Study Match

A Course Finder tool using AI

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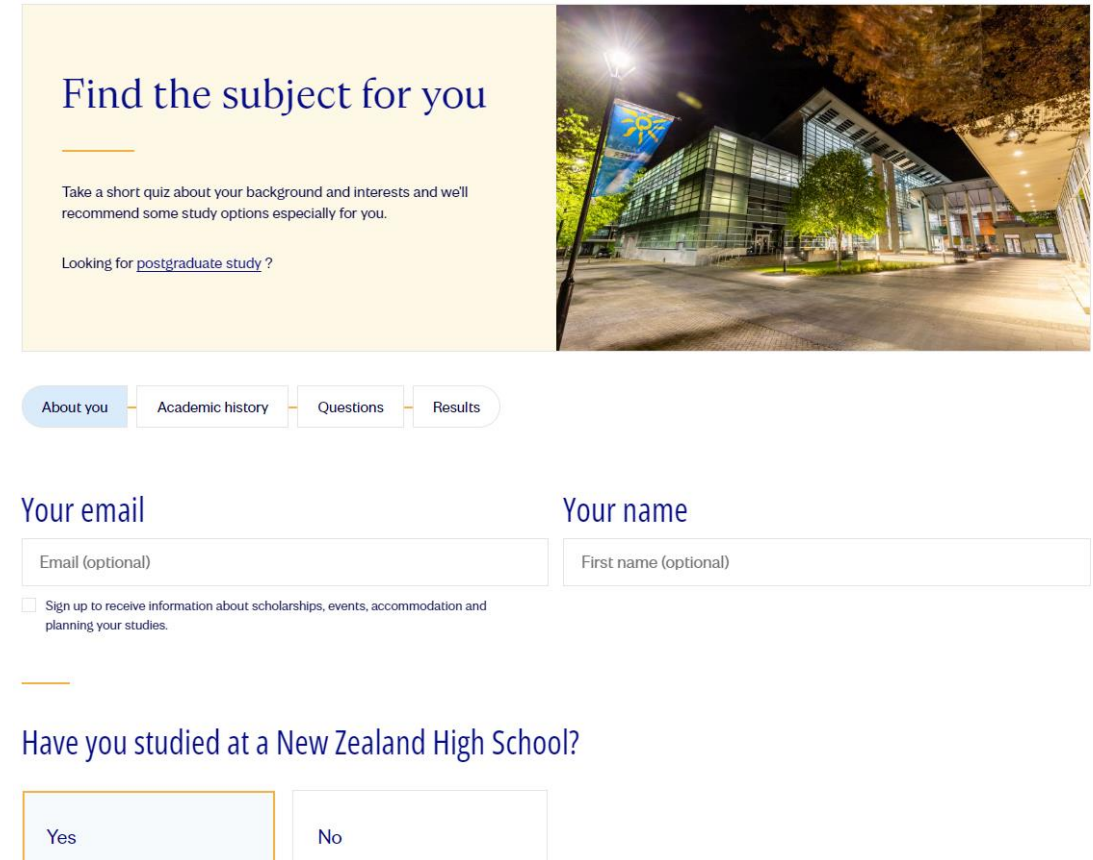ŌTĀKOU WHAKAIHU WAKA

Introducing Study Match

- It is a tool to assist early-journey future students who want help exploring tertiary study options.

- With the large number of subjects available, maintaining a predetermined decision tree was impractical, particularly with changes to subjects that occur over time.

- AI is used to generate the results instead. The AI receives anonymised student responses, generates search keywords, and these keywords are then sent to a search package to return 10 results based on the subject pages.

- Subjects and subject content are then sent back to the AI to write a rationale.

- Many other Universities offer similar tools, but none offer this level of personalisation

- Student recruitment and ITS staff directly involved in design and development

- New tool supports their work, offers support to wider range of students, and provides pathways to further information and support

- Accompanies multiple other pathways for discovering subjects, including search and navigation

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Testing Overview

- Automated testing – 19+ rounds of 1,000 inputs
  - Randomised and real data
  - All subjects returned
  - Distribution is reasonable
- User acceptance testing – stakeholders testing functionality
- Usability testing – in-person testing with students to assess usability and satisfaction
- Beta testing – distributing tool to students with survey for general feedback

Experience and lessons from testing an AI driven tool

- Automated tested on the AI is an essential part of testing, as it is impossible and impractical to manually test alone.

- Knowledge of the guiderails for the AI, both to test them and to frame the results, is also important.

- It was noticed that the LLM (large language model) handled inputs in Te Reo without any issues.

- Using "and"/"or" inputs make the input count as two separate inputs.

- When doing automated testing, while it is a very useful, there is a big difference between randomised testing and testing using real data.

- Capturing entries and recording them is very useful both for reproducing issues but also getting entered results for automated testing.

- Wording and restraints for inputs for the AI are very important. Along with the prompt.

- The AI was told to only use the subject page contents and inputs for generated text, not it's combined knowledge on a particular subject.

- Using the exact same inputs will have similar but different outputs each time.

Questions