

## Summary and Findings

This document summarizes the findings from UW-IT and UW Medicine's pilot program with 200 Microsoft Copilot users.

In spring 2024, UW-IT and UW Medicine launched a pilot program for Microsoft 365 Copilot, an AI assistant that helps users write, design, search, and summarize across Microsoft apps.

The team hosted two Microsoft-led "Prompt-A-Thons," reviewed 425 user tests, and gathered feedback from surveys and focus groups to understand how users engage with Copilot and what challenges they face.

Users reported saving time on tasks when using Copilot, but many relied on trial-and-error and outside resources to learn the tool, revealing a need for better learning support. The project team also identified risks like data oversharing that must be mitigated before a broader rollout.

Guided by these findings and insights from Microsoft and Gartner, the team developed recommendations for a safe and successful implementation of this AI technology across UW's campuses.

Learn more in the [full Copilot report](#).



## Recommendations

- Make Copilot broadly available.
- Mature security, privacy, and data governance controls.
- Support user adoption and AI education.
- Provide operational support through existing UW-IT resources.

