



Use of AI in NOKUT

NOQA 2026 – Stockholm
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Agenda

General overview of where NOKUT uses AI and for what

Overview of use of AI in different NOKUT departments

- Department of Higher Vocational Education (**"NOKI"**)
- Department of Higher Education / Evaluation and analysis (**"Thematic analysis"**)



General overview (NOKUT)

All employees have a license on MS Copilot

- Some basic training + knowledge exchange, otherwise learning-by-doing policy



Welcome to Microsoft 365 Copilot

We have some licenses for Bineric.no

- Norwegian AI platform that provides access to leading LLM through a single interface
- Focus on privacy and European data hosting



External consultants

- In addition, AI is used by external consultants for help with digital development (incl. **"NOKI"**, NOKUTs in-house developed AI solution)



"Shadow" AI?

- There is probably also some "shadow" AI, meaning other solutions are used



What is Copilot used for («daily» tasks)?

- Usage varies across NOKUT; some employees appear to use Copilot **extensively**, others only **occasionally**
- Copilot is primarily used for **everyday tasks** such as drafting and revising text, translation, summarisation, finding internal documents and information retrieval
- More **advanced features** seem to be less known (*Agent function, Notebooks, model-selection, etc.*) => need for additional training and knowledge sharing?
- NOKUT's approach: **encourage experimentation and individual learning**, rather than prescribing specific ways of “using” Copilot / AI



Welcome to Microsoft 365 Copilot

NOKI

- NOKI is a sparring partner processing accreditation applications, developed and tested for **higher vocational education**
- NOKI analyses application documents and review material against **NOKUT's requirements and regulations**; provides a structured basis that case officers can use in their assessment
 - **Initial test:** *Reviews of existing accredited higher vocational education programmes*
 - **Currently:** *Accreditation applications for higher vocational education programmes*
 - **Planned:** *Field accreditation*
- **Expansion to other NOKUT activities (from 2026/2027 onwards)**
 - *Study programme accreditation (higher education)*
 - ***Institutional reviews (higher education)***
 - *Evaluations*
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Data, privacy and technical platform

The cases are isolated

- No data is shared between cases. NOKI only sees the documents within the case being analyzed; no history from other cases or institutions "rubs" over to each other.

Not trained on NOKUT's data

- NOKI is not trained on NOKUT's documents, decisions or case history. The knowledge of the subject domain lies in the template structure and the regulations that are baked into the control questions.

Azure platform

- NOKI operates within NOKUT's infrastructure. Data is processed and stored in accordance with NOKUT's security and privacy requirements.

Traceability

- All analyses are logged with the time, template and who ran the analysis. If anyone wants access, we can provide them with data that says what NOKI has analyzed in a case.

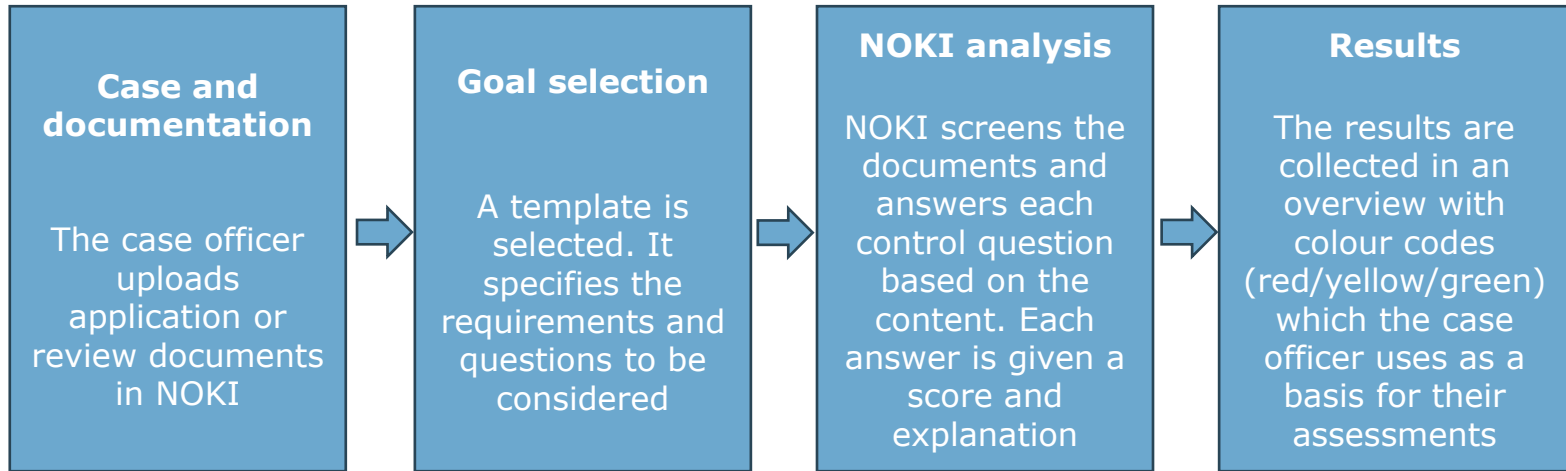
What is a «template»?

- Defines the **requirements** and **assessment questions** NOKI uses to analyse a case (*"instruction or prompt manual"*)
- Can be tailored to different **accreditation** and **review** processes
- Generates structured assessments with explanations and source references

Example from an **engineering application:**

Overall learning outcomes: *Does the overall learning outcome description demonstrate that graduates have knowledge of the concepts, theories, models, processes, and/or tools used within a specialised field of engineering?*

How does the analytic process look like?



AI-supported Thematic Analysis

AI used as a «research assistant» accross different phases of analytical process (in different reports)

- **Screening and analysis:** Use of NotebookLM to analyse 48 institutional review reports and identify cross-cutting findings from the 3rd cycle of periodic reviews
- **Problem formulation and hypothesis development:** Exploring patterns related to institutions with major deficiencies identified in institutional reviews
- **Quality assurance:** Use of AI to review and challenge draft findings and interpretations (thematic article on study programme accreditations)

! Key principle !

AI supports analysis and sense-making, while all substantive interpretations and conclusions remain the responsibility of NOKUT staff

AI-supported Thematic Analysis

- **Screening and analysis:** Use of NotebookLM to analyse 48 institutional review reports and identify cross-cutting findings from the 3rd cycle of periodic reviews
- 1. Manual / traditional analysis (Main report on periodic reviews) >>>>
- 2. AI-supported analysis (Method report)

Analytical process – initial challenges

Example abbreviations:

University of Oslo (UiO)
≠
Høgskolen i Østfold (HiØ)

Used short, specific questions → improved accuracy

Dataset too large (48 reports / ~1,800 pages) to process at once

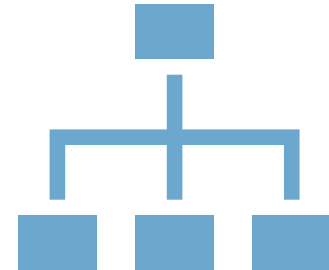
Reports not fully uniform → some variation in structure and authorship

Same info spread across multiple sections → harder to retrieve

Confusion from inconsistent naming (full name vs. abbreviation, filenames)

Analytical process – systematization of data basis

- Google recommends using NotebookLM with a moderate amount of material
- Consulted ChatGPT for strategies to support NotebookLM and improve answer quality
- Organized reports into thematic folders (Notebooks) for targeted analysis
- **Used accreditation authority as organizing principle (notebooks):**
 - **Universities**
 - **Specialized universities / accredited university colleges**
 - **University colleges without accreditation authority**



Analytical process

Support documents

- NOKUT's 2022 guidelines for systematic quality work (requirements + relevant documentation for supervision)
- Created support document with names and abbreviations of all Norwegian higher education institutions

Folder structure limited context → reduced risk of errors

Chunking: splitting large datasets into smaller, manageable units

Aim: improve model performance, not analyze at group level

Enabled comparison of findings across groups (partial answers)

Stepwise querying: per-folder results → synthesis of common challenges and patterns



Lessons learned (for our practices)

AI identified relevant information, but accuracy/efficiency depended on:

- quality and structure of the **dataset**
- clarity and precision of **prompts**
- **little/no variation** in report structure and phrasing
- **clear** templates, headings, and thematic markers

Effective use requires **method development!**

Some reflections on prompting:

• **Wording strongly affects** relevance, depth, and nuance of responses

• **Well-crafted prompts** yield deeper, more relevant insights from complex texts

• **But:** how crucial is prompt engineering still?

→ **Use AI to generate prompts!**