foundations

## Plotting New Routes

*Customised and Advanced AI Solutions*

- AI tools and agentic workflows are deployed to meet the unique needs of individual units.
- AI tutors and custom AI assistants are available to students and staff.
- All students take at least one AI-specific course.
- Some researchers have access to high-performance computing infrastructure.
- Policies define appropriate use of AI systems, including human-in-the-loop requirements and accountability standards.

**Intentional Navigation**

Scaling Solutions • Aligning People, Policy, and Technology

## Sailing at Full Speed

*The True AI University*

- Agentic AI supports significant portions of research, administrative, and student success activities.
- Every student develops fluency in collaborating with AI systems and orchestrating agentic workflows within their discipline.
- Agentic systems can coordinate across institutional systems and processes while operating within established guardrails and accountability frameworks.

**Destination: AI-Enabled Excellence**

Transformative Impact • Sustainable Advantage • Future Ready

* Principal investigator

EAB

Contact your Strategic Leader today to learn how EAB can support your AI journey.

For AI maturity models by function, visit eab.com/ai-maturity

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