

Practitioner's Quick Guide: Using ChatGPT in Learning Design

Artificial Intelligence (AI) refers to computer systems capable of performing tasks that typically require human intelligence. Through techniques like machine learning (ML) & natural language processing (NLP), AI enables machines to analyze data, make recommendations, and solve problems, aiming to mimic or simulate human cognitive abilities.

A Large Language Model (LLM) is a type of AI model that processes and understands human language. LLMs like ChatGPT analyze text data, learn patterns, and generate coherent and contextually relevant responses.

AI is rapidly evolving.

- Add your own ideas to this guide & make it your own.
- Share what you're learning with your business sponsors.
- Build relationships with others using AI in your organization.
- Stay on top of AI and LXD developments.

Leverage ChatGPT as your new ID & writing assistant

- Summarize content & identify themes.
- Query large bodies of text
- Break writer's block for yourself or your SMEs.
- Write test questions & answer feedback.
- Write cases & scenarios.
- Write course descriptions.

Use ChatGPT in the learning experience

- Give feedback on text entry.
- Respond in a role-play or debate scenario.
- Coach through a protocol.
- Pose adaptive questions.
- Evaluate responses based on a rubric you create.
- Generate infinite questions and variations.

Get the most out of your ChatGPT prompts

- Craft clear and specific prompts that clearly communicate the desired information or task. Define what "success" looks like.
- Include relevant context in your prompts to help ChatGPT understand the specific situation or problem.
- Break down complex questions into smaller, more digestible parts and respond to each component separately.
- Specify the format or give examples for the desired response (table, bulleted list, tone of voice, length of response, etc.)
- Experiment and iterate with different variations of prompts to see which ones yield the best results.

Manage bias & sensitivity

- Recognize that AI models inherit biases from the data they are trained on and can be goaded into responding with bias.
- Implement a checkpoint where humans carefully review & filter the AI's responses for bias.
- Engage a diverse group of stakeholders, including subject matter experts, learners, and individuals from underrepresented groups, in the design and review process.
- Be transparent with learners about the use of AI and the limitations it has.
- Conduct regular fairness tests to evaluate the model's performance across different demographic groups.

Build for transparent & Explainable AI (XAI)

- Clearly inform learners that they are interacting with AI.
- Clarify that the AI may not have access to the most up-to-date information and that its responses are based on patterns learned from training data.
- Offer explanations or reasoning behind ChatGPT's responses whenever possible.
- Make feedback mechanisms available for learners to share insights.

**Consider your mindset:
If you think of AI as a threat, it probably is.**

"While ChatGPT can be a valuable tool, it should be used as a supportive resource in the learning design process, and human expertise and judgment should always be applied to ensure the highest quality learning experiences."

– ChatGPT-3.5, May 24 Version



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