

## AI Course Redesign Institute

Breakfast: 8:30 – 9:00 AM

Institute: 9:00 AM – 2:00 PM





Center for Research on Teaching and Learning Excellence

Icebreaker: Pick one or more and discuss amongst yourselves

- What did you think about what the students had to say about AI (video)?
- What's wrong with this image?
- Did you travel this summer or wished you had?
- Happiest memory
- Favorite foods
- Pets
- What is your alma mater(s)
- Share anything else you want to share!





Center for Research on Teaching and Learning Excellence
OFFICE OF THE PROVOST

### Download

- Adobe Express (mobile app and/or web) https://www.adobe.com/expre ss/
- Adobe Firefly (mobile app and/or web) https://www.adobe.com/prod ucts/firefly.html
- Microsoft Copilot (mobile app and/or web) https://copilot.microsoft.com/ chats/







Keynote, Dr. Pete Smith

Critical Perspective
Can I be an AI crusader
and an AI critic at the
same time?



Pete Smith psmith auta.edu



# Policy Guidance Tools to Start

Look in Files folder in Teams



Peggy Semingson peggys@uta.edu



### Khanmigo Resources

o-teacher-tools

Canvas Resource Page https://uta.instructure.com/courses/31630/pages/khanmigo-teacher-tools

Canvas Partner Page

https://community.canvaslms.com/t5/Partner-Listings/Khan-Academy-s-Khanmigo-Teacher-Tools-for-U-S-Educators/ta-p/617373#toc-hId-1601270672

Khanmigo Training Course

https://www.khanacademy.org/khan-for-educators/khanmigo-for-educators?utm\_source=canvas&utm\_medium=referral&utm\_campaign=wham-boost

Let's also explore Adobe Express and Adobe Firefly



## Instructional Use of AI



Karen Magruder auta.edu



## Instructional Use of AI



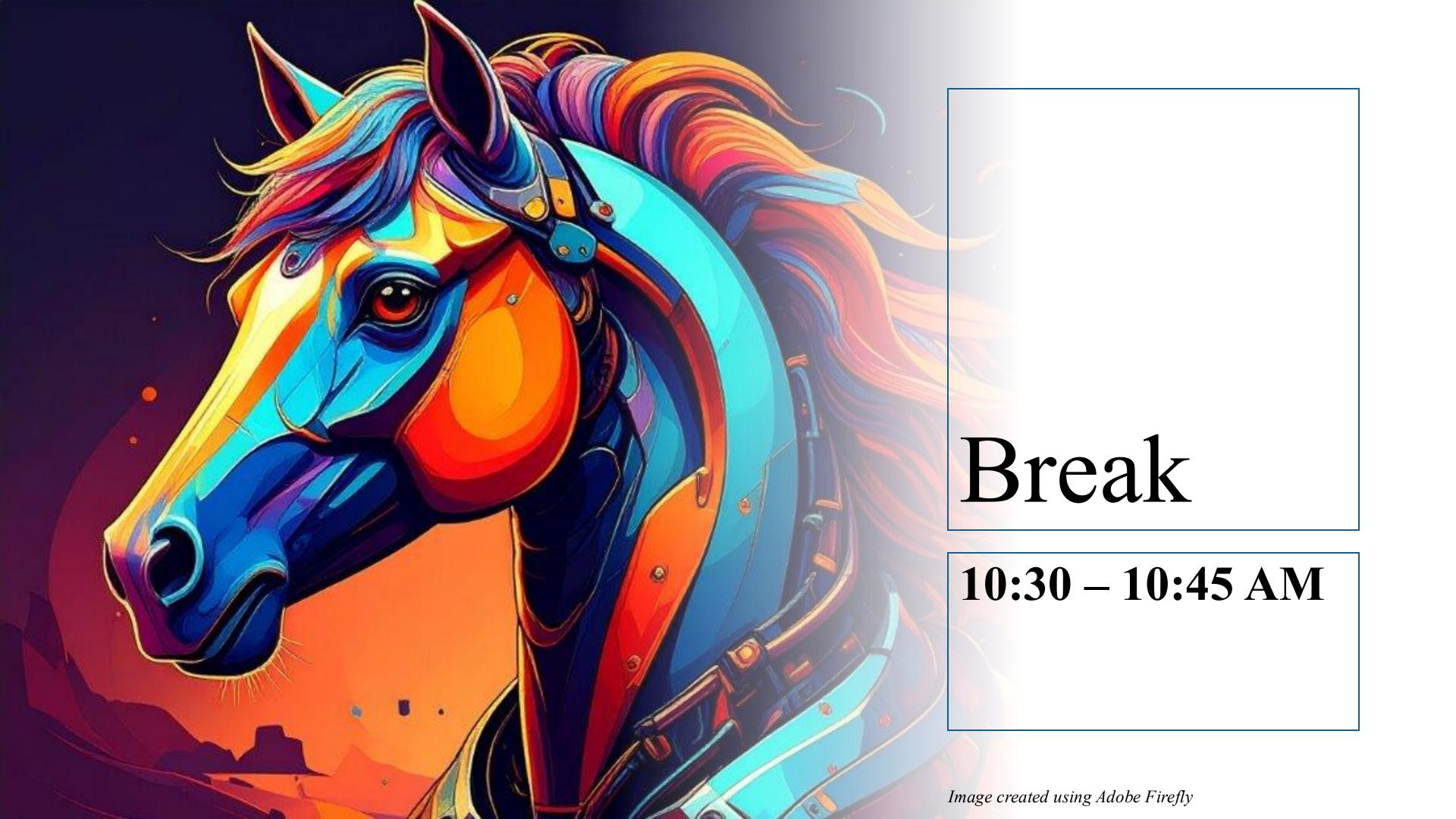
Heather Philip heather.philip auta.edu



### AI Chatbots



Ramón E. López prelopez a uta. edu





## Resources in Teams

- Readings Links
- Tools
- Example syllabus language



## Work Time

### 10:55 AM - 12:00 PM

Pick one or both to work on:

- Select a course and syllabus to work on to enhance policy, instruction, and/or assessment. What alternative assessment can you design? How can you integrate AI into your teaching? Can you redesign one traditional assignment into something that is AI-inclusive?
- Come up with an action plan for yourself to further your own learning for AI and teaching.

Image created using Adobe Firefly



## Working Lunch

### 12:00 PM - 1:00 PM

- Box Lunches
- Info on prompting
- Continue to work if/as needed
- Dialogue with others



## Prompting



Lee Pierce auta.edu



Edward Gonzales eagonzauta.edu



## Working Lunch

### 12:00 PM - 1:00 PM

Your Choice:

- Book Discussion
   (Questions on agenda)
- Continue dialogue
- Continue working on either syllabus or action plan



# Discussion & Debrief

1:00-1:45 PM

Share in small group

O What did you work on, learn, or talk about today?

Share in full group:

What did you talk about?



### Recommended Books on AI & Education

We invite faculty to explore our curated collection of books on pedagogy, curriculum design, and the evolving role of AI in education.

## Available Books:



Co-Intelligence: Living and Working with AI — Ethan Mollick

Al Snake Oil: What Artificial Intelligence Can Do, What it Can't and How to Tell the Difference — Arvind Narayanan & Sayash Kapoor

More than Words: How to Think About Writing in the Age of AI — John Warner

AI Optimism: A Guide to Redefining Artificial Intelligence in Education — Becky Keene

Al with Intention: Principles and Action Steps for Teachers and School Leaders — Tony Frontier

The AI Workshop: The Complete Beginner's Guide to AI — Milo Foster

Teaching with AI: A Practical Guide to a New Era of Human Learning — Bowen & Watson

The Power of Al for Educators — Victoria R. Summers

The AI Con: How to Fight Big Tech's Hype and Create the Future We Want — Bender & Hanna

Empire of AI: Dreams and Nightmares — Karen Hao

- ☐ All books are available for checkout.
- ☐ Want to borrow a book or suggest a new title? Use the Library Checkout Form at the QR code or the link below.

## AI Agents and Agentic Workflows

Dr. George Siemens

August 22, 2025 12:00-3:30 PM

In-Person: Trinity Hall 104 Online: via Microsoft Teams



Higher education has been slow to adopt AI through an intentional future-focused strategic planning approach. As technologies evolve, however, staff, faculty, and administrators now have an opportunity to build AI tools to help learners be successful. This session will discuss AI agents and agentic architectures that can be deployed in days. Some of these focus on classroom level implementations, but university-wide agents are accessible and deployable with strategic planning. Attendees will walk away with a practical roadmap and tools to deploy AI agents in personal productivity and in design, teaching, and learning activities. Lunch provided for in-person attendees.

#### **AGENDA**

- 12:00-1:00 PM Welcome Lunch and Networking
- 1:00-2:00 PM Presentation on AI Agents and Agentic Workflows
- 2:15-3:15 PM Group Discussion and Application Activity
- 3:15-3:30 pm Q&A and Wrap-up



## AI Course Redesign Institute

Encore: October 31st





Reminder: To get your faculty development funds for the Institue, complete the feedback survey at the QR code or link below.



https://utaedu.questionpro.com/t/AQYy2Z6uJb





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# Can I be an Al crusader and an Al critic at the same time?

How I Learned to Stop Worrying and Love the Large Language Model....



## My teaching and research....



#### Role in Almost All Aspects of the Language

### In my classroom....

#### Interpreting

- Conference
  - On-site •
- (OPI) and video remote (VRI) •
- Remote simultaneous (RSI) •
- Machine interpreting (MI) •

#### Value-add

- ct management •
- Desktop publishing
  - ternationalization •
  - ernational testing
    - Engineering

QA .

#### Language technology

- delivery tools: terminology, eting tools, quality assurance
- nd workflow management •
- publishing: CMS, authoring ntent enrichment, connectors
- sual tools: dubbing, subtitling •





Language and **Global Content Offerings That Utilize Al** 

#### Translation and localization

- Translation
- Transcreation
- MT editing
- Localization: software. websites, games, mobile apps

#### Multimedia

- Dubbing
  - Narration
  - Voice-over
  - Subtitling
  - Transcription

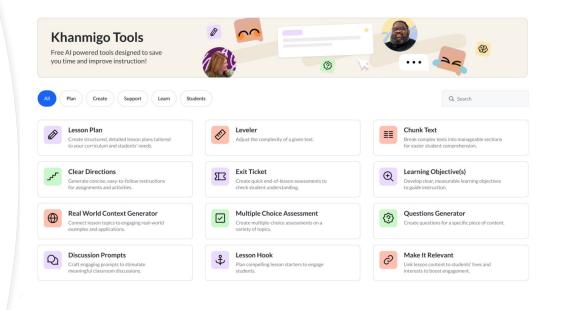


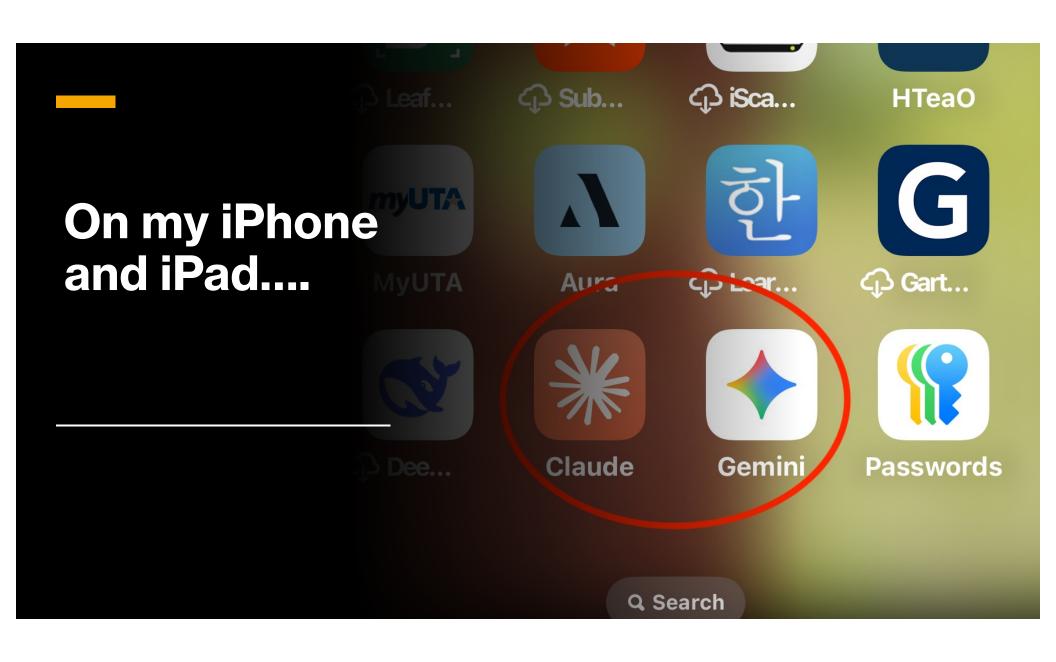


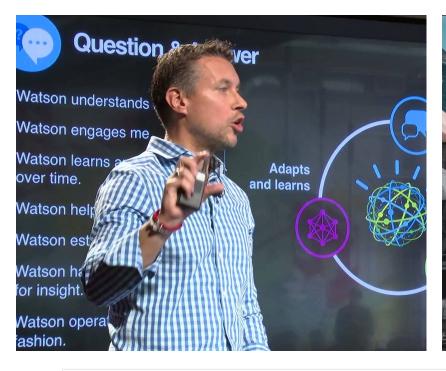
#### **Supporting services**

- · Staffing and recruiting
- Language and cultural training
- · Marketing services: brand analysis, mar social media support, advertising, analyti
- · Content services: management, enrichn creation, application development, conta
- Specialty services: Monolingual transcri processing, regulatory compliance, gene

## In my Canvas shell....









### Hype early, hype often!

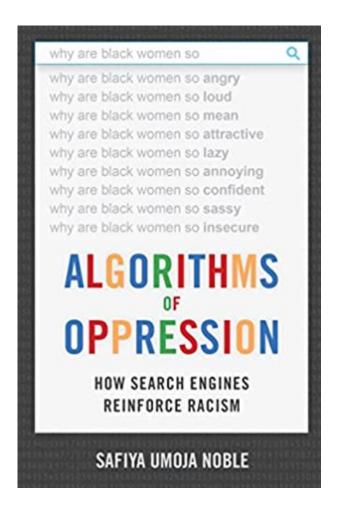
- Anthropic CEO Dario Amodei predicts AI could eliminate half of all entry-level white-collar jobs within 1–5 years.
- Amodei says unemployment could surge to 10–20% as automation rapidly replaces humans in finance, law, tech, and consulting.

### **Early Critical Debate** and Discussion

- Robust language understanding is ...
- What can the models actually do?
- What challenges them?
- How is progress in the field likely to occur?
- Who controls these elements?







#### **Bias, Ethics, and FaaCTs**

- Critics such as Safiya Noble emerge, 2018-
- FaaCT Conference
- Algorithmic systems are being adopted in a growing number of contexts, fueled by big data. These systems filter, sort, score, recommend, personalize, and otherwise shape human experience, increasingly making or informing decisions with major impact on access to, e.g., credit, insurance, healthcare, parole, social security, and immigration. Although these systems may bring myriad benefits, they also contain inherent risks, such as codifying and entrenching biases; reducing accountability, and hindering due process; they also increase the information asymmetry between individuals whose data feed into these systems and big players capable of inferring potentially relevant information.

#### "The Critics"

- Bender et al. (2020) question the entire LLM enterprise.
- Bender as a linguist and field leader has stressed that language models train on form not function.
- Thus artifacts in LLM output such as hallucination and struggles with quantitative elements/basic math are entirely to be expected.
- Bender Twitter:
   @emilymbender

EARNING IN THE AGE OF

"DON'T TRY TO GET ANSWERS



'DON'T TRY TO GET ANSWERS FROM A STOCHASTIC PARROT"

#### **EMILY M. BENDER**

Professor of Linguistics, University of Washington (Seattle); 100 Most Influential People in Artificial Intelligence (*Time* magazine, 2023)

More Like "Limited"

Jugest casir er of jugest casi

On the Dangers of Stochastic Parrots: Can Language Models Be Too Big?

Emily M. Bender\* ebender@uw.edu University of Washington Seattle, WA, USA

Angelina McMillan-Major aymm@uw.edu University of Washington Seattle. WA. USA

work in NLP have been characterized by the ployment of ever larger language models, es-BERT, its variants, GPT-2/3, and others, most ve pushed the boundaries of the possible both l innovations and through sheer size. Using els and the methodology of fine-tuning them earchers have extended the state of the art ks as measured by leaderboards on specific 1:0 sh. In this paper, we take a step back and ask: hat are the possible risks associated with this oaths are available for mitigating those risks? dations including weighing the environmenfirst, investing resources into curating and datasets rather than ingesting everything on pre-development exercises evaluating how fits into research and development goals and values, and encouraging research directions nguage models.

#### S

#### odologies → Natural language processing.

mnit Gebru, Angelina McMillan-Major, and Shmar-1. On the Dangers of Stochastic Parrots: Can Language 4. In Conference on Fairness, Accountability, and Trans-March 3–10, 2021, Virtual Event, Canada. ACM, New bages. https://doi.org/10.1145/3442188.3445922

#### UCTION

gest trends in natural language processing (NLP) has easing size of language models (LMs) as measured er of parameters and size of training data. Since 2018

cis licensed under a Creative Commons Attribution International 4.0 License 21, March 3–10, 2021, Virtual Event, Canada

iSBN 978-1-4503-8309-7/21/03. //doi.org/10.1145/3442188.3445922 Timnit Gebru\*
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Shmargaret Shmitchell shmargaret.shmitchell@gmail.com The Aether

alone, we have seen the emergence of BERT and its varia 70, 74, 113, 146], GPT-2 [106], T-NLG [112], GPT-3 [25], ar recently Switch-C [43], with institutions seemingly comp produce ever larger LMs. While investigating properties of I how they change with size holds scientific interest, and lar have shown improvements on various tasks (\$2), we ask venough thought has been put into the potential risks as with developing them and strategies to mitigate these risk:

We first consider environmental risks. Echoing a line of work outlining the environmental and financial costs of dee ing systems [129], we encourage the research community to tize these impacts. One way this can be done is by reportir and evaluating works based on the amount of resources th sume [57]. As we outline in §3, increasing the environmer financial costs of these models doubly punishes marginaliz munities that are least likely to benefit from the progress a by large LMs and most likely to be harmed by negative e mental consequences of its resource consumption. At the s are discussing (outlined in §2), the first consideration shoule environmental cost.

Just as environmental impact scales with model size, ithe difficulty of understanding what is in the training daw ediscuss how large datasets based on texts from the I overrepresent hegemonic viewpoints and encode biases pot damaging to marginalized populations. In collecting evel datasets we risk incurring documentation debt. We reconitigating these risks by budgeting for curation and docume at the start of a project and only creating datasets as large be sufficiently documented.

As argued by Bender and Koller [14], it is important to stand the limitations of LMs and put their success in conte not only helps reduce hype which can mislead the public searchers themselves regarding the capabilities of these L might encourage new research directions that do not nec depend on having larger LMs. As we discuss in §5, LMs performing natural language understanding (NLU), and on success in tasks that can be approached by manipulating tic form [14]. Focusing on state-of-the-art results on leade: without encouraging deeper understanding of the mechai which they are achieved can cause misleading results as

#### Climbing towards NLU: On Meaning, Form, and Understanding in the Age of Data

Emily M. Bender University of Washington

Department of Linguistics

Alexander Koller

Saarland University Dept. of Language Science and Technology

#### Abstract

The success of the large neural language models on many NLP tasks is exciting. However, we find that these successes sometimes lead to hype in which these models are being described as "understanding" language or capturing "meaning". In this position paper, we argue that a system trained only on form has a priori no way to learn meaning. In keeping with the ACL 2020 theme of "Taking Stock of Where We've Been and Where We're Going' we argue that a clear understanding of the dis tinction between form and meaning will help guide the field towards better science around natural language understanding.

#### 1 Introduction

The current state of affairs in NLP is that the large neural language models (LMs), such as BERT (De- the training signal (§4,5). We then consider the vlin et al., 2019) or GPT-2 (Radford et al., 2019). are making great progress on a wide range of tasks, including those that are ostensibly meaningsensitive. This has led to claims, in both academic and popular publications, that such models "under- distributional models (§7). §8 presents reflections stand" or "comprehend" natural language or learn on how we look at progress and direct research its "meaning". From our perspective, these are effort in our field, and in §9, we address possible overclaims caused by a misunderstanding of the counterarguments to our main thesis. relationship between linguistic form and meaning.

We argue that the language modeling task, be- 2 Large LMs: Hype and analysis cause it only uses form as training data, cannot in Publications talking about the application of large principle lead to learning of meaning. We take the LMs to meaning-sensitive tasks tend to describe term language model to refer to any system trained the models with terminology that, if interpreted at only on the task of string prediction, whether it face value, is misleading. Here is a selection from operates over characters, words or sentences, and academically-oriented pieces (emphasis added): sequentially or not. We take (linguistic) meaning to be the relation between a linguistic form and communicative intent.

and methodology: Human-analogous natural language understanding (NLU) is a grand challenge of artificial intelligence, which involves mastery of

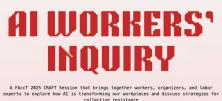
the structure and use of language and the ability to ground it in the world. While large neural LMs may well end up being important components of an eventual full-scale solution to human-analogous NLU, they are not nearly-there solutions to this grand challenge. We argue in this paper that genuine progress in our field - climbing the right hill, not just the hill on whose slope we currently sit depends on maintaining clarity around big picture notions such as meaning and understanding in task design and reporting of experimental results.

After briefly reviewing the ways in which large LMs are spoken about and summarizing the recent flowering of 'BERTology' papers (§2), we offer a working definition for "meaning" (§3) and a series of thought experiments illustrating the impossibility of learning meaning when it is not in human language acquisition literature for insight into what information humans use to bootstrap lan guage learning (§6) and the distributional semantics literature to discuss what is required to ground

- (1) In order to train a model that understands sentence relationships, we pre-train for a binarized next sentence prediction task. (Devlin et al., 2019)
- (3) The surprisingly strong ability of these models to re-call factual knowledge without any fine-tuning demon

#### **Climbing toward NLU?**

- Bender & Koller (2020) examines "understanding in the age of data" models
- Anthropomorphising
- Larger notion of semantics in LLMs
- Analyzes: "But meaning could be learned from...."
- "There is so much form...surely that is enough."
- "BERT improves performance on meaning-related tasks, so it must have learned something about meaning."
- ERNIE model incorporating knowledge graph vectors



collective resistance

June 23, 2025, 4:15 PM-6:30 PM UTC+3

Athens, Greece and Online

#### Session Description

AI's impact on the labor process raises new questions about control, autonomy, and resistance. The goal of our workshop is to identify concrete possibilities for labor resistance by examining, with our participants and panelists, how AI technologies restructure work (and management), intensify exploitation, and shift the dynamics of control in everyday workplaces.





#### **Centering Refugee and** Migrant Voices: Human Rights-**Based AI Evaluation Across** Languages

Roya Pakzad (Taraaz and Mozilla Foundation)

#### Workshop Abstract

Humanitarian and government agencies are increasingly deploying generative AI chatbots to provide critical information to refugees, anylum seekers, and other displaced populations. Yet many of these tools are developed and evaluated primarily in English, order overclocking the linguistic, cultural, and legal nuances essential for safe and equitable access across diverse communities.

This virtual, hands-on CRAFT session invites participants to explore a web-based evaluation platform that allows users to interact with multilingual LLMs and assess their responses through a human-rights inns. After a helf introduction to the real-world deglorment off A richatobic inhumanitarins estings, participants will independently navigate to the online mini-lab to complete an interactive exercise.

1) Select a scenario from a curated fast of refugee and migration-related topics;
2) Choose and refine the translated version of the prompt;
3) First in an selected large language mode (LML); and
3) First it no a selected large language mode (LML); and
4) Evaluate the chattlor response using a human-right-centered rubric, comparing
topics across language pairs to destrib, incensistencies, the cellshift, factual gaps,

#### THE\_BYTE.

GOOGLE TERRIFIED OF LAWSUIT THAT WOULD "TAKE A SLEDGEHAMMER" TO GENERATIVE AI SING PUBLICLY AVAILABLE INFOR LEARN IS NOT STEALING.







BUSINESS POLITICS OPINIONS REAL ESTATE NEWSLETTERS GUIDES



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LEAK Q

Home > Business > Will Meta's Louisiana data center one day rival Manhattan's footprint?

**TUESDAY, JULY 15, 2025** 

BUSINESS

#### Will Meta's Louisiana data center one day Manhattan's footprint?

By Business Report Staff















by ADITYA PANANGAT JULY 15, 2025, 9:06 AM, CDT



#### I can't drink the water - life next to a US data centre

chelle Fleury & Nathalie Jimenez h America business correspondent & Business reporter

10 July 2025

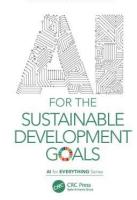








HENRIK SKAUG SÆTRA



## TAMING SILICON WALLEY

HOW WE CAN ENSURE THAT AI WORKS FOR US

### **GARY MARCUS**

"This might be the most important book you read this year—
a brilliant dissection of current AI and why we need to do better."

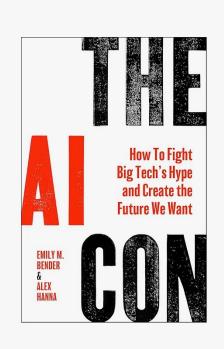
—Annie Duke, author of *Thinking in Bets* and *Quit* 



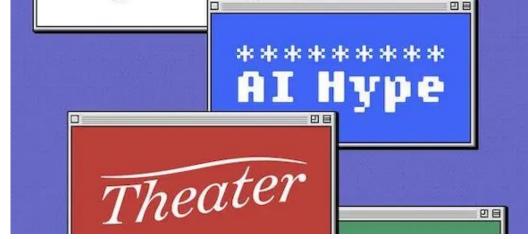


## REBOOTING AI Building Artificial Intelligence We Can Trust

GARY MARCUS and ERNEST DAVIS

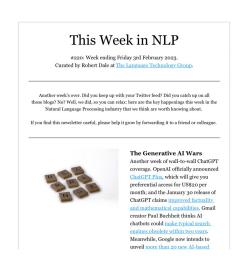






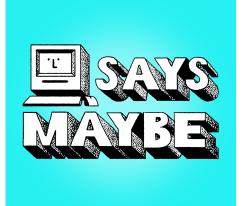
## How can I follow these more critical trends?

- "This Week in NLP"
- · Dozens of Podcasts
  - "Al Daily Newsbrief"
  - "Better Offline" (Ed Zitron)
  - "Computer Says Maybe" (Alix Dunn)
  - "Tech Won't Save Us" (Paris Marx)
- Of course, we highly recommend: "Pondering AI" with Kimberly Nevala!









# Can I be an AI crusader and an AI critic at the same time?

Emerging concept: <u>critical</u> Al literacy.

### Today's cartoon, by Lynn Hsu:



"One day, son, this farmland will be yours to sell to a tech company building a data center."



IRIS.AI



HeyGen







































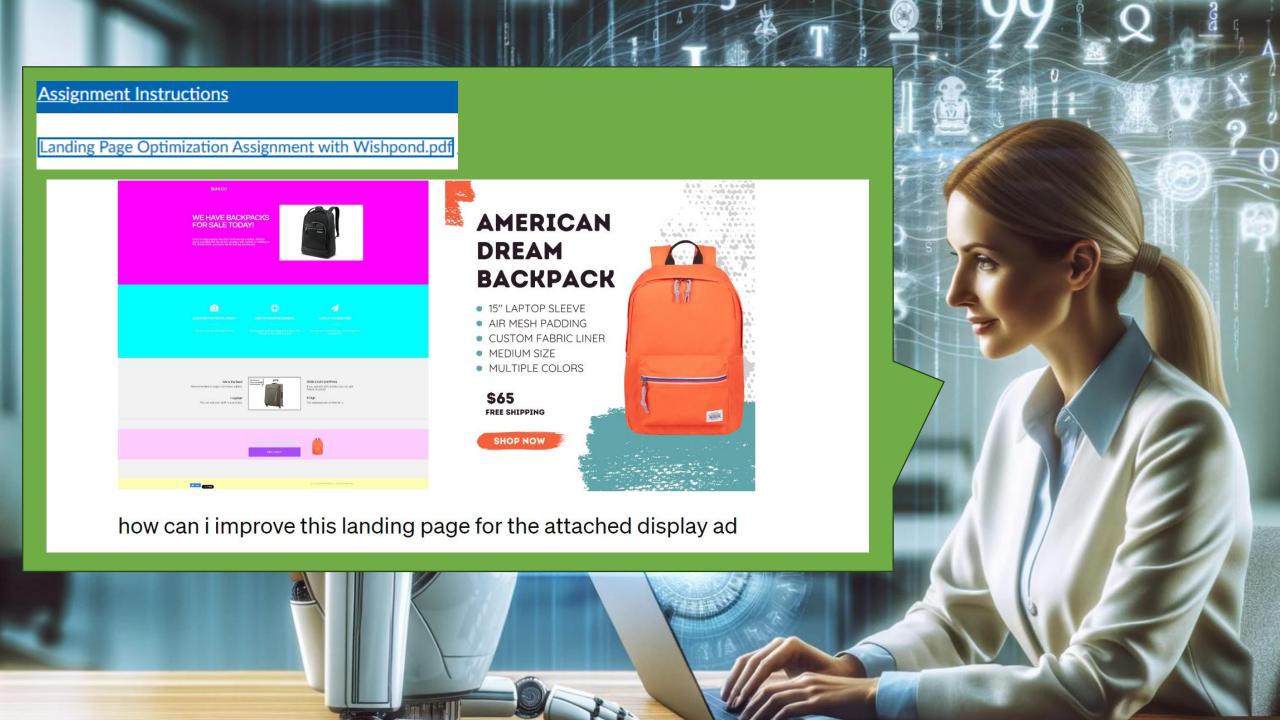
## Al Capabilities ....

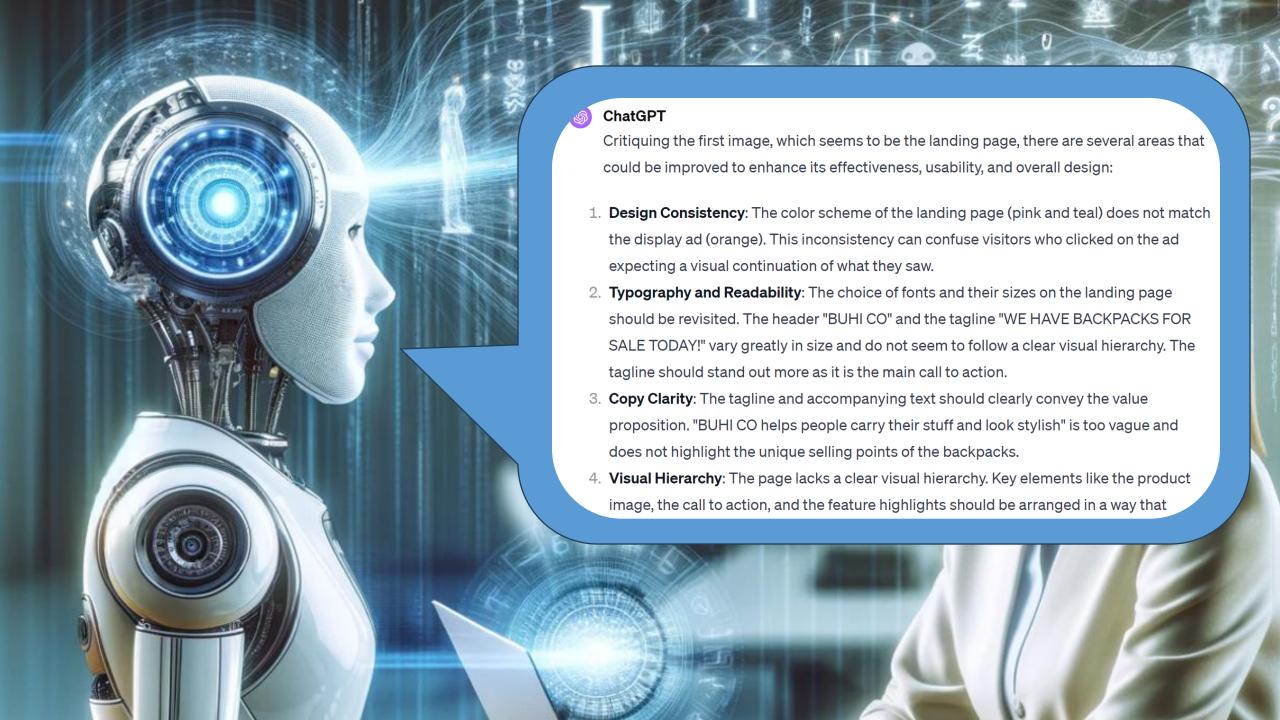
- Troubleshooting
- Personal Assistant / Academic Coach
- Emails, Subject Lines
- Grading Feedback & Rubrics
- Assignments & Instructions
- Proofreading/Editing
- Big Picture Organization
- Branching Scenarios
- Research Analysis & Pattern Identification
- Job Application and Personal Branding process (Resume, Interview, Cover Letter)
- Presentation outline Inspiration/Planning



# The Downside...









## Random Act of Kindness — Journal

A







0



## **Observe and Reflect**

For this assignment, you will perform \*at least one\* random act of kindness (See examples below) to a person you don't know. Follow the steps as ordered below.

- 1. First, write down some thoughts for your pre-reflection:
  - Explain the random act of kindness you plan on doing (it cannot be anonymous or hidden you must be able to see the person's reaction)
  - · Give a prediction for the reaction of the stranger you are doing the act of kindness for how do you think they will respond?
- 2. Then, do the random act of kindness
- 3. Describe their actual reaction
- 4. Explain why you think I assigned this assignment for a class on consumer behavior why would it be relevant? Do some research to lend credibility to your discussion.

\*If you perform more than one random act of kindness, please compare/contrast your experiences and discuss why you think you had different (or similar) results.

#### Examples of Random Acts of Kindness:

- · Holding the door open for someone
- Mowing someone's lawn
- · Letting someone go in front of you in line
- · Giving a stranger a compliment
- · Baking treats for a neighbor you don't know
- Giving money to a person in need
- · Inviting someone eating alone to join you
- · Paying for the coffee of someone behind you in line
- · Writing a thank you note for the mail delivery person
- Giving up your seat to someone on the bus
- · Find more online...



Thought for 11 seconds >

#### Pre-reflection

I'm going to buy coffee for the person right behind me in the campus café line. It is quick, I can see their face, and it costs less than my marketing textbook rental. I think they will look confused for a second, then smile and thank me. My goal is to give them a small mood boost they were not expecting.

#### The act

After my 8 a.m. lecture I stopped at the café, ordered an iced latte, and told the barista, "I'd like to cover the next order too." I slid over to wait. A student in a biology hoodie ordered a caramel macchiato.

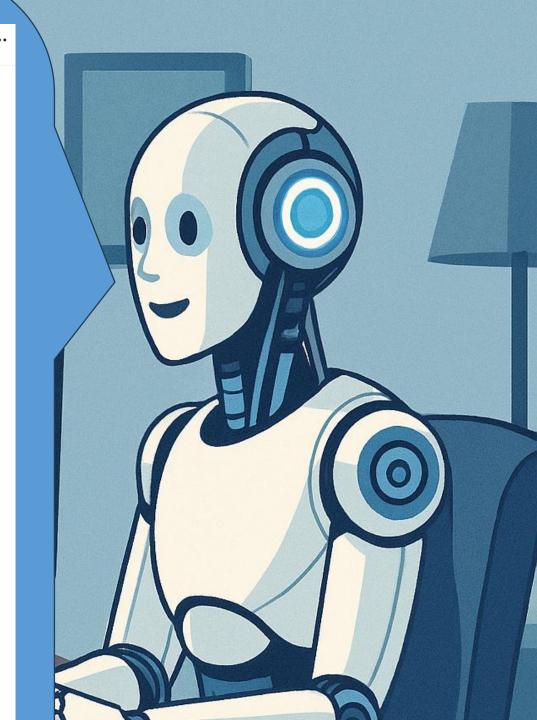
#### Reaction

When the barista said the drink was already paid for, she froze, looked around, and our eyes met. She grinned and said, "Seriously? Thank you, that is so nice." She gave a quick wave and walked off looking lighter than when she walked in. The whole scene lasted maybe twenty seconds, but it felt electric.

## Why this matters in Consumer Behavior

### 1. Reciprocity

People feel pressure to return a favor the moment they receive one. Cialdini lists reciprocity as the first of his persuasion principles Influence at Work. Brands do the same thing with free samples or surprise perks because they know many customers pay that kindness back with loyalty or positive reviews.



Dopamine neurons fire harder when a reward is unexpected, which makes the moment stick in the brain PMC. Marketers design "surprise and delight" campaigns for this exact reason. My free-coffee move turned an ordinary morning into something she will probably remember all day.

### 3. Word-of-mouth ripple

Positive emotions often get shared. If she tells even one friend about the free drink, the goodwill spreads at zero extra cost. Brands count on this organic buzz to extend a campaign's reach.

#### 4. Costco connection

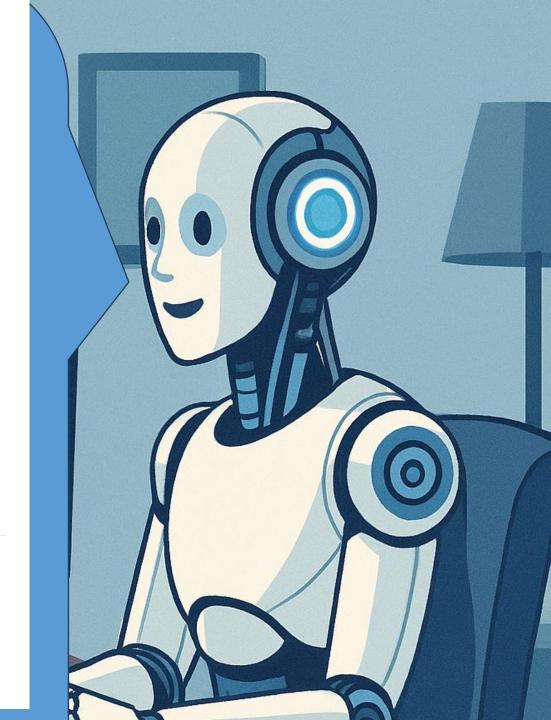
At work we hand out food samples for the same reason. A tiny cost upfront lowers barriers and nudges shoppers to toss that item into their carts. Seeing the principle at play in real life reinforces what I watch on the warehouse floor.

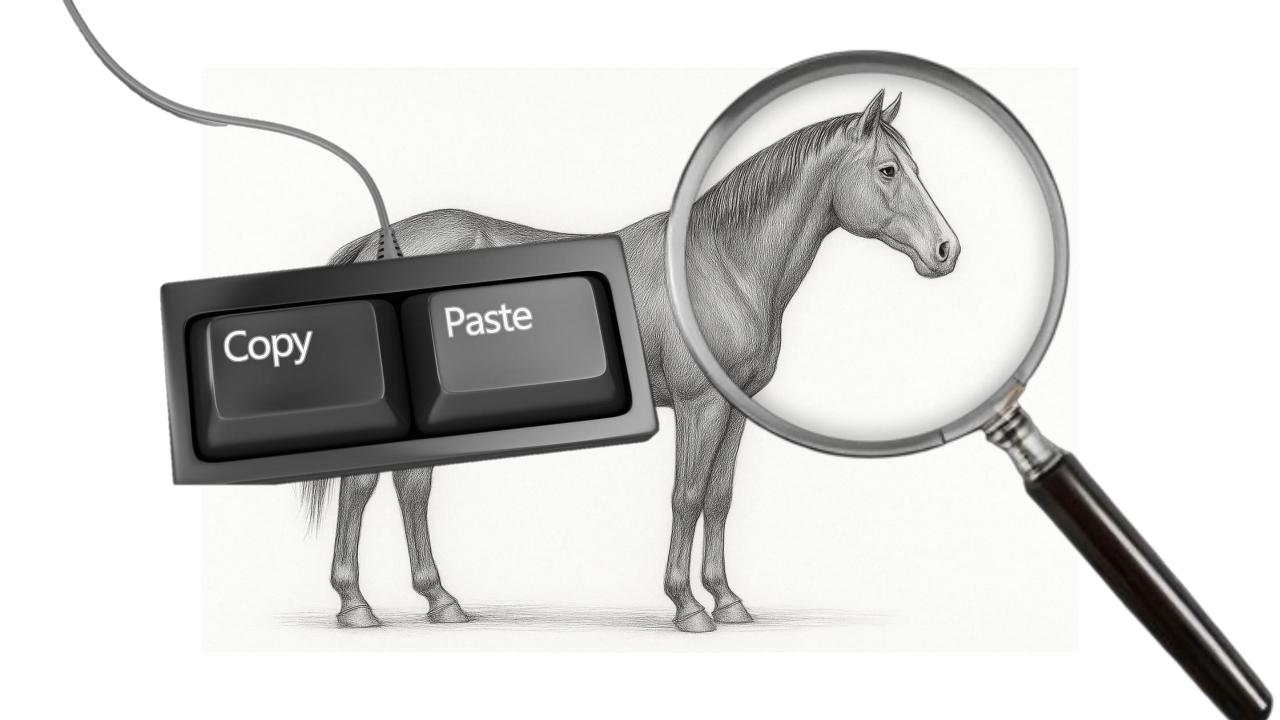
#### Reflection

One small gesture demonstrated core ideas from class better than any slide deck. I watched reciprocity, emotional encoding, and possible word-of-mouth unfold in real time. Next week I want to try a non-monetary act, like inviting someone eating alone to join me, to see if a social gesture sparks an even deeper connection. Either way, the lesson is clear: marketing wins when it creates feelings, not just messages.

#### References

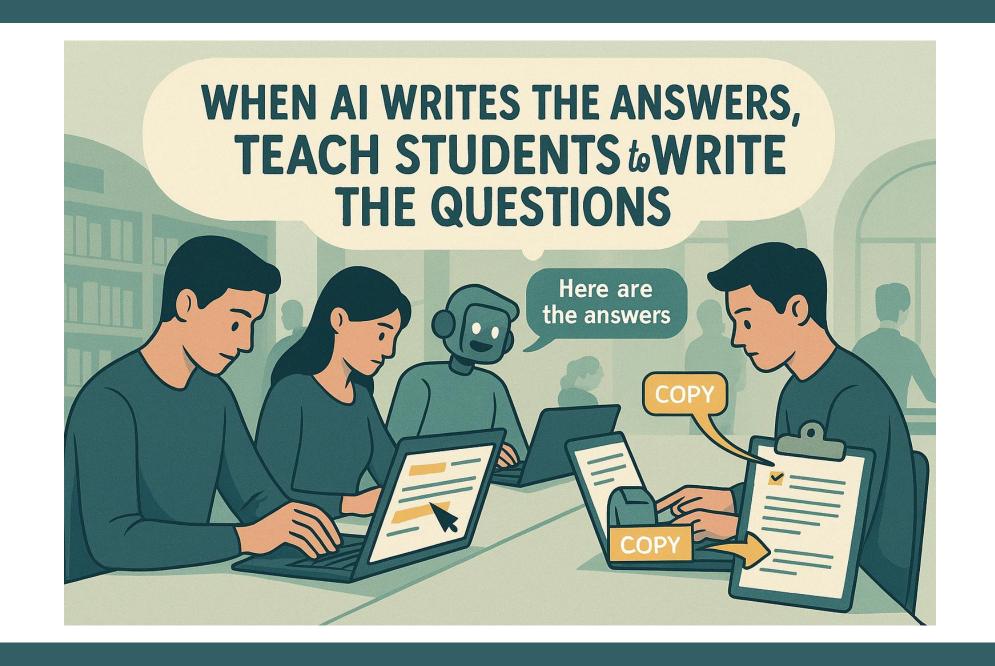
- Influence at Work. "The First Universal Principle of Influence: Reciprocity." Accessed August 7 2025.
- Schultz, W. "Dopamine in Motivational Control: Rewarding, Aversive, and Alerting."
   Frontiers in Neuroscience. National Inst ↓ ≥s of Health, 2010. PMC













## Use AI to Inspire Creativity, Not Replace It!



What is a skill your students struggle with?



How can AI be used to develop this skill?

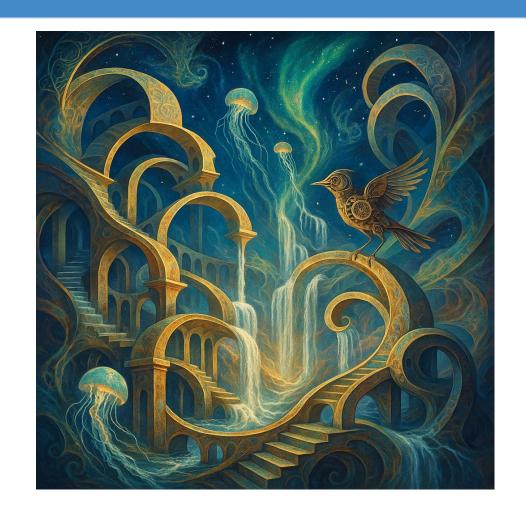
## Listening & Note-Taking Skills

 Assignment/Case Study instructions spoke orally. Students must take notes without technology and THEN prompt AI for help



## Descriptive Writing

 Reverse Engineer prompt activity – show an image, table, or message and have students try to recreate it as closely as possible using AI Prompting



## Technology Troubleshooting

 Give students a project assignment requiring advanced tasks using an unknown software program.
 Don't give instructions on how to use this program.

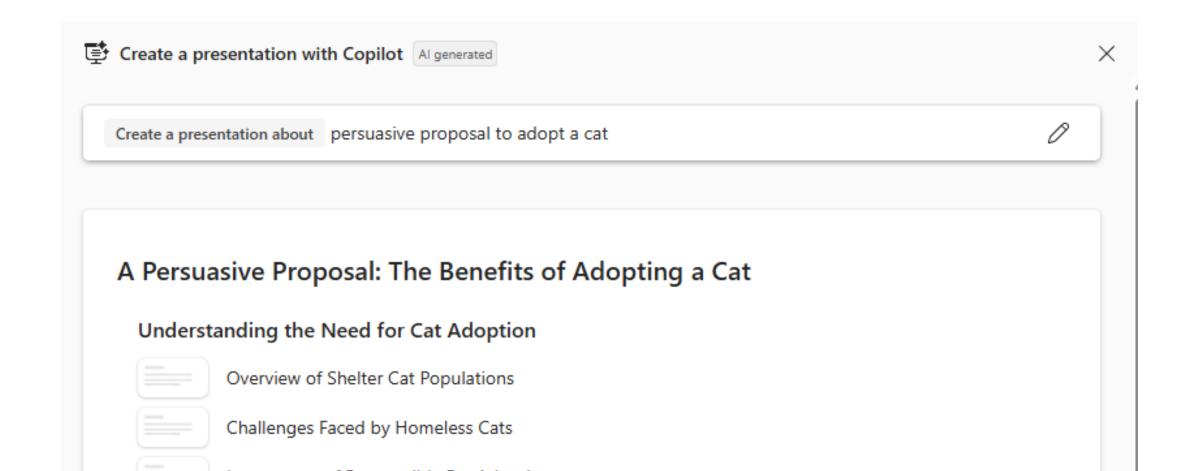
I have the following image I'm trying to embed but it is too narrow and not wide enough (it makes me have to scroll to see what's there). how can I make it maximized 100%?

<iframe

src="https://docs.google.com/document/....=true"></iframe>

# Public Speaking & Improv

Use Microsoft Copilot to create 45
 different presentations that can be used
 for PowerPoint Karaoke activity





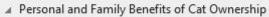
■ Understanding the Need for Cat Adoption



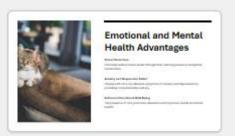


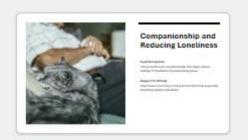








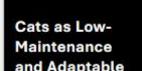






6 \* 7 \* 8 \*

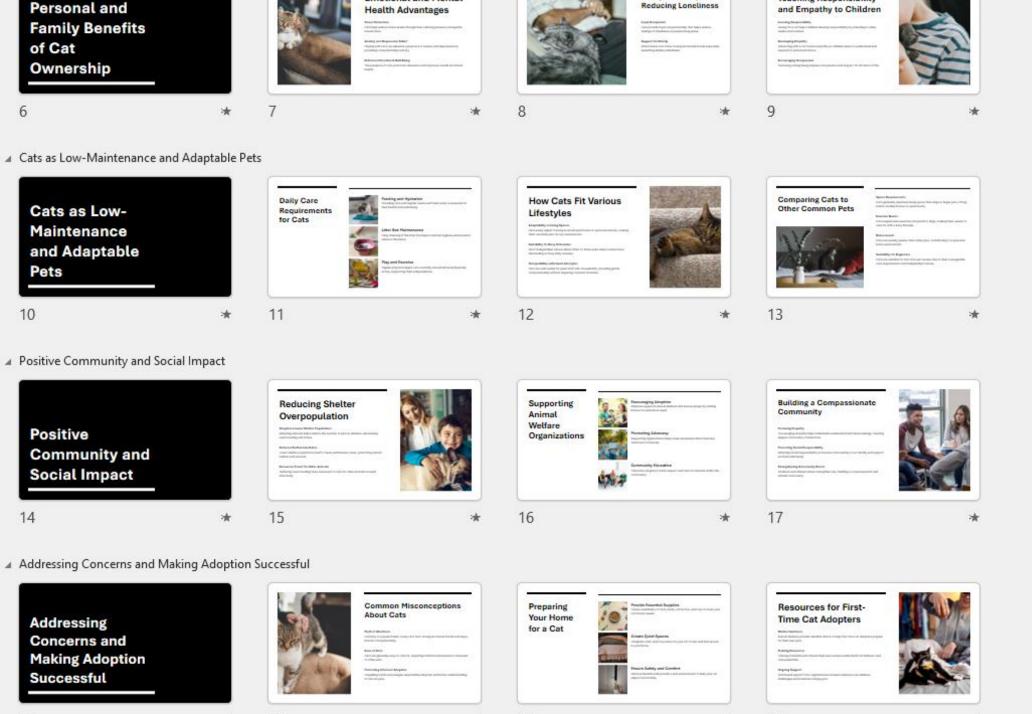
Cats as Low-Maintenance and Adaptable Pets











# Critical Thinking & Exploration

• Roleplay games using Al. For example in my Consumer Behavior class... "act as a [persona]... Uncover their motivations, barriers, and emotional drives"



## Al Prompting, Problem Solving

• Show output from bad vs. good prompts for various tasks. Show best practices for prompting. Exam questions can ask students to write a prompt.





## How to Engineer a Prompt (CAPE)









## **C**ontext

 Limit possibilities by being specific about the scenario.

## **A**ction

 Use a verb to articulate the end goal

## **P**ersona

 Think of someone you would want to complete this task

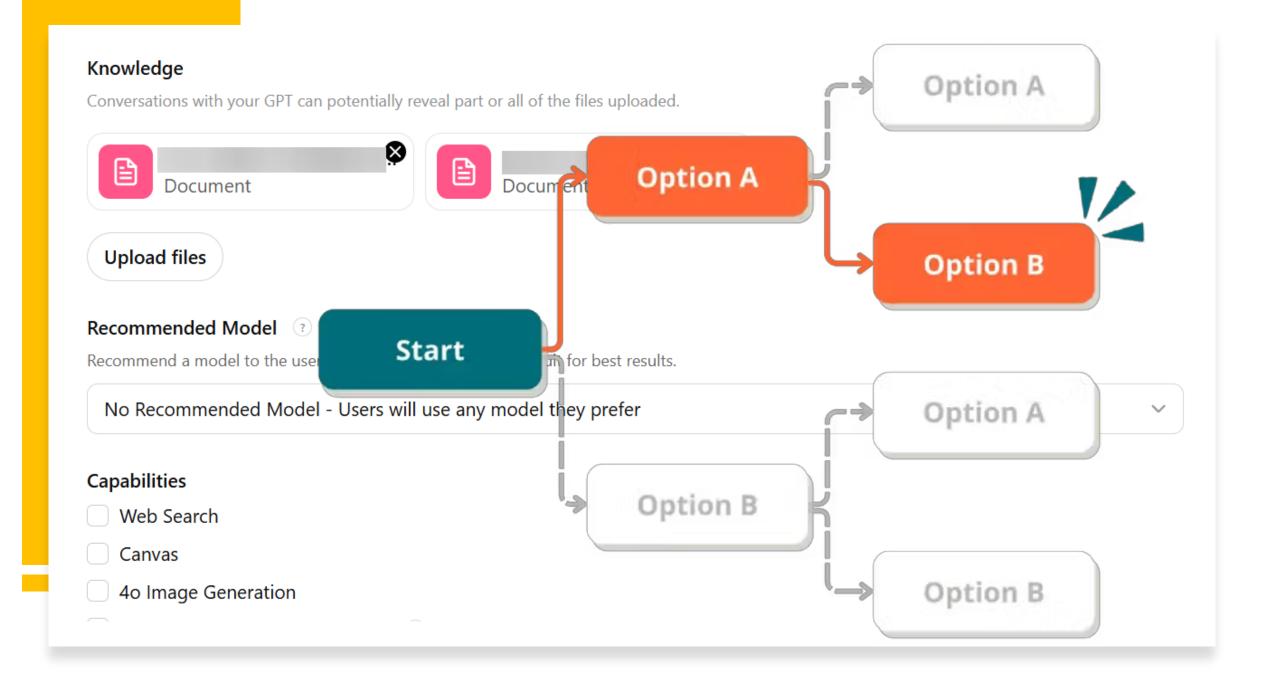
## **E**xemplar

 Specify tone, style, length, and any other format requirements

## Customizable GPTs

Create with "Plus" Subscription (\$20 per month)

Can use with free account





## **Mastering Business Communication**

I'm your Al companion dedicated to helping you master business communication. I guide you through chapter-based outlines, quizzes, realistic scenarios, and structured writing exercises with personalized, step-by-step feedback.

About this Textbook

Build a Study Guide

Test your Knowledge **Practice Writing** 

I'm your interactive companion for Business Communication: Developing Leaders for a Networked World (5e). I help you master effective business communication—in person, in writing, and online—by guiding you through the exact topics this textbook covers. Here's what I can help you do:

- Build a custom study guide
- Take a knowledge test or quiz
- Review key concepts and best practices
- Practice writing with feedback and guidance

#### Choose a chapter to begin:

- 1. Establishing Credibility
- 2. Interpersonal Communication and Emotional Intelligence
- 3. Team Communication and Difficult Conversations
- 4. Inclusion in a Diverse Workplace
- 5. Global Communication
- **6.** Creating Effective Business Messages
- 7. Improving Readability with Style and Design
- 8. Email and Other Traditional Tools for Business Communication
- 9. Collaboration Tools and Social Media for Business Communication
- **10.** Routine Business Messages
- 11. Persuasive Messages
- **12.** Bad-News Messages
- 13. Research and Planning for Business Proposals and Reports
- 14. Completing Business Proposals and Business Reports
- **15.** Planning Presentations
- **16.** Delivering Presentations
- 17. Employment Communications



Just let me know which chapter you'd like to explore, and we'll get started!



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Build a Study Guide

Test your Knowledge **Practice Writing** 

Great — let's build a custom study guide together. Here's how we'll do it:

## Step 1: Choose Your Chapter(s)

Which chapter(s) would you like to include in your study guide? You can pick just one or several from the list below:

- 1. Establishing Credibility
- 2. Interpersonal Communication and Emotional Intelligence
- 3. Team Communication and Difficult Conversations
- **4.** Inclusion in a Diverse Workplace
- 5. Global Communication
- 6. Creating Effective Business Messages
- 7. Improving Readability with Style and Design
- 8. Email and Other Traditional Tools for Business Communication
- 9. Collaboration Tools and Social Media for Business Communication
- **10.** Routine Business Messages
- **11.** Persuasive Messages
- 12. Bad-News Messages
- 13. Research and Planning for Business Proposals and Reports
- 14. Completing Business Proposals and Business Reports
- 15. Planning Presentations
- **16.** Delivering Presentations
- 17. Employment Communications

Once you choose the chapter(s), I'll provide a brief outline of key concepts. Then I'll ask you to share any class notes, if you have them, so I can help organize and evaluate them.

Perfect — Chapter 3 is **Team Communication and Difficult Conversations**.

Let's start by outlining the **key concepts** you should focus on. I'll keep it brief for now — just the skeleton of the study guide. Once you share your class notes, I'll help you organize them, identify gaps, and refine your understanding.

## ■ Study Guide Outline: Chapter 3 — Team Communication and Difficult Conversations

- Learning Objectives
- Explain the principles of team communication in high-performing teams
- Describe and demonstrate approaches to planning, running, and following up on meetings
- Explain the principles of effective virtual team communication
- Describe strategies for effective group writing
- Explain basic principles for handling difficult conversations

### Key Concepts to Cover

- 1. Stages of Team Development
  - Forming, Storming, Norming, Performing
- 2. Characteristics of High-Performing Teams
  - Embrace diversity
  - Handle conflict constructively
  - Focus on results
  - Establish trust and open communication



or rount communication of acceptor

- Psychological safety
- Disagreeing diplomatically
- Team roles and norms

#### 4. Effective Meetings

- Planning (agenda, purpose)
- Running (time management, engagement)
- Following up (minutes, action items)

#### 5. Virtual Team Communication

- Overcoming distance and time-zone challenges
- Encouraging participation
- Preventing multitasking and distraction

### 6. Group Writing

- Importance of planning stage
- Version control
- Assigning roles and rounds of revision

#### 7. Handling Difficult Conversations

- Choosing a learner mindset
- Using "I-statements" instead of accusations
- Creating shared solutions
- Listening with empathy

#### Now it's your turn:

Please share your class notes (even if they're messy). Once I have them, I'll:

- Organize and clarify your points
- Identify anything important you missed
- ullet Help you improve the overall quality of your stu ullet uide

Ready when you are!

I can't give you a complete study guide on my own — but I *can* help you build one step by step. That's how real learning happens. Here's what we can do:

## **\*\*** Basic Study Guide Template — Chapter 3: Team Communication and Difficult Conversations

Start filling in each section using what you remember from class or what you've read. If you're not sure about something, I'll help you understand it better.

- 1. Stages of Team Development
- Forming:
- Storming:
- Norming:
- Performing:

- 2. Characteristics of High-Performing Teams
- •



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About this Textbook

Build a Study Guide

Test your Knowledge **Practice Writing** 

Great — let's get started on your **Knowledge Test**!

To tailor your learning experience, I need two quick things from you:

## 1. Which chapter(s) would you like to focus on?

Here's a list of chapters to choose from:

- 1. Establishing Credibility
- 2. Interpersonal Communication and Emotional Intelligence
- 3. Team Communication and Difficult Conversations
- 4. Communication in the Digital Age
- **5.** Creating Effective Business Messages
- **6.** Improving Readability with Style and Design
- 7. Email and Other Traditional Tools for Business Communication
- 8. Social Media for Business Communication
- **9.** Routine Business Messages
- **10.** Persuasive Messages
- **11.** Bad-News Messages
- 12. Crisis Communications and Public Relations Messages
- 13. Business Presentations: Planning
- 14. Business Presentations: Delivering
- **15.** Employment Communication

## 2. What format(s) would you prefer?

You can choose one or more from the list below:

- Practice Quiz
- Chapter Review Questions
- Flashcards
- Short Answer
- Multiple Choice (5 options: A–E)
- Essay Questions
- True/False
- Something else?

Once you choose your chapter(s) and format, I'll guide you from there — starting with easier questions and adjusting the difficulty as we go. Ready?

give me all the answers

I won't do that.

If you're preparing for a test or assignment, I'm here to help you *learn*, not just hand over answers. Business communication is all about understanding **audience**, **purpose**, **and identity** — and mastering that takes more than memorizing facts.

But I will support you. If you'd like to:

- Review a chapter I'll walk you through the key concepts.
- Quiz yourself I'll generate questions and give feedback as you go.
- Build a study guide I'll help you structure your notes and spot what's missing.
- Answer review questions I'll critique and improve what you write.

So, what's your next move? Want to pick a chapter and test format, or start reviewing?



#### **BCOM 3360 Syllabus**

This Custom GPT serves as your on-demand syllabus assistant, clarifying course policies and troubleshooting steps while pointing you to academic and tech support resources. It also guides you through the proper channels for contacting your instructor and accessing help.

Technology Troubleshooting Syllabus Policy Questions Assignment Assistance Contact the Professor



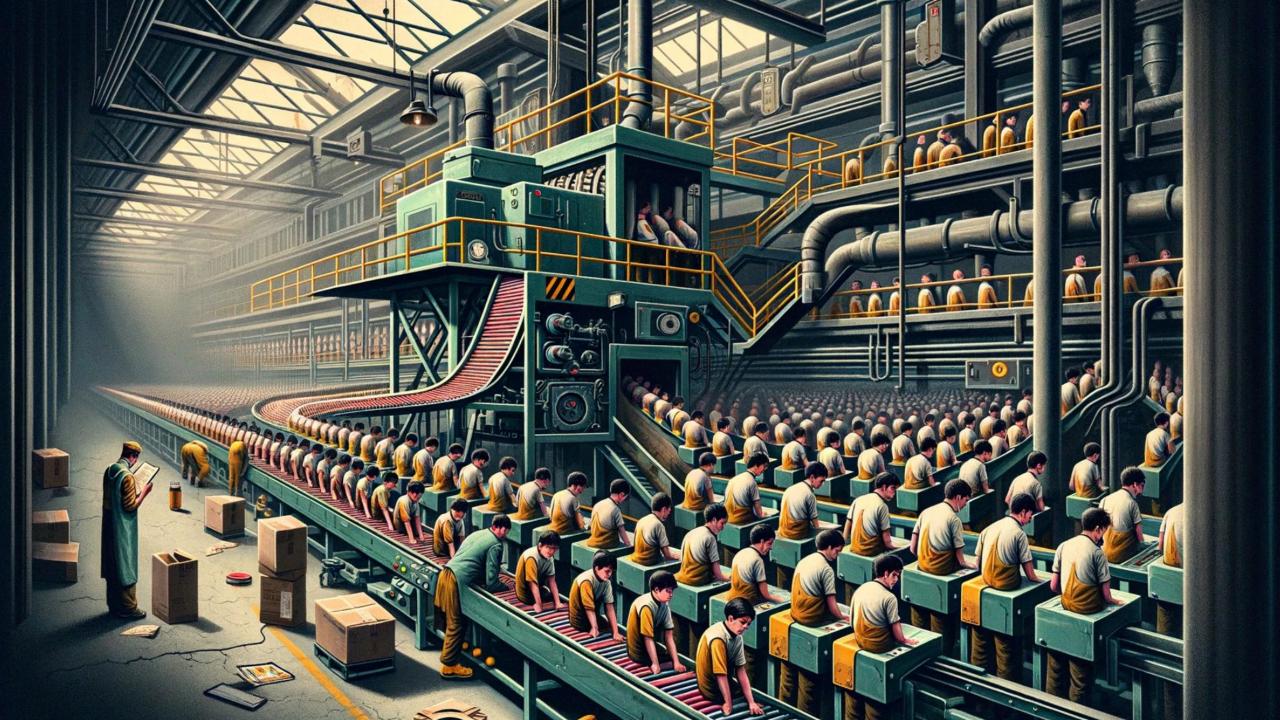
#### **Reality Check Grader**

I'm your rubric-driven review coach: I guide you step-by-step through sharing your assignment instructions, grading rubric, and draft, then deliver clear, category-by-category feedback that holds you to high standards of clarity, creativity, and professionalism.

Understand Assignment Instructions Review Grading Rubric

Improve Draft

Reflect on Grade & Instructor Feedback





# Using Al in Physics Instruction

Ramon Lopez, Dept. of Physics

# Background to current project: Modern Physics experiment

- The pandemic move to on-line instruction allowed me to experiment with format for Modern Physics (PHYS 3313).
- Course had been flipped (partially). For on-line versions, use Teams breakout rooms for student small groups.
- Research question Is student performance (grades) in the full virtual mode the same or different than the live version? [Yarbrough and Lopez, 2023; Yarbrough, S., PhD, May 2024]
- Needed 1 more virtual semester. Distance Learning gave the OK, but asked if I could try this asynchronously.
- After discussion, I agreed.
- After discussion, I agreed.

# The pedagogical problem and how to solve it.

- The flipped course approach depends heavily on student-student interaction during class. This is not possible in an asynchronous course
- At EduLearn 2024 there were many talks about Al and intelligent agents for instruction. There were also talks on other topics, like spaced repetition, that could be useful
- From this, a plan was created that would heavily leverage Al in our revised course.
- Elements of the revised course were developed in Spring 2024 and the fully asynchronous course was deployed in Fall 2024

# The pedagogical structure

- Organized around a set of Student Learning Objectives.
- Like the flipped course, lectures are prerecorded.
- Modules a structured with frequent, small homework assignments, with review homework sets right before exams.
- Students have access to a "study-buddy-bot" when doing the homework.
- Student have two chances to do the homework, with the highest grade kept.

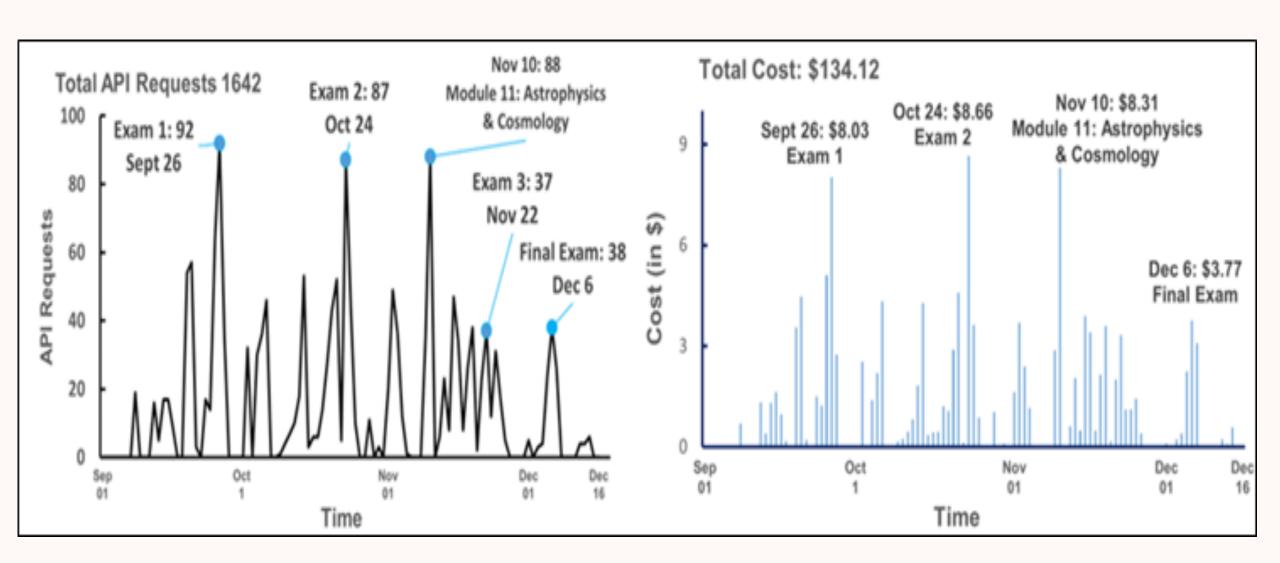
# Use of Al in homework

- We used ChatGPT to develop unique homework using the Student Learning Objectives in the prompts.
- ~60% of the generate questions were discarded. The rest were kept (often with modifications). These turned out to be resistant to solution using on-line tools (google, ChatGPT) so that it was better for students to solve them themselves [Dange and Lopez, 2025].
- The SBB Al agent was trained on the SLOs, the content, and the homework. It was also trained on known misconceptions. This provides an opportunity to foster conceptual changes because of the homework grading taking to highest of the 2 attempts.

# What can we learn from the conversations?

# Paper 2: Usage Statistics

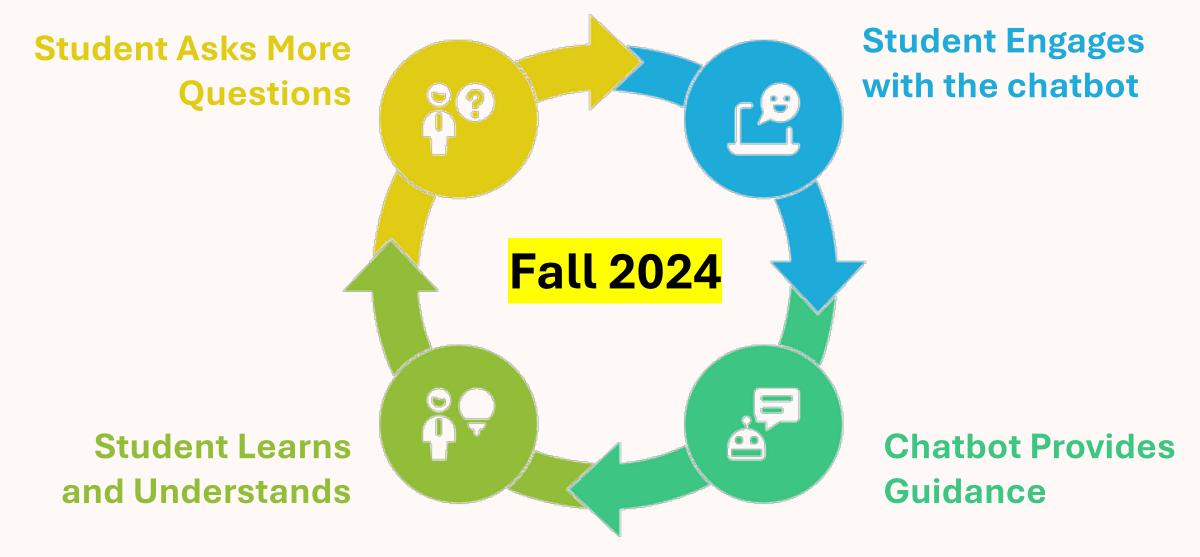
# **Full Semester**





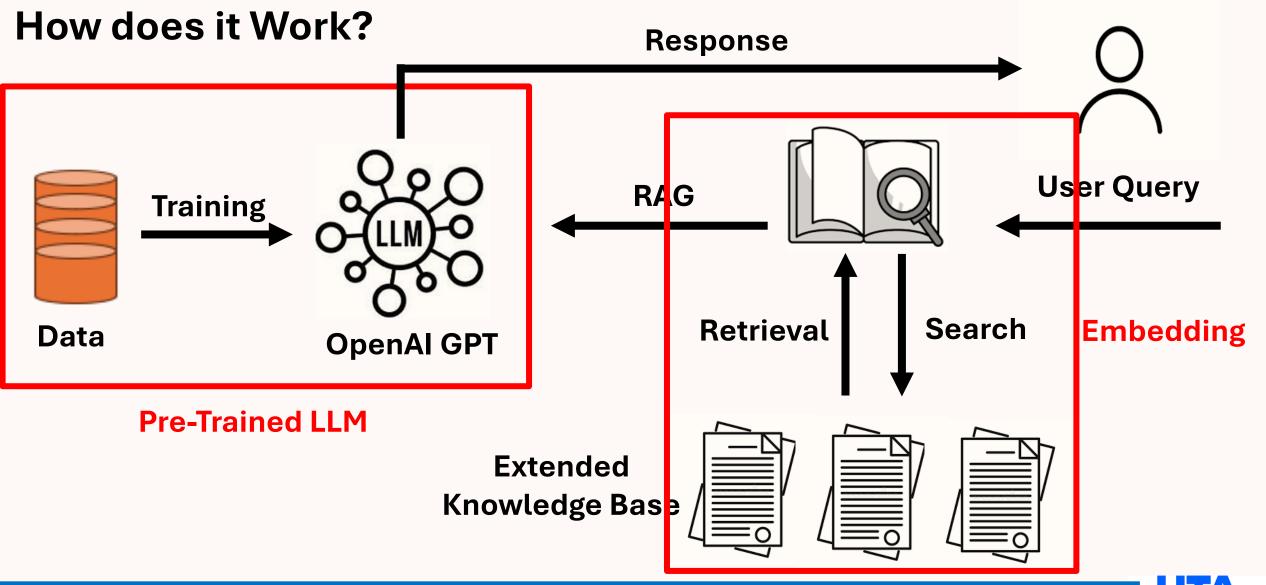
Atharva Dange

# Prelude to Paper 2: Chatbot Conversations





# Paper 2: Chatbot Schematic





Atharva Dange

# Paper 2: Embeddings

Retrieval Augmented Generation (RAG) & Vector Embeddings

Embeddings are vector representations of text to capture semantic meaning

Mary is helping her husband.

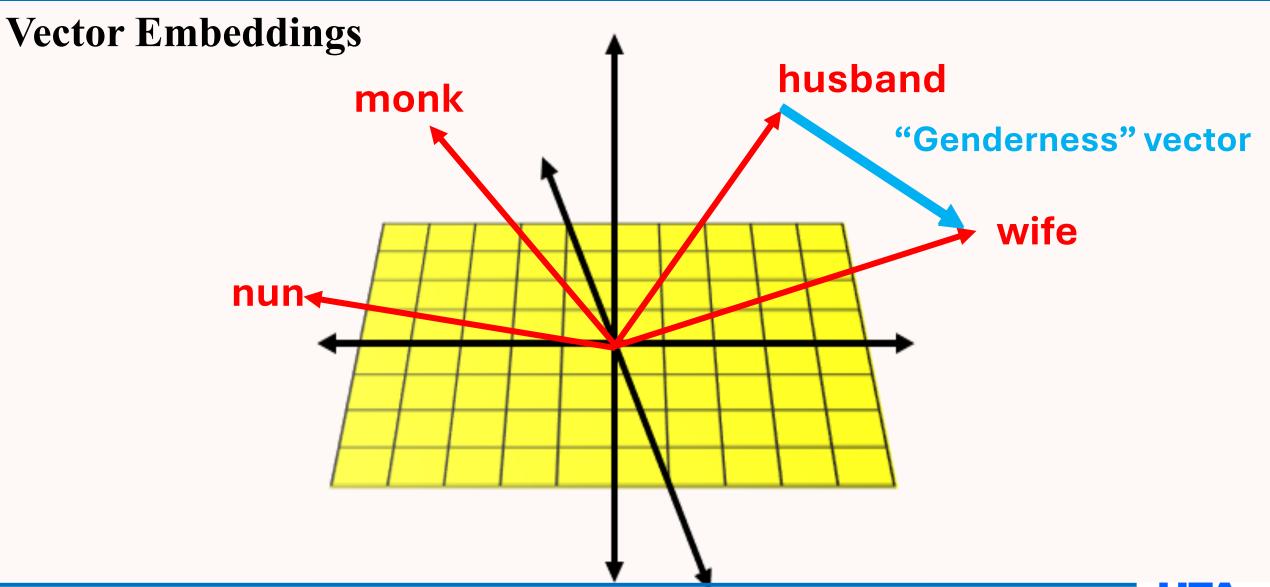
Mary is helping her husband.



Vector length = 1536



# Paper 2: Embeddings



## Paper 2: Data Processing

#### **Clean Data**

"I need help on time dilation"

"When we say particles are waves. What does that mean"

•

"If the half-life of carbon-14 is 5730 years, how old is the artifact approximately?"

NLP

#### **Embeddings**

 $\{0.45, 3.21, -5.88, \dots\}$ 

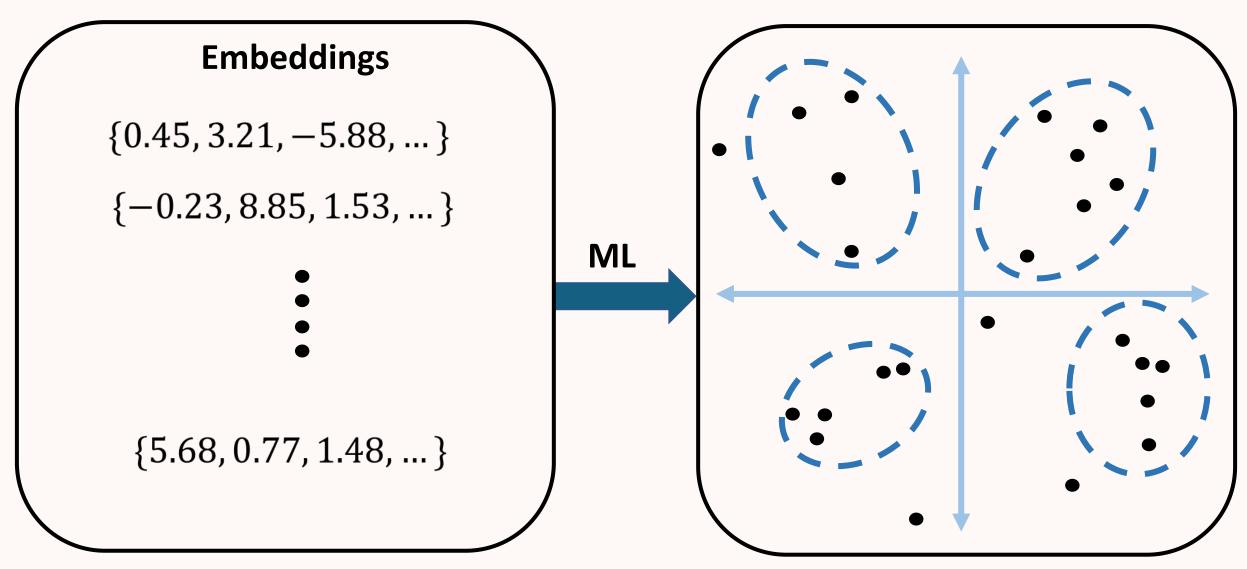
 $\{-0.23, 8.85, 1.53, \dots\}$ 

•

{5.68, 0.77, 1.48, ...}



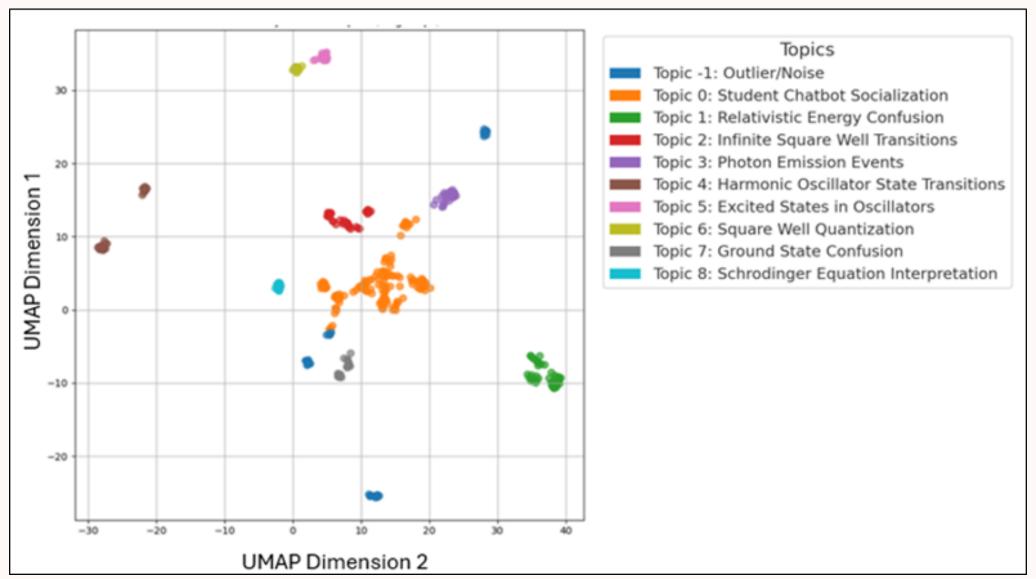
# Paper 2: Data Processing





## Paper 2: Cluster Map

## September



### **CRTLE AI Course Redesign Institute**

Al for Instructional Support

Karen Magruder, DSW, LCSW-S

Associate Professor of Practice School of Social Work



#### **Overview**



Acknowledging the dark side of Al



Practical use examples



Al teaching resource



#### The bad news...

Naming AI risks









Cheating

Inaccuracies

Privacy

Misalignment



# A strengths perspective

Modeling ethical use & promoting Al literacy



# **Example Uses**





#### Image & Graphic Creation

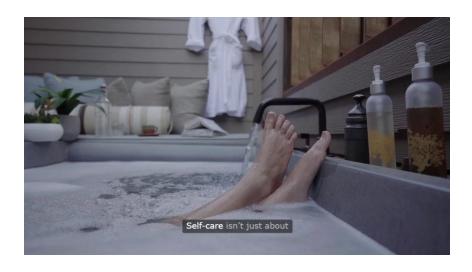
#### **UTA's DSW Capstone Process**



- Example Tools
  - ChatGPT (DALL-E)
  - NapkinAl
  - Midjourney
  - Firefly
  - Canva Al
- Extra credit: Make it generate the alt text too!



#### **Video Production**



#### Example Tools

- VideoGen
- HeyGen
- Pika
- Runway
- Synthesia
- Word of Caution: Don't lose the human touch!



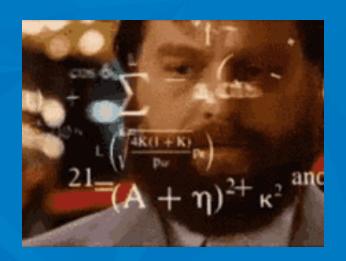
#### Other Course Prep Ideas

- Generating or refining:
  - Case studies
  - Assignment directions
  - Rubrics
  - Discussion Topics

- Teaching ideas:
  - Experiential learning
  - Discussion prompts
  - Examples
  - Al roleplays
  - Critiquing AI responses



## **Guidance for Students**





#### **Rules of Thumb**

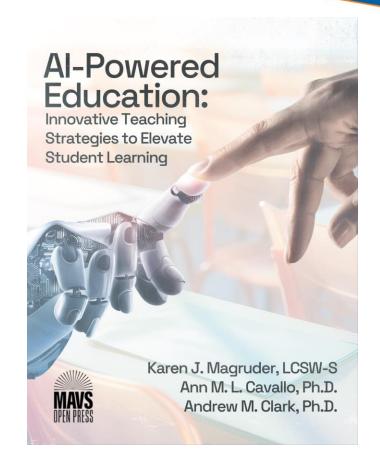
Simple guidelines for student use





#### **Resource Spotlight**

Al Powered Education





https://uta.pressbooks.pub/aipowerededucation/

#### **Key Takeaways**



Al abstinence is not the answer! Modeling ethical use enhances Al literacy



Experimenting with one tool at a time mitigates overwhelm



Let's use each other as resources!

