

EAC

Empowered Adminstrators Conference

Conference Programme

PRESENTED BY: TEBOHO SEMMELINK

Chief Operating Officer

GoDigitalSA Foundation

**Minute-Taking with AI –
Revolutionising accuracy
and efficiency**



WHO AM I?

Teboho Semmelink-Mahlaba



From: Born and grew-up pre-teens in Lesotho. High School and Varsity in Cape Town South Africa

Fun Fact about me: Old School Jammer. Authored a few published short stories

Past and Work Experience: SEMTAAK Accommodation and Projects SA Co-Founder and Director. SEMTAAK Lesotho Founder and Director. Moya Events Project Management and Marketing (EPM) Founder and MD – PCO in the MICE industry, focussed on conference and event management, for over 20 years. Work as Program Manager at loveLife (HIV & leader in Youth Health Promotion). Business Development Manager at Mashalaba HR. Franchisee Business Network South Africa Midrand

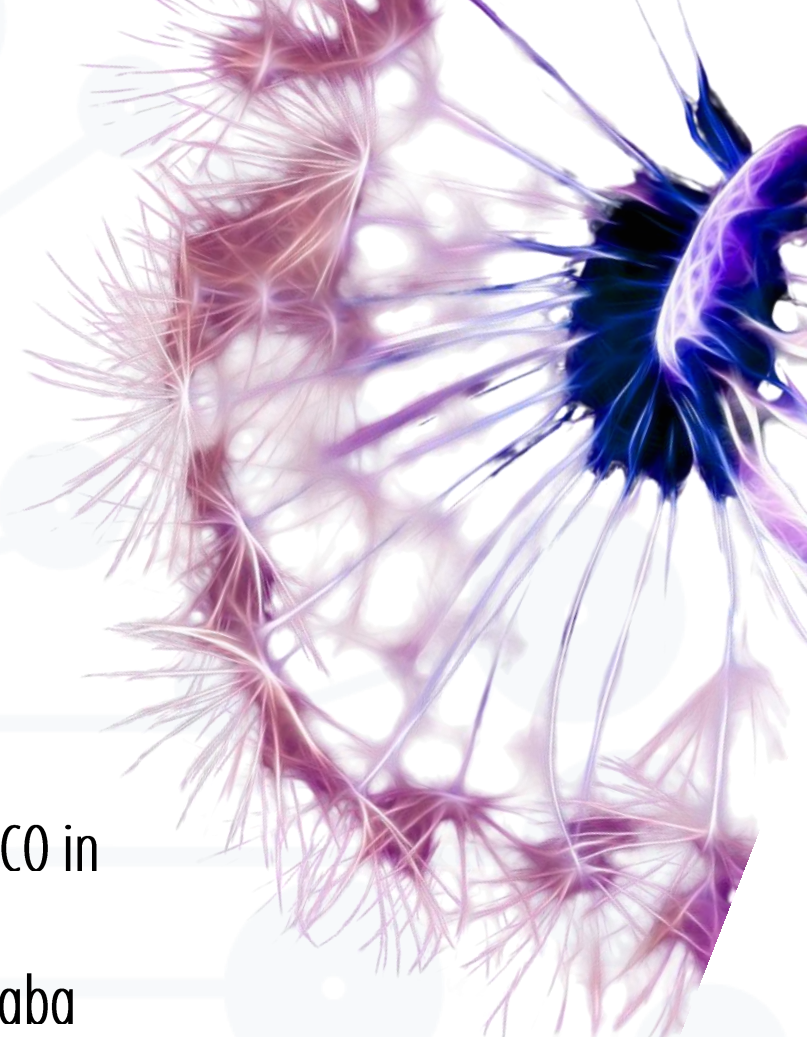
A social Entrepreneur who is passionate about the development of youth and community. With more than 10 years in youth and community development.

Junior Chamber International Senator

Current position: Chief Operating Officer (COO) & Co-Founder

Current Company/ organisation you are working for: GoDigitalSA Foundation

"KNOWLEDGE IS POWER, LOVE IS WEALTH, ATTITUDE KEEPS YOU YOUTHFUL, AND YOUR ROOTS KEEP YOU GROUNDED. FAMILY IS EVERYTHING, AND HUMANITY IS FAMILY. EMBRACE THESE VALUES, AND THROUGH FAITH IN YOUR CHOICES AND ACTIONS, BECOME A BETTER VERSION OF YOURSELF—NAVIGATING LIFE WITH STRENGTH, COMPASSION, AND GRACE."



LOOKING BACK: DESIGN YOUR DREAM OFFICE SPACE



Mbali Mkhize's Dream office, as generated via WhatsApp Meta AI Business



Zama Sishi's Dream office, as generated via WhatsApp Meta AI Business

Conclusion

Now that we have an awesome looking Office

Creating this ideal office ambiance fosters a space where employees feel motivated, focused, and comfortable, leading to improved productivity and satisfaction.

Role of Office Professionals

Office professionals play a crucial role in designing offices that foster productivity and comfort.

Principles of Office Ergonomics

By following the principles of office ergonomics, we can create workspaces that make us more productive and comfortable.

Practical Tips for Ideal Office Environments

Using practical tips, we can create ideal office environments on a tight budget.



The Brief

Artificial Intelligence (AI) is *transforming minute-taking and meeting documentation by automating the capture, summarization, and follow-up of discussions.*

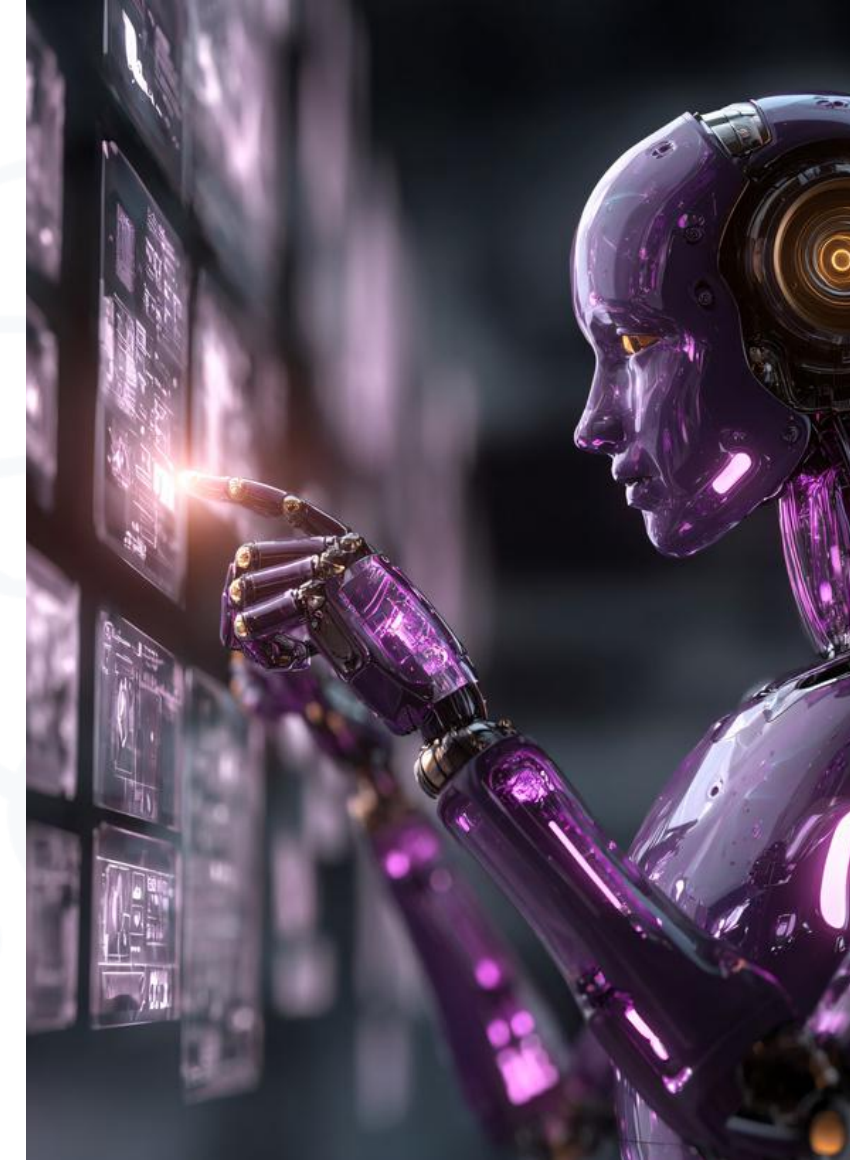
How?

Leveraging advanced AI algorithms enables:

- Accurate recording of meeting minutes
- Concise summaries of key points
- Automated generation of actionable tasks

This **reduces manual effort, enhances precision, and improves communication of critical insights.**

By following best practices, organizations can maximize the value of AI in streamlining meeting workflows and boosting overall efficiency.



The Administrative Challenge

- Manual minute-taking is:
 - Time-consuming
 - Prone to human error
 - Often inconsistent in format and detail
- Administrators face increasing pressure to deliver accurate documentation quickly



Why Minute-Taking Needs a Makeover

- Common pain points in manual documentation
- Real examples from tertiary institutions



Theresa Gwendolyn Phillips

Benefits of AI in Minute-Taking

- Efficiency: Reduces time spent on documentation
- Accuracy: Captures full conversations without missing key points
- Consistency: Standardized format across meetings
- Accessibility: Instant sharing and archiving



AI in Action for minute taking - the context.

The utilization of artificial intelligence (AI) in the context of minute-taking and meeting documentation presents an innovative approach to enhancing organizational efficiency and effectiveness.

By harnessing advanced AI algorithms, it becomes feasible to record accurate meeting minutes, succinctly summarize discussions, and generate actionable follow-up tasks with minimal manual input.

This automation not only reduces the administrative burden on participants but also ensures a higher degree of precision and comprehensiveness in documentation.

By adhering to these best practices, organizations can optimize the impact of AI in enhancing their minute-taking processes, ensuring that critical insights and action items are accurately captured and effectively communicated.



Theresa Gumbel-Winkel

Real-World Applications in Tertiary Institutions

- Faculty meetings
- Senate and council sessions
- Student disciplinary hearings
- Strategic planning workshops

Case Study Example

University X implemented AI minute-taking for faculty board meetings:

- Reduced documentation time by 60%
- Improved follow-up task completion by 40%
- Enhanced transparency and accountability



Future Graduate Portfolio

Challenges & Considerations

- Accuracy in noisy environments
- Handling multiple speakers
- Ethical concerns around recording
- Resistance to change from staff



The Future of AI in Administration

- Predictive analytics for meeting outcomes
- Sentiment analysis for stakeholder engagement
- AI-assisted decision tracking



AI Tools You Can Use Today

Some of the tools available:

- Otter.ai
- Microsoft Copilot
- Fireflies.ai
- Zoom AI
- Companion
- Tactiq
- Krisp
- Supernorma
- Granola
- Octa.AI
- Fellow
- timeos
- Bubbles.AI
- FATHOM
- tl:dv
- Meet.geek

Pros & cons for each

Otter.ai

✓ Pros

Accurate real-time transcription even with South African accents
Smart summaries and speaker identification
Integrates with Zoom, Google Meet, Microsoft Teams
Affordable pricing (Free tier + Pro from ~\$8.33/month)
Mobile app for on-the-go use
Collaboration features for shared editing

✗ Cons:

Free tier limitations (300 minutes/month)
Requires stable internet—challenging in areas with poor connectivity
Occasional errors with heavy accents or noisy environments
Basic formatting—not ideal for formal academic minutes

Microsoft Copilot

✓ Pros

Deep integration with Microsoft 365 (Word, Excel, Teams, Outlook)
Generates summaries, emails, presentations, and action items
No need for external tools—works within familiar apps
Supports decision-making with data analysis
Minimal learning curve for existing Microsoft users

✗ Cons:

High cost (~\$30/user/month) may be prohibitive for public institutions
Requires Microsoft 365 subscription
Limited offline functionality
Data privacy concerns—especially with sensitive academic content
Over-reliance risk—may reduce critical thinking in documentation

Fireflies.ai

✓ Pros

High transcription accuracy (>95%) even with accents
AI-generated summaries and action items
Multilingual support—useful in diverse South African institutions
Integrates with Zoom, Google Meet, Teams
Robust search and speaker identification
Mobile and desktop access

✗ Cons:

Pricing (Pro starts at \$10/month; Business \$19/month)
Privacy concerns—data stored on servers
Limited mobile functionality
Nuances may be lost in complex academic discussions

Zoom AI Companion

✓ Pros

Real-time transcription and action item capture
Sentiment analysis—can gauge team morale
Whiteboard feature for visual brainstorming
In-meeting queries—catch up if joining late

✗ Cons:

Only works with Zoom—not ideal for multi-platform institutions
Limited speaker identification (Zoom users only)
No support for in-person meetings
No custom vocabulary—problematic for academic jargon
Paid plan required (~\$14/month)



AI Tools You Can Use Today Cont...

Pros & cons for each

Tactiq

- ✓ Pros
 - Real-time transcription without bots
 - Works with Google Meet, Zoom, Teams
 - One-click summaries and action templates
 - GDPR & SOC-2 compliant—important for institutional data
 - Free Chrome extension available
- ✗ Cons:
 - Chrome-only—no standalone desktop/mobile app
 - No offline transcription
 - Advanced features locked behind paid plans
 - No video recording—transcripts only

Supernormal

- ✓ Pros
 - Automatic note-taking during meetings
 - Works with Google Meet and Zoom
 - Integrates with CRMs like HubSpot and Salesforce
 - Simple UI and easy sharing
- ✗ Cons:
 - Limited voice recognition accuracy
 - Summaries may lack depth
 - Not ideal for complex academic meetings
 - Limited platform support (mostly Google Meet)

tl;dv

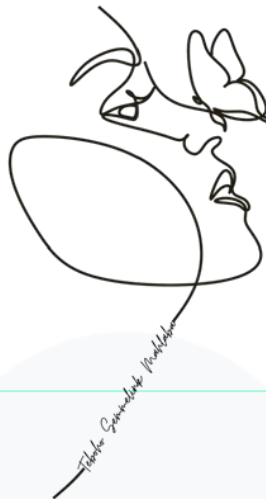
- ✓ Pros
 - Free plan is generous: Unlimited meetings, transcriptions, and summaries.
 - Accurate transcription: Works well with South African accents and supports multiple languages.
 - AI-generated notes and action items: Saves time and improves documentation quality.
 - Meeting templates: Useful for academic, HR, and management meetings.
 - Video clips and highlights: Great for sharing key decisions.
 - AI coaching insights: Helps improve meeting effectiveness.
 - Strong integrations: Works with Zoom, Google Meet, Teams, Slack, Notion, and more.
 - User-friendly interface: Easy for non-technical staff to adopt.
- ✗ Cons:
 - No mobile app: Limits flexibility for on-the-go administrators.
 - Advanced features cost more: Business plan needed for full functionality.
 - Requires stable internet: May be a challenge in some regions.
 - Data privacy concerns: Institutions must ensure compliance with POPIA.

Krisp

- ✓ Pros:
 - Excellent noise cancellation—ideal for noisy environments
 - Bot-free transcription and summaries
 - Works with Zoom, Teams, Meet, Skype, etc.
 - Affordable (Free plan + Paid from \$8/month)
 - Real-time performance insights
- ✗ Cons:
 - Transcription only in English
 - Free plan limited to 60 minutes/day
 - No advanced meeting management features
 - No custom vocabulary or speaker tagging

Some YouTube Tutorial links

<https://youtu.be/fD9k9yxgHE8?si=zE7XVjJB8xw-CjAl>
<https://youtu.be/xlerH2GuY7s?si=DSigIYq1wwkMORj9>
<https://youtu.be/uGRoWmnEZAe?si=sNTwKV3gEDSgv3KY>
https://youtu.be/zaKS-zl_6Ww?si=te3-XFFwKTmJldfY
https://youtu.be/X4tz9XJ9Ui8?si=YA_TjY6x1Xwh4XaM
<https://youtu.be/J-yB0x7-miU?si=8IKbBGIFDCHR-QdB>
<https://youtu.be/9uEH72FMyJU?si=Uxn4pwQOL-ltrGKn>



Best Practices for Implementation

- Choose the right AI tools – match features to your meeting types
- Ensure data privacy and compliance – especially in academic settings
- Train staff – on how to use and review AI-generated minutes
- Establish review protocols – human oversight remains essential
- Integrate with existing systems – LMS, email, task managers



Florida Community College

In Conclusion:

AI is not replacing administrators—it's empowering you

Embrace the tools to focus on strategic tasks, not transcription

The future of administration is smart, efficient, and AI-enhanced



Global Governance Institute

Thank you for listening!



Stefan Gaudin