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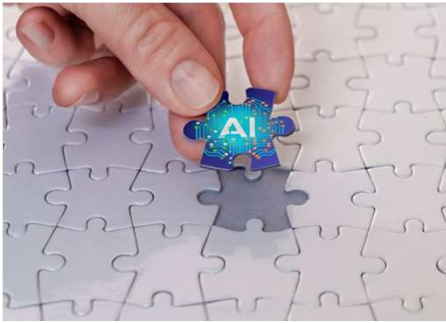
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Supporting Military Families in the Artificial Intelligence Era

Supporting Military Families in the Artificial Intelligence Era



Event Materials

Visit the **event page** to download a copy of the presentation slides and any additional resources.



Continuing Education

This webinar has been approved to offer continuing education credit. Please stay tuned for more information!

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Today's Presenters



Dr. Barbara O'Neill

Distinguished Professor Emeritus
Rutgers University



Bob Bertsch

Program Coordinator/Principal Investigator
OneOp/North Dakota State University

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Learning Objectives

- Understand the various ways that service providers may already be experiencing artificial intelligence
- Identify professional uses of artificial intelligence for service providers and adult educators
- Explore the social impacts of AI for families and service providers

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AI Poll Question

Which word best describes how you feel about the Artificial Intelligence Era? Share why you chose that word in the chat?

- Excited
- Frightened
- Cautiously Optimistic
- Overwhelmed
- Indifferent

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What is Artificial Intelligence (AI)?

AI is a category of software that does human-like things, such as problem-solving, perceiving the world, making decisions, and learning. It includes:

Natural Language Processing
Computer Vision
Robotics
Machine Learning

Stodd, J., Schatz, S., & Stead, G. (2023). Engines of Engagement: A Curious Book About Generative AI. Sea Salt Learning.

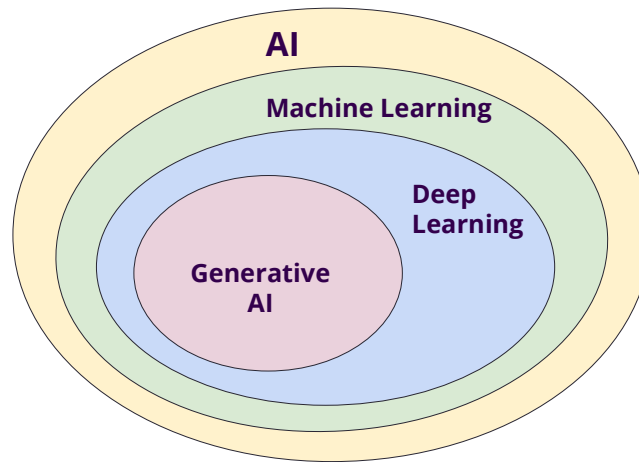


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What is Machine Learning?



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WARNING! Organizational Rules Are Shifting



Lynn Friedman / Flickr

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Discussion Question

Have you used an AI platform (e.g., ChatGPT) in your work?

If so, how?

Share your ideas in the chat pod!



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ChatGPT is Probably Not Your First AI Rodeo!

- AI in Microsoft Word that anticipates your next word when typing
- Online searching by keywords or phrases
- Pop-up ads based on past online search topics
- Shopping suggestions based on past purchases
- Alexa, Cortana, Siri and other virtual assistants
- AI enabled “Smart Home” features



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So What, Exactly is ChatGPT?

explain chat GPT to a 10 year old



ChatGPT can make mistakes. Consider checking important information.

Source: Chat GPT



wachied/ Adobe Stock

Chat GPT is like a very smart robot friend who can talk to you using words, just like you and I are talking now! It can answer your questions and have a conversation with you, just like a real person. But instead of a human brain, it has a computer brain that's been taught how to talk by looking at lots and lots of things people have said and written in the past. This makes it really good at understanding language and coming up with its own answers to your questions.

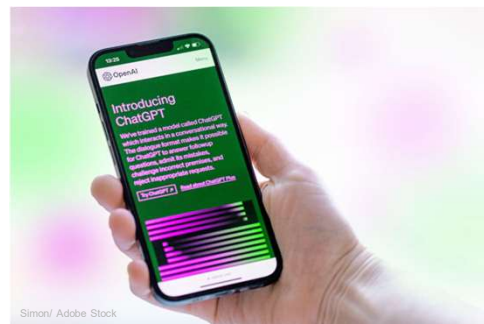
Source: NextGen Personal Finance

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GPT Acronym Description

- G = Generative: It creates (generates) brand new content (not plagiarism)
- P = Pre-trained: It is a LLM (large language model) trained on a massive data set of text information
- T = Transformer: Uses advanced processing techniques to plan sentences and produce an original final product



Simon/ Adobe Stock

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ChatGPT Adoption Statistics

ChatGPT Sprints to One Million Users

Time it took for selected online services to reach one million users

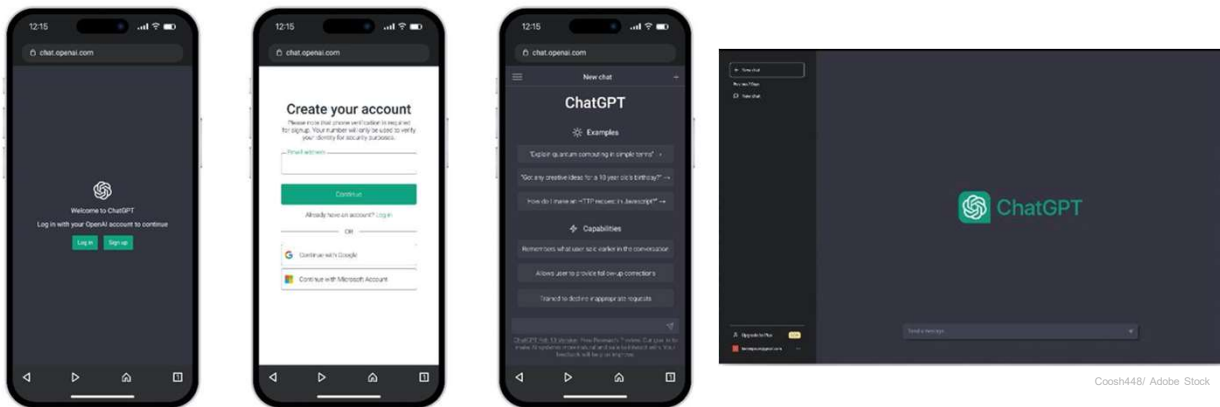


* one million backers ** one million nights booked *** one million downloads
Source: Company announcements via Business Insider/LinkedIn

- 100 million users in 2 months (fastest tech platform to EVER reach 100 million users)
- Currently over 180 million monthly users and 100 million weekly active users
- Used by 92% of Fortune 500 companies

Source: ChatGPT Statistics for 2024:
<https://www.demandsage.com/chatgpt-statistics/>

Getting Started



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Cooosh448/ Adobe Stock

AI Uses for Content Creation

- Fact sheets
- Newsletter articles
- Blog posts
- Literature reviews
- Outlines for webinars and briefings
- Social media content generation



Junghel / Adobe Stock
Generated with AI

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Demonstration 1: Quiz Questions

Prompt: Create a 5 question multiple choice quiz about mutual funds (definition, pros and cons, types of mutual fund fees) with answers with 4 questions for each question.



1. What is a mutual fund?
 - a) A type of stock
 - b) An investment vehicle that pools money from multiple investors to purchase securities
 - c) A type of bond
 - d) A type of real estate investment
2. What is a potential advantage of investing in mutual funds?
 - a) Diversification of investments
 - b) Guaranteed returns
 - c) Lower fees compared to other investment options
 - d) Greater control over investments
3. Which type of mutual fund invests in a variety of assets, such as stocks, bonds, and money market instruments?
 - a) Equity funds
 - b) Bond funds
 - c) Balanced funds
 - d) Sector funds
4. What is a potential disadvantage of investing in mutual funds?
 - a) High fees and expenses
 - b) Limited diversification
 - c) Unpredictable returns
 - d) Difficulty selling shares
5. What are mutual fund fees?
 - a) Costs associated with buying shares in a mutual fund
 - b) Fees charged by the government on mutual fund investments
 - c) Fees charged by the fund manager to manage the mutual fund
 - d) Fees charged by the broker to invest in mutual funds

Source: Chat GPT

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Prompt Engineering

- A skilled process of talking to LLM systems effectively
- Basic vs. Better Prompts
 - Basic: What are ETFs?
 - Better: How would you explain ETFs (exchange-traded funds) to a layman and can you provide three examples for me to understand?

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Start Small

- Practice writing a Chat GPT prompt in the chat
 - How can the prompt be improved? Are there specific keywords or phrases that would help generate a more helpful or specific response?

Message ChatGPT...



ChatGPT can make mistakes. Consider checking important information.

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A Very Important Warning About Using Generative AI Platforms

- Downside: It Makes Mistakes!
- Hallucinations: Term used to describe authoritatively sounding statements that are flat out WRONG



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AI Learning Activities

- Discussion and polling questions
- Trivia game and Kahoot questions
- Skit or role play scripts
- "Web Quest" to search for information



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Time-Saving Hacks

- Topical outlines
- Brainstorming (for anything!)
- Answers to client questions
- Create surveys and evaluation forms
- Generate job interview questions



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Demonstration 2: Brainstorm blog post ideas

Prompt: Generate 20 ideas for a series of blog posts on the challenges of permanent change of station for military families.

ChatGPT

- 1. Navigating the Emotional Rollercoaster: A Guide for Military Families Facing PCS**
Discuss the emotional challenges that come with permanent change of station and offer tips on how to cope with the stress of saying goodbye to familiar surroundings.
- 2. PCS Logistics: A Comprehensive Moving Checklist for Military Families**
Create a detailed checklist to help military families organize and streamline the moving process, covering everything from paperwork to packing and transportation.
- 3. Maintaining Stability: Balancing Family Life During PCS**
Explore strategies for maintaining a sense of stability and routine within the family unit during the chaos of a permanent change of station.
- 4. PCS and Kids: Helping Children Cope with Transitions**
Discuss the unique challenges children face during a PCS and provide practical advice for helping them adjust to new schools, friends, and environments.
- 5. The Financial Side of PCS: Budgeting for a Smooth Move**
Delve into the financial aspects of a PCS, offering tips on budgeting, navigating reimbursements, and making cost-effective decisions during the relocation process.
- 6. PCS and Career Challenges: Spousal Employment and Professional Development**
Explore the career challenges military spouses face with each move, providing resources and advice on maintaining and advancing careers despite frequent relocations.
- 7. Home Sweet (Temporary) Home: Making the Most of Temporary Housing During PCS**
Share ideas and tips on how to turn temporary housing into a comfortable and welcoming home, helping military families settle in during the transition.
- 8. Community Connection: Building a Support System in a New Location**

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Discussion Question

Which uses of generative AI would be most relevant to the work you do?

Share your ideas in the chat pod!



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Guidance for Generative AI Use

- Do a robust review for bias, hallucinations and potential copyright infringement.
- Don't use commercial or public AI tools for operational uses.
- LLMs save every prompt. Observe existing policy and guidance regarding use of sensitive information.
- Use your critical thinking skills to verify and validate - REVIEW EVERYTHING!
- Disclose AI-generated content

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Additional Thoughts



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Why Should We Care?

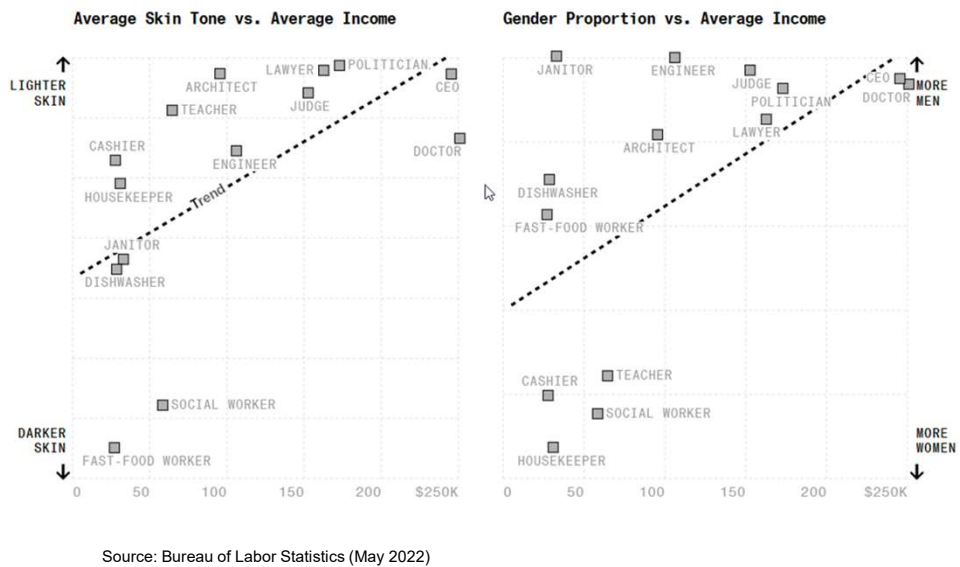
“Mitigating the risk of extinction from AI should be a global priority alongside other societal-scale risks such as pandemics and nuclear war.”

From an open letter on AI risk signed by AI executives, researchers and engineers like OpenAI CEO Sam Altman, Dario Amodei, CEO of Anthropic, and Demis Hassabis, CEO of Google DeepMind.

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Generative AI Bias



Generative AI Bias Impacts

AI can either mitigate or exacerbate disparities in health care.



Graphicroyalty/Adobe Stock

Discussion Question

In what other ways might generative AI bias affect military families?

Share your ideas in the chat pod!



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Erosion of Trust

If every recommendation letter is written by ChatGPT, what does that do to the value of recommendation letters?



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Discussion Question

How might the erosion of trust affect your work with military families?



Share your ideas in the chat pod!

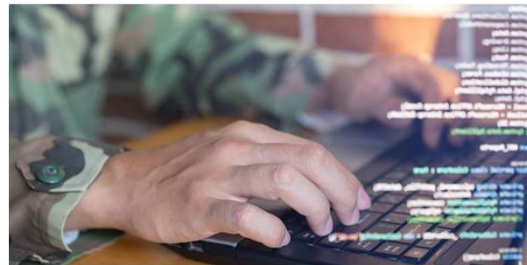
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Job Creation

Projected job creation between 2023 and 2027 - World Economic Forum 2023 Future Jobs Report

1. AI & Machine Learning Specialists
2. Sustainability Specialists
3. Business Intelligence Analysts
4. Information Security Analysts
5. FinTech Engineers
6. Data Analysts and Scientists
7. Robotics Engineers
8. Big data Specialists
9. Agricultural Equipment Operators
10. Digital Transformation Specialists



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Job Displacement

Projected job displacement between 2023 and 2027 - World Economic Forum 2023 Future Jobs Report

1. Bank Tellers & Related Clerks
2. Postal Service Clerks
3. Cashiers and Ticket Clerks
4. Data Entry Clerks
5. Administrative and Executive Secretaries
6. Material-Recording and Stock-Keeping Clerks
7. Accounting, Bookkeeping and Payroll Clerks
8. Home Appliance Installers and Repairers
9. Legislators and Officials
10. Statistical, Finance and Insurance Clerks



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Reskilling and Upskilling

Reskilling and upskilling rankings 2023 and 2027 - World Economic Forum 2023 Future Jobs Report

1. Analytical thinking
2. Creative thinking
3. AI and big data
4. Leadership and social influence
5. Resilience, flexibility and agility
6. Curiosity and lifelong learning
7. Technological literacy
8. Design and user experience
9. Motivation and self-awareness
10. Empathy and active listening

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Discussion Question

How do you think these changes in jobs will affect military families? What about service providers?

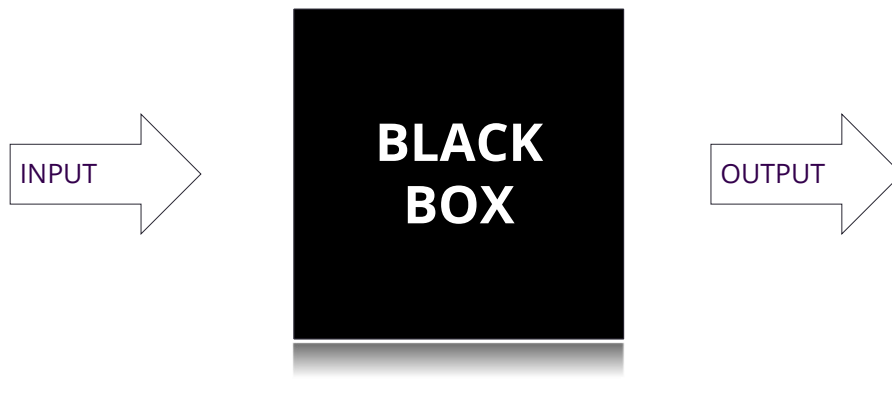


Share your ideas in the chat pod!

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Lack of Transparency in Decision-making



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Lack of Transparency in Decision-making



RosZie/Pixabay



NPXL_Studio/Pixabay

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Discussion Question

How can service providers help prepare clients for the impacts of non-human decision making?



Share your ideas in the chat pod!

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Blueprint for AI Bill of Rights

You should be protected from unsafe or ineffective systems.

You should not face discrimination by algorithms and systems should be used and designed in an equitable way.

You should be protected from abusive data practices via built-in protections and you should have agency over how data about you is used.

You should know that an automated system is being used and understand how and why it contributes to outcomes that impact you.

You should be able to opt out, where appropriate, and have access to a person who can quickly consider and remedy problems you encounter.

<https://www.whitehouse.gov/ostp/ai-bill-of-rights/>

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There is Hope

“And let’s be clear: we don’t have to choose between ethical AI and innovative AI.”

- Reshma Saujani, founder of Girls Who Code and Moms First.

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Your Voice & Work Matter

Your experiences and expertise with families and communities can be leveraged for inclusive AI development, design, and implementation, including the ethical use of data.

Help bring inclusive voices and practices that address the real world problems of families and communities to the AI conversation.

Seek out opportunities to talk about AI with other service providers and to collaborate on the use of AI in the systems you are a part of.

Help educate your clients on the benefits and risks of AI.

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Upcoming Event



Mind and Money: Connecting Mental Health and Financial Well-Being

Wednesday, March 27, 2024 at 11am ET - 12:30pm ET

This webinar establishes the connection between financial and mental health, addressing its relevance for individuals, couples, and families. We explore how emotional well-being influences financial choices, as well as the reciprocal impact of financial decisions on emotional state.

Continuing education credit will be available for this session!

OneOp.org/learn/160019

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Continuing Education



This webinar has been approved for 1.5 CE credits by the following organizations:

- The Association for Financial Counseling & Planning Education (AFCPE) for Accredited Financial Counselors
- The Center for Financial Certifications (FinCert.org) for Certified Personal Finance Counselors
- The National Council on Family Relations (NCFR) for Certified Family Life Educators
- The American Association for Family and Consumer Sciences (AAFCS) for Certified in Family and Consumer Sciences and for Certified Personal and Family Finance Educators
- Programming approval for 1.5 CE credits will be obtained for Social Work, LPCs, and LMFTs from the University of Texas at Austin, Steve Hicks School of Social Work. Check with your state licensing agency for reciprocity and/or credit approval if licensed for other professions or in one of the following states: CO, FL, HI, IA, KS, KY, MI, NY, ND, OH, OK.
- Certificate of attendance

Evaluation Link

Go to the event page for the evaluation and post-test link.

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Questions?

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