NSU NOVA SOUTHEASTERN UNIVERSITY

Shepard Broad College of Law

Taking Legal Education Online

Reflections on Teaching Innovations

Dean Jon M. Garon

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Artificial Intelligence: Where we are going?

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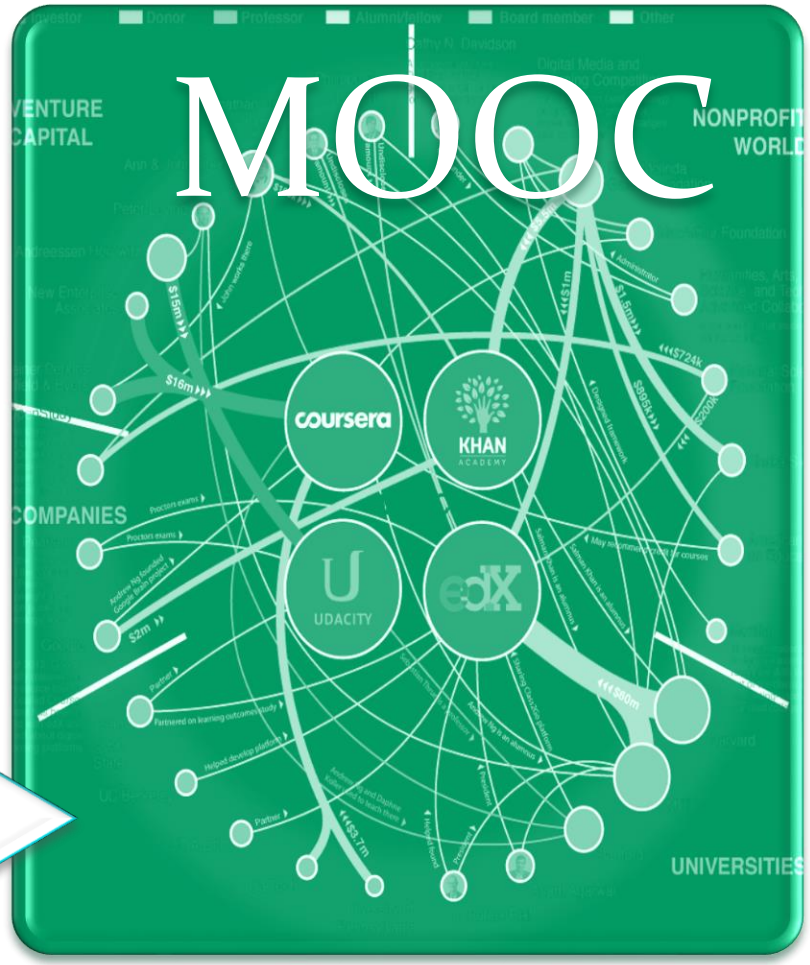
- By the end of the presentation, I will focus on the intersection of Artificial Intelligence and Online Education.
- But we cannot have that discussion until we explore the innovations that open AI to legal education online.

- How do we manage the significant changes that are reshaping technologies across all industries as they sweep through our?

- How do we teach a coming group of Gen Z, who are much more sophisticated and experienced than our faculty?

Technology's False Premise: Delivery isn't Learning



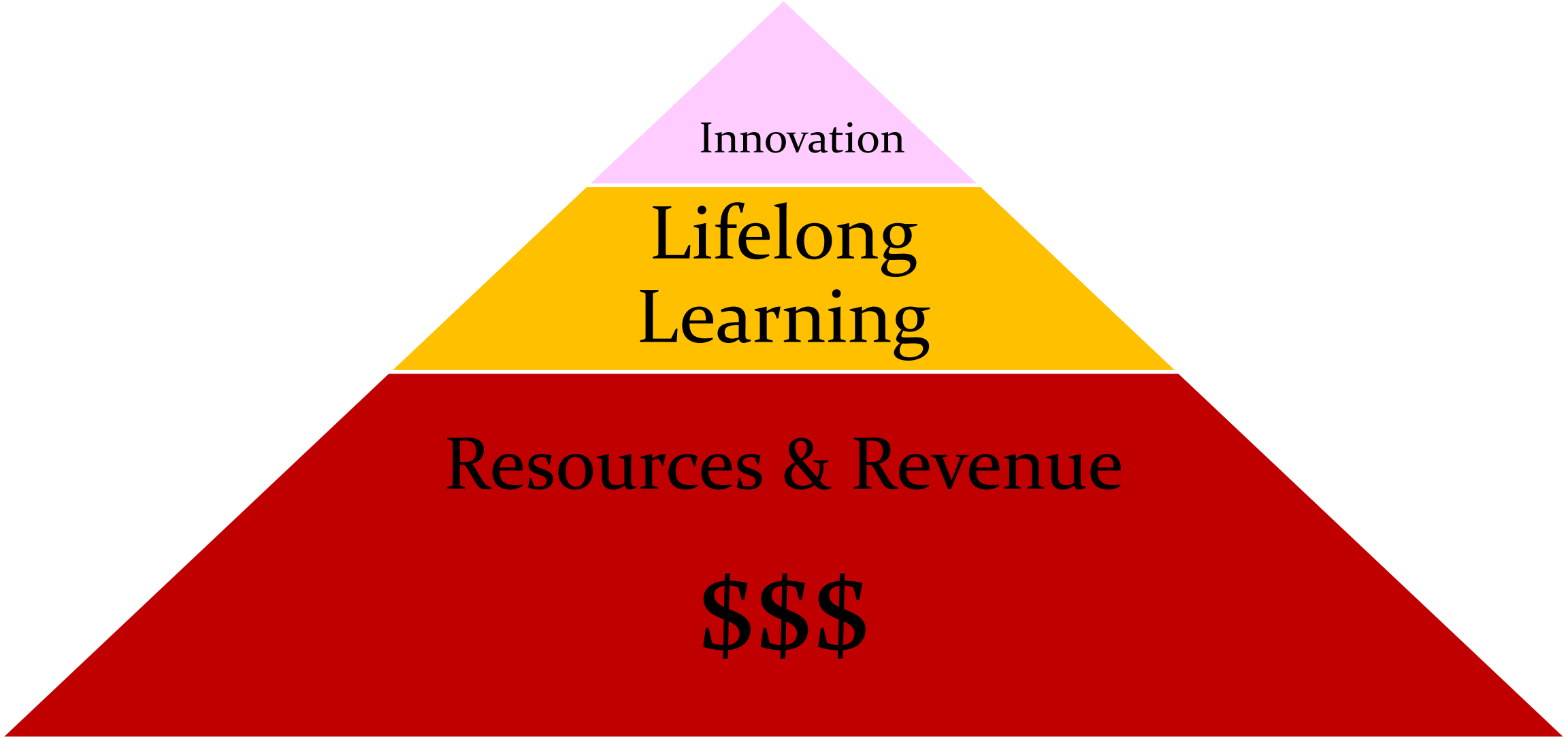
Technology's False Premise: Delivery isn't Learning

- Broadcast is about delivery not learning
- Early radio was promised to bring education to every household in America but little of the programming focused on educational content and its use was minimal. Glenn Frank, president of the University of Wisconsin, suggested in 1935 that "the mechanism of radio . . . will tend in time to give us a new kind of statesman and a new kind of voter" (1935, 120), one who "must master the art of simplicity and clarity."

- Television has more substantial efforts, but none lasted.
  - It has been estimated that during the 1950s and 1960s the Ford Foundation and its agencies spent more than $170 million on educational television (Gordon, 1970). Those projects sponsored by the foundation included the Midwest Program on Air- borne Television Instruction, a program designed to transmit televised lessons from an airplane to schools in six states simultaneously. By the mid-1960s, much of the interest in using television for instructional purposes had abated. https://docdrop.org/static/drop-pdf/A-history-of-instructional-design-and-technology-1-8nOHG.pdf

- MOOC also provide a lot of content to the public, but few are yet effective at promoting learning.

Why We Offer Online Degrees



Why we Offer Online Degrees

- $$$ - Revenue (from non-JD) for JD
- Student Satisfaction to Meet Demand
- Improve Graduation Rates and Retention
- Enhance Word-of-Mouth
- Increase Faculty Satisfaction

Why our Students Attend

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In the past three years, we reenvisioned our MS, doubling enrollment and quintupling revenue

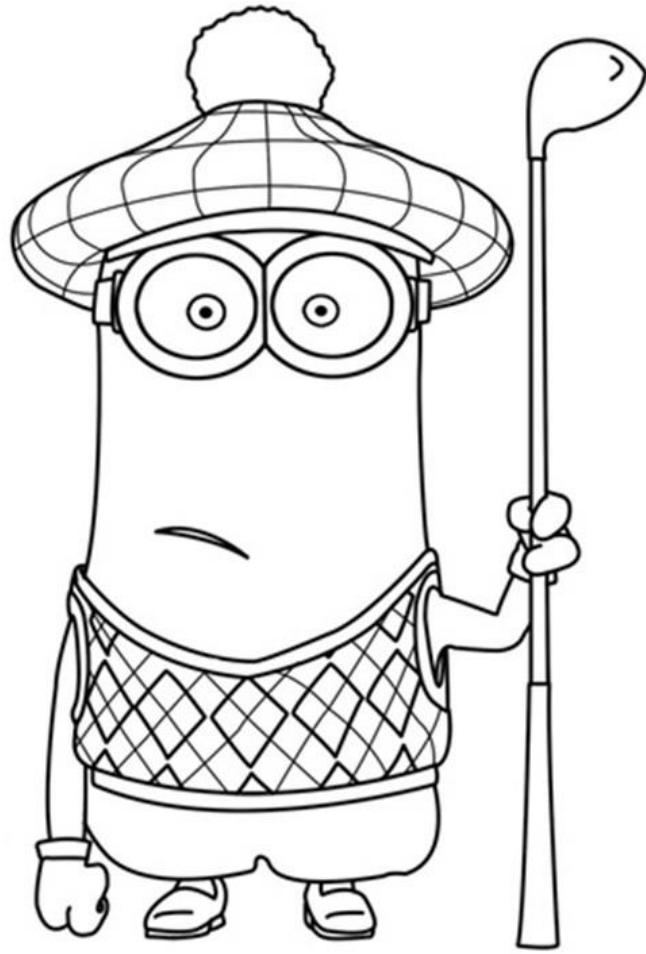
Students need to improve outcomes at work both today and for the future

- Learning Outcomes Aligned with Students' Purpose in Attending
- Individual Course made Highly Relevant to Students' Daily Work Obligations
- Small sections sizes for good faculty interaction and student, peer engagement

Focus on Teacher-Led, Student Learning

Stickiness

Feedback



Focus on Teacher-Led, Student Learning

- Every program outcome hinges on the students improving their learning
- Teaching is not relevant unless it changes the students' retention of knowledge, development or refinement of skills, and inculcation of values
- Since 'stickiness' comes from complex, layered, and oft-repeated active experiences grappling and processing the skills, knowledge, and values, the adult learners must be instructed that the messy process is intentional
- Students need explicit instruction to maximize the stickiness of the learning
- Students need, immediate, accurate, effective feedback to correct and focus their efforts
- Students must overcome the competition of jobs, family, and personal obstacles
- Program must demonstrate emotional commitment to student through the faculty member's support and positive interactions with the students

Results: Improved Word-of-Mouth

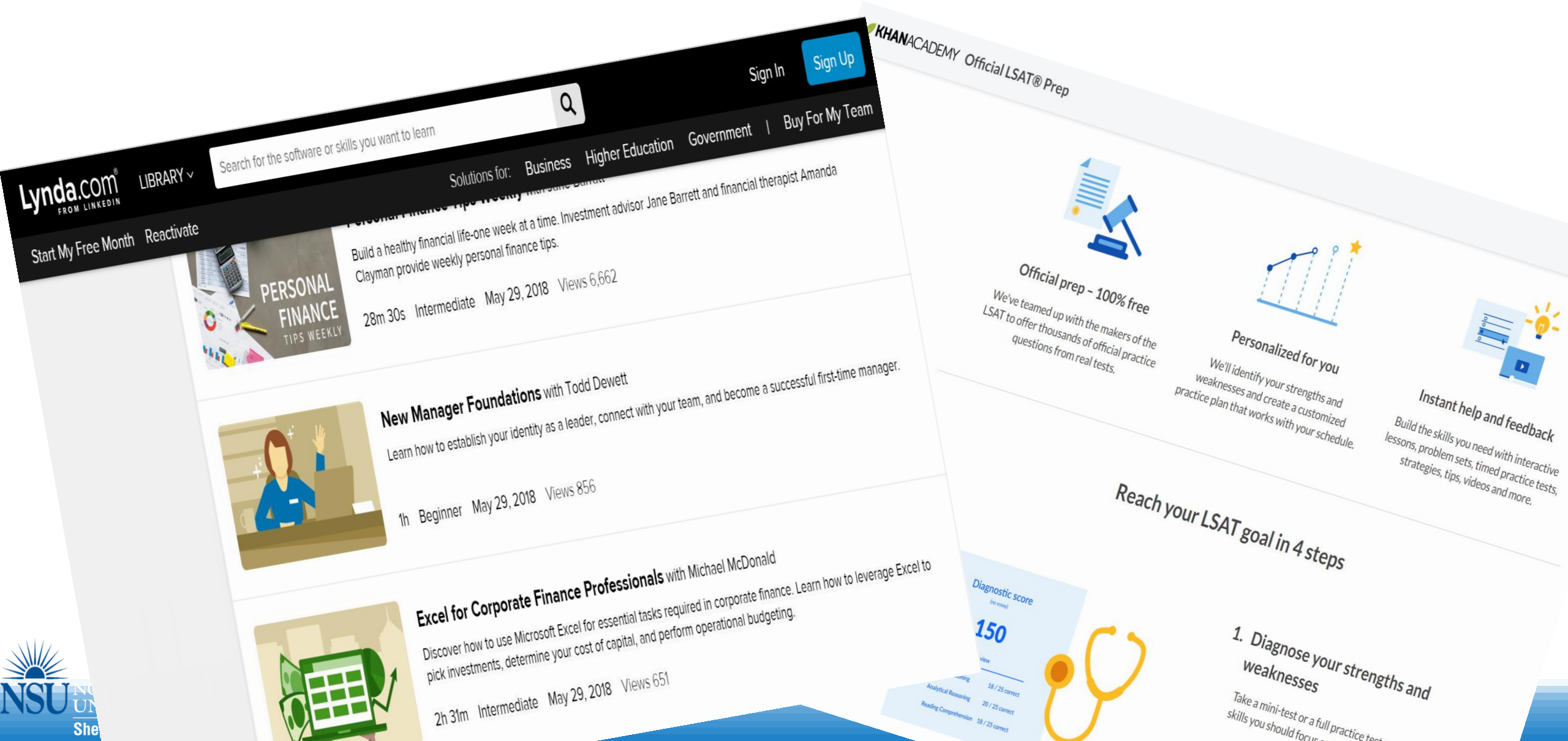
- Public disbelieves marketing
- Word-of-Mouth drives majority of sales, including admissions
- If school can grow exponentially

  it will have all the students

  in the world

  in less that 64 terms

Teaching Technologies to Innovate Online



Teaching Technologies to Innovate Online

Effective technologies either (1) improve the stickiness for the student or (2) improve the support for the student; all others distract and interfere

- **Khan Academy, CALI, Lynda.com** – learning platforms with content and sticky interactive trainings
  - **Khan/LSAT Promise: Personalized for you; Instant help and feedback; diagnostics, personalized; official; measured progress; competency based**
- **Editing software** – Wordrake, Core Grammar
- **Turn-It-In** and **Scantron** to check plagiarism
- **Competency Based** – used in other fields, possible in law
- **Group Work** – group gradings, Google Docs, and collaboration tools
- **Open Platform Books** – Many platforms now allow for books, workbooks, and similar tools

Video and Audio Comm. Highly Effective

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- **Videos**
  - Short videos transform the connection between faculty and students
  - Commencement video of MS Graduations Speaker was so powerful, that we now use her video to train faculty to better understand and appreciate their students
- **Course Management Software** – has become a commodity
- **Telephones, Skype, and GoTo** for one-on-one meetings with students

What Artificial Intelligence can bring to online legal education

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- Admissions with Chatbots for Routine Interactions (and flagging of risk factors, deaths, depression, illness to be prioritized to live staff)
- Personalized Learning
- Mobile Device Integration
- Course Planning
- Career Planning
- Student Behavior and Anti-Cheating Reviews
- Student Feedback
- Grading posts, papers, and eventually legal briefs
- Eventually fraud prevention using writing styles and biometrics

- Source: http://theconversation.com/five-ways-artificial-intelligence-will-shape-the-future-of-universities-94706

What Artificial Intelligence will bring

- GRE already AI enhanced: GRE grades essays using one human reader and one robo-reader called e-Rater.
  - If the scores differ substantially, a second human reader is brought in to settle the discrepancy. Controls for gaming the algorithm.
- Packback Questions (a University Ventures portfolio company) is an AI-powered tool that picks up where the humanoids leave off.
  - Its algorithms coach students to improve responses and to ask more thought-provoking questions, sparking better discussion and critical thinking.
  - Packback also provides recommendations to faculty on how to further improve student engagement
- Source: https://www.forbes.com/sites/ryancraig/2018/05/18/artificial-intelligence-hero-or-villain-for-higher-education/#2f2b64dc3145

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Thank you