

GENAI STRENGTHS AND OPPORTUNITIES IN EDUCATION

Students and Teachers	Educational Institutions	Society at Large
Contextual Relevance GenAI tools are able to understand and adapt to various contexts and elements of interaction, delivering precise, tailored responses aligned with users’ specific needs.	Multimodal Capability GenAI tools are equipped with the abilities of understanding, interpreting, and generation of content across various modes, such as text, speech, image, and video, enhancing accessibility, effectiveness, and flexibility to support diverse user needs.	Appropriateness of Topics Most GenAI tools are designed to avoid harmful or unethical content and provide neutral, professional responses, but since safeguards are not perfect, users and developers must take responsibility for ensuring ethical use.
Customisability GenAI tools can be customised for specific domains or implementation needs – such as tailoring responses to courses or school policies – by training them on targeted data or using tailored instructions and prompts.	Scalability GenAI tools are scalable, able to efficiently handle a diverse range of tasks – from basic queries to complex tasks such as grading and supporting adaptive learning – while accommodating evolving educational needs.	User-Centric Design GenAI tools built with user-centric principles are intuitive and easy to use, even for individuals with limited technical skills, which promotes broader adoption and fosters a more inclusive experience.
Variability GenAI can generate relevant but varied responses to the same prompt, supporting dynamic interactions while maintaining a degree of consistency, particularly in the accuracy and reliability of outputs.		Comprehensive Coverage GenAI tools offer extensive coverage by delivering both broad overviews and detailed insights on a wide range of topics, enabling users to explore complex subjects comprehensively based on the quality of their training data.
Code Generation GenAI tools can translate natural language into code snippets, helping users overcome coding challenges and making learning more efficient and accessible.		Humanistic Conversational Style A humanistic conversational style in GenAI refers to a way of interacting that mimics natural human dialogue – it is intuitive, context-aware, and designed to feel natural and empathetic.
		Multilingual Support GenAI tools support multilingual interactions while ensuring clear and consistent communication across different language groups.