



Department of
Education &
Workforce

Human Capital
Resource Center

AI AND HR

ARTIFICIAL INTELLIGENCE IN HUMAN RESOURCES

Breakout Session

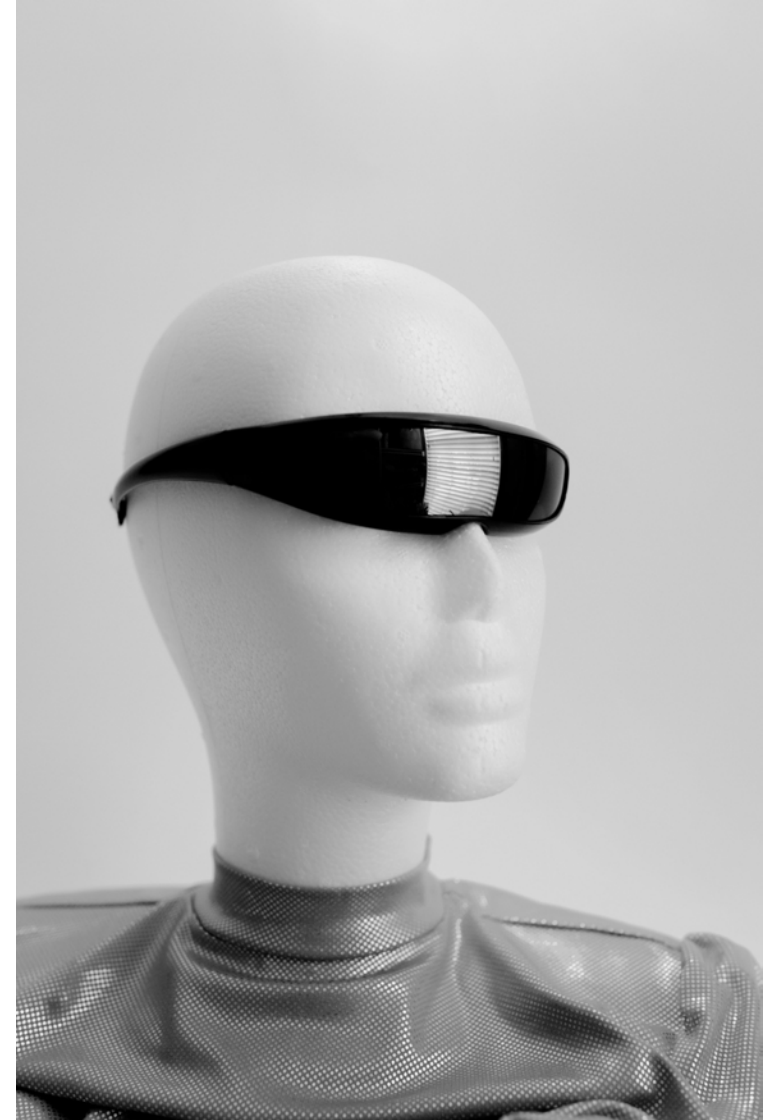
Winter 2024

AI IN HR: RECRUITING AND HIRING 2024

Recent data show that AI boosts productivity—if you know how to leverage it.

Let's talk about:

- How AI is changing the landscape of education and future of work.
- How you can use it to support both strategic and tactical operations for recruiting and hiring.



AI IN RECRUITING AND HIRING: LEARNING TARGETS

2024

- Understand the fundamental concepts of artificial intelligence (AI) and its potential impact on education and the future of work
- Understand the current landscape of AI in education and the workplace, including policies for its use
- Explore how AI can be used to improve hiring and recruitment processes in school districts.
- Begin to craft a plan for implementing AI in your organization.



WELCOME AND INTRODUCTION

Why are
you here?



THE CURRENT AI LANDSCAPE

THINK LIKE A:



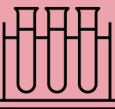
Politician



Prophet



Prosecutor



Scientist

AI IN EDUCATION

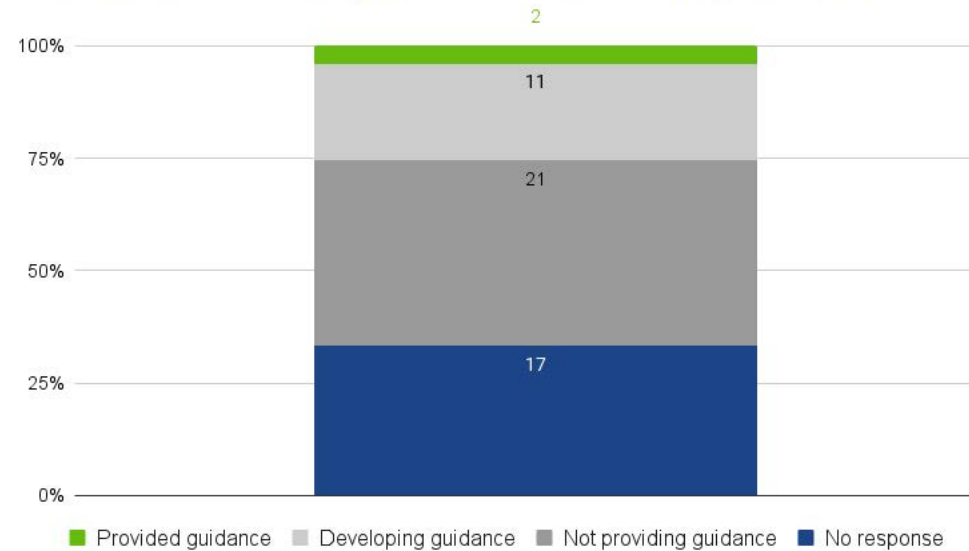
AI is already disrupting education, but only 13 states are offering guidance for schools

Accountability and State Oversight, Innovation and the Future of Learning | October 2023

Share Tweet



State Department of Education approaches to AI guidance, September 2023



| | |
|-------------------------------|--|
| Provided guidance | CA, OR |
| Developing guidance | AZ, CT, ME, MS, NV, NY, OH, PA, VA, VT, WA |
| Not providing guidance | AK, CO, DE, IA, IL, KS, KY, LA, MO, MT, NC, ND, NE, NH, NJ, NM, OK, SC, UT, WI, WY |
| No response | AL, AR, DC, FL, GA, HI, ID, IN, MA, MD, MI, MN, RI, SD, TN, TX, WV |

Key Points that Apply for HR:

- The current AI guidance is focused on instructional, not organizational, purposes.
- Balance AI with human judgment to reduce risk of bias.

Dusseault, B., & Lee, J. (2023, October). *AI is already disrupting education, but only 13 states are offering guidance for schools*. Center on Reinventing Public Education (CRPE) at Arizona State University's Mary Lou Fulton Teachers College. Retrieved January 29, 2024, from <https://crpe.org/ai-disrupt-ed-13-states>



MORE ABOUT AI IN ED

EdW

Crafting a School Policy on AI? Here's What Experts Recommend

Crafting a School Policy on AI? Here's What Experts Recommend



By [Alyson Klein](#) — November 20, 2023 ⌚ 1 min read



Key Points that Apply for HR:

- “Good, strong, basic guidance”
- “Principles and beliefs”
- “Bring teachers into the conversation.”
- “Two major issues to address: ensuring teachers understand AI’s strengths and weaknesses and keeping student data safe, Sisk said.”

Klein, A. (2023, November 20). *Crafting a school policy on AI? Here's what experts recommend*. EdWeek. Retrieved January 29, 2024, from <https://www.edweek.org/technology/crafting-a-school-policy-on-ai-heres-what-experts-recommend/2023/11>



MORE ABOUT AI IN ED

K-12 EDUCATION

U.S. Education Official Warns Schools: Do Not 'Sit Out' AI

The U.S. Education Department's assistant secretary for planning, evaluation, and policy development this week said students must learn about AI, it needs privacy safeguards, and teachers need to be the key decisionmakers.

November 16, 2023 · Alyson Klein, Education Week, Bethesda, Md.



Key Points that Apply for HR

- “The federal government plans to step up to the plate to help, but it may take some time.”
- **FERPA updates are needed:** "How we utilize data, how we collect that data looks so different than it did back" in the 1970s when the law was passed, Rodríguez said. "Think about the average of 148 tech tools that are being used every year by students or by their teachers, many of those tools gathering student data. We need a more modern policy infrastructure to match the technological infrastructure we're seeing."

Klein, A. (2023, November 16). *U.S. education official warns schools: Do not 'sit out' AI*. EdWeek. Retrieved January 29, 2024, from <https://www.govtech.com/education/k-12/u-s-education-official-warns-schools-do-not-sit-out-ai>



DEPARTMENT'S STANCE ON AI

Free professional learning series: Artificial Intelligence 101 for Teachers

8/21/2023

Discover how artificial intelligence (AI) can transform teaching and learning by joining [AI 101 for Teachers](#), a free professional learning series bringing together renowned experts to unpack AI's role in education.

Presented by [Code.org](#), [International Society for Technology in Education \(ISTE\)](#), [ETS](#) and [Khan Academy](#), these sessions enable educators to deeply explore topics from mitigating algorithmic bias to AI-driven personalized learning.

Educators will walk away with an expanded vision of how to implement AI ethically to enhance student outcomes.

[Sign up here for early access to AI 101 for Teachers](#) and be notified when new sessions are launched.



ADMINISTRATORS ▾ TEACHERS PARENTS TOPICS ▾ HOW DO I? ▾ ABOUT MEDIA CONTACT

EDCONNECTION



Key Point that Applies for HR:

The Department of Education and Workforce has been offering AI training for teachers, signaling a more general stance of support for its use in education.



OHIO'S POLICIES AND PRACTICES FOR AI



BUYING &
SELLING

PROPERTY
SERVICES

TECHNOLOGY &
STRATEGY

EMPLOYEE
RELATIONS

Help

Search

DAS / Home / Media Center / All News / State of Ohio AI policy balances data protection...

Media Center

State of Ohio AI policy balances data protection, quality, integrity

December 04, 2023

- <https://das.ohio.gov/home/media-center/all-news/state-ai-policy>
- <https://www.govtech.com/artificial-intelligence/ohio-creates-policy-and-council-to-govern-statewide-ai-use>

Key Points that Apply for HR and Operations:

Support innovation, with protection against misuse (intentional or unintentional), including:

- “**Training** for State... employees in technical and nontechnical roles on the implications and appropriate use .”
- **Procurement guidelines** requiring business partners to share information related to use of AI and protection of state data.”
- **Security and privacy** controls for agencies to ensure AI solutions adhere to state IT security and privacy laws, policies, and standards.
- Statewide **data governance** requirements.
- A multi-agency **AI Council...**”



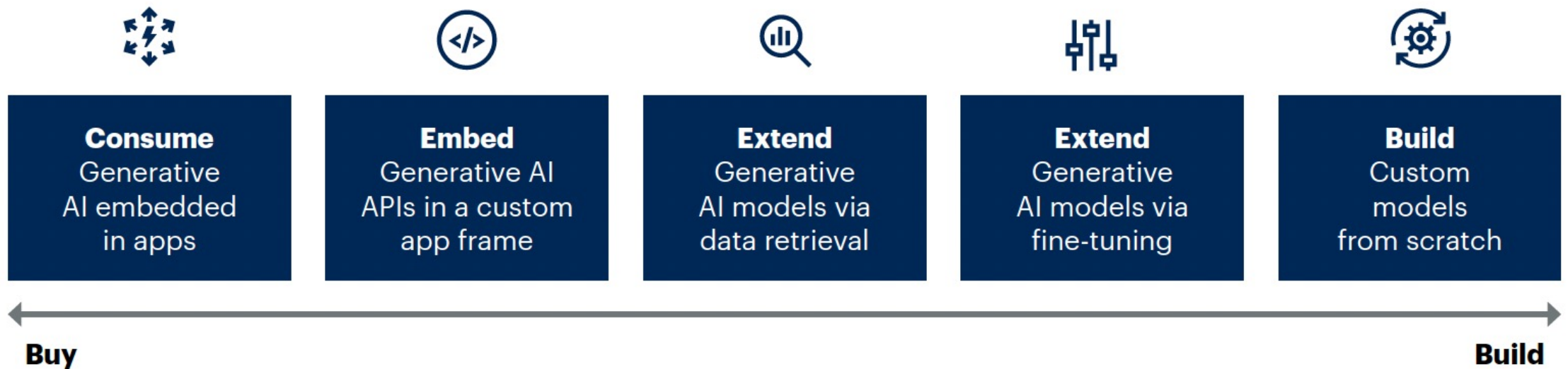
DISCUSSION: AI POLICY

Does your organization currently have an AI policy?

- If so, what does it cover?
- Or what would you add to it based on what we have just learned?

AI IN HR

» Figure 1: Five Key Approaches to Generative AI Deployment



Source: Gartner

Gartner. (2023 Nov./Dec.). *HR leaders monthly: Generative AI for the workplace*. Retrieved Jan. 25, 2024, from <https://www.gartner.com/en/human-resources/trends/future-of-work-2024-toolkit>



JOB LOSS?

“A lot of jobs are going to get augmented, but we’re not going to see massive layoffs because of automation and AI. The only people whose jobs may be at risk are the ones who aren’t willing to work with AI.”

Frank Buytendijk

Distinguished VP and Gartner Fellow in Gartner’s Innovation & Disruption Team

Gartner. (2023 Nov./Dec.). *HR leaders monthly: Generative AI for the workplace*. Retrieved Jan. 25, 2024, from <https://www.gartner.com/en/human-resources/trends/future-of-work-2024-toolkit>

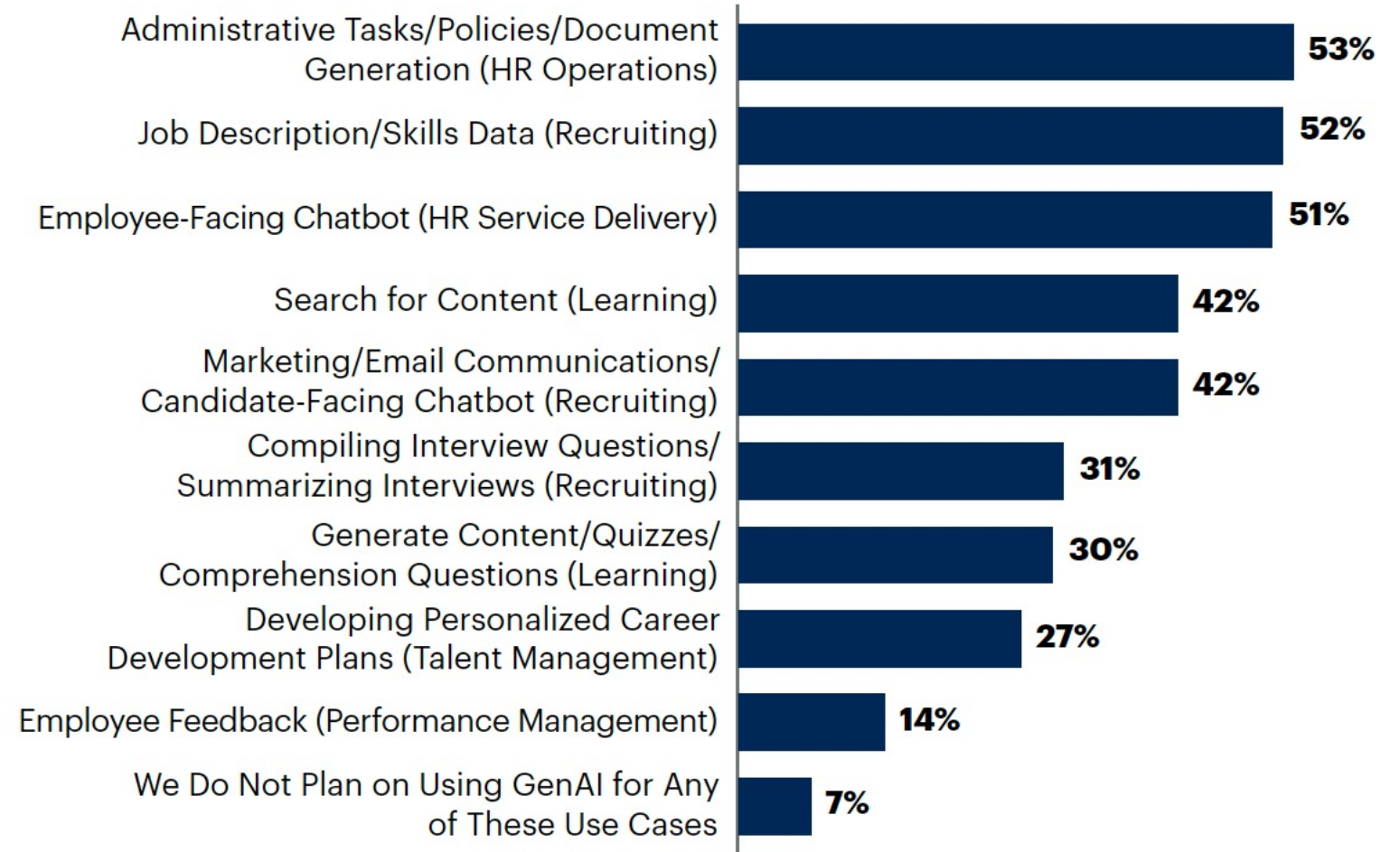


AI USES IN HR

This chart shows HR leaders' plans around the many ways that AI is being used in HR.

» Figure 2: Prioritized GenAI HR Use Cases

Percentage of HR Leaders



n = 132 (June 2023)

Q: In the next six to 12 months, which prioritized use cases does your organization plan on using GenAI for?
(Please select up to three.)

Source: Benchmark With Gartner: Special Edition — Navigating the Workforce Impact of Generative AI (21 June 2023)

Gartner. (2023 Nov./Dec.). *HR leaders monthly: Generative AI for the workplace*. Retrieved Jan. 25, 2024, from

<https://www.gartner.com/en/human-resources/trends/future-of-work-2024-toolkit>



BIG PICTURE STATS

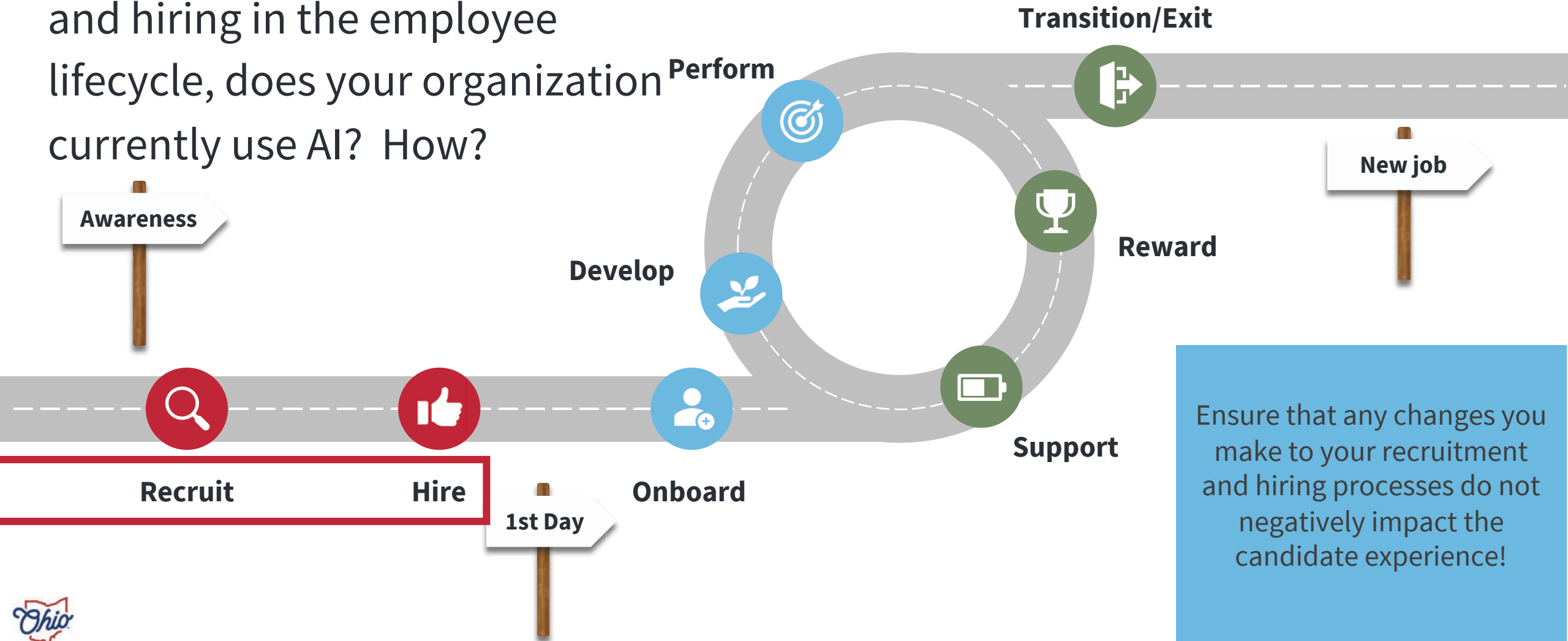
- **85% of CEOs** are concerned about the bias in AI.
- **60% of CEOs** believe that lack of trust in AI is a barrier its usage.
- **70% of HR Execs** believe HR will perpetuate bias in hiring.
- **28% of organizations** have undertaken initiatives to understand AND mitigate the risks.
- **75% of all large organizations** will hire AI behavior forensic experts to reduce brand and reputation risk.
- IBM Institute for Business Value found that **64% of consumers** are concerned about AI infringing on privacy.



Sources: PXC Survey of Leadership & Deloitte, Red Canary (2023)

DISCUSSION: HIRING AND RECRUITMENT

As YOU consider recruitment and hiring in the employee lifecycle, does your organization currently use AI? How?



Ensure that any changes you make to your recruitment and hiring processes do not negatively impact the candidate experience!

USES FOR RECRUITMENT AND HIRING*

- Analyze Open Text Survey Responses
- Create Performance Tasks
- Data Summarization and Analysis
- Rubrics for Interview Questions
- Drafting Policies and Recruitment Materials
- Employee Feedback Summary
- Employee Survey Question Production
- Improving Writing Style (Professional Tone, Inclusive Language)
- Interview Question Production
- Job Description Generation and Refinement

* NEVER disclose private employee data or confidential organizational information.



ACTIVITY

CHAT GPT



ChatGPT is an artificial intelligence ([AI](#)) chatbot that uses natural language processing to create humanlike conversational dialogue. The language model can respond to questions and compose various written content, including articles, social media posts, essays, code and emails but does not access the internet in real time.

GEMINI (FORMERLY BARD)



Google Gemini is a conversational AI chatbot that uses machine learning (ML), natural language processing (NLP), and generative AI to understand user prompts and provide text responses. Bard has the ability to access the Internet and include information scraped from recently-published content in responses.

TIPS FOR WRITING PROMPTS

Clearly structure prompts to ensure the AI properly understands your query*:

1. Clearly state your **objective**

- “Provide concerns or pitfalls for a presentation to HR professionals relating to . . .”

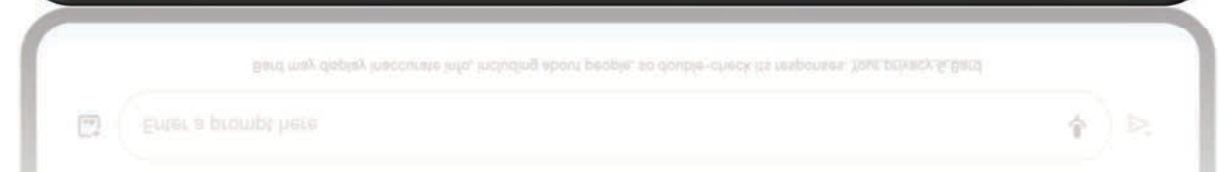
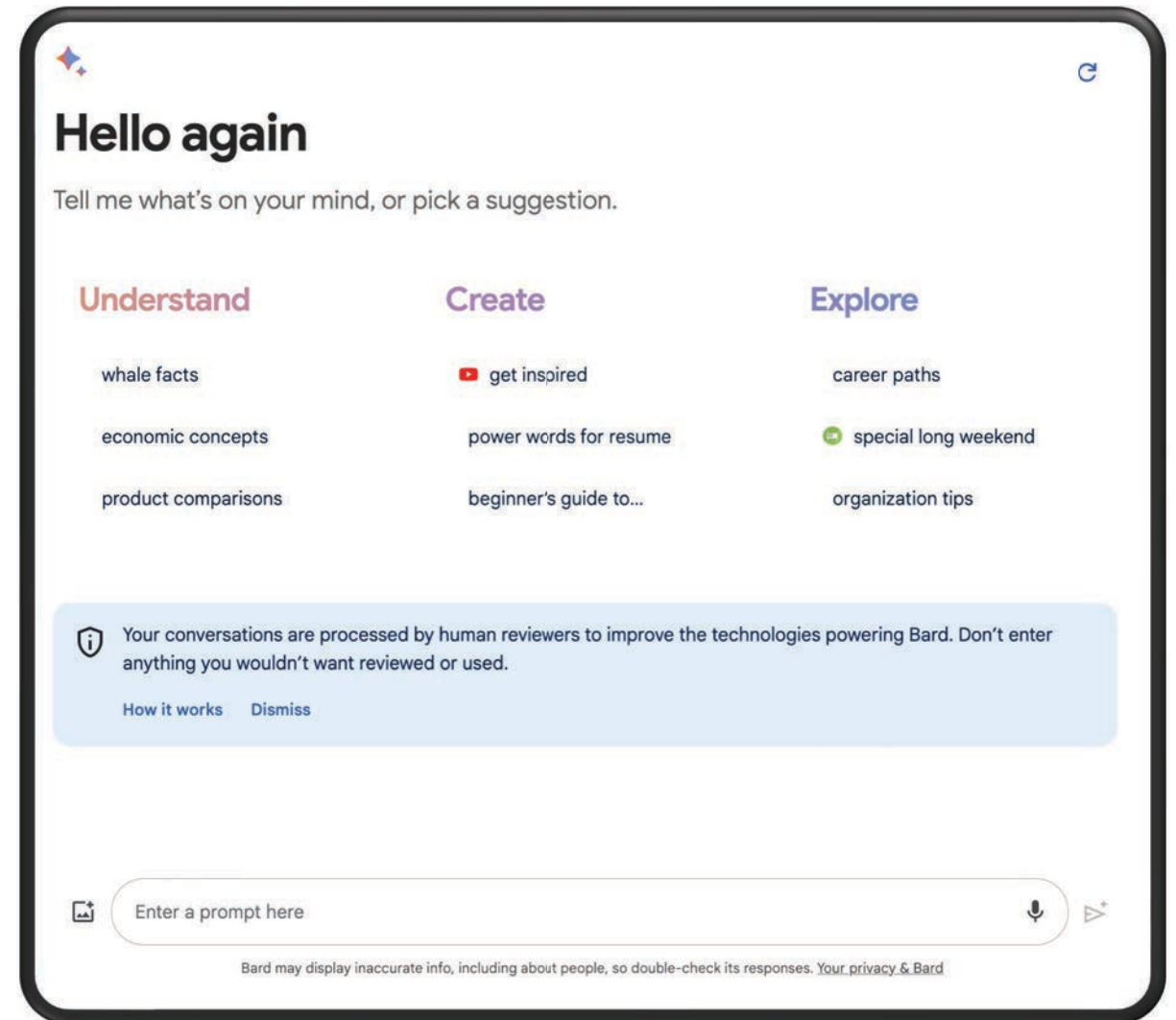
2. Provide **context**

- “. . . the use of AI software in school districts . . .”

3. Ask for specific **formatting**

- “. . . using numbering to separate each concern or pitfall.”

* NEVER disclose private employee data or confidential organizational information.



ACTIVITY HOW-TO'S

1. We'll split the room into three groups, one each for current users of ChatGPT and Gemini and a third for folks who have not yet set up accounts. Refer to your handout for directions.
2. We'll take some time for you to work at your tables.
3. Be prepared to report out on the experience once we call you back.

AI Activity

Directions

1. If you do not already have a [ChatGPT](#) or Bard account, set one up. We will be checking in with tables to help those who need it.
2. Refer to the job description template from this link.
3. **Position Summary:** Write a position summary, following the guidance in our demo.
 - a. **Use this prompt:** Write three to four sentences describing the position of Communications Manager (or another position selected by your table).
 - b. When you see the results, look at various versions and see which you prefer.
4. Next, let's give the tool a workout. Just be polite!
 - a. **Use this prompt:** Thank you.
 - b. What will you do next? If you're stumped, move on to the next step!
5. **Position Summary Refinement:** Now, we'll go back and refine the results of the position summary.
 - a. **Use this prompt:** Write three to four sentences describing the position of Communications Manager using inclusive language and avoiding gender, racial, disability, or other bias (or another position selected by your table).
 - b. Assess the results. Would you make any changes?
6. **Job Description Refinement:** Let's write or further refine your job description.
 - a. **Use this prompt:** Please write the position description for the communications manager in a school district. Begin with a 4-sentence position summary. Itemize 10 tasks, 3 technology skills, and 10 detailed work activities from here: <https://www.onetonline.org/link/summary/11-2032.00>. Finish with an Equal Employment Opportunity Statement.
 - b. Assess the results. What would you change?
7. **Experiment:**
 - a. Edit your last prompt to make the ask even more specific.
 - i. Use the same prompt as in 6a, but copy and paste tasks, skills, and work activities from O*NET into the prompt and get more specific.
 - ii. Assess the results. Anything to change?
 - b. Try generating your own prompt to write an email message to a candidate, create a performance task for a specific position, or generate interview questions.



CONSIDERATIONS

CANDIDATE AND EMPLOYEE USE OF AI

Consider how potential candidates or current employees may use AI.

- They might ask for help with writing their resume or for talking points and strategies when negotiating salary or asking for a promotion.
- If your hiring process includes a performance task for candidates to complete at home, will they be able to use AI to help complete the task?

HR departments should consider how the external use of AI might impact their practices and take steps to manage all possibilities.

Tools that Candidates May Use

- Career Advice: CareerHub AI
- Interview Preparation: InterviewJam, Interviewsby.ai (mock interviews)
- Job Search: Sonara, Careerflow: Applai.me, Match That Role (matches job seekers with job openings)
- Learning Opportunities: Salley
- Networking: NetworkAI, Engage AI (for LinkedIn)
- Resumes: HyreSnap



POTENTIAL USES FOR YOUR DISTRICT: ENHANCED HIRING PROCESSES

| ChatGPT Response | EXMI's Take |
|--|--|
| <ul style="list-style-type: none">• Efficient candidate screening<ul style="list-style-type: none">• AI-powered tools can quickly sift through large volumes of resumes and applications, identifying the most qualified candidates based on predefined criteria.• Candidate matching<ul style="list-style-type: none">• AI can match candidates with job requirements and company culture, improving the quality of hires.• Reduced time-to-hire<ul style="list-style-type: none">• Automation and AI can streamline the hiring process, reducing the time it takes to fill open positions. | <ul style="list-style-type: none">• Efficient candidate screening requires districts to have clearly defined criteria.• AI can help with drafting job descriptions, summarizing duties/responsibilities, and creating job postings with best practices in mind.• This can help improve metrics like time-to-hire, time-to-fill, and cost per hire. |



POTENTIAL USES FOR YOUR DISTRICT: DEVELOPMENT FOR INTERNAL PIPELINE

| ChatGPT Response | EXMI's Take |
|---|---|
| <ul style="list-style-type: none">• Personalized Learning Paths<ul style="list-style-type: none">• AI can recommend customized learning paths and resources based on employees' skills, goals, and performance.• Skill Gap Analysis<ul style="list-style-type: none">• AI can identify skill gaps and recommend training programs to address them. | <ul style="list-style-type: none">• AI tools can help create personalized professional development for employees. This could revolutionize the development process and ensure employees feels supported in their growth.• Utilizing an AI for this purpose would make it easy to implement cross-collaborative sharing throughout the organization and identify opportunities for individual skill-gap discovery.• Over time, AI tools may allow us to better identify what skills allow employees to succeed in various roles. |



POTENTIAL CONCERNS AND PITFALLS: BIAS AND FAIRNESS

ChatGPT Response

- AI systems can inherit biases from their training data.
 - It's crucial to address bias and ensure that AI systems are designed and trained to be fair and equitable.
- This can lead to discrimination in hiring, promotion, or performance evaluations.

EXMI's Take

- Biased data can lead to biased outcomes. Ensure you are familiar with the concept of bias pairs and remain vigilant to potential outcomes.
- AI isn't infallible, and it won't catch everything.
- Watch out for AI hallucination and/or algorithmic bias! And double-check everything an AI produces.
 - *Hallucination*: AI looks at criminal records (including arrests but not convictions) when analyzing job applicants.
 - *Bias*: AI produces training or assessment materials that is not accessible for visually or auditorily impaired employees.

POTENTIAL CONCERNS AND PITFALLS: DATA PRIVACY AND SECURITY

ChatGPT Response

- Using AI often involves collecting and analyzing sensitive employee data that needs to be protected.
- Preventing breaches and ensuring compliance with data privacy regulations (e.g., GDPR, CCPA) is essential to maintain trust and legality.

EXMI's Take

- School districts need to be concerned about adhering to FERPA and HIPAA regulations.
- Staff needs to be trained on what information can be entered into AI software and what information should be kept confidential.

POTENTIAL CONCERNS AND PITFALLS: LOSS OF HUMAN TOUCH

ChatGPT Response

- The Human Capital profession is inherently people-centric.
- Over-automation or excessive use of AI can lead to a loss of the human touch in areas like employee engagement, coaching, and conflict resolution.

EXMI's Take

- ChatGPT makes an excellent point here. Certain facets of HR, human capital, and people management are better served with a more personal touch.
- Departments need to keep this in mind and ensure AI-assisted processes are only implemented where appropriate.



YOUR NEW CHALLENGE AND OPPORTUNITY: MANAGING AI IN THE ORGANIZATION

- Transparency and “Explain-ability”
- Employee Resistance (e.g., fear of job loss, learning curve)
- Managing Bias
- High Implementation Costs and ROI
- Legal and Ethical Challenges
- Data Quality and Purpose Boundaries
- Maintenance and Upkeep



REMINDERS

Clearly structure prompts to ensure the AI properly understands your query:

1. Clearly state your **objective**

- “Provide concerns or pitfalls for a presentation to HR professionals relating to . . .”

2. Provide **context**

- “. . . the use of AI software in school districts . . .”

3. Ask for specific **formatting**

- “. . . using numbering to separate each concern or pitfall.”

Uses for Recruitment and Hiring*

- Analyze Open Text Survey Responses
- Create Performance Tasks
- Data Summarization and Analysis
- Rubrics for Interview Questions
- Drafting Policies and Recruitment Materials
- Employee Feedback Summary
- Employee Survey Question Production
- Improving Writing Style (Professional Tone, Inclusive Language)
- Interview Question Production
- Job Description Generation and Refinement

* NEVER disclose private employee data or confidential organizational information.



BEST PRACTICE TAKEAWAYS

1. Anonymize personal data.
2. Adhere to local laws and organizational policies on data usage.
3. Only input necessary details; nothing more.
4. If you didn't get the answer you want, reformat your question.
5. Check for bias. Remember: Use your human judgment—a superpower AI doesn't have.
6. Let others know when you're using AI. Be transparent about AI use. It is a tool.
7. Input data carefully; this will result in higher accuracy in your response. Use specific and direct prompts and obey purpose boundaries for data use.
8. Edit all answers to ensure reliability. If you get an answer you want, reward AI by entering “thank you.”
9. Check the sources the AI tool cites. Beware of AI hallucination!



IN CLOSING...

"Gartner predicts that GenAI will play a role in 70% of text- and data-heavy tasks by 2025, up from less than 10% in 2023."

Gartner. (2023 Nov./Dec.). *HR leaders monthly: Generative AI for the workplace*. Retrieved Jan. 25, 2024, from <https://www.gartner.com/en/human-resources/trends/future-of-work-2024-toolkit>



KEY TERMS AND DEFINITIONS

Artificial Intelligence (AI): Refers to the simulation of human intelligence in machines, enabling them to perform tasks that typically require human intelligence, such as problem-solving, learning, and decision-making.

AI Hallucination: Erroneous output of generative AI, such as nonexistent links or combining two pieces of factual information to create something new but untrue. Human judgment is required to rein in these mistakes and train generative AI to not make these mistakes.

Mining: The process of discovering patterns, trends, and insights from large datasets. In HR and Human Capital, data mining can be used to uncover valuable information about employee performance, engagement, and retention.

Deep Learning: A subfield of machine learning that uses artificial neural networks, inspired by the human brain's structure, to process and analyze data. Deep learning is particularly effective in tasks like image and speech recognition.

Generative AI: Generates “new, derived versions of content, strategies, designs and methods by learning from large databases of original source content” (Garner, 2023) (e.g., scraped from the internet real-time or periodically). ChatGPT and Bard are the most recognizable examples.

Machine Learning (ML): A subset of AI that involves the development of algorithms and models that allow computers to learn from and make predictions or decisions based on data, without explicit programming.

Natural Language Processing (NLP): A branch of AI that focuses on the interaction between computers and human language that enables machines to understand, interpret, and generate human language, making it crucial for chatbots, language translation, and sentiment analysis.

Purpose Boundaries: Setting restrictions around the use of data based on the original reason it was collected. When data are used outside their original purpose boundaries (e.g., shared with generative AI tools for other analysis), this can create ethical and/or privacy issues.



WRAP-UP

EDUCATOR SHORTAGE WHITE PAPER



ADDITIONAL OFFERINGS FOR THIS TRAINING

In-Person Learning Opportunity

Wednesday, March 6, 2024: 9 a.m.–4 p.m.

Hamilton County ESC

11083 Hamilton Ave.

Cincinnati, OH 45231



Virtual Learning Opportunity

Wednesday, February 21, 2024: 10 a.m.–

12:45 p.m. and Thursday, February 22,

2024: 10 a.m.–1 p.m.

Virtual (Zoom links will be sent prior to event)



NETWORKING SESSIONS

TUES, MAR 12, 2024 (12-1 PM)

DESIGNING ONBOARDING EXPERIENCES TO ENGAGE AND RETAIN



Learn how to avoid common mistakes when designing employee onboarding experiences. Discover tools you can use to improve how your organization onboards employees.

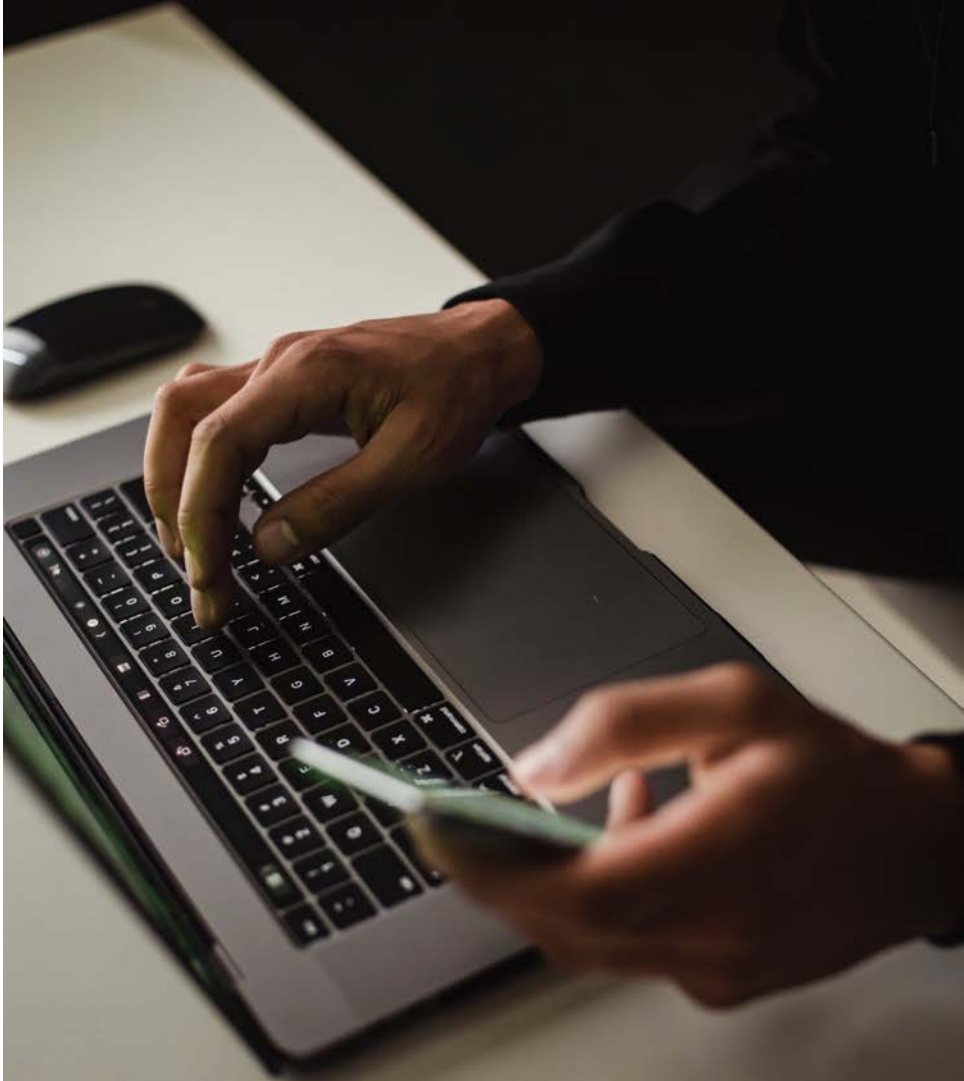
TUES, JUN 25, 2024 (12-1 PM)

THE ART OF LISTENING: USING STAY SURVEYS TO UNCOVER EMPLOYEE NEEDS AND PREFERENCES



Stay surveys are a valuable tool for K–12 organizations to collect feedback from their employees on their job satisfaction, engagement, and areas for improvement. By regularly conducting stay surveys, districts can identify and address potential problems early on, improve employee morale, and create a more positive work environment.

SIGN UP FOR OUR NEWSLETTER!



OHIO EDUCATION JOB BOARD

OHIO'S RESOURCE FOR JOBS IN EDUCATION

Reach out to your Information Technology Center (ITC) to get a FREE account for your school or district.

SchoolSpring Sign In / Register

All 3664 results Sort by Date: ▾

Middle School Science (4-9) or (7-12)
North College Hill City Schools
Cincinnati, Ohio
Today

School Counselor- COVID Impact- Full Time and Part Time Casual
Hamilton County ESC
Cincinnati, Ohio
Today

Assistant Varsity Wrestling Coach
Northwest Local School District
Cincinnati, Ohio
Today

2024-25 School Psychologist
Dublin City Schools
Delaware, Ohio
Today

2024-25 Intervention Specialist (Moderate/Intensive Licensure)
Dublin City Schools
Delaware, Ohio

Job Details
Job ID: 4472679
Application Deadline: Posted until filled
Posted: Today

Job Description
TITLE: School Counselor- COVID Impact- Full Time and Part Time Casual
QUALIFICATIONS: Ohio Certification/Licensure, School Counselor
REPORTS TO: Center Supervisor
JOB SUMMARY: To provide a comprehensive, developmental school counseling program involving students, parents, teachers, administrators, and community agencies. This is a position being funded by federally provided COVID Relief monies.

ESSENTIAL FUNCTIONS:

1. Plan, develop, and provide comprehensive school counseling services which meet specific needs and expectations of students, parents, and administration.
2. Provide direct services in alignment with Ohio Social and Emotional Learning Standards and researched-based best practices.
3. Evaluate services through input from a variety of sources which could include parents, students, faculty, and administration.
4. Organize materials and time; establish priorities and action steps related to assigned responsibilities.
5. Provide timely follow-through on commitments to students, parents, and faculty; provide immediate and consistent follow-up on individual cases.
6. Maintain current files of community resources; make outside referrals only when school resources have been exhausted and provide follow-up.
7. Engage in positive, professional behaviors which are student-centered and free of



PLEASE SHARE YOUR FEEDBACK!

MORNING GENERAL SESSIONS



AFTERNOON BREAKOUT SESSIONS





Department of
Education &
Workforce

Human Capital
Resource Center

THANK YOU!