

Pilot for Microsoft 365 Copilot

Outcomes

04-07-2025

Sections

Pilot Overview

Participants

Observations

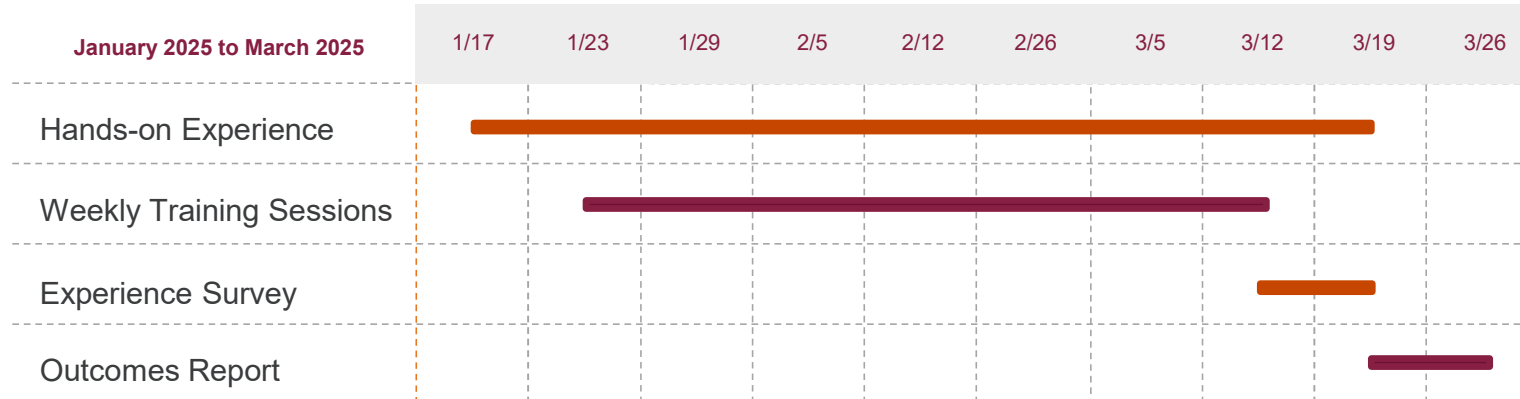
Outcomes

Pilot Overview

Approach

Purpose	Scope	Insight Gathering
<ul style="list-style-type: none">• Provide faculty and staff with access to M365 Copilot for their daily work• Evaluate M365 Copilot use cases• Assess the benefits and limitations of the product	<ul style="list-style-type: none">• 177 faculty and staff volunteers• Six instructor-led training sessions• 38 workdays using M365 Copilot• Provided a Microsoft Teams channel for collaboration and feedback	<ul style="list-style-type: none">• Pre-pilot survey• Short polls during training• Viva Insights• Post pilot survey

Timeline



Participants

Participants

Pre-Pilot Survey Results



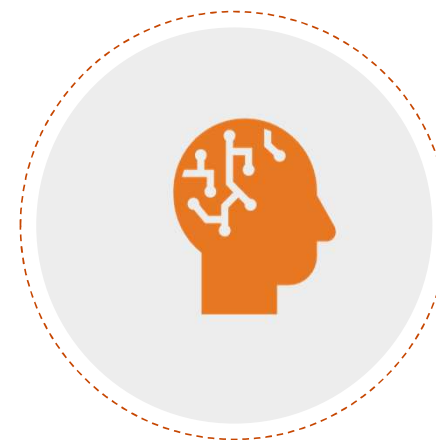
177 Faculty & Staff

72% Faculty
28% Staff



3 Core Areas of Focus

Respondents could choose more than one:
88% Administrative/Operations
41% Teaching & Learning
42% Research

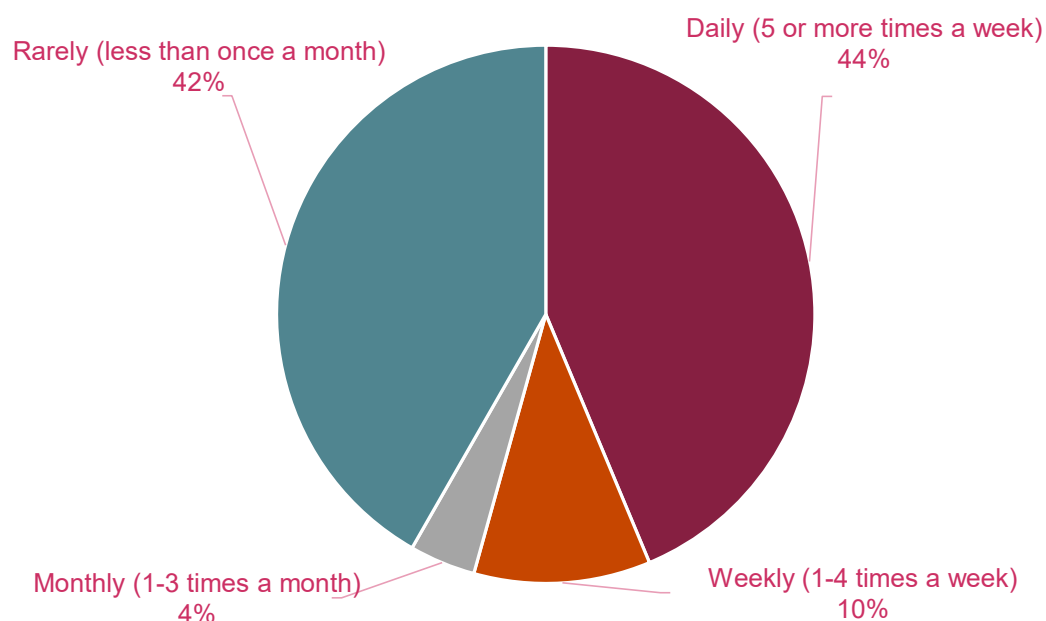


Used GenAI before

85% Yes
15% No

Participants

Pre-Pilot Survey Results



How frequently do you use generative AI tools?

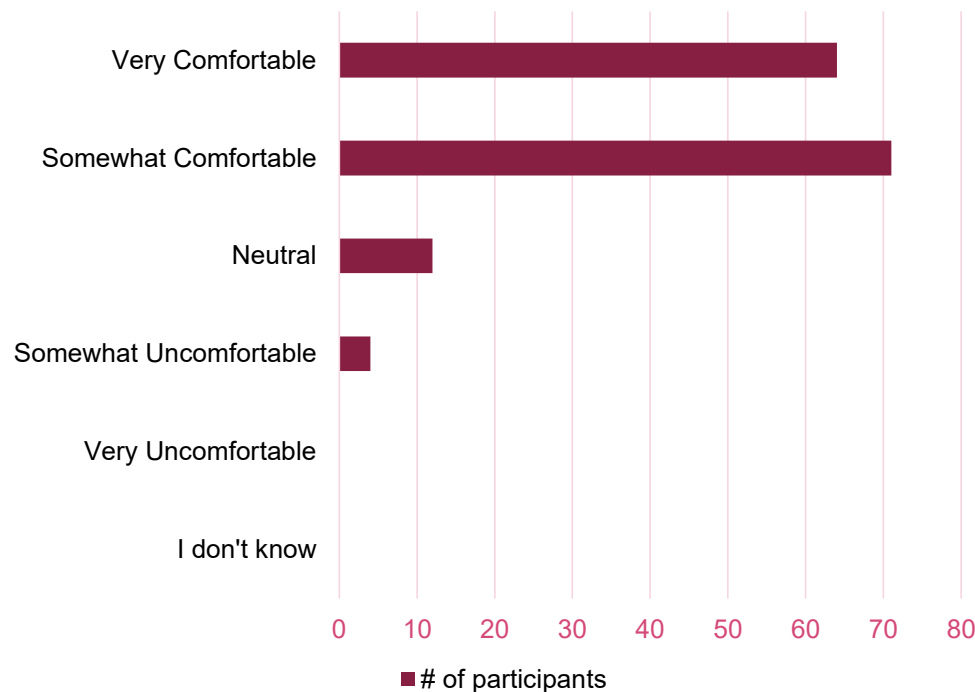
More than half of the participants use tools either daily or weekly.

Tools included

- ChatGPT
- Copilot
- Scite
- ChatPDF
- Elicit
- Claude
- Gemini

Participants

Pre-Pilot Survey Results



Rate your current comfort level with using generative AI tools.

Most of the participants using GenAI at the start of the pilot felt somewhat comfortable or very comfortable with the technology.

Use cases included

- researching topics
- summarizing information
- drafting content
- capturing meeting notes
- brainstorming ideas
- assisting with coding

Participants

Pre-Pilot Survey Results

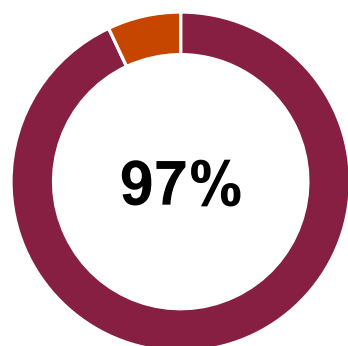
Gen AI will help me with...

High Agreement (> 75% agreement)	Moderate Agreement (50% to 75% agreement)	Low Agreement (< 50% agreement)
<ul style="list-style-type: none"> Summarize long documents Save time summarizing meeting notes Save time drafting content Synthesize complex information Brainstorm ideas Learn new topics or subjects Analyze data Adjust the tone and professionalism of my communications Partially automate repetitive tasks 	<ul style="list-style-type: none"> Improve the quality of the content I produce Stay more aware of important emails, chats, and tasks Problem-solving Create visuals and images 	<ul style="list-style-type: none"> Fully automate repetitive tasks Collaborate with others Translate and express ideas in other languages Make decisions

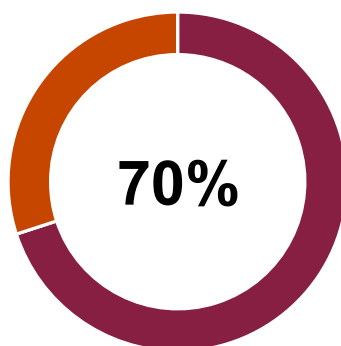
Observations

Pilot Participation

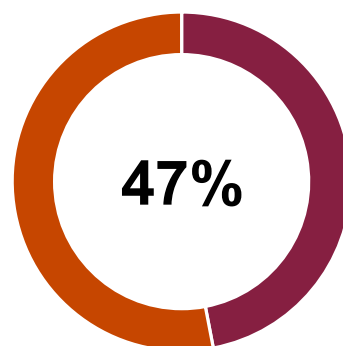
Based on M365 data for the 177 pilot participants



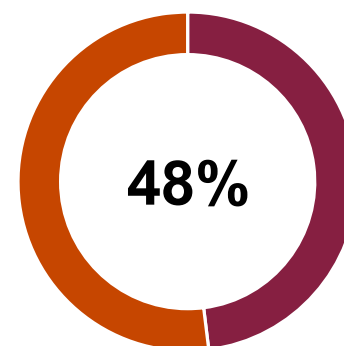
Participants used
Copilot during the pilot



Attended Art of the
Possible Kickoff Meeting



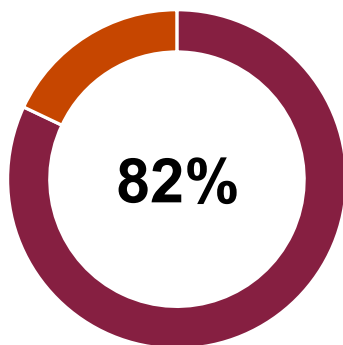
Average Attendance of
Weekly Training Sessions



Responded to the closing
experience survey
(85 participants)

How often did you use Copilot?

Based on the 85 respondents to the closing survey



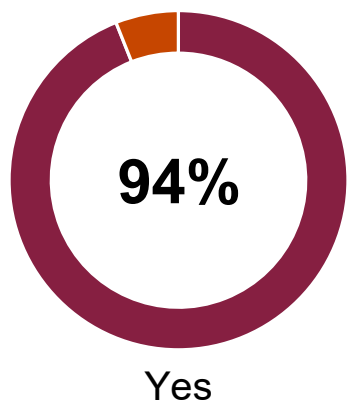
Used Copilot Daily

Survey Results

Daily (4 or more times)	24
Daily (2 - 4 times)	33
Daily (once)	13
Weekly (every 2 days)	8
Weekly (every 3 - 4 days)	4
Weekly (every 5 or more days)	3

Does Copilot save time?

Based on the 85 respondents to the closing survey



38 mins
Average daily
time savings

Extrapolated time savings if used daily

Work Week	3 hours 10 mins
Work Quarter	1 day 17 hours 10 mins
Work Year	6 days 20 hours 40 mins

Does Copilot help with...

Based on the 85 respondents to the closing survey

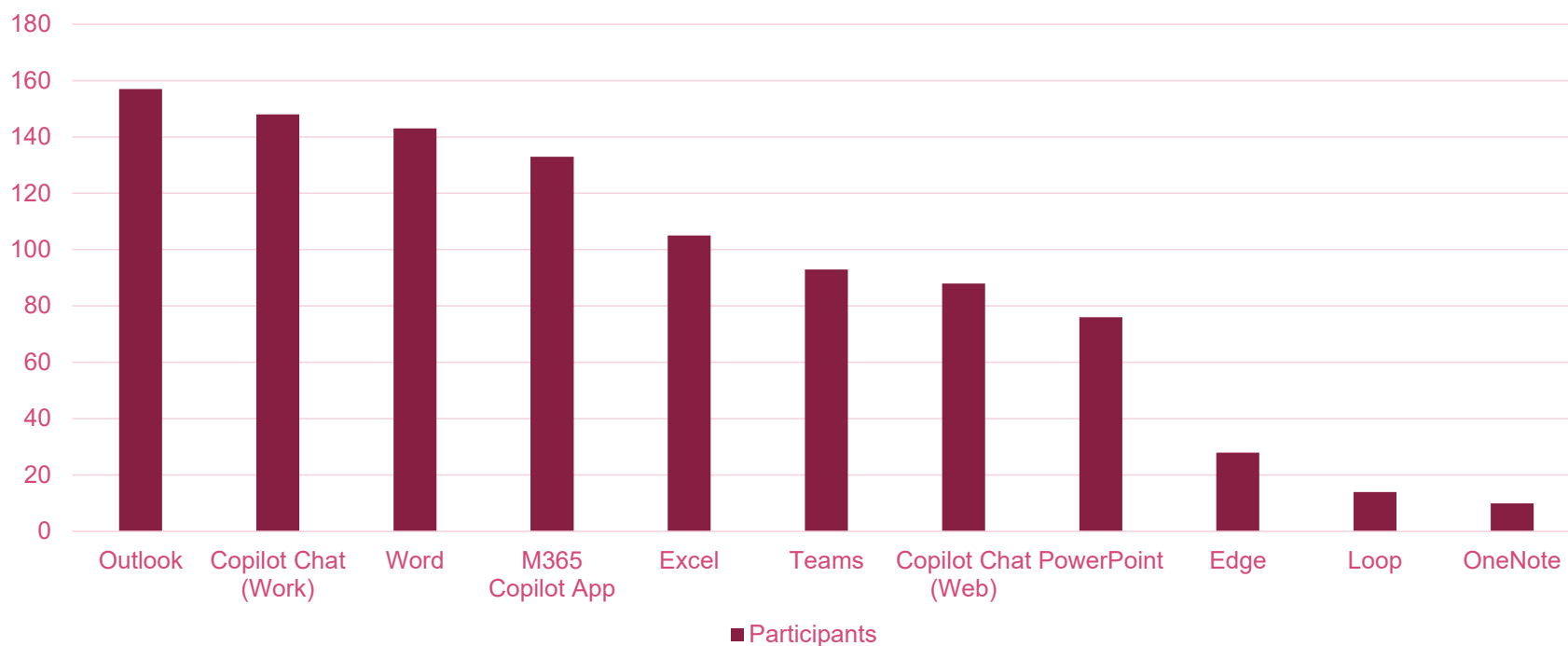
High Agreement (> 75% agreement)	Moderate Agreement (50% to 75% agreement)	Low Agreement (< 50% agreement)
<ul style="list-style-type: none"> Summarize long documents Save time summarizing meeting notes Save time drafting content Synthesize complex information Brainstorm ideas Learn new topics or subjects 	<ul style="list-style-type: none"> Improve the quality of the content I produce Stay more aware of important emails, chats, and tasks Problem-solving Create visuals and images Partially automate repetitive tasks ▼23% Adjust the tone and professionalism of my communications Analyze data ▼14% 	<ul style="list-style-type: none"> Fully automate repetitive tasks ▼22% Collaborate with others Translate and express ideas in other languages ▼26% Make decisions

The items shown in bold represent tasks where the respondents reported a significant drop in Copilot’s ability to handle specific tasks as compared to their pre-pilot GenAI expectations. The percentages are the degree of the drop between the pre- and post pilot surveys.

Copilot usage by app

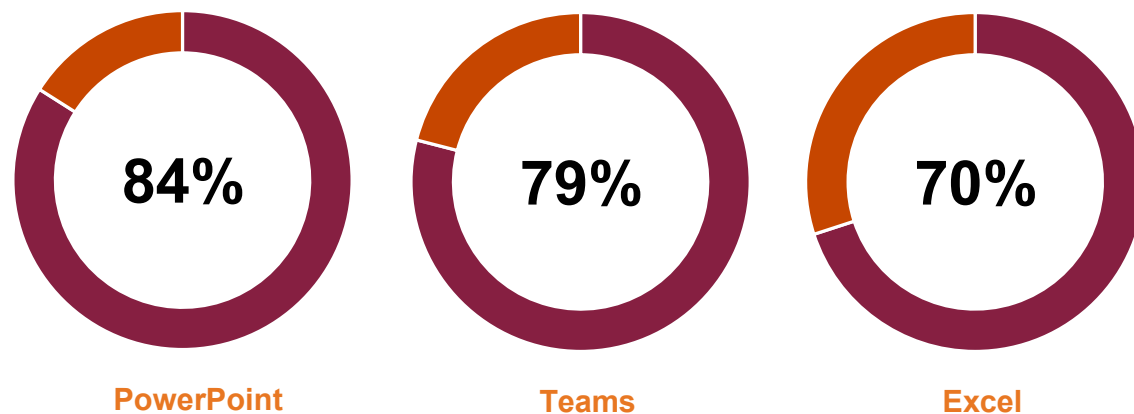
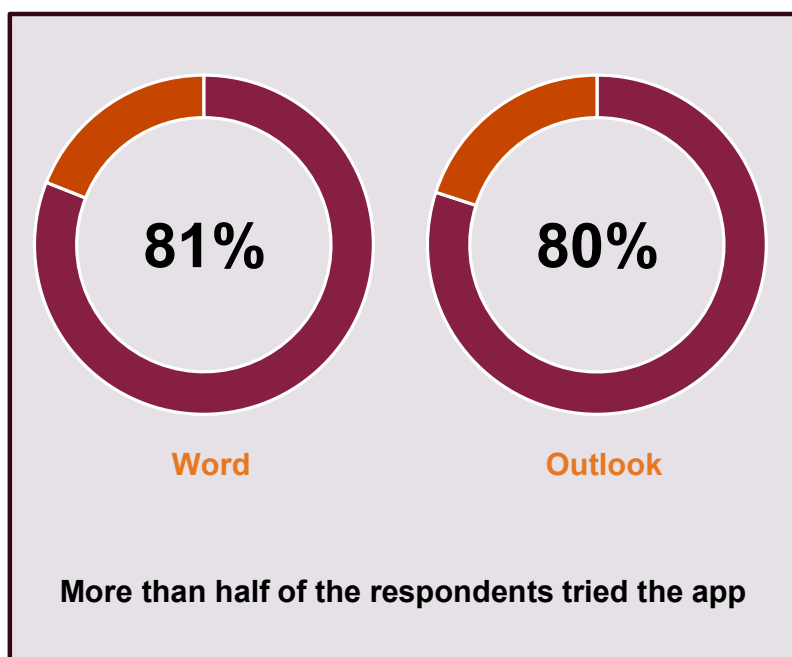
Based on M365 data for the 177 pilot participants

The number of participants that used Copilot within each app.



Copilot in M365 apps satisfaction

Based on the 85 respondents to the closing survey



Less than half of the respondents tried the app

Top use cases of Copilot by app

Based on satisfaction scores from the closing survey

Outlook	Word	Excel	Teams	PowerPoint
Summarizing Email Threads	Re-writing existing content	Providing Excel assistance as you work	Generating Meeting Notes	Drafting new content
Drafting Emails	Summarizing information	Analyzing Data	Rewriting existing message	Visualizing content
Coaching on email tone and clarity	Drafting new content	Generating Reports	Re-capping in-progress meetings	Summarizing information

Top use cases of Copilot

Based on feedback from the closing survey

Email support and document summarization were the most popular responses.

"I used it to summarize daily emails, build task lists, create approval flows, and search for documents/emails/Teams."

"I had the best experience and results when I provided Copilot with a starting document or directly provided content rather than asking the tool to find that content or using the attach option in the prompt field. I also had great success with asking the tool to build initial versions of presentations using outlines that I drafted. That alone saved a good amount of time per presentation (about an hour if not more)."

"The primary use cases for M365 Copilot include summarizing meeting notes, preparing agendas for upcoming meetings, and sorting through emails to identify priority tasks after returning from vacation. Additionally, I often use it to recap discussions when I'm late to meetings or when conversations become lengthy, and I start to lose focus."

Where did Copilot fall short?

Based on feedback from the closing survey

The two most frequently mentioned areas where Copilot did not meet expectations

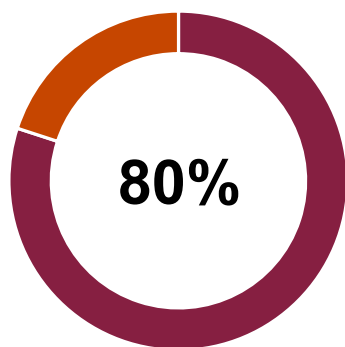
- Limitations with data analysis in Excel
- Inconsistencies with what Copilot can do within each M365 app

"I expected too much based on the Excel capabilities demonstrated by the presenter in the training, but our version of Co-Pilot wasn't able to perform the data analysis."

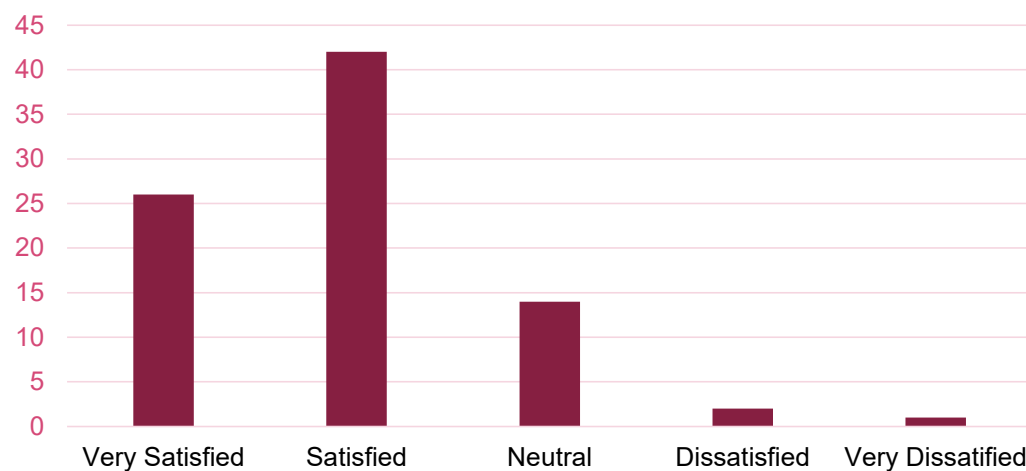
"It was sometimes hard with trial and error to determine which CoPilot [to] use. It was more complex because of the different MS Office Platforms coupled with different CoPilot (consistency)."

Overall satisfaction with Copilot

Based on the 85 respondents to the closing survey

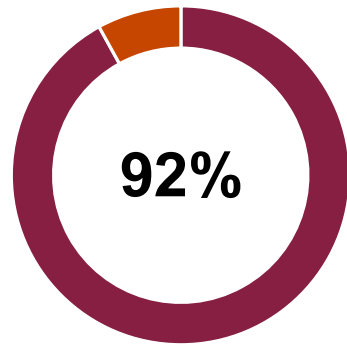


Very Satisfied or Satisfied



Would you recommend Copilot?

Based on the 85 respondents to the closing survey



Would Recommend
M365 Copilot

Reasons for recommending

- Helps me with my work
- Saves time
- Integrates with M365 apps
- Moves work towards AI

Outcomes

Lessons Learned

M365 Copilot Benefits

- Ensures Virginia Tech data remains secure within the M365 tenant, suitable for high-risk data usage.
- Aids in discovering and summarizing content within VT's M365 tenant and on the Internet.
- Surfaces all the emails, chat messages, or tasks that I need to address.
- Recaps ongoing meetings, capturing notes and action items.
- Accelerates drafting emails and creating content.
- Offers guidance on adjusting the tone and content of communications.

M365 Copilot Limitations

- The advanced data analytics feature of Copilot in Excel shows promise; however, it is not yet available in our tenant.
- Copilot agents offers automation of workflows, but the technology released in March 2025 has not been sufficiently tested by participants.
- The functionality of Copilot across M365 applications varies significantly.

Conclusion

- **You should consider it...**
If you are working in M365 on a regular basis with email and documents, then M365 Copilot will save you time and help to accelerate your work.
- **You should wait...**
If your primary focus is on the use of GenAI with data analysis, then you may want to wait until Microsoft releases that functionality to the Virginia Tech tenant.

Next Steps

M365 Copilot License Availability

- The license is available for purchase now. Visit <https://software.vt.edu> and search for “Microsoft Available Products” then select “Microsoft 365 Copilot”. Prices are prorated through August 2025.
- Pilot participants can keep their licenses until August 31, 2025.

Copilot Updates

- Collaborative Computing Solutions (CCS) will continue to monitor Copilot features and provide updates when new features release, such as Copilot in Excel Advanced Data Analytics. Microsoft is providing updates on a frequent basis.

Additional Training Opportunities

- CCS is maintaining a knowledge base article with additional Copilot training opportunities. Search for “KB0015711” at <https://4help.vt.edu>.