



## INSTRUCTIONAL AI Frequently Asked Questions

### **How could you address the implementation of educating our students on how to effectively and ethically use AI to help them learn?**

For implementation, we suggest talking with students, consulting with administrators, and adhering to your school's policy. Instructional AI like Packback is built to help students learn and think critically, and thus easier to implement into classrooms.

### **Do you find Instructional AI to be culturally responsive?**

Instructional AI was built to be more culturally responsive and culturally inclusive than other forms of AI like generative AI. We are constantly making tweaks to ensure diversity and inclusivity for everybody.

### **Is Packback's AI a "closed system;" where does it generate new ideas? Is it gathering ideas from the internet, or does it already have a bank of knowledge?**

Packback isn't generating any ideas — new or old. Rather, it's giving students feedback based on a number of finely tuned and highly accurate models, so students are empowered to generate their own ideas. This is a key difference between instructional AI like Packback, and other forms of AI like generative AI (ChatGPT).

### **Why can't I find our high school on Packback?**

Our Support Team ([help@packback.co](mailto:help@packback.co)) can be contacted for any missing schools. We are happy to help get your school and district listed (for all AVID Elective grades 6–12 and AVID Excel Elective grades 7–8).

### **What is the software being used?**

The software shown during our webinar was Packback, the partner for AVID Instructional AI.

## **I saw something about middle school AVID Elective being included now. Is it still free for all AVID Elective teachers, including next school year?**

Yes, AVID Instructional AI will be free to use for AVID Elective 6–8 teachers starting in 2024.

## **Do all AVID schools have access to Packback?**

All AVID schools can access PackBack. AVID Elective 9–12 and AVID Excel Elective 7–8 teachers can access PackBack once they [complete an hour training](#). There is special pricing for other educators. For more information, [click here!](#)

## **How do you envision Packback being used in the AVID Elective and AVID Excel Elective classes?**

Packback will support discussion and writing assignments in AVID Elective and AVID Excel Elective classes. We have 12 lessons for AVID Elective 9-12 and 12 lessons for AVID Excel 7-8 that will help teachers and students implement Packback, including getting started lessons, Socratic Seminar, Philosophical Chairs, and more.

## **Is Packback Student Online Personal Protection Act (SOPPA) approved in Illinois?**

Packback is SOPPA approved.

## **Is the curiosity score rated on a 0–100 scale?**

Yes. The Curiosity Score is a 0–100 scale, but we don't want to think about it like a grade. It is, instead, a measure of academic achievement and effort. To learn more about the Curiosity Score, please read the article [“What Is Curiosity Scoring?”](#)

## **How will Packback work in real-time Socratic Seminars?**

Packback can be utilized to help students prepare for a Socratic Seminar by developing higher-order thinking questions to bring to the discussion. Students can engage in a text/topic/etc. that will be the focus of the Socratic Seminar, and have a chance to develop their thoughts, interact with peers, and find sources inside Packback by asking their own unique questions and responding to peers.

## **Are there plans for Packback implementation within general school communities?**

Packback is available for general school communities and is offered at special pricing through the AVID and Packback partnership.

### **Can the question in the system be the prompt, or is this a student-generated question about the prompt?**

Teachers can create a prompt through a Guide Post, which supports students in asking their own unique questions about a specific topic. Teachers can also create a question and have students reply, but the real magic happens when students have the autonomy to ask questions about what interests them with guidance from their teacher. Students should be the ones creating the questions in Packback.

### **How does the AI know what students are writing about (e.g., novel vs. poem or theme vs. characterization)?**

The Packback product team has worked to build a system that is able to detect the structures and language typically found within each medium of writing.

### **What is a specific skill that the teachers have students practice using Packback (e.g., thesis vs. supporting details)?**

In Packback, teachers can guide their students with Guide Posts in Packback Questions and Deep Dives directions for written assignments. When creating a response in Packback Questions, students are asked for a thesis statement and will receive feedback based on the feedback criteria in Packback. To learn more about those criteria, please read the article [“Instant Feedback and Curiosity Scoring.”](#)

### **How well does Packback work with students writing CERs for science?**

Packback can support written assignments through Deep Dives. The teacher can set up the writing prompt and rubric.

### **How does Packback support experienced multilingual students developing their academic language and writing? Is there any data that supports accelerated growth for these scholars?**

The Packback system supports students in developing their academic language and writing by providing strong and direct corrections and tips for improving English language skills.

### **What are the privacy structures in place to prevent students' identifiable data from being shared with third parties?**

Per our Terms of Use, we only ask students to provide their name and school email address. No other data is requested nor collected or shared with third parties.

**Does the Instant Feedback/Coaching feature take into account the grade level of the student user in regard to the verbiage used when giving feedback? I ask because I noticed that the feedback asked the writer to be more “concise” and I am not sure some of my 6th graders, specifically my ELLs, would understand what is being recommended.**

The Instant Feedback/Coaching feature does not consider students' grade level. A Curiosity Score setting can help set a difficult but achievable standard for students to aim for. The Curiosity Score is not a grade but a measure of academic achievement and effort.

**Can I upload my own writing prompts, or only choose from a bank that already exists?**

In Packback Deep Dives, you can create your own writing prompts and rubrics to go with it! We are creating 24 lessons (12 AVID Elective and 12 AVID Excel Elective) with prompts for you to use. In Packback Questions, you can create your own Guide Post to direct students and even model what you would like to see from your students by creating your own questions.

**Can you choose a grade level you want the student to write at?**

The Instant Feedback/Coaching feature does not consider students' grade level. We have a Curiosity Score setting that can help set a difficult but achievable standard for students to aim for. The Curiosity Score is not a grade but a measure of academic achievement and effort. Your Curriculum Consultant can help guide you to what level Curiosity Score would be right for you.

**Many AI sites are blocked by the school firewall/protection; will students be able to log into this program in school?**

Students should still be able to log in to Packback. If your school is blocking Packback, we can work with you to resolve that. In these cases, please contact [help@packback.co](mailto:help@packback.co) and connect us to your school's IT admin.

**How “immediate” is the feedback? For example, do I get feedback at the end of a sentence, after a few words, or after every word?**

The feedback is immediate, providing tips and suggestions to students as they write rather than waiting until after they post their assignment!

**Will Packback be available to AVID Elementary schools?**

Not at this time, but there is conversation around this in the future.

### **Can students use Packback in their other classes? For example, can an AVID Excel Elective student use it in their science, language arts, or social studies classes?**

To use Packback in other classes, students' other teachers would need to utilize Packback and have a community. This is something that is possible if a school is interested.

### **How much does Packback cost?**

Packback is included as part of membership for AVID Elective grades 9–12 and AVID Excel Elective grades 7–8. If you are not a part of those groups, AVID offers special pricing through the Packback partnership. Please contact [Aiyanna Guadiz-Correa](#) for more information.

### **How is Packback different from Paper (an online tutoring service that utilizes Socratic methods)?**

Packback is an AI writing tutor for every student and an AI grading assistant for every instructor. Packback's purpose is to help every student develop their unique voice and the writing skills to express it.

### **So, are lesson plans or examples of ones available for AVID Elective teachers?**

Yes! There will be 12 lessons for the AVID Elective available.

### **Will there be a visual tutorial of what this application/program does? I am a visual learner and need to see the things they are talking about in action.**

At the training sessions, teachers will learn how Packback works and create their own community in a hands-on demonstration of the platform! If you need additional support, we also offer office hours.

### **Does Packback integrate directly with Google Docs/Microsoft Word, or does a student have to copy/paste their document into Packback?**

Deep Dives works similarly to Google Docs/Microsoft Word with a huge difference—instant feedback. Students should write their papers/assignments in Deep Dives instead of copying and pasting to receive all the benefits of live, real-time feedback. Students can copy and paste text, but we always recommend writing inside Packback.

### **Does Packback differentiate the rubric as well?**

With Deep Dives, teachers can customize their rubric to meet the assignments' needs. Teachers can also edit the suggested scoring. As the

expert in both the content and knowing their students, teachers can differentiate as needed but are supported with grading assistance for all students.

### **How long has Packback been implemented? Can you share some data on its effectiveness?**

Packback Questions has been used in classes since 2016. We have conducted white paper studies on the [Impact of Online Discussion Platform and Pedagogy on Student Outcomes](#) and [Student and Instructor Outcomes](#), which can be accessed in our [Resource Library](#).

### **How long did it take for you to “master” Packback before you felt comfortable introducing it to your students?**

Packback is very user-friendly and offers many supports, including a 24/7 support team (available at [help@packback.co](mailto:help@packback.co)), a dedicated Curriculum Consultant who supports teachers as they use Packback, and office hours for any questions. With any technology, there can be a slight learning curve, but most people who use Packback find it easy to use and learn.

### **What would be the wrong way to implement PackBack? What were some mistakes you made with the best intentions?**

Packback is intentionally a student-centered platform. One potential mistake is not allowing students the opportunity to think critically and ask their own questions. Curriculum Consultants can guide teachers about the best use cases.

### **Has this program been used in Tutorial Groups? How has it worked out with the tutors?**

A TRF lesson is included in the AVID Elective lessons. Packback will be used to support students with their questioning and creating a great TRF question. As the partnership is new, we have yet to see the full impact for Tutorial Groups and are looking forward to supporting the process!

### **Can you please further explain the Curiosity Score?**

The Curiosity Score is a 0–100 scale, but we don't want to think about it like a grade. It is, instead, a measure of academic achievement and effort. To learn more about the Curiosity Score, please read the article [“What Is Curiosity Scoring?”](#)