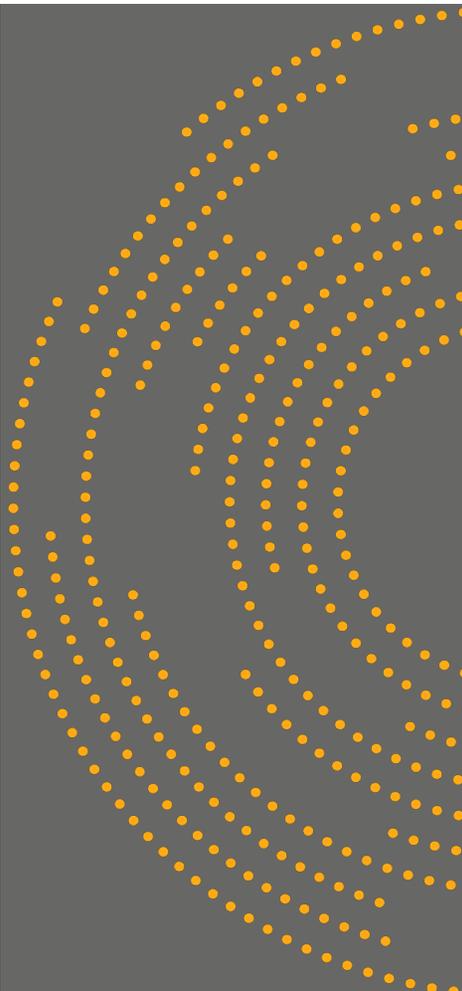


How to Use AI Tools Safely at Nonprofits

With Matt Eshleman, Chief Technology Officer





Learning Objectives

- Learn the difference between enterprise or subscription AI and freemium AI tools
- Go over accessing Microsoft Copilot and Google Workspace Gemini AI tools at the organization level
- Review IT policy guidelines, provide training and knowledge sharing tips

PRESENTER



Matthew Eshleman

Chief Technology Officer
Community IT



ABOUT US

**Advancing mission
through the effective use
of technology.**

100% employee-owned

Channel Partners™
MSP501
2025 WINNER



Mission:

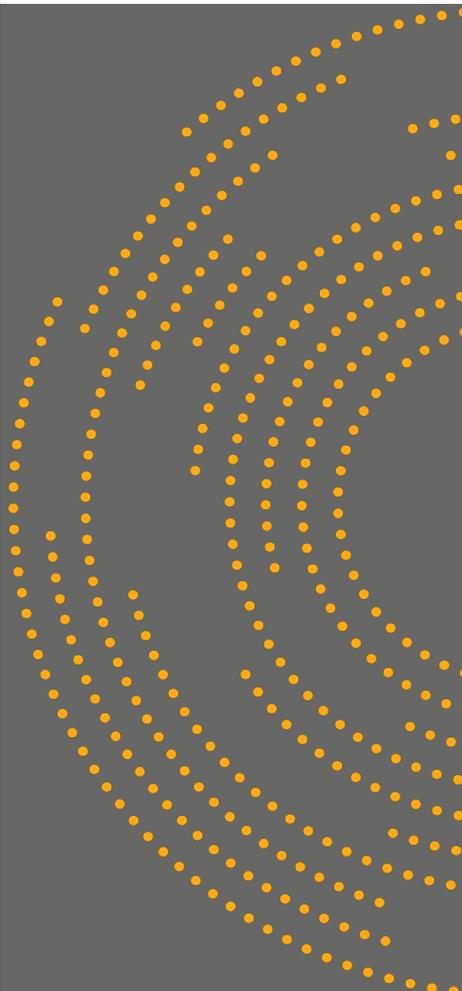
Create value for the nonprofit sector through well-managed IT

Values:

- **Trust:** treat people with respect and fairness
- **Knowledge:** empower staff, clients, and sector to understand and use technology effectively
- **Service:** we seek to be helpful with our talents
- **Balance:** the health of our communities is vital to our well-being; work is only a part of our lives

Poll 1: Your Comfort Level with AI Tools

1. Completely uncomfortable/unfamiliar with most tools
2. Somewhat uncomfortable/use a few popular tools occasionally
3. Neither uncomfortable or comfortable/average use
4. Somewhat comfortable/use a few AI tools daily
5. Completely comfortable/use a lot of tools a lot of the time/colleagues ask me to teach them how
6. Not applicable/other

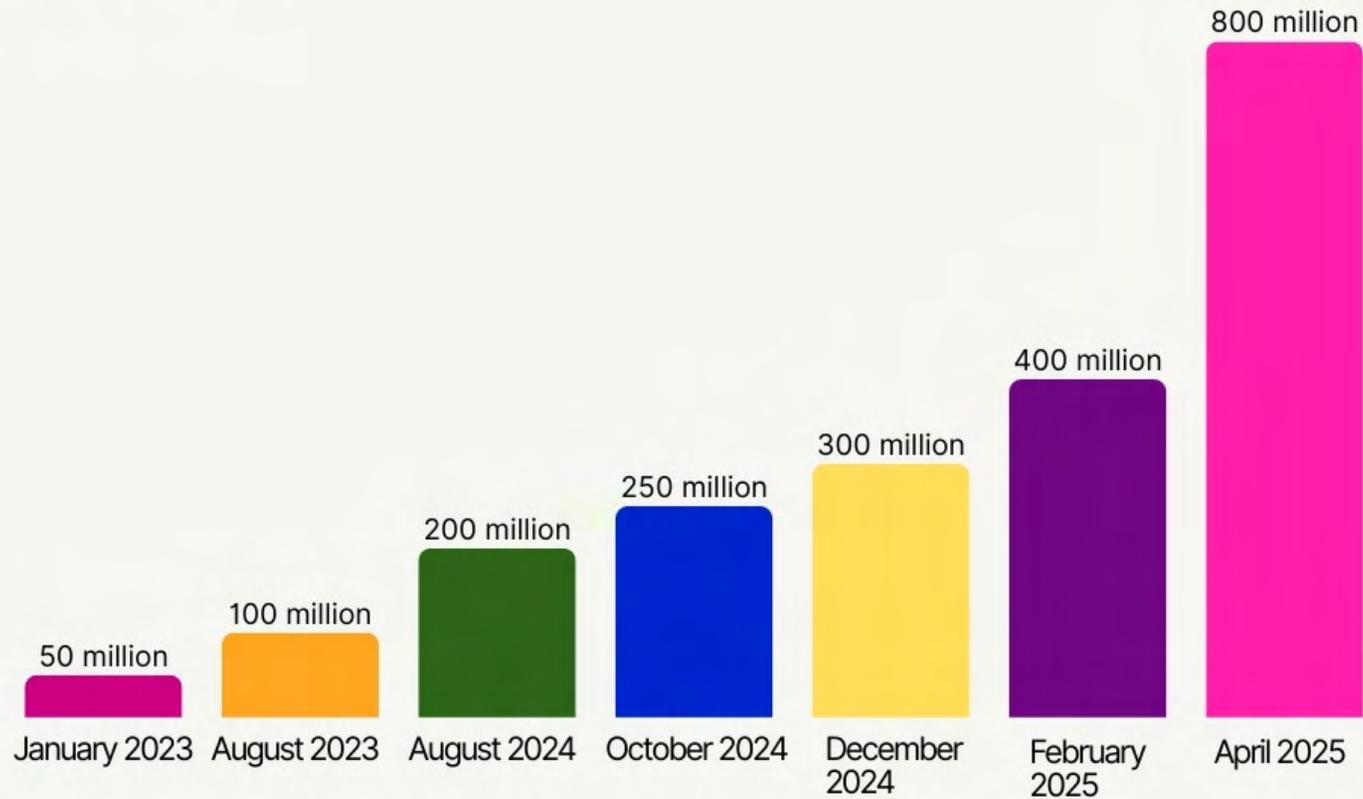


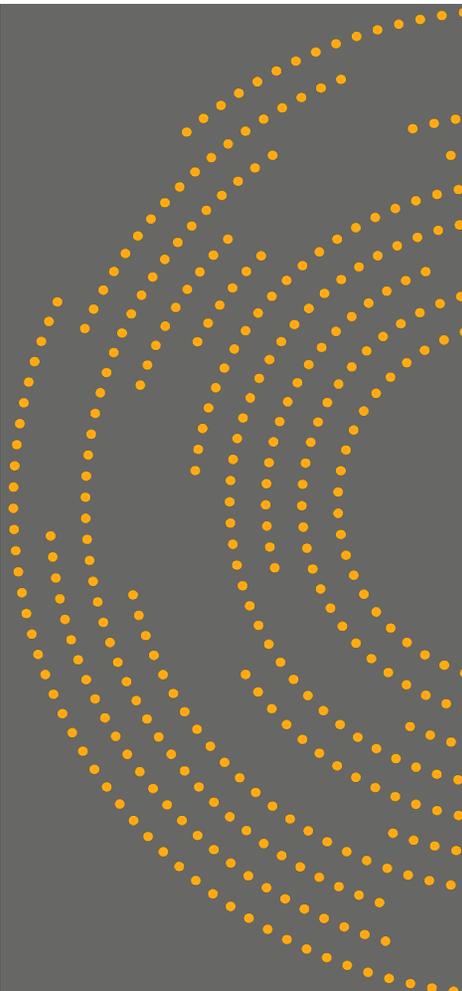
What is “Freemium AI”?

- Freemium is a business model compared to “public AI” which would be owned by government
- Generative AI tools were/are trained using available data (not always with consent.)
- Freemium AI is user acquisition strategy, with limited data privacy
- Terms and Conditions may be hard to find.

CHATGPT WEEKLY ACTIVE USERS GROWTH (2023–2025)

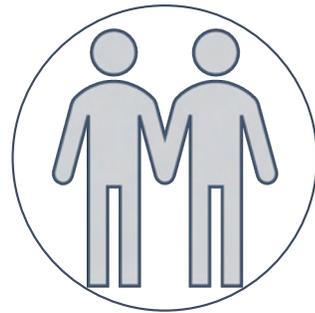
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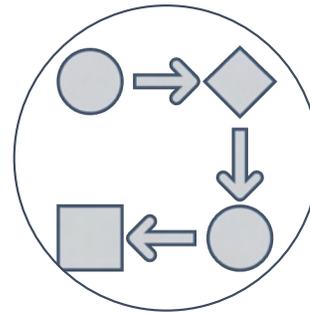


What is “Enterprise AI”?

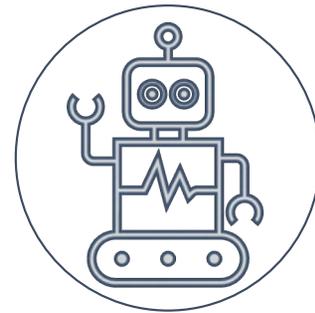
- ChatGPT -> Copilot for Microsoft users
- Gemini -> Gemini for Google Workspace users
- Change Agent AI built by/for nonprofits
- Other tools available by enterprise subscription/license: Claude, Perplexity, other tools such as Wispr (transcriptions) etc. Put your favorites in chat!
- Look for Terms and Conditions



Assistive



Workflow



Agentic



What Do You Pay?

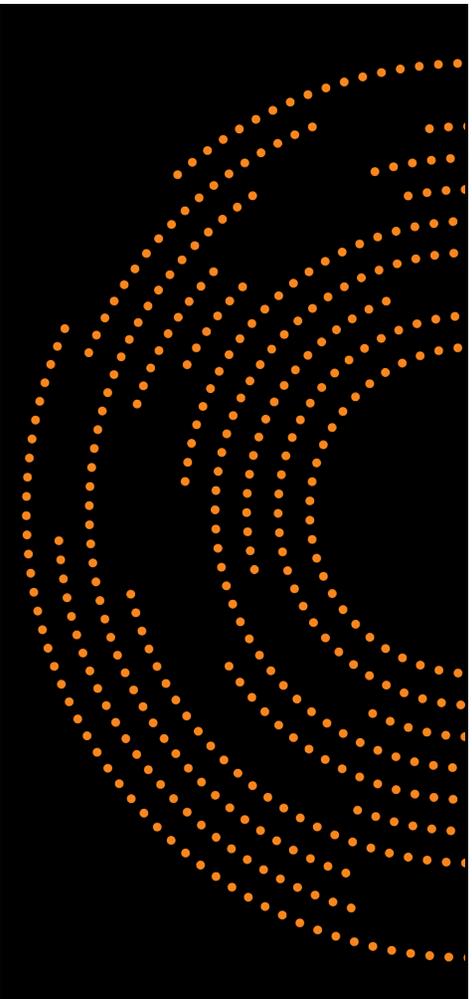
| | Products | Use Cases |
|------------------------|---------------------------------|--|
| “Free” | Copilot, Gemini | Q&A, enhanced search |
| Nominal (\$20-\$30/mo) | Copilot Pro, Google AI Ultra | Analyze business data |
| Significant (\$200- | Copilot Studio, Gemini AI Elite | Building Agents, writing code, “Deep Research,” Video Generation |

You get what you pay for

- Reliability and integration
- Accountability
- Improved privacy*
- Improved cybersecurity*

* when used correctly: any tool can be used insecurely





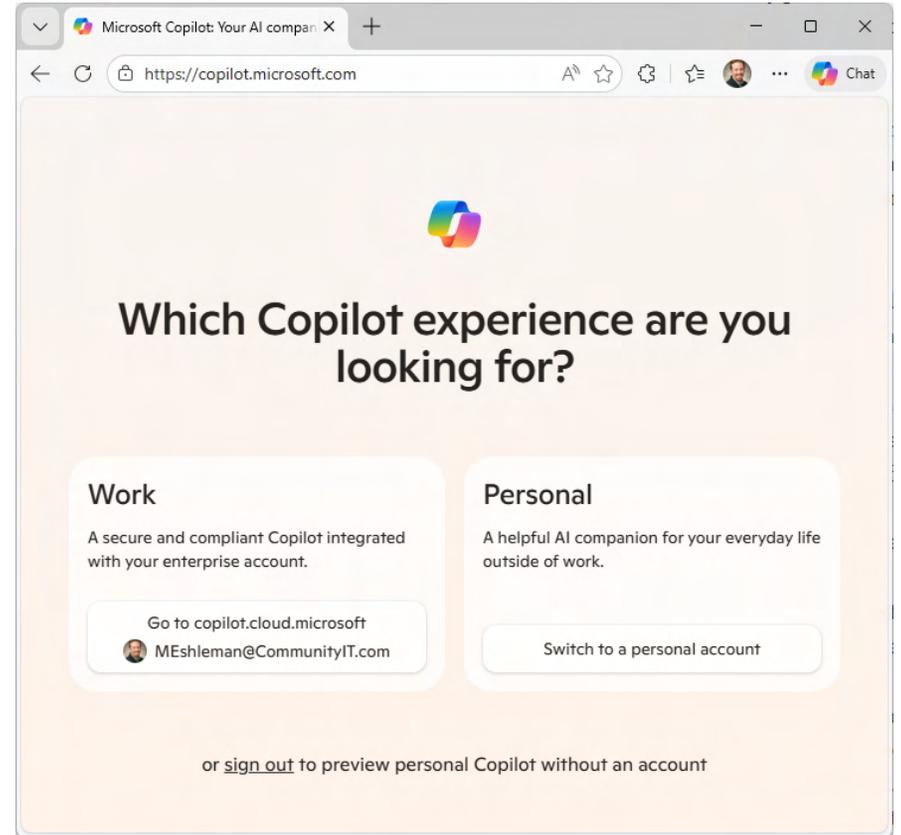
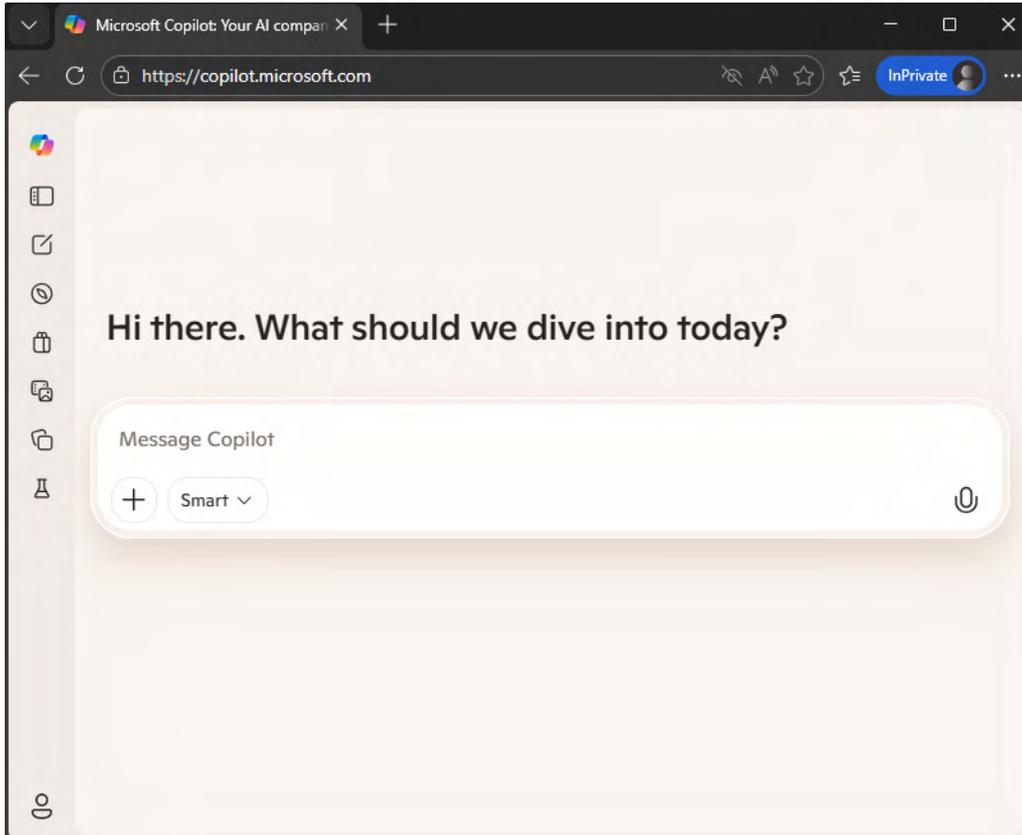
Your staff are already using
Generative AI tools

Your staff are already interacting
with other's Generative AI tools



Microsoft's Copilot

- How to access your company account
- What can Copilot do?
- Use cases/examples
- Cautions:





Enterprise data protection applies to this chat.

Work Web

Hi, what can I help you with?

Message Copilot

+ Tools

Create an FAQ based on 2025 Work Themes and Collabora.docx
Jump-start a draft

List key points from CS plan 2_2026.pptx
Understand the main points

See more

Google Workspace's Gemini

- How to access your company account
- What can Gemini do?
 - Gems
 - Deep Research
- Use cases/examples
- Cautions:

Welcome to NotebookLM!

We're excited to help you explore the power of AI! **Your personal data is never used to train or improve NotebookLM.**

As an enterprise or EDU user whose use of Google Drive is subject to the [Workspace Terms of Service](#) or the [Workspace for Education Terms of Service](#), your uploads, queries and the model's responses in NotebookLM will remain private to you.

While we work hard to make NotebookLM accurate and helpful, it may sometimes provide inaccurate information, which doesn't represent Google's views. Always consult with a qualified professional for medical, legal, or financial advice.

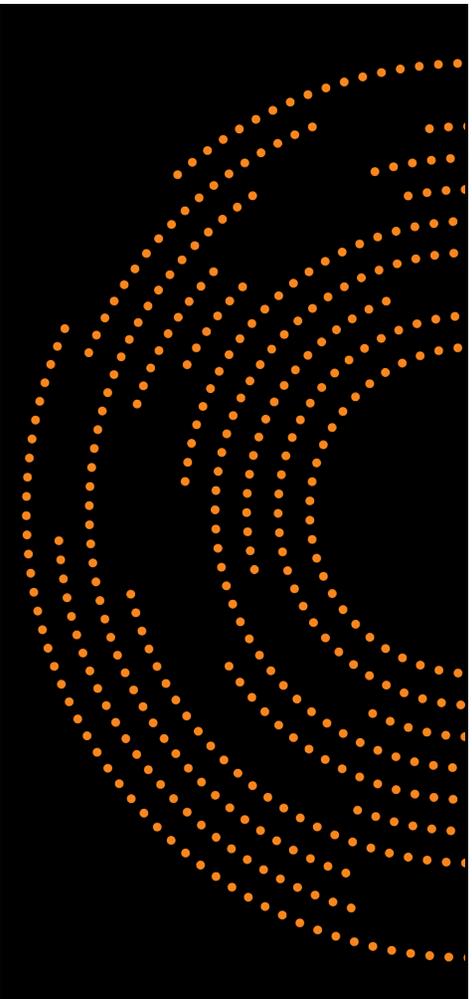
Keep me updated on NotebookLM! Google will send email notifications to the email address associated with your Google Account.

Okay

Poll 2: Does your nonprofit have AI policies?

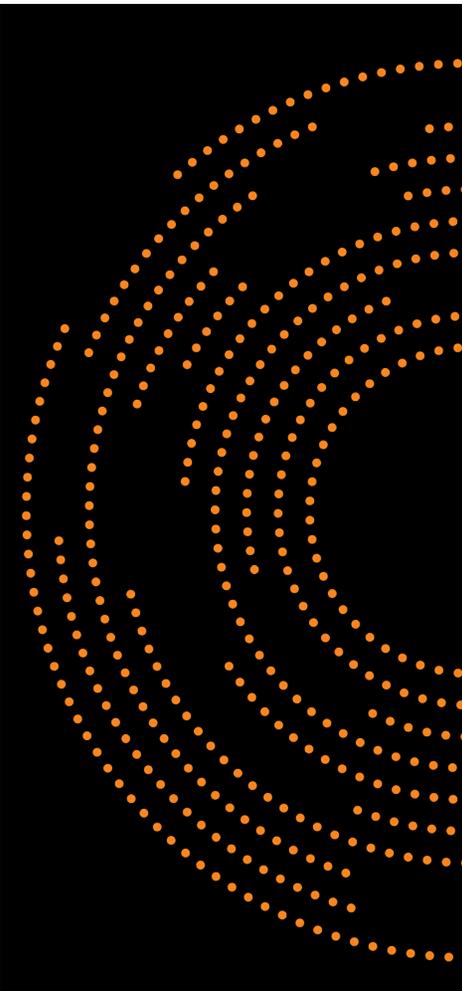
1. I don't think so?
2. We are in the process of creating policies.
3. Yes, our organization has created an AI acceptable use policy, AND staff understand our policy.
4. n/a

<https://communityit.com/template-acceptable-use-of-ai-tools-in-the-nonprofit-workplace/>



How to get started on nonprofit AI policies

- AI Acceptable Use Policy/Principles/Philosophy; even a 1-page outline is better than nothing
- AI impacts are leadership and board level conversations and decisions; all staff can/should be involved in weighing options, learning dangers, strategizing tasks to try with AI
- Ethics and impacts -> use the frameworks out there
- Plan to take training/up-skilling seriously
- Revisit often - AI is evolving quickly

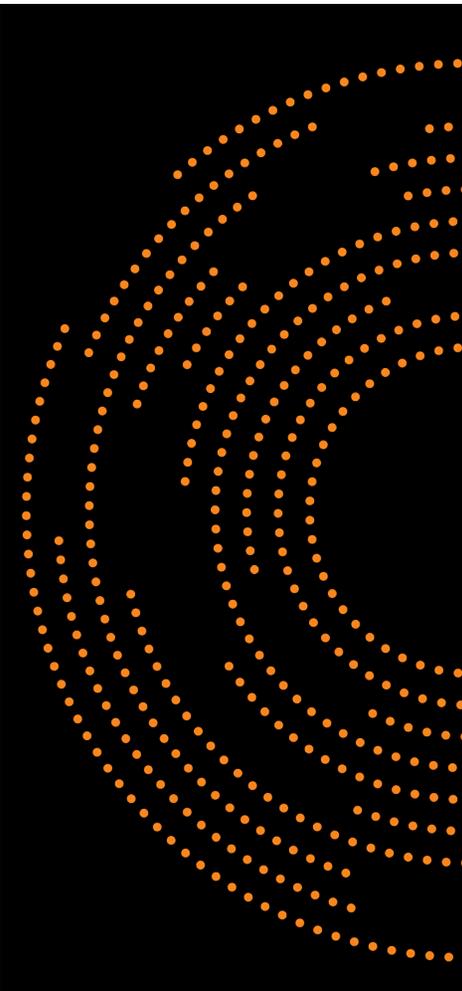


How to get started on nonprofit AI training

- AI is evolving rapidly - your training programs need to be iterative to keep up
- AI Literacy documentation, survey and skills matrix for staff can help get started
- Identify power users, prioritize their time to share knowledge and skills
- Revisit your training program frequently and get feedback on what's working

**Share in chat: How have you
approached AI policies and training?
What's working?**





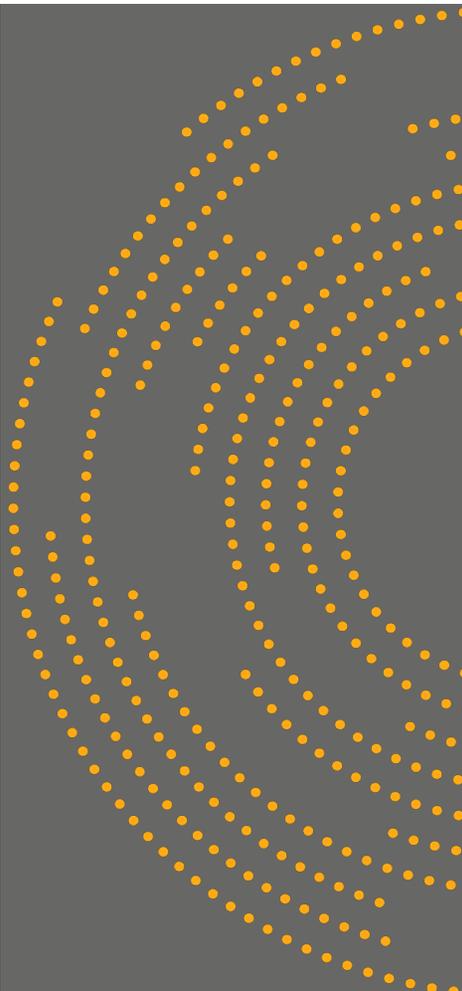
How to Use AI Tools Safely?

- Talk about what it means at your organization
- Start with: What's the problem you're trying to solve?
- Establish a team or working group to figure things out
- Understand what's currently in use and define some guardrails
 - Could be policy only or include technical items
 - Use the "enterprise" tools you already have
 - Review the permissions that users have and the permissions that your AI services have
- Keep talking and keep iterating

Q&A

Book time with Matthew Eshleman:
<https://meetings.hubspot.com/meshleman>





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Accidental to Intentional Nonprofit Tech Leader

With Hugo Castro and Gozi Egbunu
March 25 at 3pm Eastern, Noon Pacific



Where
Technology
Meets Mission



Thank You



CommunityIT
Innovators®

Where
Technology
Meets Mission

100% Employee Owned

<https://communityit.com>