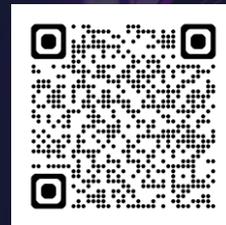

PATRIOT AI END USER TRAINING

CLOUDFORCE CUSTOMER SUCCESS TEAM

About the Speakers

GARRETT BROADY

- Kinesiology @ University of Maryland (Started w/ CS)
- Trained Elite Athletes for 15 years
- IT > Help Desk > Net Admin for 7 years
- Teaching and Coaching for 4 years > Transition to Technical Training, MCT
- Life-long learner with a passion for making complicated topics easy for all to understand



BRANDI FRANCIS

- Journalism @ Temple University
- Educator for 10 years while working as a change management and wellness consultant on the side
- Alt. Cert. Program > MS Ed. @ Johns Hopkins > Technical Trainer
- Commitment to bridging gaps (whether with people and process or strategy and execution)



Presentation Agenda

01

Intro to AI and Agents

02

PACE Framework

03

Exploring PatriotAI

04

Prompting Practice

05

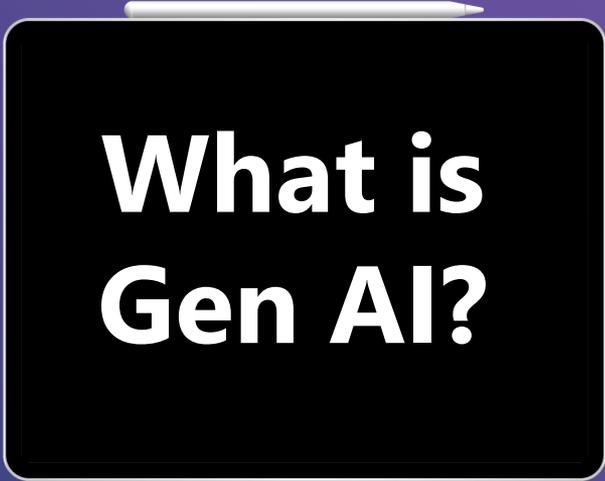
Understanding Limitations

06

Privacy & Responsible Use of AI

07

Q&A



What is Gen AI?

GENERATIVE ARTIFICIAL INTELLIGENCE IS A FEW THINGS, REALLY:



Artificial Intelligence is a science that tries to recreate the abilities and capabilities of human intelligence. This deals with decision-making, processing, “thinking” (or reasoning), and executing.



Generative is the process of creating new content based on the knowledge and training of the creator. In this sense, the model is generating content based on its training.



The **large language model** (LLM) that powers genAI using **natural language processing** (NLP). It can be described as a highly-educated word predictor that has studied billions of conversations and texts to learn how people naturally speak and write.



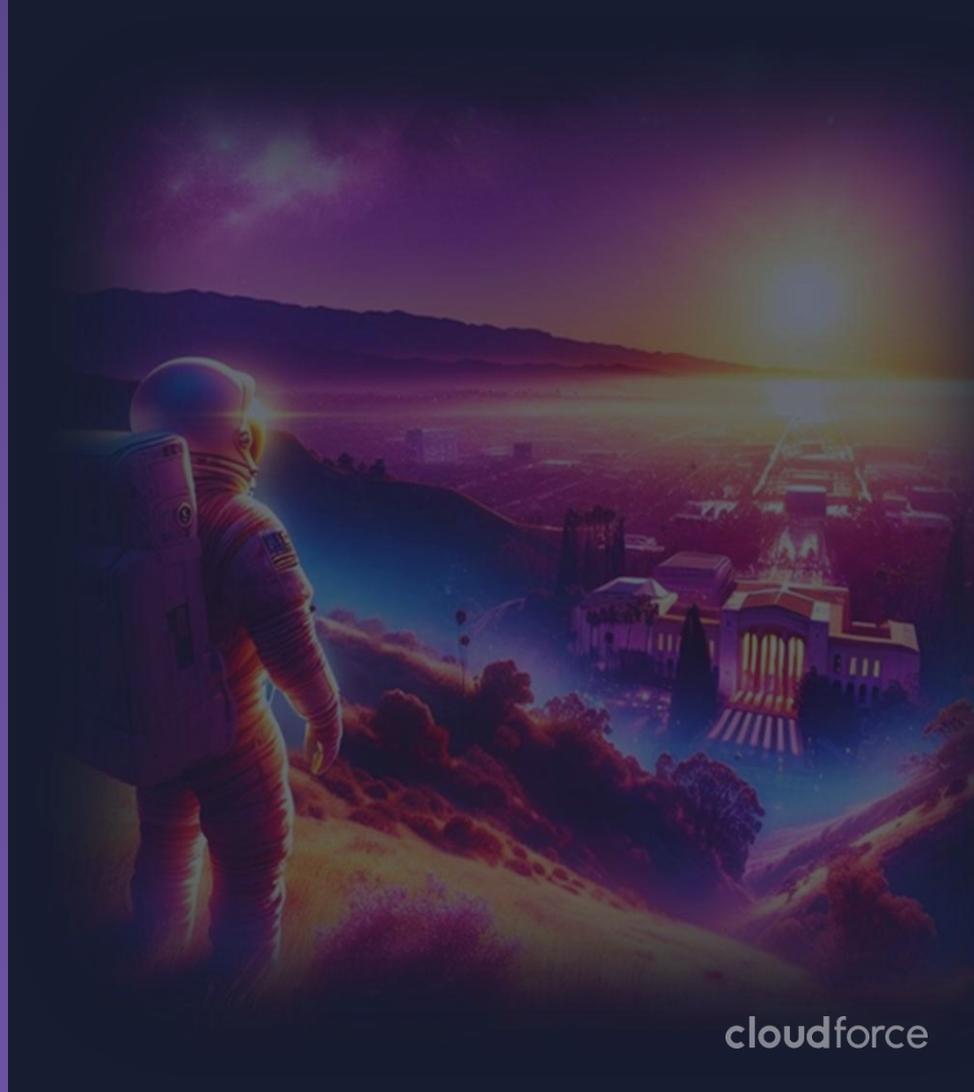
What's the difference between
Generative AI and Agentic AI?

Standard GenAI = Reactive

GenAI creates things. You give it (an agent/chatbot) a prompt, and it (the agent, based on its model) delivers — like asking a writer for a story.

Agentic AI = Proactive

Agentic AI takes initiative. It perceives its environment, makes decisions, takes action, or synthesizes—all on its own.



- An Agent is like a digital personal assistant or AI helper that can follow your instructions and handle different tasks.
- Depending on what you need, Agents can be designed for general use or tailored for specific jobs.
- Agents become even more useful when you add features or tools to them, giving them new skills and knowledge.

Wait...
what's an —
Agent?

AI Transformation Opportunities

Empowered by AI, Agents can operate as skilled assistants, supporting simple tasks. Combining Agents in a workflow allows them to communicate with each other and execute larger orchestrated tasks.

For example - Agents can take on the persona of an interviewer for a given job, create quiz questions to support studying, or access and understand vast amounts of data.



Enrich
Educational
Experiences



Reshape
Business
Processes



Bend the
Curve of
Innovation



Reinvent
Student
Engagement

To better understand how models choose their response, share what comes to mind when you hear the following:



"I feel the need.."	"It's raining..."	"I want to go hiking."
<ul style="list-style-type: none">• ...the need for speed!"	<ul style="list-style-type: none">• ...cats and dogs!"• ...Tacos."• ...it's pouring, the old man is snoring."	<ul style="list-style-type: none">• "I just bought a new hiking bag."• "Here's how you get started."



How do we choose our response?

Persona	Personality & Mood	Intuition & Understanding	Experience & Skills
Who we are, what we do, and what we know -- "You are a helpful assistant ..."	Creative response vs predictable response or personable response	Situational awareness: Choose the most likely word, phrase, or output	Kids answer differently than adults – job, education, hobbies, etc.



How does the model choose its response?

Short Answer (TLDR):

Magic, obviously!
(just kidding)

Long(er) Answer:

In the way that our responses are informed by numerous factors, the same applies for the model... though understanding every factor informing the model isn't necessary to use it.

System instructions, temperature, top P, and model tuning are different parameters that tell the model how to behave, how creative/predictable to be, and what words to consider when selecting the most probable response.

**So, what
framework can
help when
chatting with
an Agent?**



PACE Framework

PROBLEM

ACTION

CONTEXT

EXPECTATIONS

What is the problem you're trying to fix –
How would you typically fix this without AI?

What's the action or ask that you want
the model to complete?

What additional information is needed
for the model to make its decision and
complete its output?

Influence the outcome by presenting
examples and expectations for it to
match and meet respectively.



PROBLEM

Identify the issue

Example:

I need to improve my time management skills because I am struggling to meet assignment deadlines.

ACTION

CONTEXT

EXPECTATIONS

PROBLEM



ACTION

Instruct the model

Example:

Generate a list of effective time management strategies.

CONTEXT
EXPECTATIONS

PROBLEM

ACTION



CONTEXT

Inform the model

Example:

I am a full-time student taking virtual and in-person classes. I also work part-time 3 days a week and cannot complete coursework during my shifts.

EXPECTATIONS

PROBLEM

ACTION

CONTEXT



EXPECTATIONS

Influence the outcome

Example:

Provide at least five strategies, with brief explanations for each, and include examples relevant for both in-person and virtual courses.

TOP 5 BASIC PROMPT ENGINEERING METHODS

01

PROMPT CHAINING

Conversation style asks. Use the PACE framework to instruct and re-instruct based on results and feedback.

02

CHAIN OF THOUGHT

Use leading words like "Think step by step" or provide step-by-step instructions to process.

03

EXPECTED CONTEXTUAL OUTPUT

"ELI5" – "Explain like I'm a sports fanatic" – "Explain like I am a med student" – "Explain like I am a 67-year-old grandmother."

04

PRIME THE CONVERSATION

"From now on, I would like you to..." – This will help the model to streamline and provide guardrails for the conversation.

05

CLEARLY DEFINE THE TASK/ASK

"Your task is" or "you MUST"

BONUS: BRIBERY!

"I'll pay you \$100k if you can correctly create this ... in a way that is out of the ordinary but more effective"

TOP ADVANCED PROMPTS TECHNIQUES



ROLE-BASED EXPERTISE

Telling the AI to put on a specific “hat” – Speaking with an expert to frame its knowledge and response style around a specific perspective and language.



ADVERSARIAL STRESS TESTING

Playing devil’s advocate with the AI’s ideas to find weak spots and make the final answer stronger.



PERSONA FRAMEWORK

Creating a consistent character for AI to play – Complete with Personality, background, and speaking style throughout the conversation.



METACOGNITIVE PROMPTING

Asking nebulaONE to double-check its own thinking and consider if there might be better approaches before delivering its final response.



TEMPORAL CONTEXT SHIFTING

Changing the time perspective – Like asking “How would someone in 1950 view this?” or “What will this look like in 2040?”



FEEDBACK LOOP

Building in chances for you to say “that’s not quite right” or “exactly what I’m looking for,” so nebulaONE can adjust and improve as you go.



MULTI-TURN DIALOGUE STRUCTURE

Setting up a conversation that follows planned stages, where each new exchange builds on what you’ve already discussed.



Recap: What happens when you send a message?

- **You ask a question** (called a "prompt") in the chat box.
- **nebulaONE® gathers context**, referring to your conversation history, relevant web pages, documents, and other connected information sources.
- **Everything gets packaged together** and sent to the AI brain (LLM), which understands what you're asking for.
- **The AI generates a response** using all that gathered information, with settings that control how creative or detailed the answer will be.
- **You can continue the conversation** with each new question building on what came before.

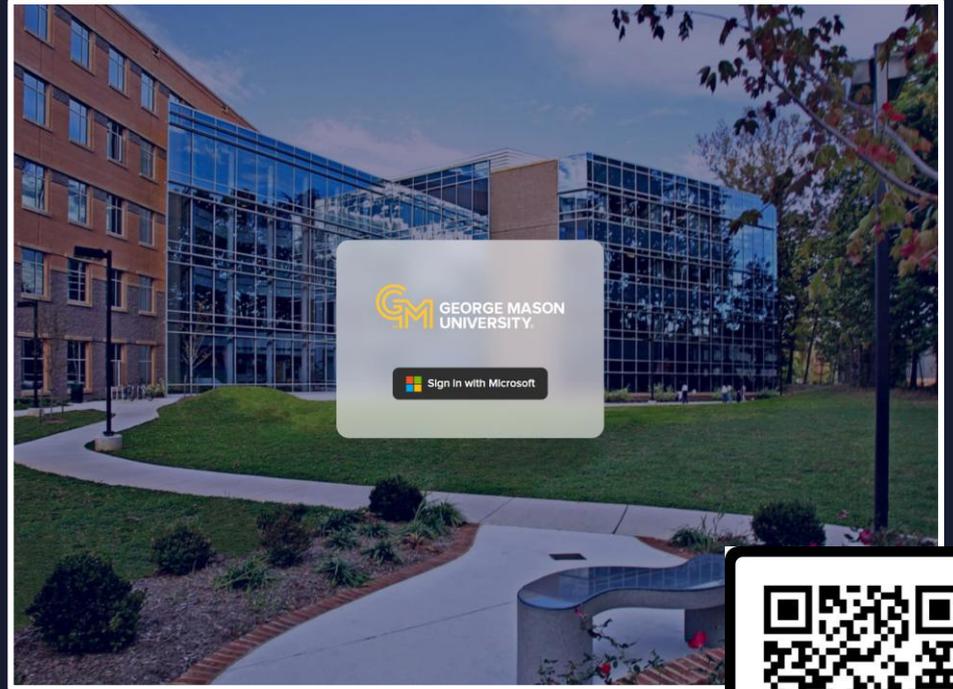
In simple terms: *You ask, it gathers relevant information, understands your needs, and responds intelligently - just like talking to a knowledgeable assistant.*

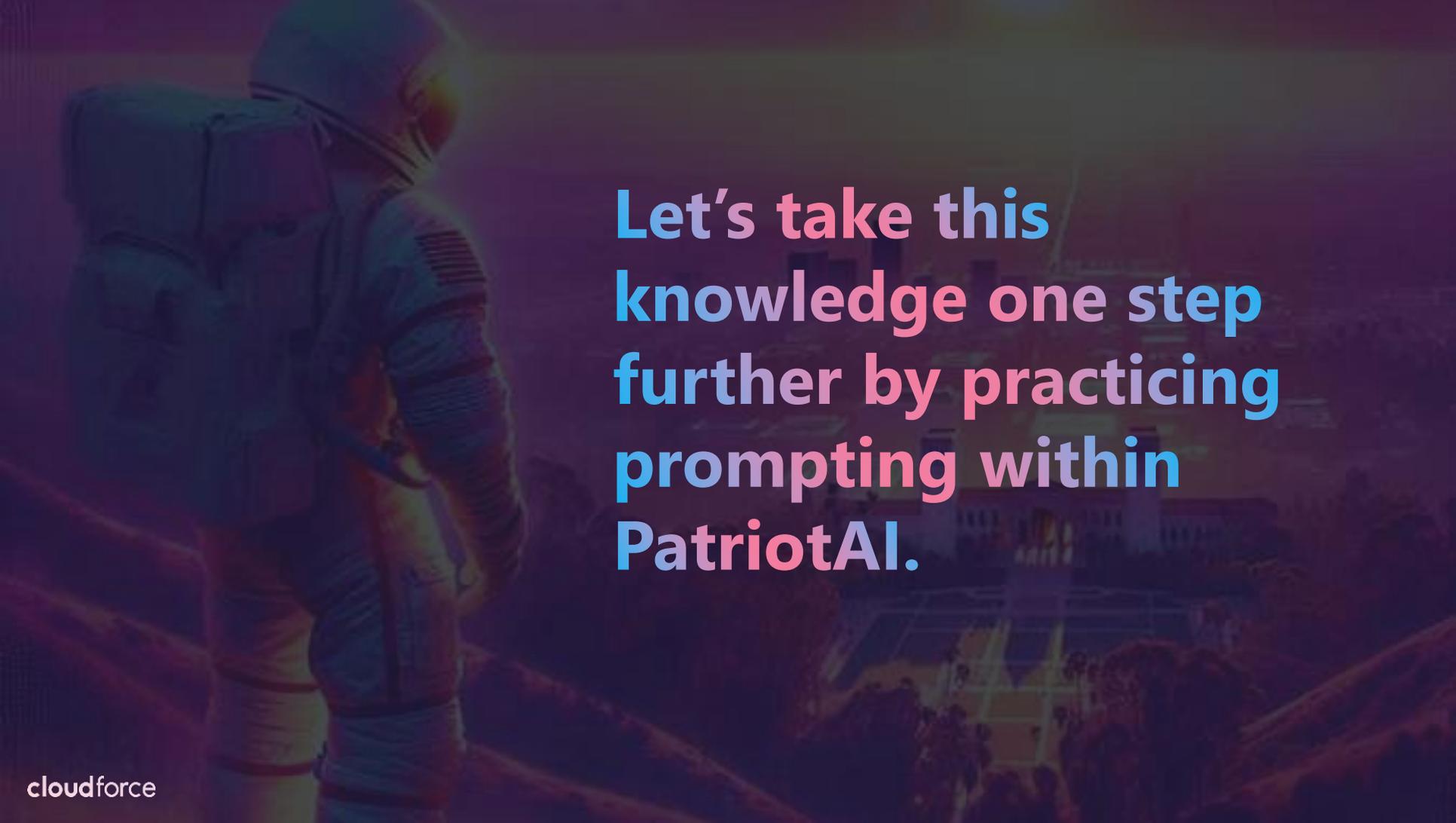
An astronaut in a white space suit with a large backpack is seen from the side, floating in space. The background is a dark, starry sky with a faint grid pattern. The text is overlaid on the right side of the image.

So, where is the platform that allows you to integrate this knowledge, and how does it work?

- Advanced AI models for personalized experiences.
- User-friendly interface for easy navigation and operation.
- Custom agents to be able to provide a tailored experience to all users based on use case and functionality.
- Safe. Secure. Private.

Visit patriotai.gmu.edu



An astronaut in a white space suit with a large backpack is seen from the back, looking out over a cityscape from space. The city below is illuminated with warm lights, and the background is a dark, starry sky. The overall image has a blue and purple color cast.

**Let's take this
knowledge one step
further by practicing
prompting within
PatriotAI.**

PRACTICE ACTIVITY



SYLLABUS DRAFTER:

You need help drafting a syllabus for a new course.

Develop a prompt that will:

- List course title, objectives, and major topics.
- State institutional policies or requirements to include.
- Request a syllabus draft with clear sections and inclusive language.

Hints:

- Note special needs accommodations or technology requirements.
- Specify target student group (e.g., undergraduates, graduates).
- Indicate preferred syllabus format (e.g., bulleted, narrative).

PRACTICE ACTIVITY



ENHANCE STUDENT ENGAGEMENT:

As an instructor or an instructional leader, you want to improve student engagement in your online course or in all online courses.

Develop a prompt that will:

- Describe the subject and level of the course (e.g., introductory biology, advanced literature).
- Highlight specific challenges faced in engaging students (e.g., low participation in discussions).
- Request innovative techniques or tools to increase engagement, such as interactive assignments or virtual group projects.

Hints:

- Define the course content and engagement challenges.
- What is your desired outcome? Do you have strategies that you've already tried?
- Be clear in describing the issues and desired improvements.
- Do you want creative solutions? Innovative? Simple? Easy to implement?

PRACTICE ACTIVITY



MEETING FACILITATOR:

You're leading a department meeting and need an agenda and facilitation tips.

Develop a prompt that will:

- State meeting purpose and key discussion items.
- List expected attendees and roles.
- Request an agenda and strategies for keeping discussion focused.

Hints:

- Ask for time estimates per topic.
- Indicate decision-making items vs. information-only topics.
- Mention any tools (e.g., slides, polls) you wish to use.

PRACTICE ACTIVITY



PROGRAM ASSESSMENT PLANNER:

You want to evaluate a program's effectiveness.

Develop a prompt that will:

- Describe the program and its intended outcomes.
- State data sources and evaluation criteria.
- Request an assessment plan, including methods and metrics.

Hints:

- Note if you need qualitative or quantitative measures.
- Specify deadlines and reporting requirements.
- Mention stakeholders who will receive results.

PRACTICE ACTIVITY



STUDENT SUPPORT ADVISOR:

You're designing resources to support struggling students.

Develop a prompt that will:

- Identify student challenges (e.g., low engagement, academic probation).
- List available campus resources.
- Ask for a support plan tailored to diverse needs.

Hints:

- Specify target populations (first-gen, international, etc.).
- Indicate if you want proactive outreach strategies.
- Request best practices for follow-up and tracking outcomes.

An astronaut in a white spacesuit with an American flag patch on the sleeve is seen from the back, floating in space. The background is a blurred cityscape at dusk or dawn, with warm orange and purple tones. The overall image has a dark, semi-transparent overlay.

**Things to
remember when
working in
PatriotAI...**

UNDERSTANDING LIMITATIONS

AI may sometimes give incorrect or incomplete answers.

AI doesn't remember past conversations beyond the current session.

When to seek help from humans or other resources:

It's important to remember that AI is not perfect and can sometimes make mistakes or give answers that are not complete. If something doesn't seem right, it's a good idea to double-check the information or ask for more details. Don't hesitate to use other sources if you're unsure about an answer.

Because AI tools do not have memory of previous conversations once your session ends, you may need to repeat information or restate your question should you come back later.

If the AI can't answer your question fully or you need expert advice, it's best to reach out to a human or check other reliable resources. AI is great for quick help and general guidance, but for complex or important issues, human support is still very valuable.



What data is stored, and how is it protected?

- With many models, there is a shortage on information and data to continue to train models. Because of this, many models are being trained to be more responsive to the types of questions, prompts, and requests that users are producing using GenAI.
- GenAI platforms and models are now being trained on your data rather than openly accessible data and information. This is why privacy and data safety are more important now than ever.
- nebulaONE® provides direct access to models and prevents your data from ever being a part of the training dataset for these models.
- All data that is added to AI chats will be stored in your organization's Microsoft Azure environment and may be held to internal compliance standards.

Six Pillars of Responsible AI



Fairness

AI systems use diverse data and transparent methods to avoid bias and treat all users equally.



Reliability & Safety

AI decisions cite sources and regularly tested to prevent mistakes and keep users safe.



Privacy & Security

Personal data is collected fairly, stored securely, and only shared under strict rules to protect user privacy.



Inclusiveness

AI tools are designed for everyone, letting users from all backgrounds build solutions and give feedback to improve access.



Transparency

AI responses are based on open communication, allowing users to understand the logic, data, and framework used to generate decisions.



Accountability

Each AI system is administered only by authorized users, keeping detailed records and creating a clear chain of command for handling concerns and issues.

Q & A

**Cloudforce Customer
Success Training
Feedback
Survey**

