Guidance for Employees

Using Generative AI to produce meeting minutes

Meetings that take place over Teams or Zoom, even if they are recorded, can require significant work to produce minutes, action items and other output documents. University employees should be aware of some recommended practices around the use of Generative AI (Gen AI) for these purposes. It is best to advise others in attendance in advance that Gen AI will be used in preparing meeting summaries/minutes.

Using Generative AI for meeting summaries can be incredibly efficient, but it does come with some privacy risks that are worth considering[1]:

1. **Confidentiality Concerns:** AI-generated summaries might inadvertently include sensitive or confidential information that shouldn't be shared with all participants. This could lead to breaches of trust or even legal issues.

2. **Contextual Misinterpretation:** AI may lack the nuanced understanding of discussions, which could result in summaries that misrepresent or oversimplify the actual conversation.

3. **Lack of Human Oversight:** Relying solely on AI can eliminate the critical human review needed to ensure accuracy and appropriateness. This could lead to errors or the inclusion of inappropriate content.

4. **Legal and Ethical Implications:** Sharing sensitive information without proper vetting can lead to legal liabilities and ethical breaches.

Best Practices:

- **Protect confidential information**

- **Review and check AI-produced content**

- **Follow existing policies**

- **Contact Information Services (IS) before procuring new stand-alone AI tools**

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[1] From https://icma.org/article/unintended-consequences-automated-ai-generated-meeting-summaries

Appropriate Uses of Generative AI

- **Drafting and Editing**: Create meeting outlines, speaking notes, meeting minutes, and other written materials.

- **Language Support**: Edit documents for plain and inclusive language and prepare draft translations of internal documents (only where you have the ability to double-check these translations for accuracy).

- **Brainstorming**: Generate lists of sources, and brainstorm creative ideas.

- **Documentation Support**: Summarize and analyze documents, articles, and meeting transcripts.

Inappropriate Uses of Generative AI

- Generating harmful, illegal, or unethical content.

- Providing legal or policy advice.

- Fact-checking or making critical business decisions.

- Creating deceptive or misleading material.

- Processing confidential, sensitive or personal information on public tools.

General tips[2]

- AI makes mistakes, so always check and double check the output.

- You may have to experiment with different ways of asking your selected GenAI tool of choice to generate what you are looking for; if at first it doesn't give you a proper output, try again with a different prompt.

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[2] Taken from guidance provided by University of Toronto Information Services, "Using artificial intelligence to help manage your meeting minutes", https://its.utoronto.ca/manage-minutes-with-ai/.

- Sometimes a transcript is too long, and GenAI will give up after generating only a partial summary; consider splitting up the transcript into smaller, meaningful chunks.

- Sometimes you may have to manually edit the raw transcript to produce a better result; for example, manually adding heading sections in the transcript at logical junctures in the conversation can produce a better set of minutes.

- Many meetings also have a text chat going on at the same time. Those contributions are not included by default into the transcript. For more fulsome summaries and minutes, you may want to try combining the sidebar chat into the transcript, for example, either at the end, or at logical points in the conversation. Trial and error will help you determine the best method for your particular needs.

Additional Tips

- **Use Work Email**: Register and use generative AI tools with your work email address.

- **Critical Thinking**: Always apply your judgment and expertise when using AI-generated content.

- **Transparency**: Indicate when GenAI has been used in your work. Inform your supervisor or manager about your GenAI usage.

- **Education**: Continuously learn about generative AI's strengths, weaknesses, and risks. Take relevant courses and read up-to-date articles.

For more information, please refer to the [University's policies](#).

This content was partially generated through prompt/response interactions with M365 CoPilot and through review of [Harvard University's AI Guidelines](#)