

AI AT THE UNIVERSITY OF MICHIGAN

SMARTER SERVICES, STRONGER CAMPUS



About Us

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Service Description

The ITS Emerging Technologies team delivers innovative Generative AI services that transform how the U-M community works, learns, and connects. Our tools provide automation, efficiency, and new opportunities for creativity and problem-solving across campus.

Impact, Platform, and Scale

Building Michigan's Secure AI Ecosystem

- Expanded U-M GPT with access to the latest-generation models, image generation, advanced file handling, and expanded model access
- Approved U-M GPT, Maizey, and GPT Toolkit for PHI use at Michigan Medicine
- Delivered private-by-design AI services that protect institutional data
- Expanded accessibility-compliant AI services across the university

Introducing Agentic AI at U-M

- Launched AI Workflows to automate multi-step operational processes
- Enabled AI systems to gather information and trigger actions with human review
- Introduced Claude Code through the U-M GPT Toolkit for secure AI-assisted software development
- Expanded AI from content generation into action-oriented systems

AI Adoption at University Scale

- 3,000+ faculty & staff engaged through AI workshops
- 1,500+ workshop participants
- 60+ AI engagements delivered
- 500+ courses referencing generative AI
- High-demand Dev Day AI sessions reached capacity

