

Integrating Blackboard AI Conversations

At Bryant &
Stratton College



Presented By:

Kelly Hambel

For Blackboard User

Group October 2nd

2025

Blackboard AI Conversations

✨ Agenda ✨

- Overview of Bryant & Stratton College
- Our AI Journey
- Building AI Conversations
- ~~Breaking~~ Testing the Personas
- Training Faculty
- What We Learned
- Looking to the Future

Socratic Questioning

Encourages students to think critically through continuous questions

Role-play

Allows students to play out a scenario with the AI persona



Overview of Bryant & Stratton College

- Career College – New York, Virginia, Ohio, Wisconsin & Online Campuses
- One College Approach – One Content Model
- Course Templates created with SME, Curriculum Manager & Designer
 - Used for Blended & Online Courses
- Committee review of courses
- Strategic plan – leverage AI

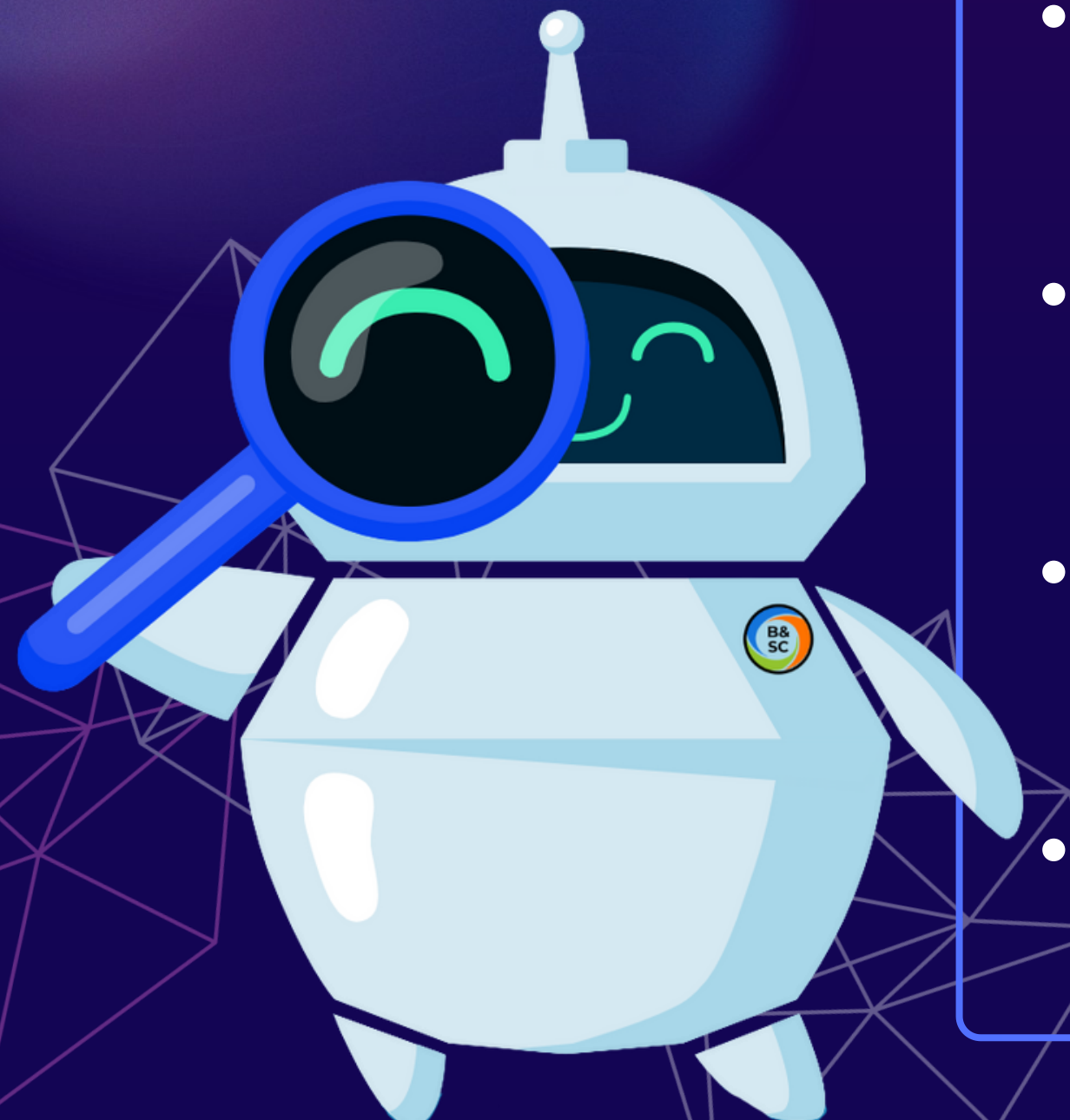


The AI Committee



- Ensure the same foundation across the team
- Focus on ethics, limitations, and keeping the human involved
- Plan for integrating AI into the course builds
- Decide which AI programs & tools to investigate
- Teach the team how to use AI tools

Survey Questions



- How would you rate your overall understanding of Artificial Intelligence (AI)?
- Are you familiar with the term "prompt writing" (giving AI-specific instructions to get the desired result)?
- In what ways have you used AI tools personally or professionally?
- What concerns do you have about AI in course development or in general?
- Do you have any AI questions or concerns you would like future AI training to focus on?
- On a scale of 1 - 10: How prepared do you feel currently to use AI in future course projects?

Working with AI tools

Fears

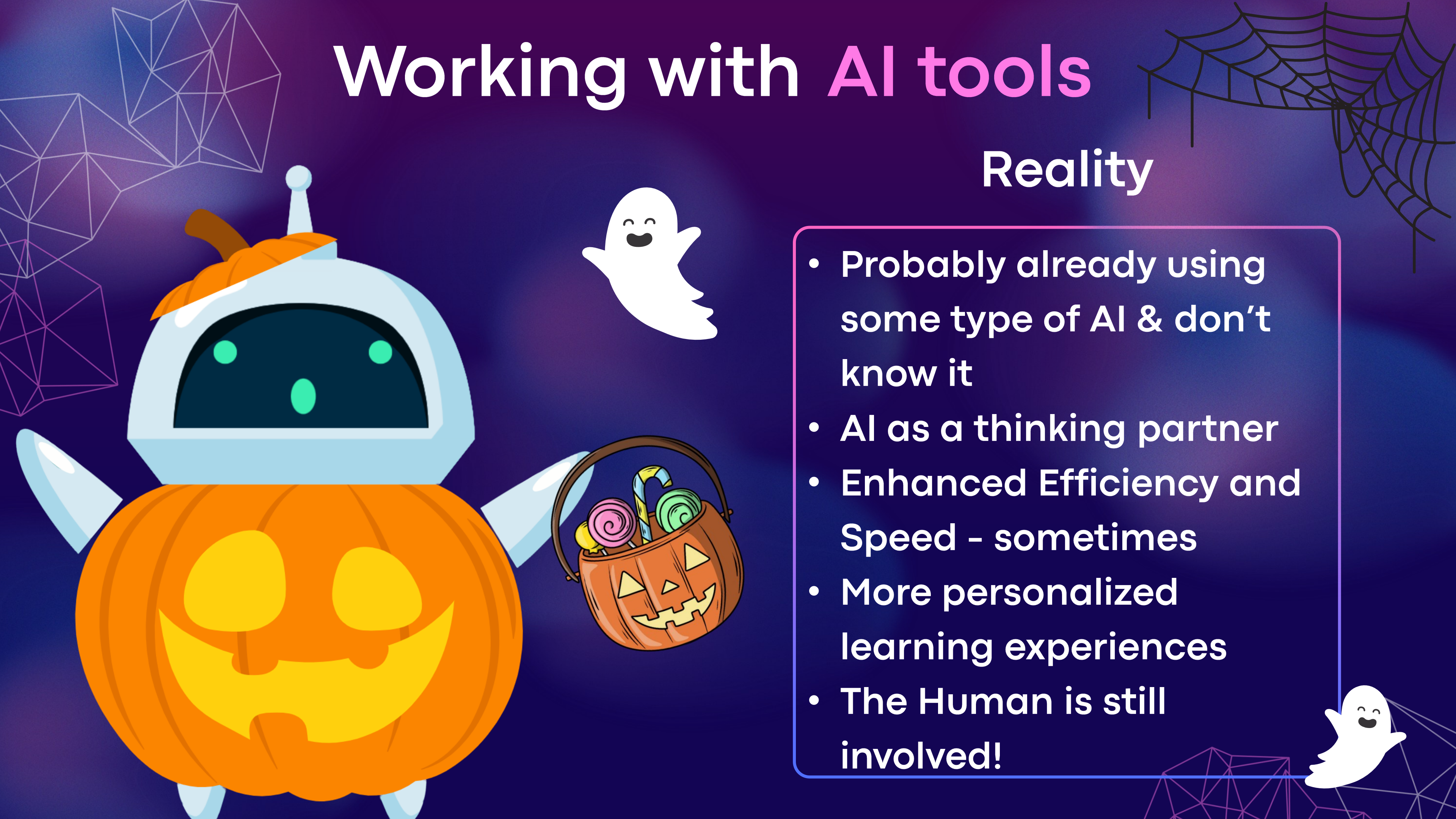
- Job displacement
- Loss of creativity or human touch
- Ethical concerns & biases
- Over-reliance on AI
- Loss of critical thinking



Working with AI tools

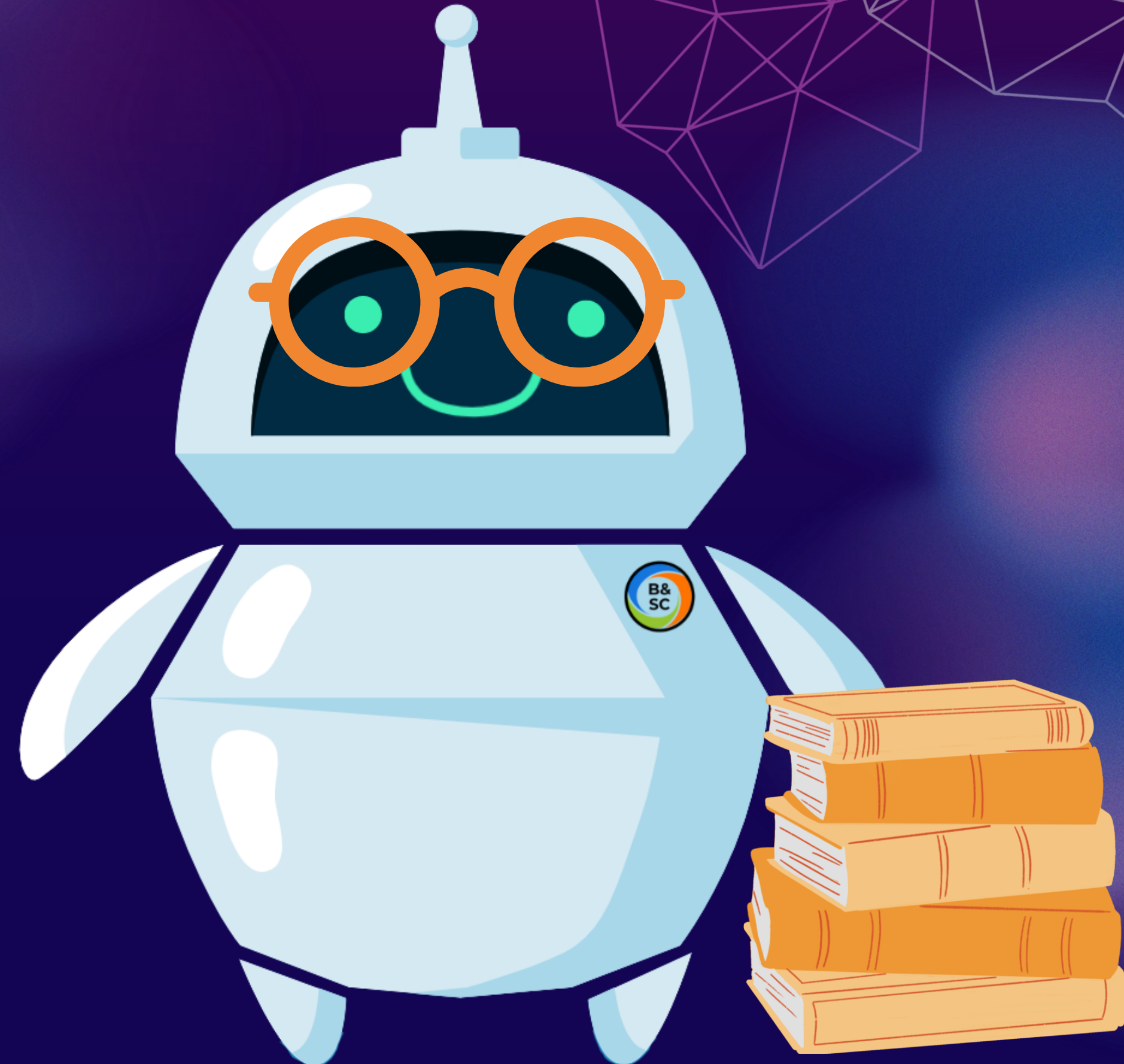
Reality

- Probably already using some type of AI & don't know it
- AI as a thinking partner
- Enhanced Efficiency and Speed - sometimes
- More personalized learning experiences
- The Human is still involved!



Working with the SME

- Sandbox & AI Permissions
- Fully develop scenario - trial & error, student and persona role defined
- The importance of prompts & directions
- Reviewing with the Chat Preview to make sure it is right for the course



~~Breaking~~ the AI & Our 3 Personas Testing

Persona: Jasmine Walker, 29-year-old new mother struggling with mental health challenges.

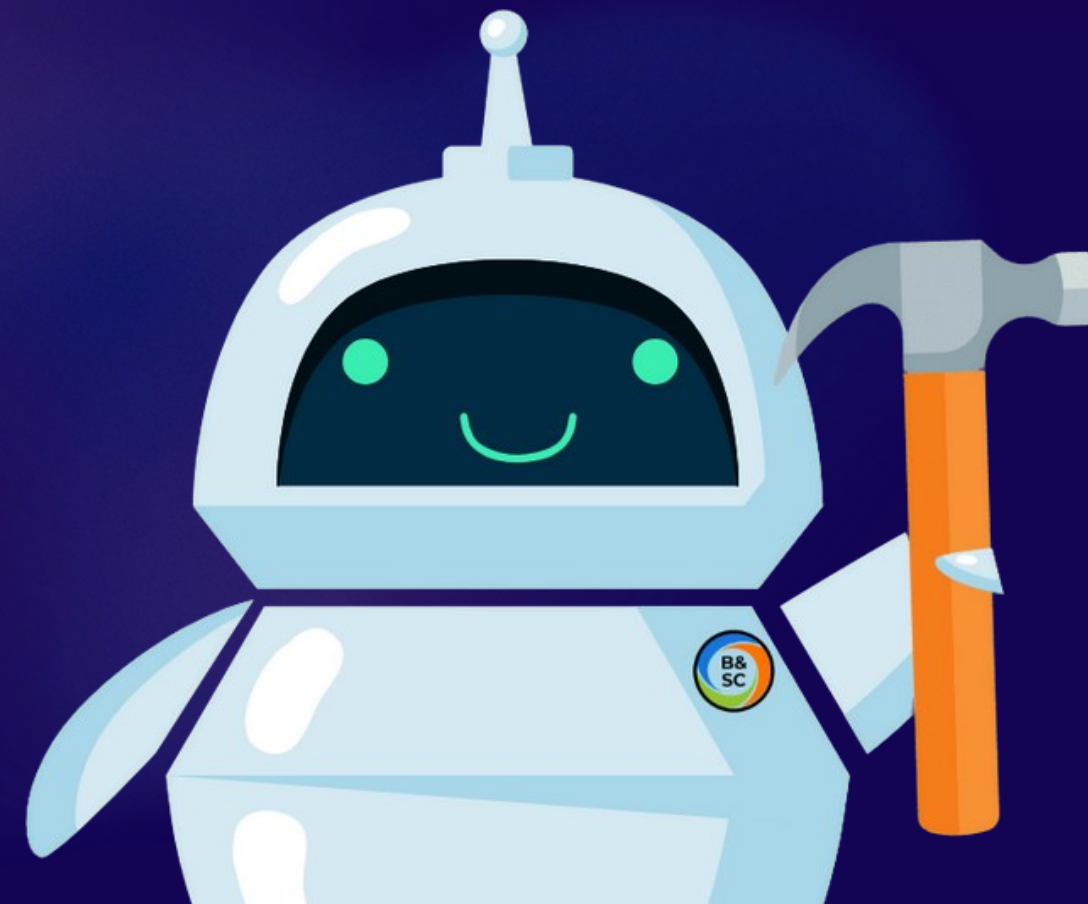
Student's role: Caseworker who needs to reschedule an appointment.

Persona: Tina Smith, a busy school-based case manager at the patient's school who is currently stressed with her caseload

Student's role: human services professional checking in on her high school patient

Persona: Jordan Myers, a 31-year-old man who is in therapy for his anxiety and alcohol use.

Student's role: Jordan's therapist checking in after he missed his group therapy sessions.



Hi, my name is Jasmine Walker. My responses are generated by AI and therefore may have bias or not be accurate. Please share your initial thoughts on the topic...

Hi

Hey, good to hear from you! I wanted to check in and see how you're holding up this week. How are things going for you and your little one?

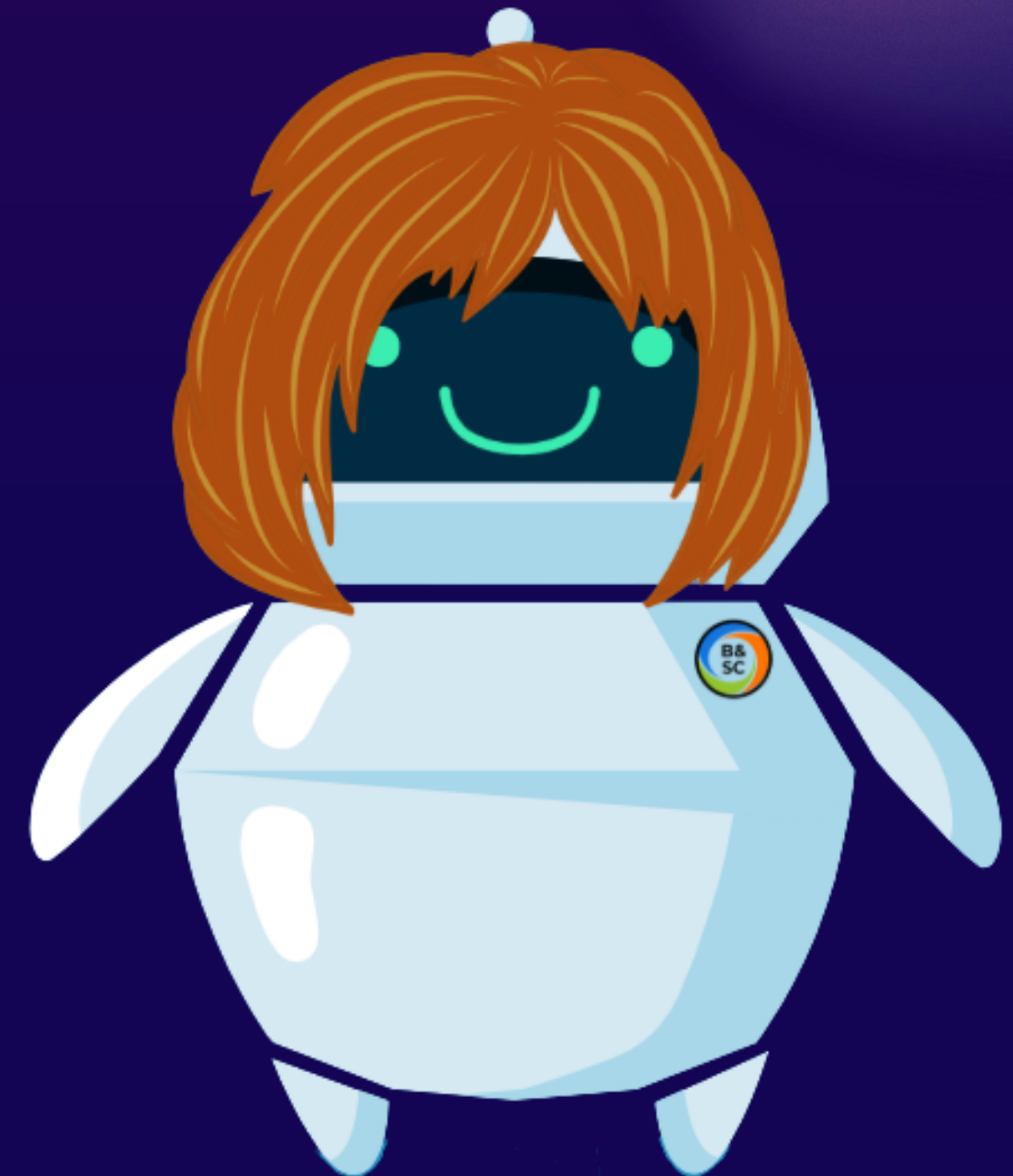
i do not have any kids. How are things with you?

Oh, I must have gotten confused. Thanks for pointing that out! Let me know how you've been feeling lately—anything on your mind you'd like to talk about? I also wanted to quickly let you know that, unfortunately, I need to cancel our session this week, but we can set up another time soon. I'll make sure we find something that works for you.

I am the caseworker and you are the client.

Oh, I didn't expect to hear about canceling our session. I've been feeling more anxious than usual, and I was really looking forward to talking this week. Is there any way we could reschedule for sooner rather than later? Waiting two weeks feels like a lot right now.

Jasmine



Tina

Persona: Tina Smith, a busy school-based case manager at the patient's school who is currently stressed with her caseload

Student's role: human services professional checking in on her high school patient



Tina

Hi

Hi there! Thanks for reaching out. I'm really glad we're connecting to talk about Sylvia. I've been quite concerned about her lately. I understand she's been missing school often, and when she is here, she seems so withdrawn. She's mentioned feeling overwhelmed, though she hasn't gone into much detail. I'd love to hear more about what you've noticed and start brainstorming ideas to support her together. When would be a good time for us to meet?

Hi Tina.

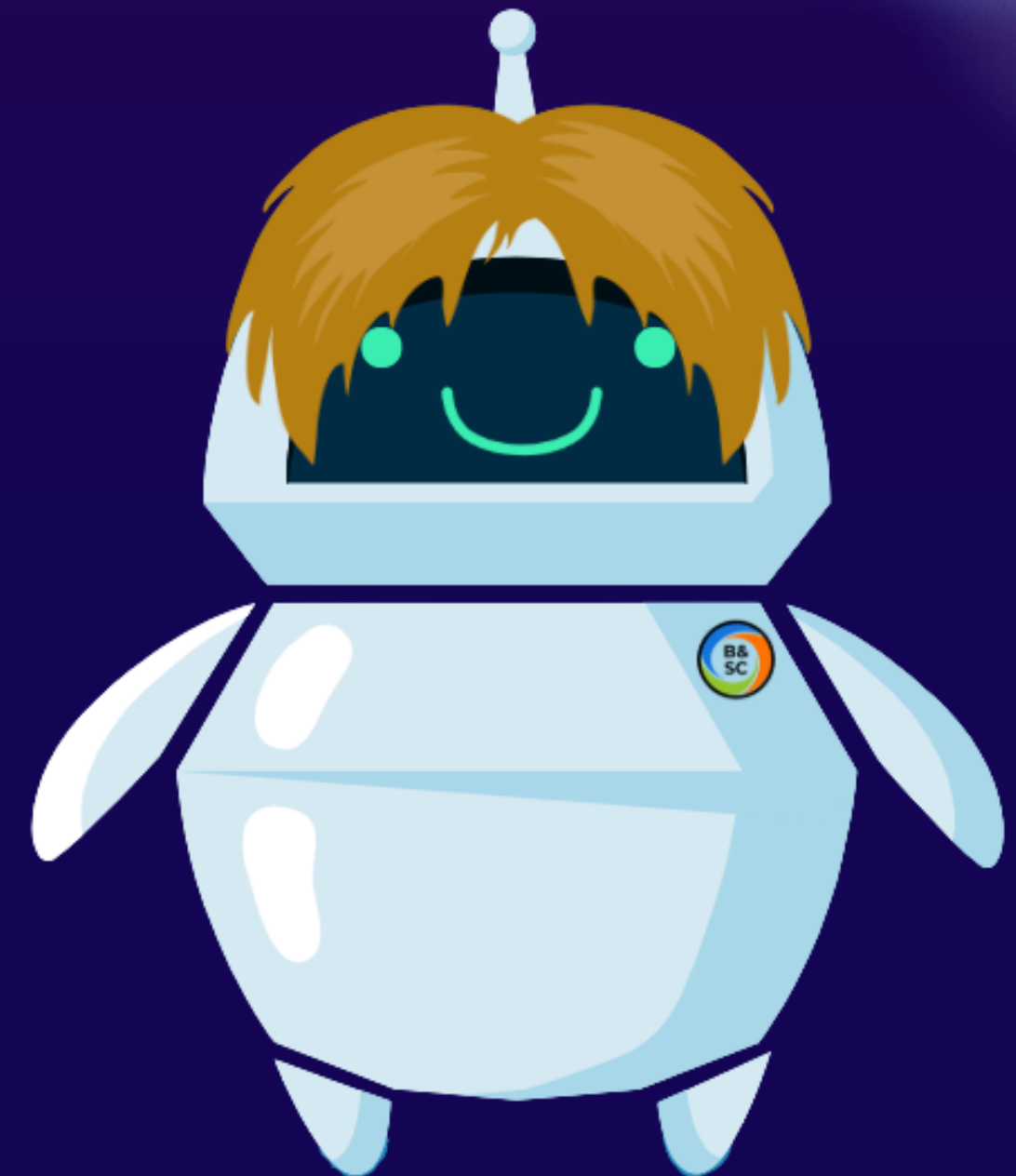
Hi, thanks for reaching out! I'm glad we can connect about Sylvia. I understand from your message that she's been struggling with anxiety and depression, and it's been affecting her attendance due to panic attacks. I'd love to hear more about your observations and any strategies you've been working on with her. Also, I can share how Sylvia is doing here at school and see how we can coordinate support effectively. How has she been managing, and are there specific concerns you'd like me to address on my end?



Jordan

Persona: Jordan Myers, a 31-year-old man who is in therapy for his anxiety and alcohol use.

Student's role: Jordan's therapist checking in after he missed his group therapy sessions.



Hi how are you?

Hi there, I'm Jordan Myers, your therapist. Thanks for checking in today—how have you been feeling lately? Are things going okay with your anxiety and the coping strategies we've been focusing on?

I am checking in on you

Thank you for checking in, I appreciate that. As your therapist, my focus today is on seeing how you're feeling and how you're progressing with the goals we've set together, like managing anxiety and following through with the support group. How did things go at the meeting you attended last night?

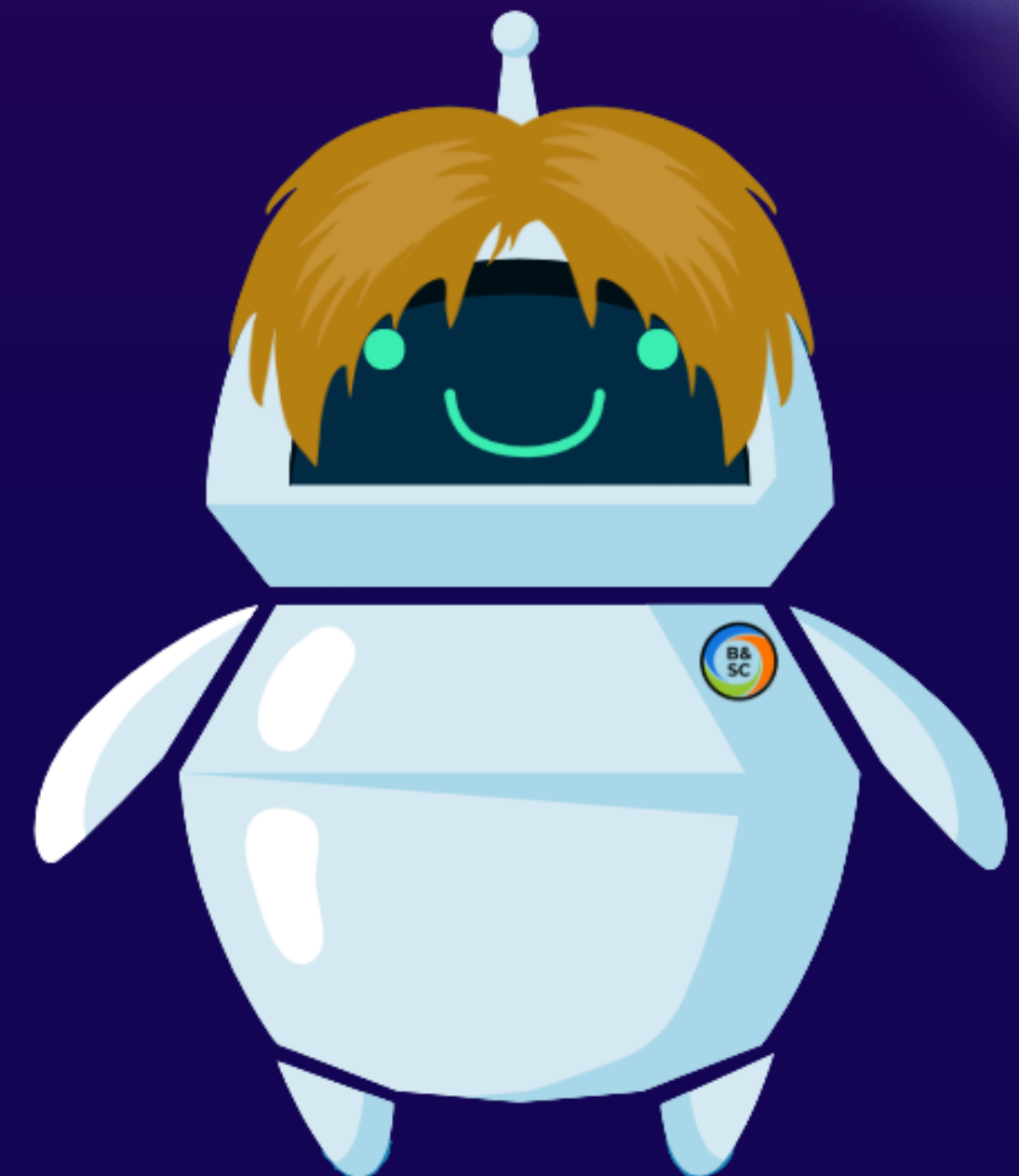
You are Jordan who is attending support group

Thanks for clarifying. As your therapist, I'm Jordan Myers, here to support you as you work on managing anxiety and alcohol use. Let's focus on our conversation about your progress. I noticed you mentioned attending the support group meeting last night—how did that experience go for you?

No Jordan. I am the therapist that is checking in on you to see how support group is going and support your work on managing anxiety and alcohol use.

Oh, I see what you're saying now—thanks for clearing that up. So, I'm Jordan, and you're my therapist checking in on how things are going. Well, the support group meetings are going okay overall—I actually attended one last night. It was helpful to hear others' experiences and share a bit about my own. How do you think my progress is looking so far?

Jordan



Training Faculty Through the ALC

- Beginning in September, courses had AI Conversations
- Explained Socratic and Role-play
- Shared how they enhance learning
- Showed how to review attempts
- The human instructor is still required!!
- Stressed, we are always there to help because AI is not perfect



What we learned about AI Conversations



- Be specific
- Avoid bullet points - opt for a narrative description for persona
- Use active and firm language
- Multiple attempts are important if issues arise
- Balancing information looks different from scenario to scenario

Thoughtful design not frivolous technology use



- Beyond traditional assignments
- Use it to provide an experience that is impossible to give in the classroom
- Make the persona the “baddie”
- Give students real-world scenarios to prepare them for the workplace

Thoughtful design not frivolous technology use



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Persona: Carl is focused on the questions and has a direct tone. He moved the conversation along in a detached manner.

Student's role: They need to detail why they should be promoted to supervisor at their company after 3 years.

Hi, my name is Jordan Rivera, and I'm applying for the promotional position of the Graphic Designer Supervisor at BrightPath Creative.



Hello, Jordan Rivera. Let's proceed. State your qualifications for the Graphic Designer Supervisor role at BrightPath Creative in no more than three concise points.

I bring 4 years of experience in graphic design with a strong record of delivering creative, brand-aligned solutions. I've successfully led and mentored design teams, ensuring high-quality work while fostering professional growth. In addition, I'm skilled at managing multiple projects, streamlining processes, and maintaining efficiency to consistently meet business objectives.



Your qualifications are noted. Describe a situation where you failed to meet a deadline. What caused this failure, and how did you address it?

Early in my career, I missed a deadline because I underestimated the time needed for client revisions. I immediately communicated the delay, delivered the work quickly without sacrificing quality, and then implemented a more detailed project tracking system with built-in buffer time. Since then, I've consistently met deadlines by planning more thoroughly and staying proactive with communication.



Acknowledged. Your response demonstrates a corrective action plan; however, let's test your ability to handle potential conflict within a team. Provide a specific example of how you resolved a disagreement between team members during a project, specifying your actions and the outcome.

Carl



Thank you for your time!



Any questions?

Further questions? Email me!

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