

National
Volunteer
Management
Conference

Meet our presenters

Artificial Intelligence (AI) and its
impact on volunteering

John Kilroy, Digital Learning Institute



**Volunteer
Ireland**

Obair Dheonach Éireann





Better Futures.
Designed by You



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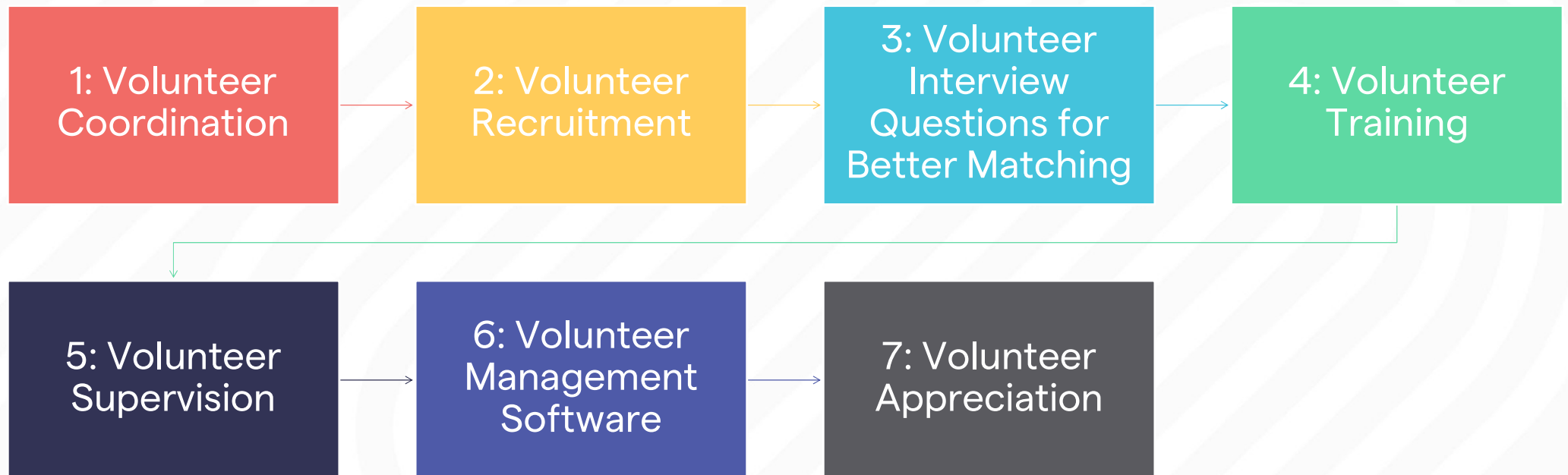
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AI in Action

01

Volunteer Management – Use Cases



Training Example



COURSE – Volunteer Management Fundamentals

Our Signature 5-module on-demand course, designed to help volunteer leaders and new volunteer coordinators get a jump start on success with proven frameworks, strategies, and expert insights.

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What's Included:

- Five on-demand modules to watch at your own pace
- Comments sections in each lesson to ask questions and get answers
- Access to our live monthly Q&A Coaching Call
- Worksheets, checklists, swipe files, guides & slides
- Automatic completion certificate once all coursework is complete
- Lifetime access to the course, & all future updates, for as long as it exists

Scenario

You have been appointed as an instructional designer by Volunteer Ireland. Volunteer Ireland is the national organisation that promotes, supports and advocates for volunteering in Ireland. Your brief is to design a volunteer management fundamental course.

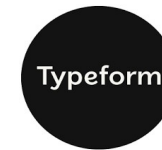
Scenario 1 – “CARE”

- **Context:** I am an instructional designer for Volunteer Ireland.
- **Action:** Draft a design plan for a Volunteer management fundamentals course.
- **Result:** The course should be blended with a mixture of synchronous and asynchronous learning.
- **Example:** Detailed design plan for a 6-week course.

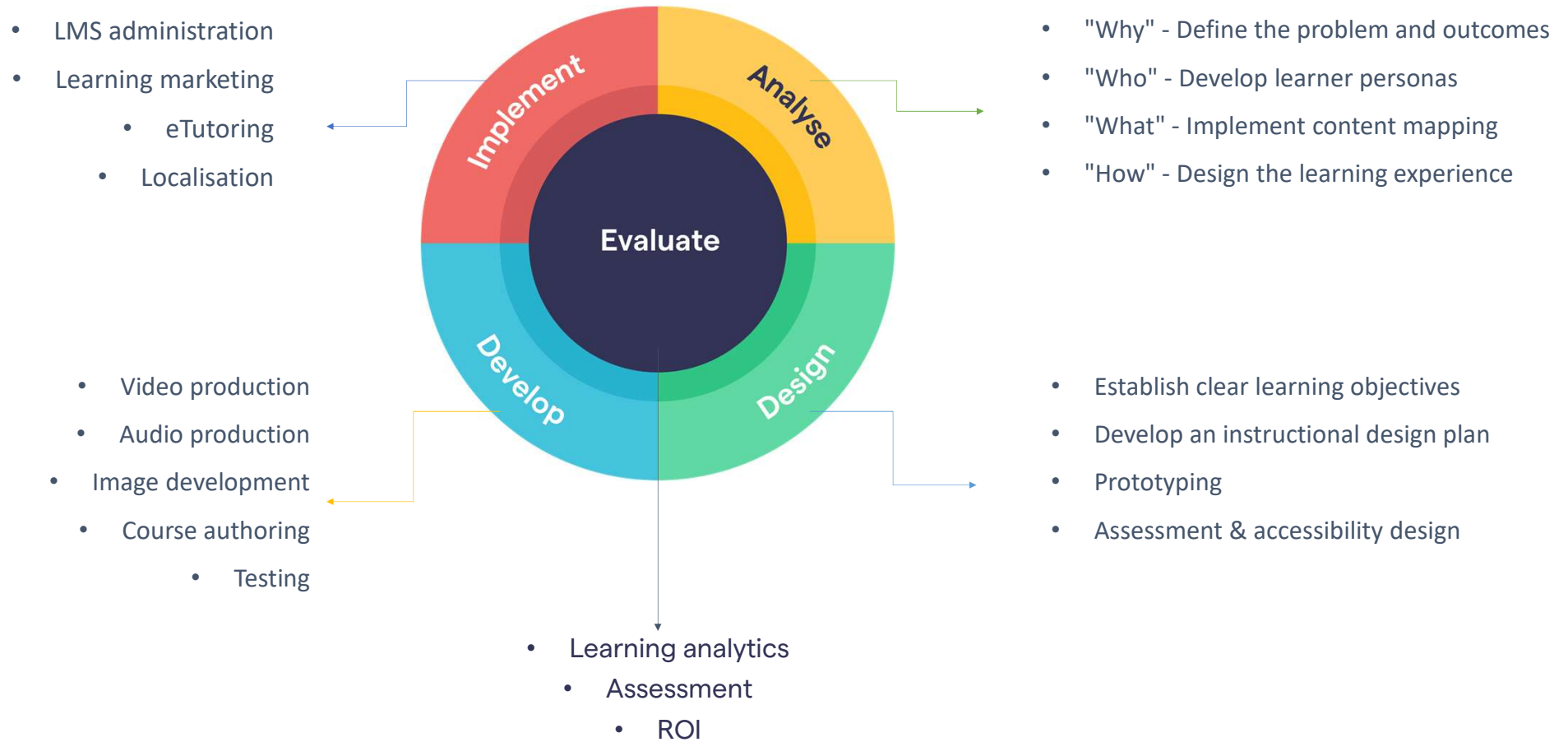
The Core Chatbots



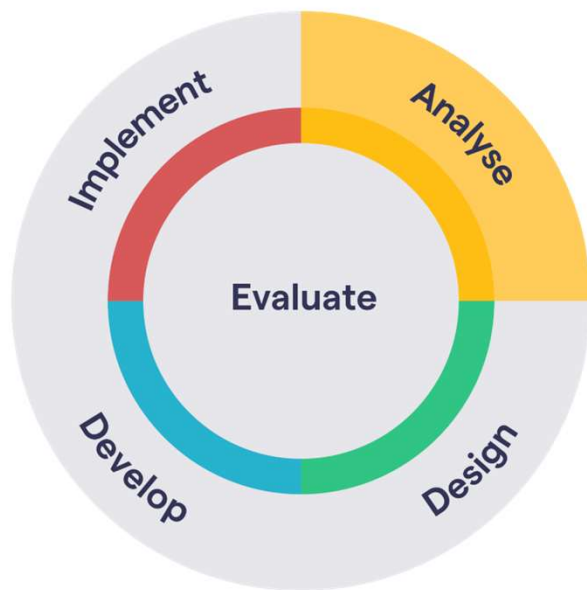
Tools from Use Case



Learning Activities



Analysis with AI



Less time on...

- Gathering and analysing data
- Creating training specs
- Mapping content

More time on....

- Stakeholder collaboration
- Reviewing data insights
- Experimenting in LX Design

Designing with AI



Less time on...

- Designing assessment
- Storyboarding
- Review cycles with SMEs

More time on....

- Prototyping
- Problem-based learning
- Storytelling
- ID for new learning formats

Developing with AI



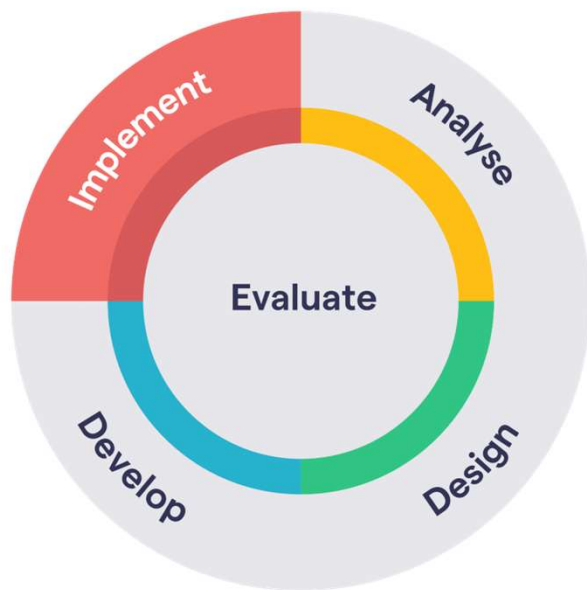
Less time on...

- Content creation
- Content curation
- Testing

More time on....

- Experimenting with mediums
- Universal design
- UX design

Implementing with AI



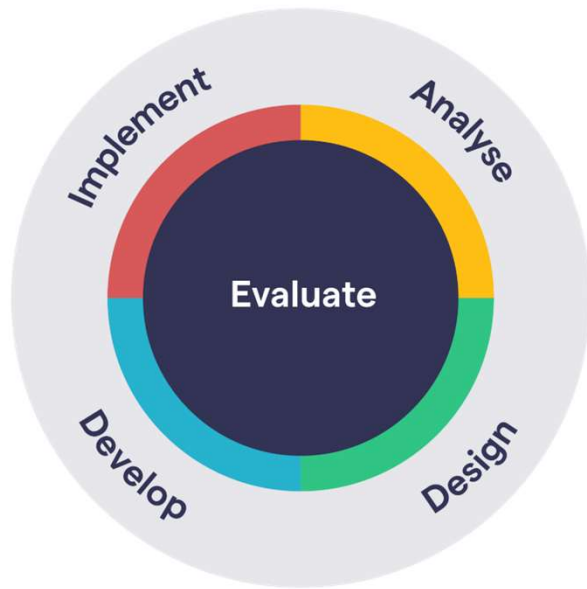
Less time on...

- LMS administration
- eTutoring
- Localization

More time on....

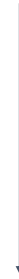
- Social learning
- Personalised feedback
- Learning marketing

Evaluating with AI



Less time on...

- Data analysis
- Assessment delivery
- Learner communication



More time on....

- Showcasing value
- Learning insights
- Assessing skills

Summary - Emerging Skills



Use Cases

02



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The Problem....



All FVTC students must complete a series of general education courses, including at least two writing courses.

The student satisfaction and completion rates for such courses are lower than the College averages

- 87% Completion rates across all courses
- 63% Completion rates in writing courses
- **24% Disparity**
- 46% Completion rates for Black or African American students
- 52% Completion rates for Hispanic or Latino students

The Project



Purpose

- The purpose of this project is to explore and assess the value of using AI tools to improve student performance and satisfaction in an upper-level writing course.

KPI

- Close the completion gap in writing courses by at least 3% year one & 10% year two

Additional outcomes

- Develop some best practices for incorporating AI into writing
- Develop guidelines for ethical use of AI for writing
- Develop safeguards to address bias, accuracy, privacy and security issues.

AI Application...



"Learning Analytics"

Typeform



Results



KPIs – Year 1

- 3% reduction on gap in completion rate for writing course – targeting 10% in year 2.

Additional Outcomes

- Ethical AI writing materials that enhance student critical thinking and faculty efficiency.
- Leaders and faculty will critically evaluate AI writing tools, guidelines for ethical AI use in writing
- Materials and practices shared with instructors across the College and the statewide system

Exercise

03

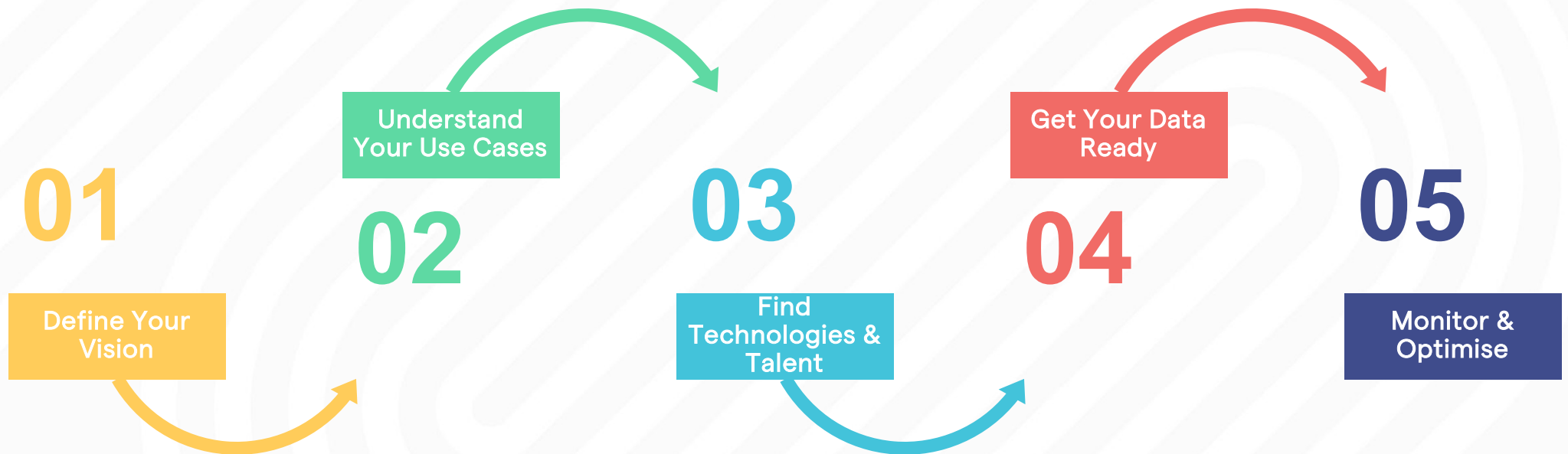
Group Discussion

- **Group of 3 – 4**
- What are the potential use cases for AI in Volunteer Management?

Action Plan

04

A Framework for Implementing AI



Define Your Vision

Begin by understanding your organisation's goals.

Having a clear vision acts as your North Star, guiding all subsequent steps.

Key question: What are you trying to accomplish?

Focus: Clarify your desired vision



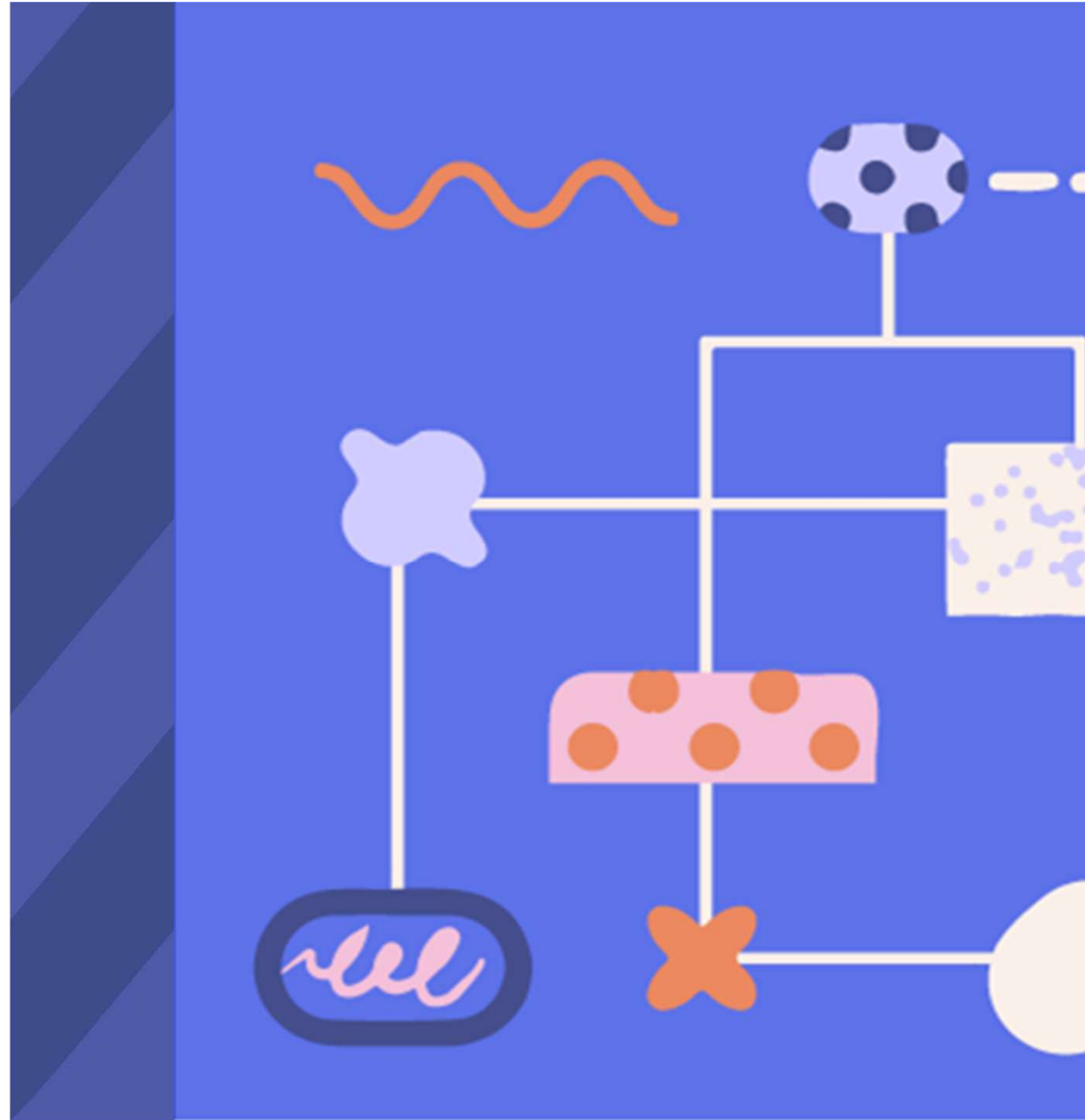
Define Your Use Cases

Not all problems require AI solutions.

It's vital to distinguish between challenges that can be overcome using traditional methods and those where AI can truly make a difference.

Key question: What are the specific problems or challenges that AI can address?

Focus: Expected impact (e.g., cost savings, learning experience improvement) of implementing AI for each identified use case.



Get The Data Ready

AI thrives on data. The quality, security and relevance of data play a pivotal role in the success of AI implementation.

Key question: Is the available data of good quality, well-structured and sufficient for training the AI models? Are there any data privacy or security

Focus: Data preparation, privacy and security



Select Technologies & Talent

Choosing the right technologies and having a skilled team in place ensures the AI solution aligns well with your goals.

Key question: What are the most appropriate AI tools for each identified use case? What are the required skills and resources for implementing them?

Focus: Technology selection and skill and resource assessment



Monitor & Optimise

AI solutions must be regularly monitored and refined based on real-world feedback to ensure sustained performance

Key question: What are the key performance indicators (KPIs) that will be used to monitor the performance of the AI?

Focus: Continuous Improvement





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