

2025 QM Research Online Conference Notes

Beyond Automation: Using AI to Create Engaging, Aligned, and Inclusive Online Courses

Dr. Siobahn Grady, Program Director & Assistant Professor of Information Science, North Carolina Central University

Dr. Racheal Brooks, Director of Quality Assurance Implementation Solutions, Quality Matters

Brief Description:

While Artificial Intelligence is widely being embraced for its ability to promote automation, it should simultaneously be regarded as a powerful tool to transform online course design. In this session, we will explore how AI can be leveraged to craft engaging, pedagogically aligned, and inclusive learning experiences. Participants will receive practical insights into using AI for content creation, accessibility enhancements, and personalized learning, while addressing ethical considerations and maintaining academic rigor. Join us in this highly engaging session and discover innovative strategies for integrating AI into your online course design process so that you can create impactful, student-centered online learning experiences.

Travis Hincey - Summary & Reflection:

This session presented *a lot* of information, possibly too much. The presenters provided us with a long list of AI-driving tools for improving course content. I'm still weeding through the slides of tools and research information to see what best fits CSC's needs and budget. If anything, it's nice to have a recent list of tools curated and vetted by real faculty and instructional designers.

An interesting theme of the session was the inherent bias in AI. Much of the training data consumed by AI, comes from narrow sources, often leading to AI learning some gender and racial bias or having blindspots for diverse ways of thinking and being not included in the training data. Because of this, we should always remind ourselves to be skeptical about

AI's products, using AI as a time-saving tool but still holding onto our critical thinking to make smarter more inclusive decisions. Otherwise, AI could lead to further division and isolation, reinforcing our echo chambers. Some initiatives and tools were shared to help us move the needle on this issue.