ChatGPT for Skills and Workforce Development Professionals

How reliable or accurate are the answers from ChatGPT? In an era with a lot of misinformation, how do we trust the generated information?

In a [recently released evaluation model](#), ChatGPT-4 scored a low hallucination rate (outputs with false or misleading information) of 3%, and a high accuracy rate of about 97%. ChatGPT takes its information from publicly available content on the web, information licensed from third parties, and information provided by users and trainers. As a result, all content is susceptible to bias and misinformation. However, you can ask ChatGPT to check for biases, and decide on the validity and reliability of the output before proceeding.

What are the ramifications in terms of plagiarism and individual learning in educational institutions?

Educational institutions can make use of detection tools, however it can be hard to identify AI-generated content if prompted well. In terms of individual learning, AI gives access to 24/7 support for learners and can help students move away from cramming and rote learning, to more meaningful learning by reflecting on and critically analyzing content.

Is there a way to determine the sources of information and quotes provided by ChatGPT?

This functionality currently exists in the paid version of ChatGPT only. Alternatively, you can copy and paste the output from ChatGPT into Bing, and ask it to generate references or find sources for the content.

Why would students still come to us if they can write resumes on their own using ChatGPT?

Students' learning and knowledge are still developing, so they can greatly benefit from the expert guidance and experience of career development professionals. Even if students have used ChatGPT to write their resume, career development professionals can provide students with support in corroborating information and correcting errors made during prompting. Resume writing is evolving as a profession, with new roles emerging such as resume prompt engineer!

What are recruiters doing with resumes created using ChatGPT? Some are flagging and disqualifying them. Do you know if this is the trend?

Personally, having worked with 60+ employers in the last 6-7 months, only 3 employers out of those were trying to catch or flag resumes created using ChatGPT. The rest of the employers were evolving their assessment methods. If students prompt really well, it doesn't often show up on AI checkers, so it can be hard to detect.

What are the regulations on using ChatGPT in government or university settings?

Government regulations on AI use vary from country to country. Currently, the Canadian government is exploring the responsible use of AI through its Artificial Intelligence and Data Act. In the UK, universities have been coming up with guiding principles and policies for the use of AI. AI working groups have also been created to help incorporate AI tools into staff workflows.

Which is better, ChatGPT or Bing? ChatGPT seems to have a maximum usage (for the free version). Does Bing also have a maximum usage limit?

ChatGPT offers a complete solution, with some paid elements. Bing is always free for personal use, though organizations may need to upgrade to the Enterprise version for data protection and privacy. While Bing has some limitations in what it can do, it gives you access to GPT-4 for free which ChatGPT currently doesn't. You can use both Bing and ChatGPT in tandem to complement each other's capabilities.

Can you upload files to ChatGPT and where does the uploaded file go?

Currently, you can only upload files in the paid version of ChatGPT. Uploaded files become part of the chat thread, and you can opt in or out to share files with OpenAI's training data through the data settings.

Could you prescribe headings or lesson plans to be used for formatting?

Yes, and you can also feed existing plans and documents, then ask ChatGPT to format your content a certain way.

Could you ask ChatGPT to use a specific language or writing style?

Yes, ChatGPT supports more than 50 languages. You can also prompt it to generate content in different tones and styles, from plain language to highly complex structures. You just have to ask!