

Slide 1: AI and the Imago Dei

(Script Focus: Setting the Tone and Thematic Framework)

"Good morning/afternoon, everyone. It's a privilege to be here today.

We are going to start our showcase not with technology, but with a foundational truth. This is the scripture that grounds this entire event. As we explore new systems, processes, and innovations, this verse from Psalm 8 reminds us of our purpose.

We are created in the image of God—the *Imago Dei*—crowned with glory and honor. We are the rulers over the works of God's hands. In the context of this event, that means that AI, our new CRM, and all the services we provide are not just about efficiency or data; they are tools that should serve people.

We are here to discuss how we can use these tools to better care for the 'mankind' God is mindful of—our students, faculty, and staff. Our goal is to ensure that as we embrace innovation, we do so with a deep respect for the human beings we are called to serve."

Slide 2: Panelists

(Script Focus: Setting the Stage and Introducing the Team)

"This brings us to our incredible panel of experts who are leading these initiatives across campus. These are the people who are actively shaping the student experience and the financial and administrative structures of our university.

Please take a moment to look at their names and titles. Today we have with us:

- **Hectmarie Cruz-Peña**, from Marketing & Enrollment.
- **Darcy De Leon**, from Human Resources.
- **Sam Kann**, from Information Technology Services.
- **Fares Magesa**, from Student Financial Services.
- **Valencia Mawuntu**, from Financial Administration.
- And **Robert Myaing**, from Graduate Enrollment.

We will be hearing from several of them throughout the presentation. Please feel free to ask them questions at the end, as they represent a powerful combination of the innovation and service culture we are building."

Slide 3: Our Values

(Script Focus: The 'Why' Behind Everything We Do)

"The technology and structures we are showing you today are only as good as the values that drive them. This slide represents the core principles that underpin our work at Andrews University.

At the heart of everything we do is **compassion**. We build trust through **transparency** and are guided by **integrity**. We lead with **humility**, understanding that we don't have all the answers.

Our commitment to **wellbeing** ensures our campus community can thrive, and our passion for **justice** means we champion fairness and equity in every decision.

Finally, and importantly for today, we **embrace innovation**.

As you look at this slide, think of it as our cultural roadmap. As we discuss the CRM, financial restructuring, and new AI tools, we must ask ourselves: 'Are we upholding these values in the way we implement these changes?' This is what makes our service exceptional."

Slide 4: Service Standards

(Script Focus: Defining the 'How' of Service)

"Building on our values, this slide gets specific about our service standards. These are the metrics by which we measure our success and the experience we promise to deliver to every student and colleague.

We want to be known for being:

- **Knowledgeable, Thorough, Clear, Accurate, and Transparent.** That's our approach to providing Information.
- We value **Efficiency and Accessibility**, aiming for a two-business-day response time.
- In our interactions, we will always be **Empathetic, Sympathetic, Calm, and Pleasant.**
- And the overall **Treatment** you receive will be **Friendly, Professional, and Patient.**

These are not just buzzwords. These are our commitments to each other and to our students. As we implement new systems like the greymatter CRM, these standards guide how we use it to communicate and serve."

Slide 49: The 'Contact' Slide

(Script Focus: Taking Questions and Transitioning to the Next Topic)

"As we move forward with these exciting changes, clear communication is key. To ensure we are all connected and can easily access the right resources, the ITS and Financial Administration teams are developing some new tools.

First, we're working on a **Responsive Calendar**—a dynamic tool to help you track important deadlines and events across departments.

Second, we have the **Referral Guide**. This is a crucial resource that helps us answer the question, 'Who do I send this student to for this specific need?' It ensures we get our students to the right person quickly, every time.

These guides will be invaluable as we all adopt the new organizational structure and systems."

(Transition to Questions/Next Speaker)

"Now, with these values, tools, and service standards in mind, I'd like to open the floor for any questions before we dive deeper into the specifics of the CRM and the Academic Restructure."

Final Tip for Presenting:

- **Slide 1:** Take a breath here. It's a powerful message. Pause after you read the scripture to let it sink in.
- **Slide 4:** You can point to the words on the screen as you read them to add emphasis.
- **Slide 49:** This is a good place to ask the audience "Did you find the Referral Guide useful in the past?" to get them engaged.