STAFF GUIDE



AI tools and capabilities at UCT

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UNIVERSITY OF CAPE TOWN
IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD
CENTRE FOR HIGHER EDUCATION DEVELOPMENT

Centre for Innovation in Learning & Teaching

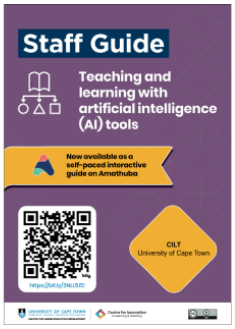
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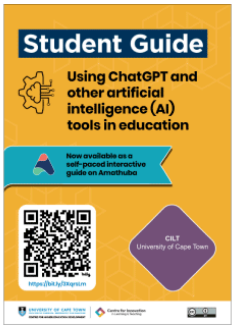
Welcome

This guide is part of a series produced by the Centre for Innovation in Learning and Teaching (CILT) at the University of Cape Town aimed at supporting the responsible, ethical use of AI in higher education.

View other CILT guides in this series:











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Introduction

UCT is committed to providing an enabling environment and systematic approaches to shape and support staff and students in responsible and ethical use of Generative Artificial Intelligence as outlined in the UCT AI in Education Framework. The University of Cape Town supports various Generative artificial intelligence (AI) tools and capabilities to enhance teaching, learning, and administrative processes. This document provides an overview of AI tools available to UCT staff and students with UCT authentication.

This guide describes AI capabilities integrated into Amathuba (our learning management system), Microsoft AI tools available to UCT staff and students, Google AI offerings for students, and other supported tools with AI capabilities and their features. All tools listed require UCT credentials for access and benefit from enterprise-level data protection. Users must adhere to UCT's academic integrity policies when using AI tools. This document is reviewed and updated monthly to reflect new capabilities and changes.



Risks and Ethics of using genAI in education

While genAI can help you with your learning or preparing for an assignment, its outputs may contain errors and biases. Here are some risks associated with using genAI tools:

- **Inaccuracies in data fed:** While genAI outputs may come across as reliable and convincing, its responses are based on next word predictions. The software has no real understanding, and no capacity to distinguish right from wrong, or correct from incorrect. genAI has the capacity to 'hallucinate' and produce misinformation. It is important to evaluate and verify the responses and not take the information generated as given. Read more about why ChatGPT produces inaccuracies.

- **Built-in biases**: AI is trained off data sets which contain implicit/indirect and explicit/direct biases, including overlooking local knowledge, lack of cultural diversity, dominance of Western influential knowledge; baked in racism, sexism, and other undesirable values (read more about bias and fairness in AI systems). genAI tools follow the 'garbage-in-garbage out' principle, meaning if the data it has been fed is biased, then its responses will reflect that bias. You need to be aware of the potential bias in outputs and critically evaluate the information it produces. There have also been allegations of unfair/ exploitative labour practices in the training of AI.

- **Relevance of data fed:** The data used to train models may not have the latest information or developments in a field or topic. When using a genAI tool, you should double-check its outputs and consult sources to ensure that the information provided is up-to-date and relevant.

- **Dependence/Overreliance:** Assignments serve the purpose of helping us learn and practice skills that we will need in society. While genAI can help automate some tasks, it is important that you do not become overly reliant on it so that it hinders your ability to craft and think critically for yourself. Research suggests that being too reliant on ChatGPT or another tool can lead to loss of some important cognitive skills and prime us to think in a certain way. You can

read more about how ChatGPT can homogenise our lives.

- **Data security:** Never share personal information. Review the terms of use, and make use of the most secure settings which don't allow your data to be used for training. Making use of Copilot chat via your UCT Microsoft account offers some level of data security, provided you log on with your UCT username and password and associated verification.

In the UCT environment, ICTS have summarised the following security and governance issues relating to GenAI tools for university work. Three examples are considered.

	Microsoft 365 Copilot (under UCT agreement)	Gemini for Education (under UCT agreement)	Consumer / free plans
Data stays in tenant boundary	Yes - processed inside the Microsoft 365 service boundary	Yes - inside Google Workspace for Education	No - public consumer service
Used to train models	No	No	Often yes unless opted out
POPIA alignment	Supported via Microsoft DPA and contractual terms	Supported via Google DPA	No institutional agreement - unsuitable for personal information
Admin controls	Full: Entra ID, Purview, sensitivity labels, policy	Workspace Admin console controls	None - user-managed
Audit logs	Purview audit log, eDiscovery, retention	Workspace audit logs and Vault	None
Data residency	South Africa region set as location for M365 workloads	Google Education Fundamentals does not allow one to select a data region. Data stored and processed in EU or US	No residency guarantee

Now that you know how genAI tools generate outputs and the risks and ethical considerations associated with them, let's look some of the tools that you have access to at UCT.

Microsoft AI Capabilities

The Microsoft Campus Agreement (MCA) is a site licence designed to offer higher education institutions the easiest and most cost-effective way of using Microsoft software. This access now includes specific AI-enhanced capabilities.

Microsoft Copilot chat

Microsoft Copilot365

Microsoft Teams Premium

Microsoft Copilot chat

UCT staff and students have access to Microsoft Copilot chat. It provides secure, enterprise-grade AI chat powered by Microsoft-hosted large language models. Microsoft does not specify individual model versions, but continuously updates the underlying models.

It offers many common AI assistance features (such as drafting, summarisation, and idea generation) that are available in paid consumer AI tools, while prioritising institutional security and governance.

The key difference between Copilot Chat and other AI technologies (i.e., DeepSeek, Gemini, ChatGPT), is that your data is protected and secure, thanks to Microsoft's Enterprise Data Protection. The information you input will only be visible to you, and no one else internal or external to UCT, provided you're signed in with your UCT account. Using UCT's additional authentication measures, single sign-on and multi-factor authentication, additional levels of security are added to further secure your Copilot Chat experience.

Students can use Copilot for research assistance, writing support including drafting, editing, and improving written work, generating study tools such as summaries, flashcards, and study guides, organising tasks and collaborating effectively, and creating content through file upload and image generation features.

When accessing Copilot with UCT credentials, your data is protected under enterprise security policies. Information is not used to train public AI models, and the service complies with institutional data governance standards. To access Copilot, sign in to any Microsoft 365 app with your UCT credentials, look for the Copilot icon in the application toolbar, and click to activate and start interacting with Copilot.

For more information: Microsoft Copilot Chat | Information and Communication Technology Services

Microsoft 365 Copilot

Microsoft Copilot is an AI-powered assistant integrated across Microsoft 365 applications that provides AI-powered experiences built for teaching and learning.

For staff, Copilot can streamline lesson planning and curriculum development, help draft emails, announcements, and feedback more efficiently, automate routine documentation and reporting, generate teaching materials, presentations, and worksheets, and summarise student performance data and trends. The tool integrates seamlessly across the Microsoft 365 suite, appearing in Word, PowerPoint, Excel, Outlook, Teams, and OneNote.

Microsoft Teams Premium

It is possible to pay for an additional licence for enhanced functionality in MS Teams meetings. This includes minutes, summaries and tasks compiled from meeting records. For details and to apply for a licence through ICTS, see Microsoft Teams Premium enhances your meeting experience | Information and Communication Technology Services.

Google AI Capabilities

Google Workspace for Education is available to UCT staff and students. It includes **Gemini AI capabilities** to improve productivity and learning. These AI features are in core applications like Gmail, Docs, Slides, and Sheets.

Key AI Features

Staff and students can use Gemini in a secure environment. Their data is not used to train Google's public AI models.

- **Writing Assistance:** Improve writing in Gmail and Docs. Users can generate content, such as email drafts and blog posts, from prompts. The tone, length, and style can then be refined.
- **Summarisation and Insights:** Get the main points from email threads, documents, or PDFs without leaving the application. This is also available in the side panel across Drive, Docs, and Gmail.
- **Data Organisation:** In Google Sheets, Gemini can help organise data and generate tables. "Enhanced Smart Fill" can predict and automate data entry, improving accuracy.
- **Creative Visuals:** Generate images for presentations in Google Slides from text prompts.
- **Research & Learning:** Students can explore topics and brainstorm ideas. UCT promotes the development of critical AI literacies to guide ethical use.

Gemini Chat App

This app is an AI assistant for general tasks:

- **Access**: Chat with Gemini at gemini.google.com or via the mobile app.
- **Capabilities**: It can brainstorm ideas, provide quick answers, summarise topics, and draft content.
- **Data Protection**: When signed in with a UCT account, interactions are covered by enterprise-grade data protection. This ensures privacy and compliance.

NotebookLM

NotebookLM is an AI-powered research and writing assistant. It uses the sources provided, which is ideal for academic work:

Access: Access NotebookLM at notebooklm.google.com.

Key Features:

- **Grounded AI**: Upload documents, such as lecture notes, research papers, or course readings. The AI then uses only these sources to provide summaries, answer questions, and generate new content.
- **Learning Acceleration**: Generate real-time summaries, create discussion questions, and produce quizzes based on uploaded materials.
- **Audio Overviews**: Generate audio summaries of notes.
- **Sharing and Collaboration**: Create shared notebooks within UCT for group projects and knowledge sharing.
- **Data Protection**: Uploaded sources, queries, and AI responses in NotebookLM are not human-reviewed or used to train AI models when using a UCT account.

AI Tools on Amathuba

Amathuba incorporates several AI-and machine learning powered tools through D2L Lumi. These tools are designed to support both teaching staff and students. When content is generated using these AI tools, an icon appears indicating that the content was AI-generated. This icon is visible to Lecturers and Designers but not to students.

Feature	Description
Lumi pro	autogenerates feedback on quizzes
Lumi question	autogenerates quiz questions
Lumi idea	autogenerates discussions, prompts
Lumi outcome	suggests links between outcomes and assignments
Lumi content	generates new units on Amathuba from your documents
Lumi summary	autogenerates summaries from content items
Lumi tutor	24/7 chat support for students using your course content
Lumi feedback	autogenerated feedback on student assignments using rubrics
Lumi chat	Chat feature than answers questions on Amathuba platform

Lumi Pro Features for Teaching Staff

Quizzes: Study Support

Key Features:

- Automatically generates feedback recommending specific Content Items for revision
- Feedback is based on which questions students answered incorrectly
- Works with quizzes containing 1-20 questions
- Each submission receives unique, tailored feedback

Note: This function is optimised for use with the Learning Outcomes function which is not commonly utilised in UCT courses. Click on this link to learn more about Learning Outcomes.

Lumi Question

Lumi Question allows the AI generation of question library questions for use in quizzes and surveys. After navigating to the appropriate section in your course, you can access this feature to create questions automatically based on course content. These generated questions can be used across multiple assessments and support various question types. The feature helps streamline quiz creation while maintaining alignment with course materials.

Click here for more information.

Lumi Idea

Key Features:

- Creates Question Library items from course content
- Supports various question types
- Questions can be used in Quizzes and Surveys

Access: From the Content tool, navigate to the Quiz creation interface

More Information: All About Amathuba - Discussions

Lumi Outcome

Key Features:

- Analyses assignment instructional text
- Suggests relevant Learning Outcomes from the course
- Helps maintain curriculum alignment

Lumi Outcome provides suggestions for linking learning outcomes with assignments. After creating a new assignment and adding instructional text in the description field, lecturers can click the 'Outcomes' button under the title field to link the assignment to already-existing learning outcomes. Lecturers can also request the AI function to suggest learning outcomes based on the Assignment instructional text, in which case the platform will scan the course's list of existing Learning Outcomes and suggest which might apply to this Assignment.

Note: This function is optimised for use with the Learning Outcomes function which is not commonly utilised in UCT courses.

Click here for more information.

Lumi Content

This allows you to generate content from either the units of your course or from a specific nested content module within the lessons.

Key Features:

- Creates Units from DOCX or PPTX files (under 25 MB)
- For DOCX files: Content is copied as-is and divided into separate pages.
- For PPTX files: Content is adapted for the Brightspace platform structure
- Ability to select standard UCT templates for Pages
- AI-generated indicator visible to staff (not students)

Lumi Summary

Key Features:

- Auto-generates summaries from Content Items within a Unit, Lesson, or Folder
- Can include: Pages, non-PDF files, Media Library videos with transcripts, linked Assignments, Discussions, or Quizzes
- Generates three summary versions for selection
- Summary text appears as plain text and is manually editable
- AI-generated indicator visible to staff (not students)

Lumi Tutor

Lumi Tutor is a chatbot system internal to a course site that draws from selected UCT resources, Brightspace guides and course materials to answer student queries. The system provides 24/7 support for students by accessing relevant course content and institutional resources to respond to questions about course topics, deadlines, and procedures.

Key Features:

- Draws from selected UCT resources, Amathuba guides, and course materials
- Provides 24/7 support for student questions
- Tailored to each course's specific content

Knowledge Sources:

- Course Content Items (Pages, documents, videos with transcripts)
- Selected UCT resources
- Brightspace documentation

Lumi Feedback

Lumi Feedback is an additional grading feature for assignments that use rubrics, auto-generating feedback based on the existing rubric. This tool is available to lecturers and tutors and helps streamline the feedback process while maintaining consistency across student submissions. The AI analyses the rubric criteria and the student's work to generate personalised feedback that aligns with the assessment standards.

More Information: Learnwise.ai D2L Lumi Documentation



Other UCT-Supported AI Tools

Padlet with AI Capabilities

Padlet is a collaborative digital canvas platform that UCT supports for teaching and learning. It includes built-in AI features to enhance collaboration and creativity. The AI Writing Assistant can help generate ideas for posts, improve writing clarity and grammar, expand on brief thoughts, and summarize longer content. AI Moderation provides automatic content flagging, spam detection, and inappropriate content identification. Smart Organisation features include automatic categorization of posts, suggested groupings and connections, and pattern recognition in collaborative work.

Faculty and students can access Padlet through UCT's institutional license . Contact CILT for access details and training. In education, Padlet is particularly useful for collaborative brainstorming sessions, peer feedback and review, project planning and organization, portfolio creation, and class discussions and debates.

Wooclap with AI Capabilities

Wooclap's AI tools primarily focus on rapidly generating interactive questions and activities for educators and trainers, turning content (text, video, links) into ready-to-use polls, quizzes (MCQs, fill-in-the-blanks, matching), and brainstorming prompts.

Key AI-Powered Features

- AI Question Builder**:** Upload documents or paste content (topics, links) and the AI generates diverse question types in seconds.
- Content Conversion**:** Transforms lesson materials into interactive elements like live polls, quizzes, and surveys.
- Multilingual Support**:** Generates questions in different languages based on the input content.
- Variety of Question Types**:** Creates multiple choice, open-ended, fill-in-the-blanks, and matching quizzes, notes Wooclap blog.
- Brainstorming Facilitation**:** Helps create engaging prompts for creative sessions and teamwork.

Click here for more information.