Digital Education Council

TECGPT – Tecnológico de Monterrey

TECGPT: Learning Design & Pedagogical lnnovation: Designing and refining teaching methods and learning experiences that adapt to changing learner needs, technologies, and delivery modes.

1. Descriptive Title:

TECgpt at Tecnológico de Monterrey: Empowering Faculty to Build AI-Powered Learning Experiences at Scale

2. Author and Institution where practice is applied:

Tecnológico de Monterrey, AI in Education Directorate

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3. General description (100 words)

Tecnológico de Monterrey has a strategic vision for the integration of generative AI into its educational ecosystem, advancing beyond a passive consumer model toward a proactive, pedagogically grounded approach. The institution identified limitations in the consumer model and responded with a vision that frames AI as a creative medium. The institution developed TECgpt, a secure, institution-specific generative AI platform that enables faculty to design specialized Skill Studio and learning ecosystems with the Agent Studio without programming expertise.

4. Please give a description of how this best practice was applied in your institution.

This practice illustrates Tecnológico de Monterrey's strategic integration of generative artificial intelligence (AI) into its educational ecosystem, moving beyond a passive consumer model toward a proactive, pedagogically grounded approach. The institution identified key limitations in commercial AI solutions—such as decontextualized outputs, one-size-fits-all interfaces, risks to faculty agency, and

ethical concerns related to data sovereignty—and responded with a vision that positions AI as a creative and pedagogical medium rather than a standalone tool.

At the core of this AI-in-education strategy is TECgpt, a secure, institution-specific generative AI platform. TECgpt enables faculty to: (1) access a conversational interface powered by a large language model within a protected institutional environment; (2) design and deploy TECgpt Skills, which allow teachers to create customizable prompts that automate repetitive teaching tasks; and (3) develop TECgpt Agents, conversational agents designed to optimize teaching and learning processes. Pilot implementations conducted throughout 2025 involved faculty from multiple disciplines, spanning high school to postgraduate programs, and were accompanied by professional development activities, communities of practice, and ethical frameworks that emphasize pedagogical fluency over technical mastery.

During 2025, the institution focused on three strategic priorities: (1) the technological enablement of TECgpt to ensure full platform readiness; (2) the implementation of pilots to validate the functionality and pedagogical value of both Skills and Agents for faculty and students; and (3) user empowerment through training and familiarization to increase adoption, effective use, and positive educational impact. In 2026, Tecnológico de Monterrey reached a major milestone by releasing platform access to its entire academic community—more than 90,000 students and 9,000 faculty members—across 26 campuses in Mexico.

The platform's scalability for the Tec community, combined with its open-source availability, enabled the creation of a community of practice known as the Artificial Intelligence Global Education Network (AIGEN). AIGEN aims to catalyze the adoption of AI in higher education by exploring both commercial and open-source AI tools for educational use, including TECgpt. Within this framework, TECgpt is currently in pilot implementation at 12 universities, positioning the platform as a model for democratizing access to AI in higher education.

The TECgpt strategy places strong emphasis on ethical governance, data privacy, and human-centered integration, while also extending its reach through partnerships and dedicated funding initiatives. Collectively, this institutional experience offers a replicable model for leveraging AI to support human-centered learning, strengthen faculty agency, and enable sustainable innovation across diverse educational contexts.

5. Please give a description of how the impact of this best practice was measured (300 words).

The impact of the TECgpt initiative is visible in the integration of educational AI tools in teaching and learning within Tec de Monterrey making available to all teachers and students to boost the educational experience. These indicators include:

1) Growing number of users at the faculty and student levels across high school, undergraduate, and postgraduate programs;

By December 2025, more than 1,394 faculty members were actively using TECgpt to design and deploy AI-driven learning applications. These users reflect broad academic diversity, as pilots conducted throughout 2025 engaged participants from high school, undergraduate, and postgraduate levels. In January 2026, the institution released the platform and functionalities to all faculty members and students who decide to use it for educational purposes and aligned to institutional guidelines & policies.

2) operational efficiency metrics, including patterns and types of use (chat-based interactions, Skills, and Agents);

A key outcome indicator is the reported 70% reduction in time faculty spend on repetitive academic tasks. This result is particularly significant, as it validates the strategy's objective of shifting educators away from a model centered on content transmission toward higher-value activities, including deep mentorship, critical dialogue, and the design of complex and meaningful learning experiences. Additionally, the most recent overall rating in customer satisfaction across the school cycle August-December for TECgpt was 4.03/5.

Impact is also measured through the platform's capacity for institutional scalability within the Institution and in other geographies. The open-source release of the TECgpt ecosystem in September 2024 provides an additional dimension for measuring impact. As of this release, 27 educational institutions across 15 countries have adopted the Open Edition and joined the AI for Global Education Network (AIGEN). This positive engagement is a reference of the platform's scalability and its growing influence on global pedagogical innovation strategies.

6. What status do you feel best describes this best practice?

A Emerging Practice (pilots and experimental practices)

B Established Best Practice (validated and replicable practices) –

The current status of this best practice is fully implemented. The project launched in January 2026 to full scale availability to teachers and students in 26 Campuses.

The best practice is focused on: 1) technological habilitation of TECgpt platform as a tool that supports teaching and learning across the institution; 2) Pilots to ensure the technological functionality & quality assurance and 3) habilitation or user empowerment to increase the use, adoption and positive impact of the tool with the users.

7. How would you describe the implementation complexity of this best practice?
8. A Low
9. B Medium
10. C High

The implementation complexity of TECgpt can be characterized as technically accessible for users and strategically comprehensive for the institution.

• Low Complexity for Faculty: A major success factor is the intuitive no-code design, which allows non-technical faculty to design and deploy AI "Skills" and "Agents" without any programming expertise. This lowers the barrier to entry and encourages rapid adoption.

• High Strategic/Architectural Complexity: On the institutional side, the complexity is higher due to the need for a modular, cloud-based architecture that can handle increased demand while maintaining performance.

• Organizational Coordination: Implementation requires significant inter-departmental collaboration involving areas such as Digital Transformation, Educational Innovation, and legal departments to ensure ethical governance and data privacy.

• Cost-Efficiency: Despite the technical requirements, the platform is described as more cost-efficient than commercial market products, which helps mitigate the financial complexity typically associated with scaling such technology.

11. Please provide any links to relevant resources for this best practice.

TECgpt presentation video: https://www.youtube.com/watch?v=Npd0wG8zJwA

TECgpt Open Edition: TECgpt Open Edition | Tecnológico de Monterrey

Tecnológico de Monterrey Ethical and pedagogical guidelines for AI use: Ethical and pedagogical guidelines for AI use

Center for Teacher Development and Educational Innovation (CEDDIE), Trainings to engage with TECgpt and Educationa AI: https://ceddie.tec.mx/es/potencia-tu-ensenanza-con-recursos-de-ia