

# Breakout Session 1: How can generative AI enhance what chatbots are trying to do?

## Breakout Group A

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↻ Quicker answers. Available when students answer questions. Ability to answer questions not in knowledge base

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↻ Nervous about how to vet information. Safeguards

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↻ Capturing students interest with the heightened individualization to drive action/progress in CCR areas

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↻ One great feature they have references (like Microsoft CoPilot). And make sure link to a professional like a counselor

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↻ Students getting updated information, without broken links. The references could help keep the information fresh.

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↻ Legislatures getting concerned about lack of guardrails. Needs to be shaped so we balance benefits and risks. Need to clearly explain to policy makers what this is. Space to pilot and try things. Minimize the risk.

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↻ Double edged sword. Quick, at finger tips. Not talking to a human. Adding personalization can help to eliminate fears and misperceptions. Customize that.

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↻ Hybrid AI: linking to people. A trusted

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↻ Need to train teachers and the adults.  
Making sure teachers are not afraid of it.

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### Breakout Group B

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↻ provide personalized information - if I'm a student from a certain area, maybe gen AI can provide me more location-based information

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↻ Generative AI gives us the opportunity to train a chatbot to respond the way our human experts might, or better yet, to guide in the same way. There's an opportunity for humans to use Gen AI tools to increase their reach, capacity, and impact.

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↻ time! gen AI chatbots can provide faster answers

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↻ help increase knowledge base in the bot - some chatbots work off of a known knowledge base. gen AI could provide more specific and personalized understandings, and then folks working behind the bot can incorporate that into the knowledge base.

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↻ increase capacity of those people in the ground (ex, the bot can provide support until a person can respond to a student)

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### Breakout Group C

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↻ Support counselors curate the resources and content to ease their burden.

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↻ But the flipside is that students should still have access to a human when needed.

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⇒ Students get access to answers any time they need it and can start from any point

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⇒ Higher customization

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⇒ Ability to query the data

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⇒ Students can ask their questions in a variety of ways

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⇒ Report back from Gen AI support should be available - where is the information being cited from?

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⇒ It is important to create a feedback loop based on student engagement. Recommended to identify high areas of need/interest to provide more contextual responses, and find areas where the bot fails to update available information.

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⇒ A chatbot can be a good place for a student to start in instances where the student may not know what to do or what questions to ask.

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## Breakout Group D

⇒ Generative AI allows for more dynamism in chatbot responses beyond the more "on-rails" responses of chatbots earlier this decade. Students can pivot naturally within a conversation and chatbots stand a much better chance of pivoting along with them

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↩ I think Gen AI could be helpful in customizing info but need to work to ensure accurate sourcing (i.e. how can it help build out our Knowledge Base for human review?) it could be a good launching off space.

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↩ **Timely information**

provide timely information directly to students without relying on counselors to copy paste deadlines and important next steps for college/career readiness

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↩ **Draft messages**

Once you have a strategy in place and know how to instruct it, gen AI could be great and a huge time saver for first draft of messages and communications. should be reviewed by a human before being distributed widely

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↩ **action-oriented responses**

Have Gen AI insert call-to-actions tactically to encourage action from students.

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↩ In my experience generative AI can approximate or at least feign personality a little bit better than the earlier generation "cable company customer service" chatbots - this can help to put end users at ease

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