

GenAI and Workforce Education: A TLC Fellows Project

Summary / Reflections Presentation

Greg Bem, Faculty Librarian

Winter and Spring, 2024

Teaching and Learning Center, Spokane Community College

Outline

Introduction

What is GenAI and Why Does Greg Care?

TLC Fellows Project

Project Details: Structure

Project Details: Meetings

Project Details: Research

The Faculty Guide

Project Reflections

Introduction



What is GenAI?

Technology tools and platforms that use Large Language Models (LLMs) to become trained on data sets, so that they can quickly and efficiently generate text, visual, auditory, and other content.

These tools, like ChatGPT, Claude, Gemini, and Copilot, emphasize iterative conversations so the user may not only prompt initial output, but refine it over time.

Why Do I Care?

Information Literacy is concerned with creating, using, and sharing information, supported with evaluation and critical thinking

Technological tools have historically been concerned with creating, using, and sharing information, and sometimes evaluation and critical thinking

Librarians are intermediaries, watchdogs not only of information sources, but the tools that provide access

GenAI is the next chapter in this saga

GenAI and Librarianship, Continued

Emerging tools are connecting users with information faster and smarter, in more optimized ways

Use of GenAI is becoming more normalized across age groups and throughout our culture

Tools are being used to boost productivity, find information, and solve problems and needs

How will this impact us now and in the future?

Analogies: Card Catalogs -> Computer Catalogs -> Cloud Databases -> Search Engines

The Curious Watchdog

- Tools change rapidly and impact teaching and learning / work environments quickly
- Need for passionate techy people to pay attention
- Ethical issues abound, including:
 - Academic and Work Misconduct
 - Credibility and Authority of Information
 - Bias, Bias, and More Bias
 - Discouraged Critical Thinking
 - Privacy and Security of User Data
 - Intellectual Property / Copyright
 - Cost / Access Issues

Along Comes the
TLC Fellows Call
for Applications



The Idea: Our Students at Future Workplaces



Image created by DALL·E 3

Proposal: Focusing on GenAI and Workforce Education

"This project concerns Artificial Intelligence's impact on workforce education at SCC. Specifically, I am interested in learning about where GenAI tools are being used in the workforce, in jobs that our students will hold, and how these might get taught in our academic programs. As a result, I am also learning about the academic programs offered at the college, who runs those programs, and who within those programs are passionate about and/or interested in discussing AI in their contexts.

"This proposal will ideally last for two quarters, and open more room for research (through other avenues) after the two quarters are complete."

(January 10, 2024)

Project Details: Defining the Structure



Initial goal was to work for two quarters



Identify what "workforce" means at SCC (versus Transfer)



Clarify what programs are workforce, how they fit into departments, divisions (I'm still figuring this out!)



Start cold outreach to department chairs to arrange conversations



Meanwhile, also start to dive into the wide world of published information on the Internet, via academic articles and... a lot more... and track it all

But Really



Image created by DALL·E 3

Project Details: Meetings

1

Translating workforce programs with pathways to explore

2

Finding appropriate language to present the project, make it compelling

3

Respecting faculty time constraints / availability

4

Organizing the meetings and documenting what was learned

5

Reflecting on the ideas and situations of each discipline / job

But Really



Image created by DALL·E 3

Project Details: Research

Translating all the workforce programs / disciplines into keywords

First, manually searching for relevant sources for each of these areas

Second, creating automated Google Alerts for each of these areas

Third, creating automated Primo (library system) Alerts for each of these areas

Reviewing (weekly!) all the sources of information to add to a bibliography

Ultimately expanding to general workforce search terms

Eventually reviewing all of the sources and weeding out the least relevant

But Really



Image created by DALL·E 3

Ultimately
The Project
Still
Happened!



But Really



Image created by DALL·E 3

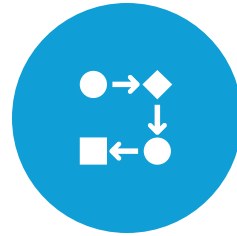
Capturing the Work: The Faculty Guide



GOAL TO HIGHLIGHT THE
WORK OF THE FELLOWS
PROJECT



TOTALLY, REALLY OPTIONAL
BUT INSPIRED BY RECENT
COMMUNITY OF PRACTICE
ON PRESSBOOKS



AND THERE WAS A LOT OF
IDEAS / FEEDBACK
MECHANISMS WAITING TO
CLICK



FACULTY GUIDE ALLOWED
FOR SOME FINAL
REFLECTIONS ON SHARING
THE RESULTS OF THE
CONVERSATIONS AND THE
RESEARCH



A GLORIFIED (AND
HOPEFULLY WONDERFULLY
INSPIRING) "STATUS
UPDATE" ON THE CURRENT
REALITY OF WHERE OUR
STUDENTS' FUTURE
EMPLOYERS ARE AT

So where is this so-called Faculty Guide?

It's coming!

Built into Pressbooks

Openly licensed for prime shareability

Final pages are being completed

Will be a few readers invited to review

Hope to launch at the end of this quarter / early summer

Fun fact: no GenAI used in its creation! (Aside from the cover image)

Project Reflections – Schedule

- Two quarters is both a lot of time and goes by very fast
- Winter and summer may be more effective than winter and spring
- (Release may be another model to consider, or summer moonlight)

Project Reflections – Scope and Work



Early visions more grandiose than results / ideal, romanticized intentions but a lot of grunt work and administrative finagling



Retrieved information during research did not satisfy some of the larger questions



While Angela/TLC provided sounding board, lack of peer-to-peer / group collaboration led to some isolation / stifling



Considerations around individual / group project

Project Reflections – Bonus Benefits



Fantastic opportunity to learn about the college's academic programs



Connecting with IR and administration who are experts in navigating college structures



Collaboration with Angela Rasmussen and the TLC to improve exposure to more faculty



Connecting with faculty individually and in small groups has been great for my social engagement at the college, learning about diverse learning environments at SCC



Refreshed knowledge of terrible sources of information on the Internet



The end! Thank
you!

