# The Future of (No) Work: Artificial Intelligence and UC's Response

A Forum for UC Faculty

Hosted by UC Forward
with support from CET&L,
Taft Research Center, the Niehoff Urban Studio,
and the Otto M. Budig Family Foundation















Today's Emcee:

David Adams,
UC's Chief Innovation Officer
and CEO of the UC Research
Institute



### **Forum Goals:**

- Reflect on the dramatic impacts of Artificial Intelligence and related technologies on our society and our economy, and especially on the future of work
- Gain an understanding of the challenges
   Artificial Intelligence poses to the mission and relevance of higher education, including to UC
- Begin a conversation among faculty members on how we confront these challenges in our curricula, pedagogy, and research



### **Premises:**

- The trajectory of A.I.'s development isn't certain, but it's developing rapidly, converging with other technologies, and already is having an impact on many business sectors and types of work.
- Our students face a dramatically different world of work

   one that demands different preparation than higher education, in general, currently provides.
- If UC and other institutions of higher education are to remain relevant, we must develop new educational strategies and content.
- Our research programs in nearly every field will need to change to reflect the opportunities and threats of A.I.



### Schedule

2:15: Keynote presentation by Lee Rainie

3:05: UC faculty responders

3:40: UC Talks competition

**4:40:** Secret ballot voting on *UC Talks* presentations & invitation to CETL reading groups

**5:00:** Announcement of *UC Talks* winners

5:05: Provost Kristi Nelson – "Rising to the Challenge"

5:15: Adjourn to Happy Hour at Taste of Belgium

Program is continuous. Coffee & tea available throughout program.

Restrooms in hall and on lower level.



### Our Keynote Speaker: Lee Rainie



Director of Internet & Technology Research at Pew Research Center, author of *Artificial Intelligence and the Future of Humans*, former managing editor at *US News & World Report* 





### The future of higher education

#### Lee Rainie

Director, Internet and technology research

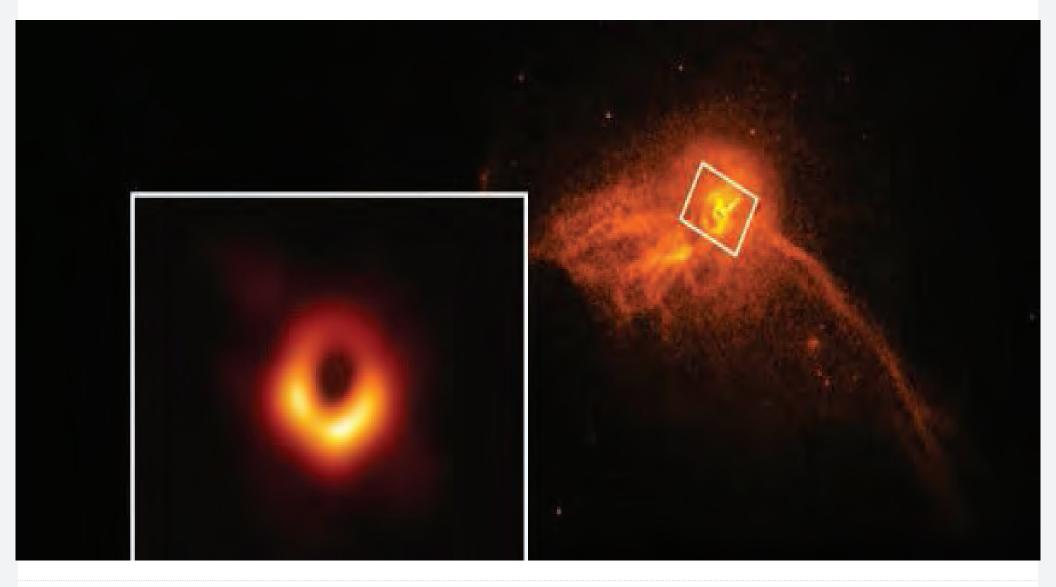
Email: Lrainie@pewresearch.org

Twitter: @Lrainie

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NEWS IN THE NUMBERS

### "Regularizors" and "priors" that analyzed Messier 87



### One Month, 500,000 Face Scans: How China Is Using A.I. to Profile a Minority

In a major ethical leap for the tech world, Chinese start-ups have built algorithms that the government uses to track members of a largely Muslim minority group.



In the neighborhood, the facial recognition system collects these people's identity and facial data, at the same time the Fire Eye big data platform collects sensitive people's identities, times of entry and exit.... And issues warnings to police so they can carry out their goal of managing and controlling sensitive groups.

1) At the neighborhood gate video cameras are set up. If they recognize Uighurs, Tibetans, or other sensitive peoples, they will generate a key sensitive persons face-photo database, and in real time pay attention to these sensitive people's entry and exit records and their movements (integrating with the city's closed face-photo database).

2) If the number of sensitive groups of people in the neighborhood increases (for example, if originally one Uighur lives in a neighborhood, and within 20 days six Uighurs appear), it immediately sends alarms so that law enforcement personnel can respond, question the people and handle the situation, and develop a contingency plan.

### Neural network tracks treatment of brain tumors on MRI

Physicians and scientists in Germany have developed an artificial neural network that's capable of interpreting brain MRI scans to tell neuroradiologists how brain tumors are responding to chemotherapy and radiation therapy, according to a <u>study</u> published in *The Lancet Oncology*.



### **Be Bach in the first Al-powered Google Doodle**



### Two rival Al approaches combine to let machines learn about the world like a child

Together, deep learning and symbolic reasoning create a program that learns in a remarkably humanlike way.



PHOTO FROM THE NEURO-SYMBOLIC CONCEPT LEARNER: INTERPRETING SCENES, WORDS, AND SENTENCES FROM NATURAL SUPERVISION; EDITED BY MIT TECHNOLOGY REVIEW

### Machine learning is making pesto even more delicious

Researchers at MIT have used AI to improve the flavor of basil. It's part of a trend that is seeing artificial intelligence revolutionize farming



### **Amazon Workers Are Listening to What You Tell Alexa**

A global team reviews audio clips in an effort to help the voice-activated assistant respond to commands.



#### **Common Echo owners questions**

"Do you work for the NSA?"

"Alexa, is someone else listening to us?"



The jobs crunch

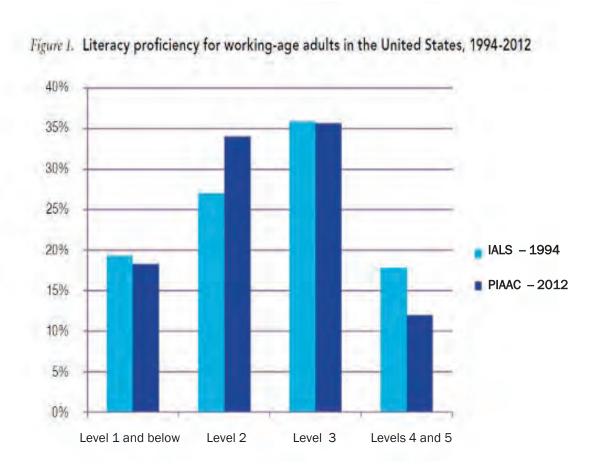
Self-driving cars, intelligent digital agents that can act for you, and robots are advancing rapidly. Will networked, automated, artificial intelligence (AI) applications and robotic devices have displaced more jobs than they have created by 2025?



52% - more jobs created than destroyed

48% - more jobs displaced than created

### The literacy showdown between humans and Al: National Academies of Sciences, Engineering and Medicine and OECD



Level 3 question: Find a website that can be used to figure out how to place an international phone call.

Level 4: Find a book about genetically modified foods that asserts there are problems with arguments on both sides of the debate.

PIAAC = Programme for the International Assessment of Adult competencies, OECD test
IALS = International Adult Literacy Survey

### Al in education – Holmes, Bialik, Fadel

#### **Areas where machines best humans**

Repetitive/predictive tasks

Tasks that hinge on computational power

Classifying huge amounts of data and inputs

Making decisions based on concrete rules

#### **Areas where humans best machines**

**Experiencing authentic emotions and building** relationships

Formulating questions and explanations across scales and sources

Deciding how to use limited resources across dimensions strategically (including tasks machines should be doing and what data to give them)

Making products and results usable for humans and communicating about them

Making decisions according to abstract rules



# Accenture: Look at the "missing middle" Human + Machine - Paul Daugherty, James Wilson

Lead	Empathize	Create	Judge	Train	Explain	Sustain	Amplify	Interact	Embody	Transact	Iterate	Predict	Adapt
			Humans complement machines			Al gives humans superpowers							
Human-only activity			1			d machine ctivities			Machine-only activity				

# Automation, robots, artificial intelligence will even take over sophisticated tasks

### 45 years

2018 study (Oxford/Yale): The timeframe estimated by artificial intelligence experts when "high level machine intelligence" – unaided machines that can accomplish any given task <u>better and more cheaply than humans</u> – will be developed

**2024**: outperform language translators

2027: drive a truck

2031: work in retail

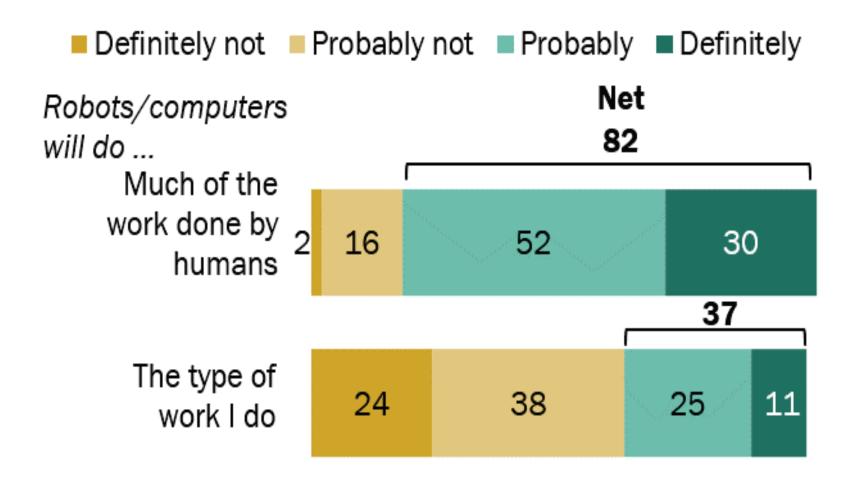
**2049**: write best selling book

2053: work as a surgeon

The need for re/training

## Americans say robots will take over much of the work done by humans, but most workers don't think it will affect their own type of work

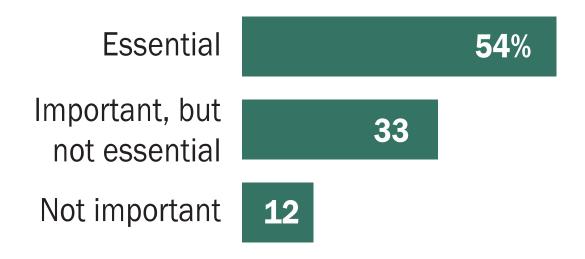
% saying within the next 30 years each of the following will \_\_\_\_\_ happen



### Training is now seen as essential

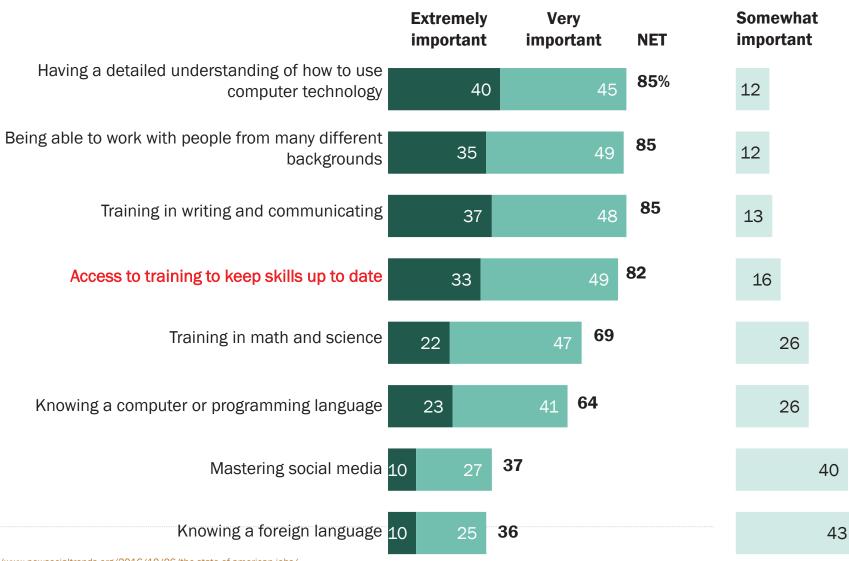
# ... and most workers see continuous training as essential or important to career success

% saying training/skills development throughout their work life will be ...

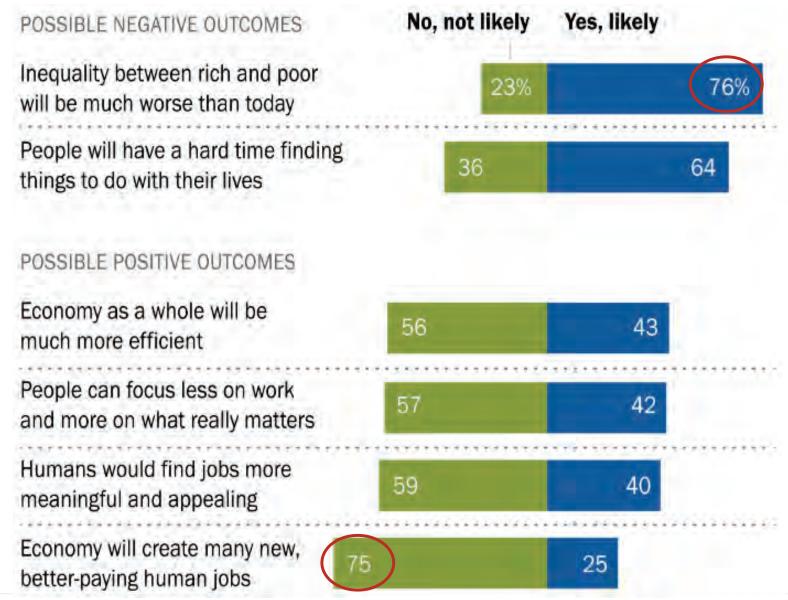


### People think knowledge of computers, social dexterity, communications skills and access to training are key to success

% saying these traits are ... for workers to be successful in today's economy



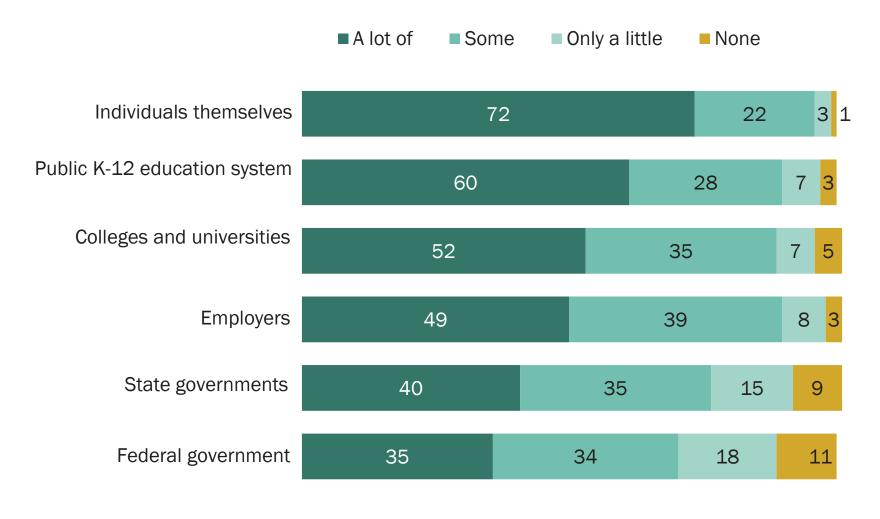
# Top expected outcomes: greater inequality, no new job explosion



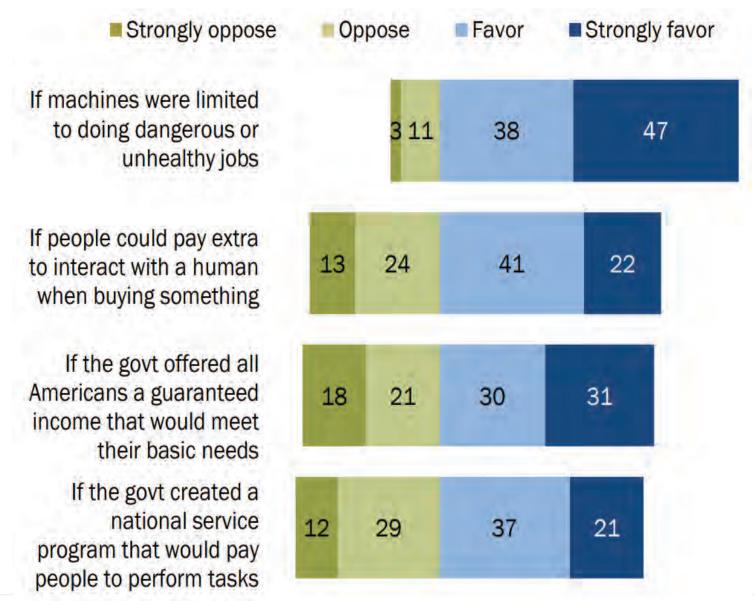


## Americans think individuals and public schools should have the most responsibility to make sure workers have the right skills

% saying these groups should have \_\_\_\_ responsibility in making sure that the American workforce has the right skills and education to be successful in today's economy



### Strong support for policies that limit impact of automation



In the next 10 years, do you think we will see the emergence of new educational and training programs that can successfully train large numbers of workers in the skills they will need to perform the jobs of the future?



70% - "yes"

30% - "no"

### Theme 1

The training ecosystem will evolve, with a mix of innovation in all education formats

- More learning systems will migrate online. Some will be selfdirected and some offered or required by employers; others will be hybrid online/real-world classes. Workers will be expected to learn continuously
- Online courses will get a big boost from advances in augmented reality (AR), virtual reality (VR) and artificial intelligence (AI)
- Universities still have special roles to play in preparing people for life, but some are likely to diversify and differentiate

#### Theme 2

<u>Learners must cultivate 21st-century skills, capabilities and attributes</u>

- Tough-to-teach intangibles such as emotional intelligence, curiosity, creativity, adaptability, resilience and critical thinking will be most highly valued
- Practical, experiential learning via apprenticeships and mentoring will advance

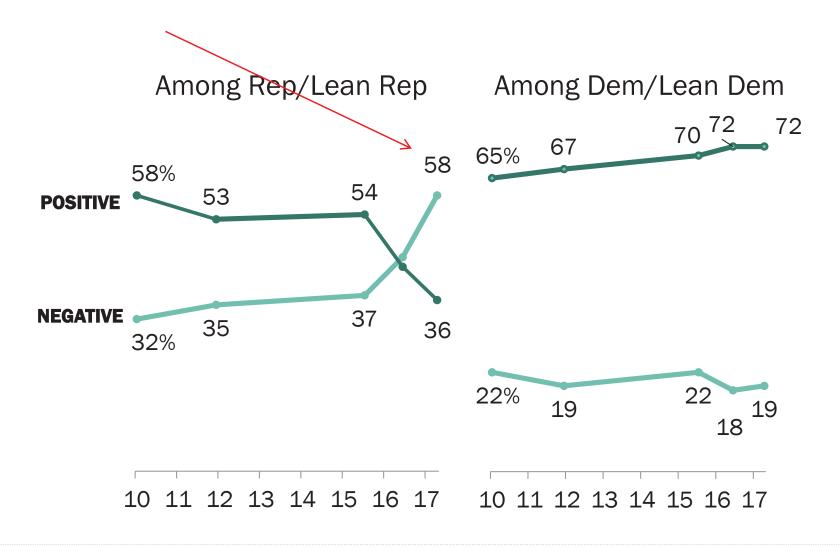
#### Theme 3

New credentialing systems will arise as self-directed learning expands

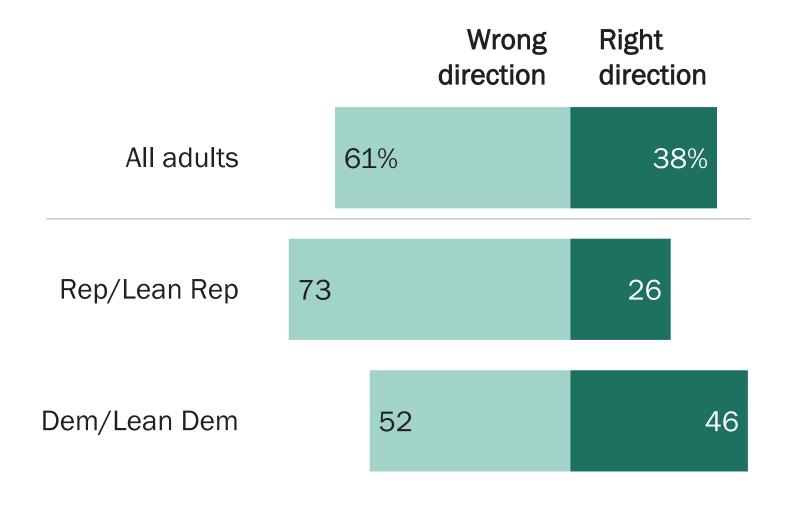
- While the traditional college degree will still hold sway in 2026, more employers may accept alternate credentialing systems as self-directed learning options and their measures evolve
- The proof of competency may be in the real-world work portfolios

# The broader, more challenging environment for higher education

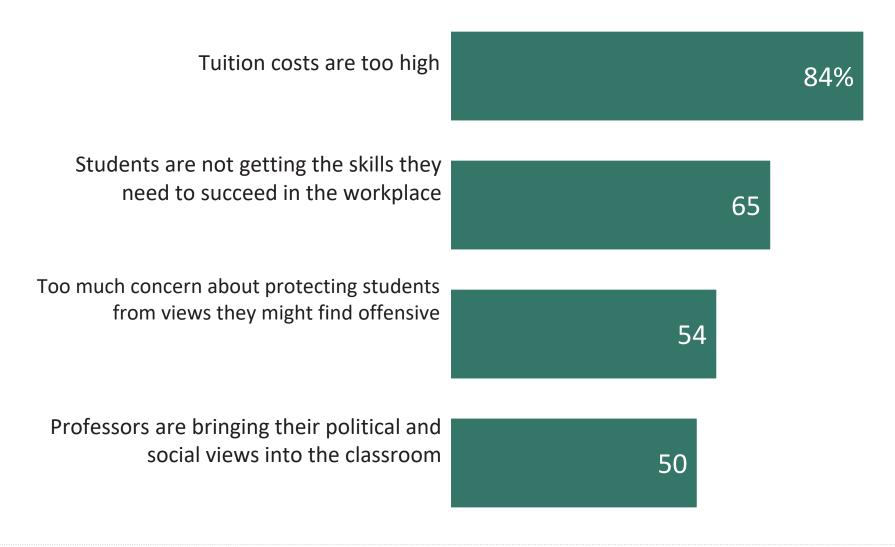
# Colleges and universities have a positive/negative effect on the country, by party (2010-2017)



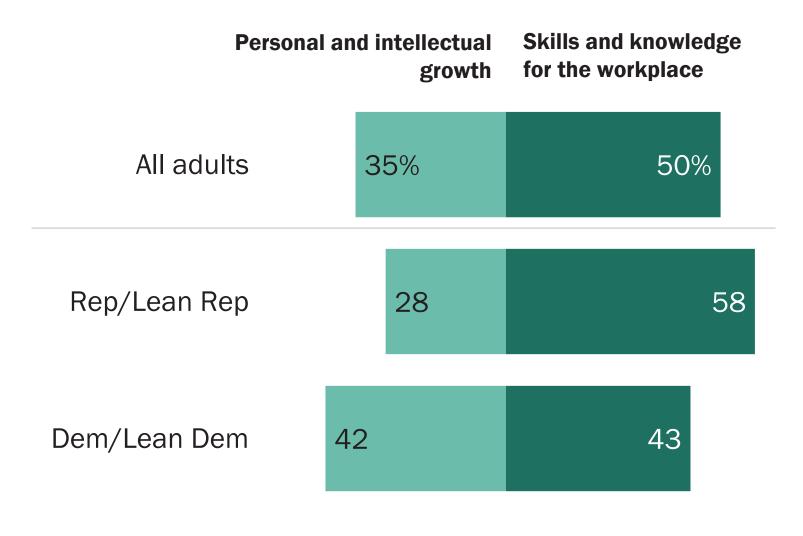
## Majority of adults say higher education system in the U.S. today is generally going in the wrong/right direction



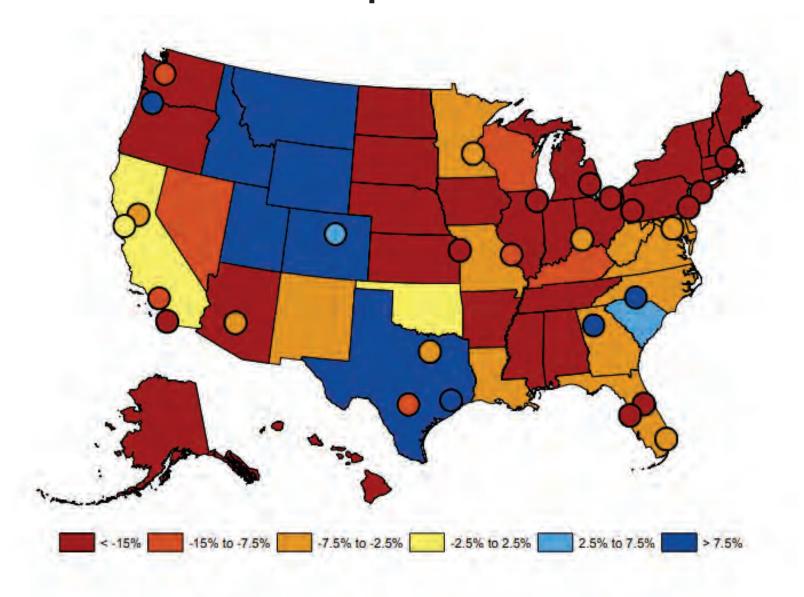
## Major reasons for saying higher education is going in the <u>wrong</u> direction



# The main purpose of college should be...



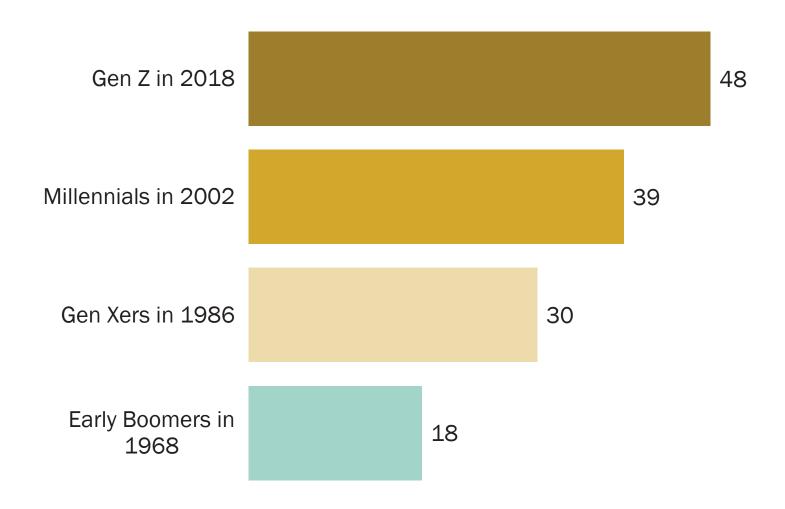
# Projected growth in college-going students 2012-2029 **15% drop after 2025**



Meet your new students in Generation Z

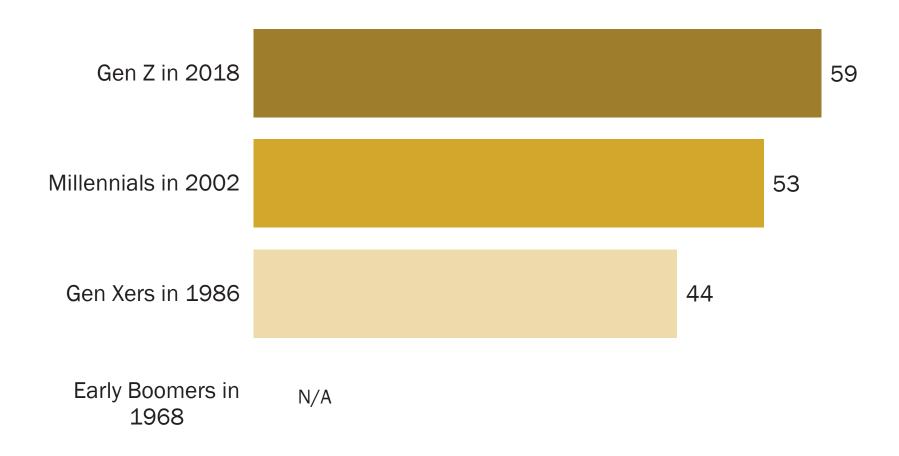
## Gen Z is the most racially and ethnically diverse generation yet

(% of 6- to 21-year-olds who are nonwhite)



### Gen Z more likely to be pursuing college

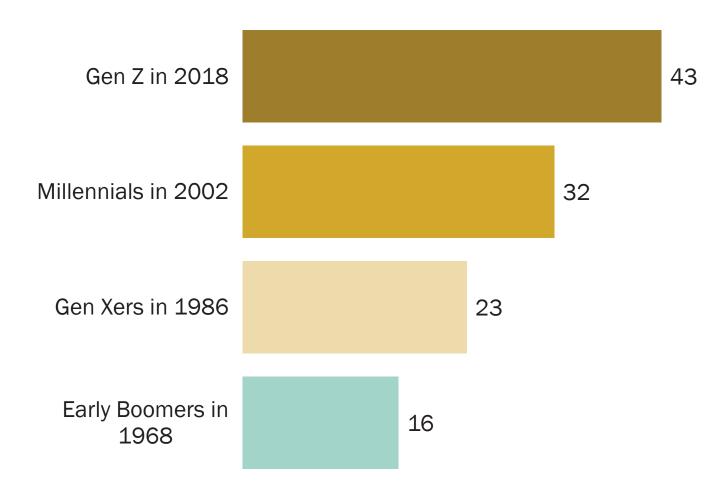
(Among 18- to 21-year-olds who are no longer in high school, % enrolled in college)





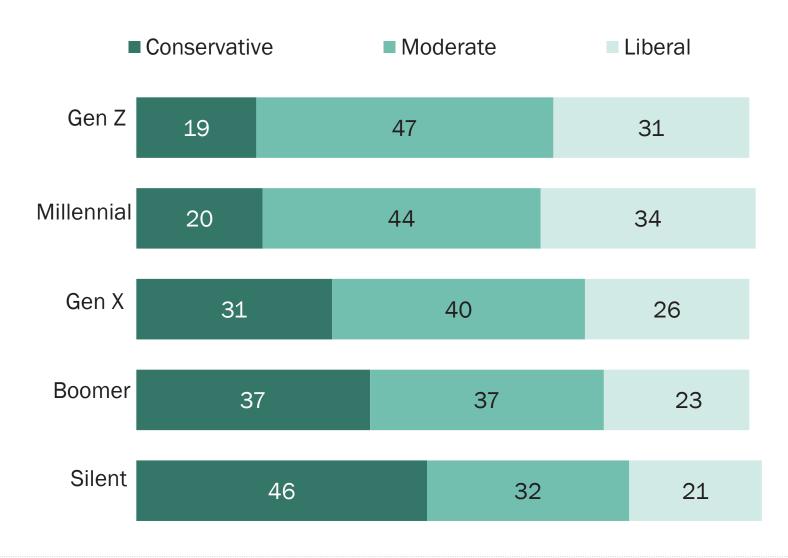
## Gen Z more likely to have college-educated parents

(% of 6- to 17-year-olds living with a parent who has at least a bachelor's degree)





# Gen Z and Millennials less conservative than older generations



The fate of humans

By 2030, do you think it is most likely that advancing Al and related technology systems will enhance human capacities and empower them? That is, most of the time, will most people be better off than they are today? Or is it most likely that advancing Al and related technology systems will lessen human autonomy and agency to such an extent that most people will not be better off than the way things are today?"





# 1) Human agency

**Decision-making on key** aspects of digital life is automatically ceded to code-driven, "black box" tools. People lack input and do not learn the context about how the tools work. They sacrifice independence, privacy and power over choice; they have no control over these processes. This effect will deepen as automated systems become more prevalent and complex.





# 2) Data abuse

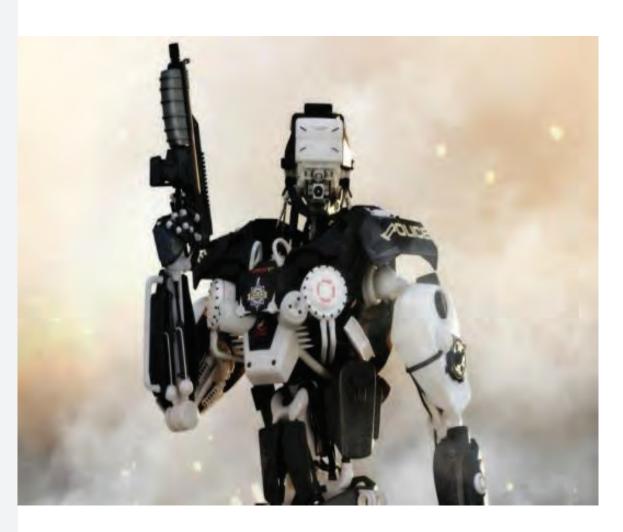
Most AI tools are and will be in the hands of companies striving for profits or governments striving for power. Values and ethics are often not baked into the digital systems making people's decisions for them. These systems are globally networked and not easy to regulate or rein in.





## 3) Dependence lock-in

Many see Al as augmenting human capacities but some predict the opposite that people's deepening dependence on machine-driven networks will erode their abilities to think for themselves, take action independent of automated systems and interact effectively with others.



## 4) Mayhem

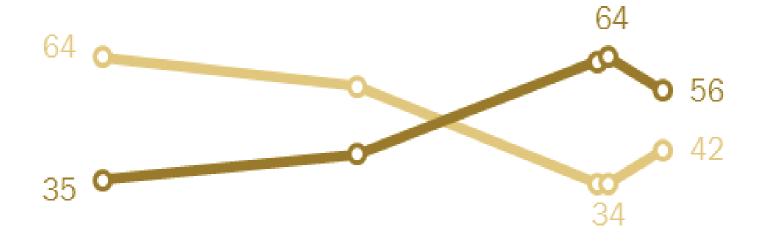
**Some predict further** erosion of traditional sociopolitical structures and the possibility of great loss of lives due to accelerated growth of autonomous military applications and the use of weaponized information, lies and propaganda to dangerously destabilize human groups. Some also fear cybercriminals' reach into economic systems.



# Many have little or no confidence in political wisdom of the American people

% saying they have \_\_\_\_ of trust and confidence in the wisdom of American people in making political decisions





1997 2007 2018



# Country viewed as falling short on a range of widely supported democratic values

% who say each is very important for the U.S. and describes the country very/somewhat well ... **NET Verv/** Very Somewhat well **important** Reps and Dems work together on issues Elected officials face serious consequences for misconduct Campaign contributions do not lead to greater political influence Govt. is open and transparent News organizations do not favor a party Judges are not influenced by political parties Rights and freedoms of all people are respected

Tone of political debate is respectful

	NET Very/ Very Somewhat well important
News organizations are independent of government	43 • 76
Everyone has an equal opportunity to succeed	52 ● 82
People agree on basic facts even if disagree on politics	34 ●──● 60
Govt. policies reflect views of most Americans	36 ●
Views of those not in the majority on issues are respected	40 •• 62
Balance of power between govt. branches	55 ●──● 76
People are free to peacefully protest	73 • 74
Military leadership does not publicly support a party	66 ●─● 74

# Public is broadly pessimistic about the future of America

% saying ...



When the public looks to the future of the U.S. over the next 30 years, they see ...

### A country declining in stature on the world stage

60%	31%	
The U.S. will be LESS important in the world	The U.S. will be MORE important in the world	

### A widening gap between the haves and the have-nots

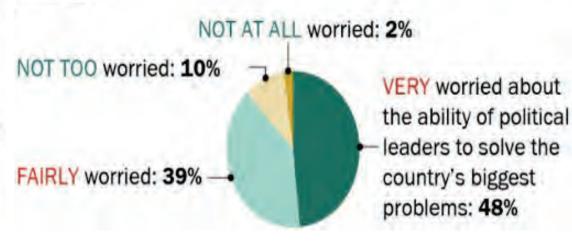
Gap between rich and poor will GROW	Gap between rich and poor will GET SMALLER	
73	19	

# Growing political polarization





And they are worried that the country's political leaders are not up to the challenge



# University of CINCINNATI

# Thank you!

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Twitter: @Irainie

**@pewinternet** 

@pewresearch

# **UC** Responders

#### Dr. Julia Heath



Executive Director of UC
Economics Center, Alpaugh
Professor of Economics, and
nationally recognized leader
in the field of economic
education

### **Dr. Richard Harknett**



Professor of Political Science and Head of Department, Affiliated Faculty with Department of Information Technology — internationally recognized expert on international security and cybersecurity

### **Terry Grundy**

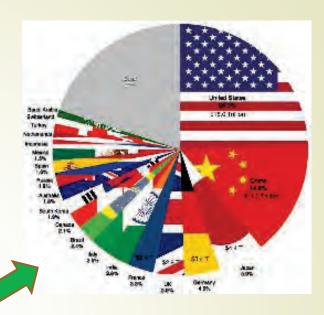


Adjunct Associate
Professor in the
School of Planning
and Course Director
for UC Honors
seminars in ethics
and intellectual and
cultural history





1819 72% of US Labor Force



2019 US World's largest Economy



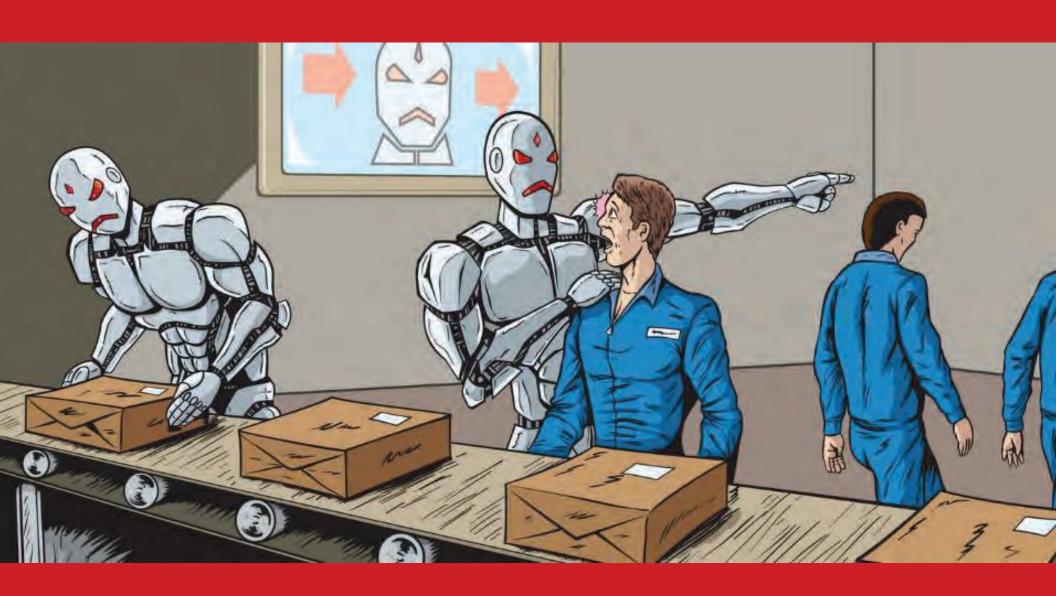
1819 US 2% of world economy



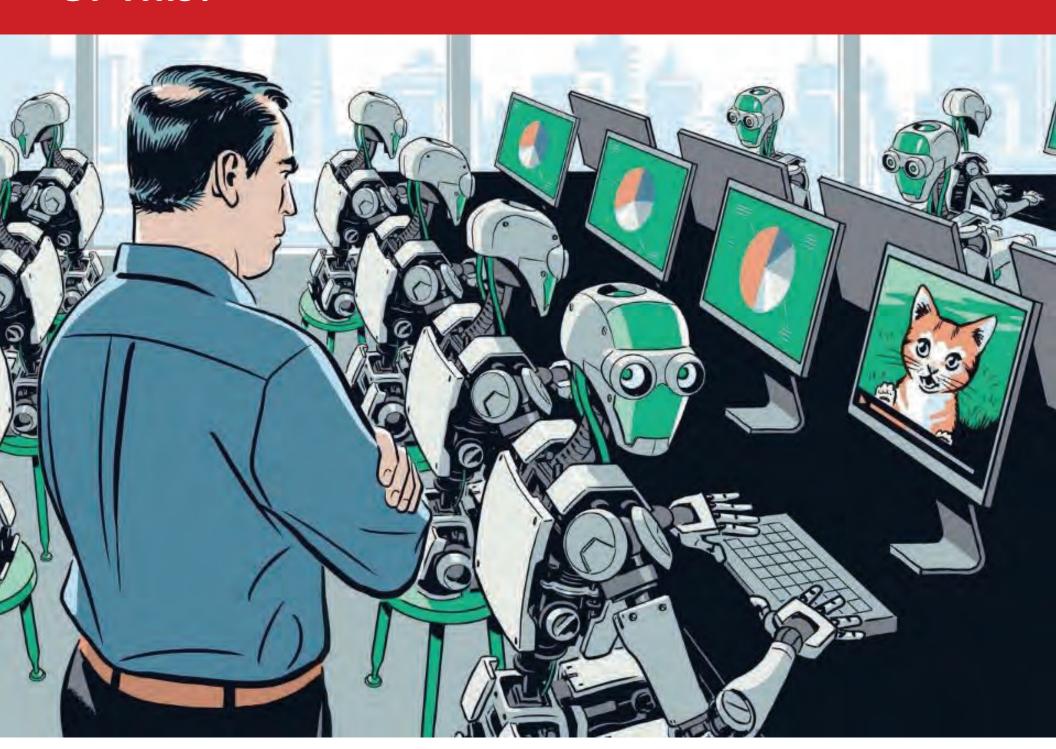


2019 less than 2%

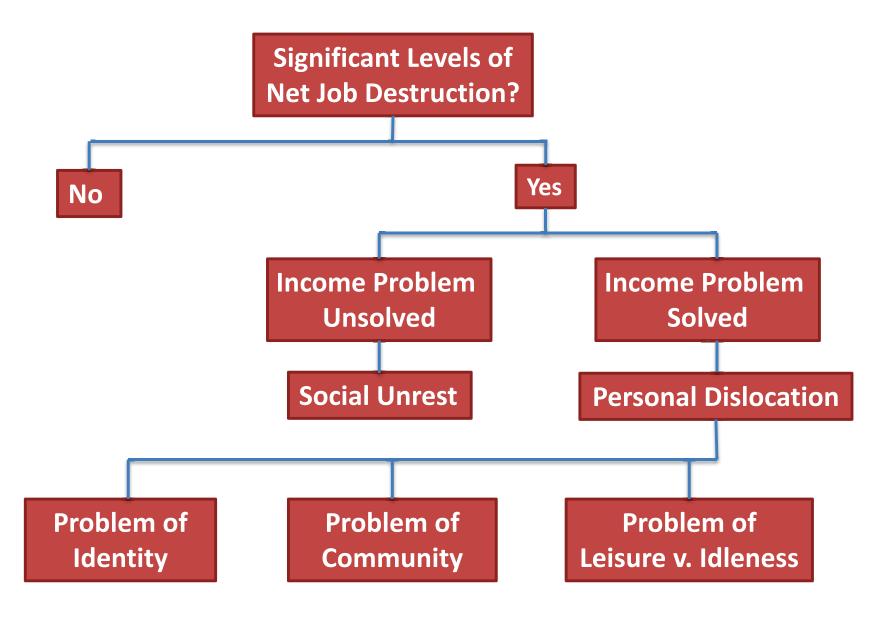
# This?



# Or This?



# **Critical Path**



# **Curricular Content \***

Problem	Course Content	U.C. Contributors
Forming Identity	<ul> <li>Ethnic/Cultural Studies</li> <li>Developmental     Psychology</li> <li>Media Studies</li> <li>"Mindfulness"     Meditation</li> </ul>	<ul> <li>Arts &amp; Sciences</li> <li>CCM (Media/Acting)</li> <li>DAAP (Arch)</li> <li>College of Medicine</li> <li>College of Nursing</li> </ul>
Building Community	<ul> <li>Ethics/Moral Philosophy</li> <li>Sociology of Groups/Social Organizations</li> <li>Applied Psychodynamics</li> <li>Community Organizing</li> </ul>	<ul> <li>Arts &amp; Sciences</li> <li>CECH</li> <li>LCB</li> <li>DAAP (SOP)</li> <li>CAHS</li> </ul>
Cultivating Leisure/Avoiding Idleness	<ul> <li>Music/Art Practice</li> <li>Humanities (Philosophy Literature, History)</li> <li>Service Learning</li> </ul>	<ul><li>CCM</li><li>DAAP (Art)</li><li>Arts &amp; Sciences</li><li>ELCE</li></ul>

Examples only

# **UC Talks**



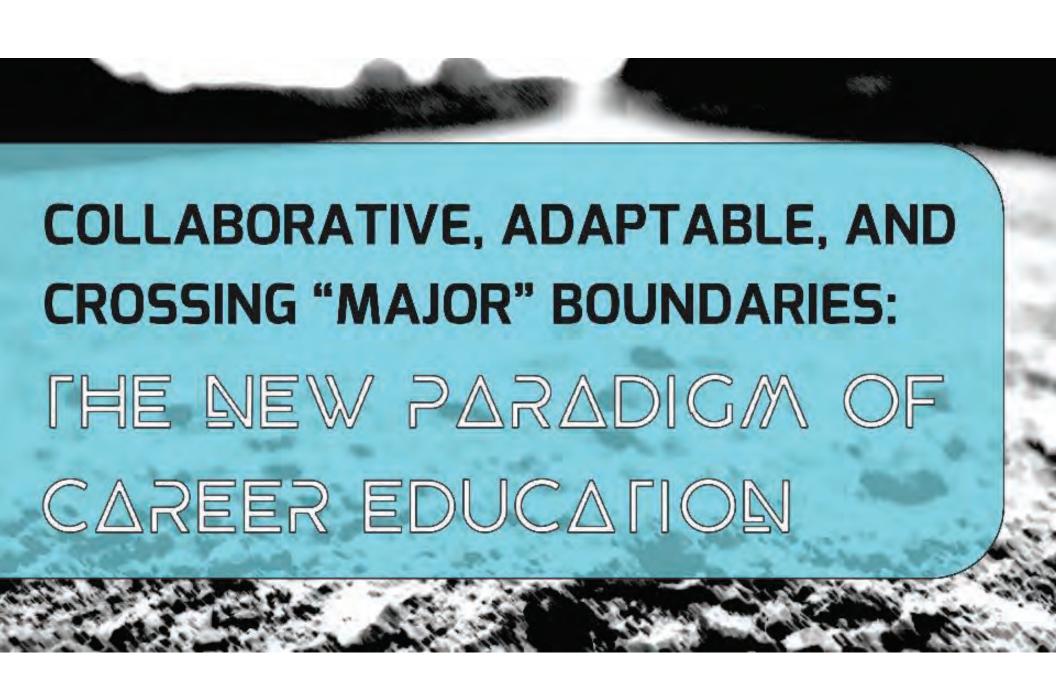
# Host:

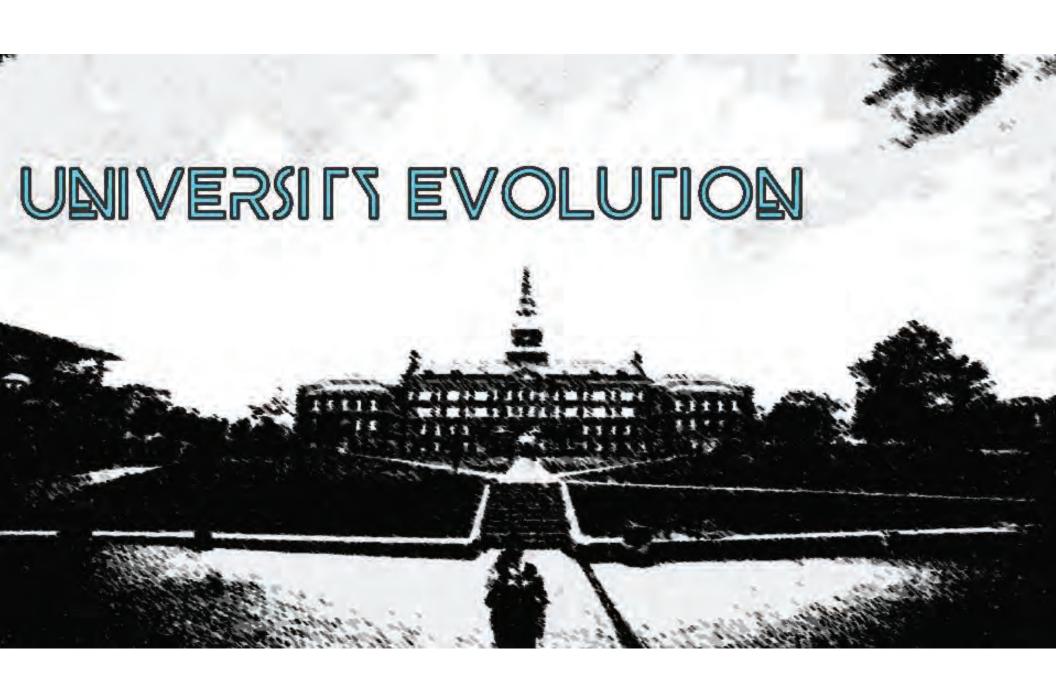
Udo Greinacher, Niehoff Professor for Film and Media Studies, DAAP School of Architecture & Interior Design

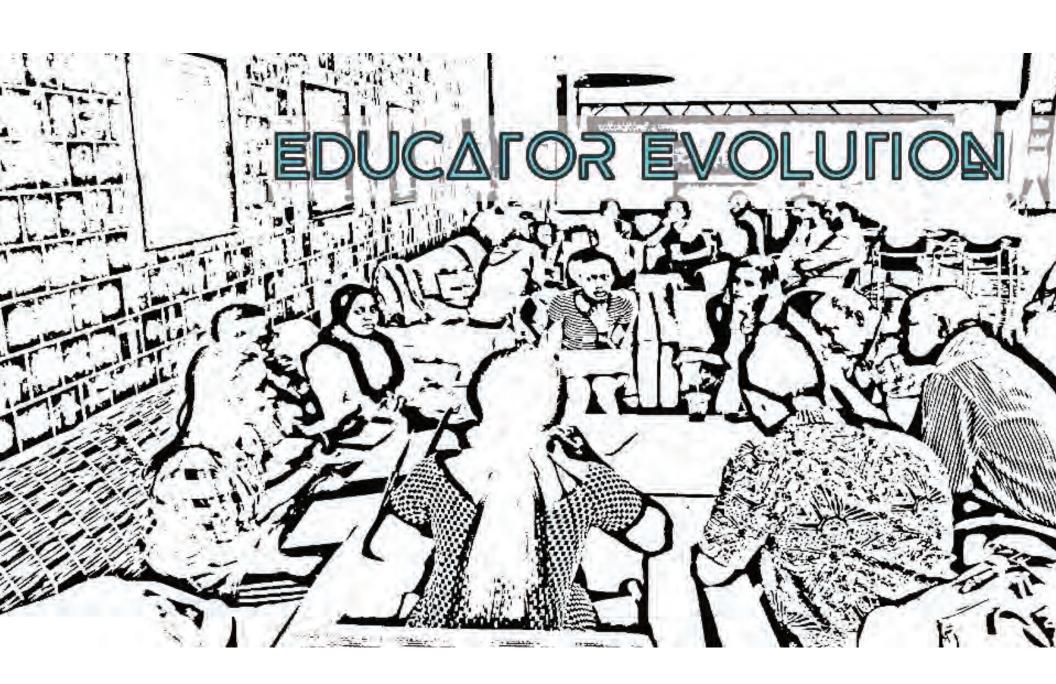
### **Presenters:**

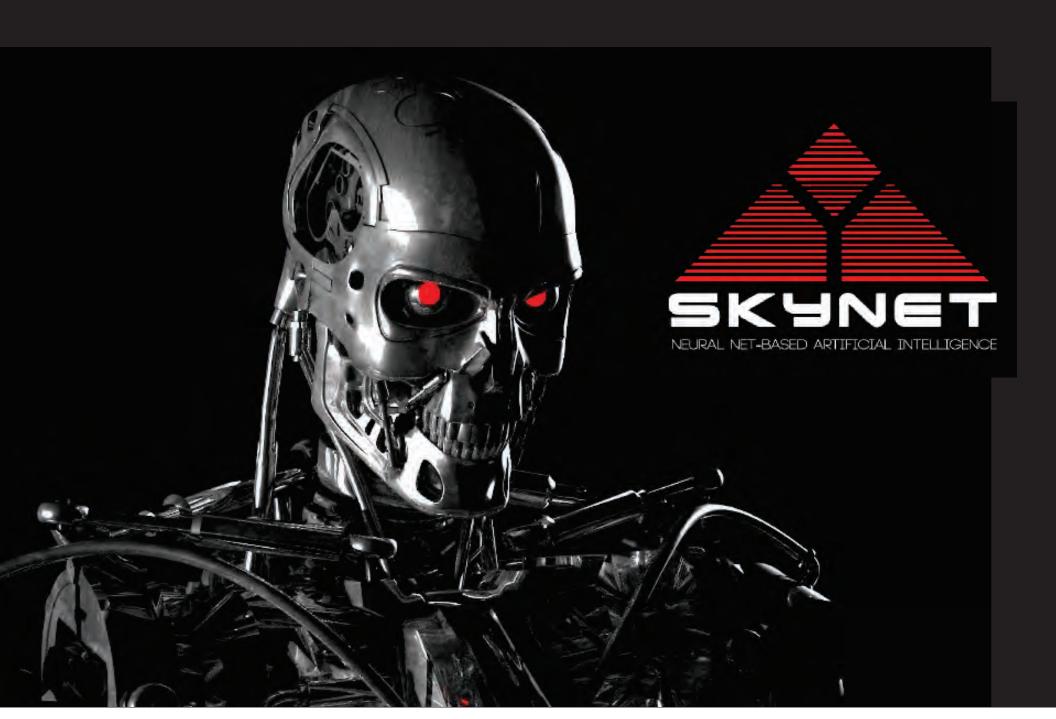
Aaron Bradley, Donna Chrobot-Mason, et al, Jessica Furgerson, Michael Jones, and Zvi Biener

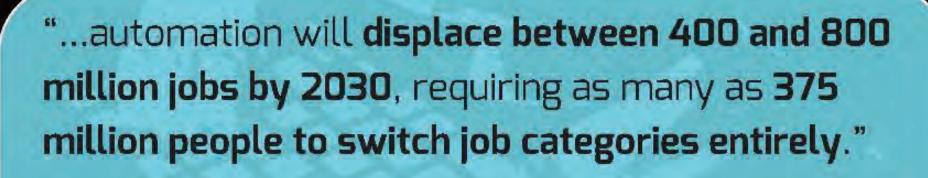








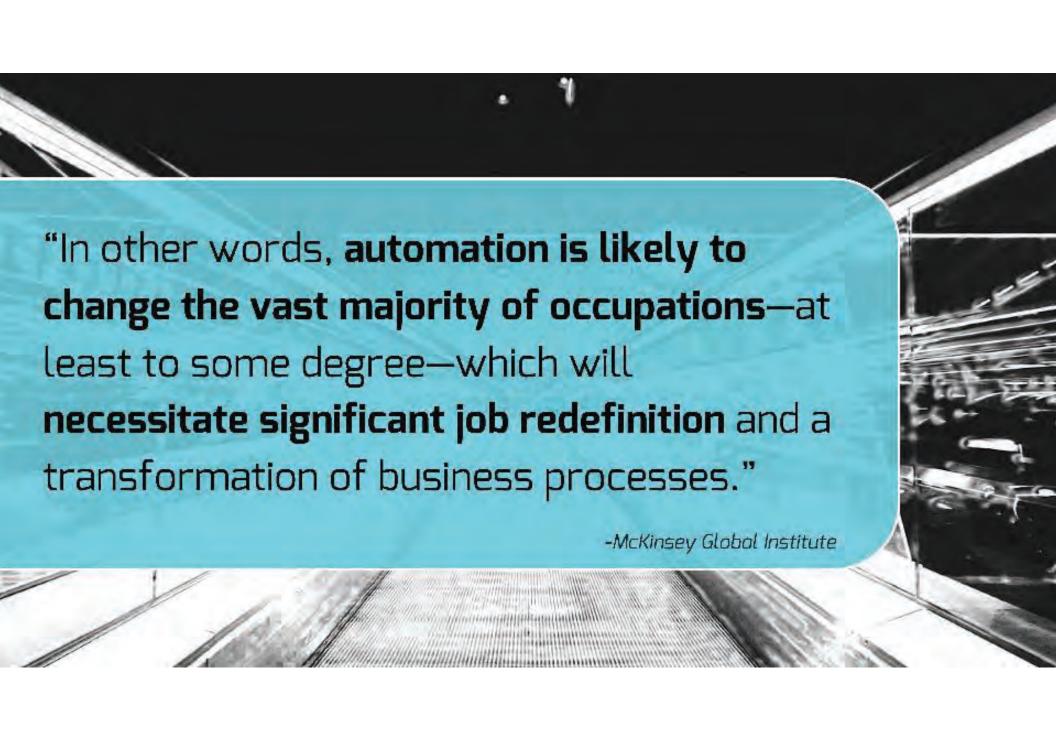




Midpoint estimate = 75 million workers could need to change occupational category by 2030.

-McKinsey Global Institute





# OUR RESPONSE

Intentionally disrupt the current paradigm of siloed, discipline-based experiences and the premise of professional degrees as pipelines to specific careers.





#### OUR RESPONSE

Sharpen students' critical thinking + problem solving skills through practical applications; invite industry collaboration and co-creation opportunities for all students.

#### CAREER EDUCATION 2.0:

Leveraging signature strengths to develop resilient, adaptable, problemsolvers who embrace ambiguity with curiosity and confidence.

#### PARIMERED SHELL COURSES

SLO's dedicated to creative problem-solving, adaptability, and innovation approaches NOT specific to a discipline or major

Project-based activities + assignments, quickly adaptable to various industry partners

Cross disciplinary and cross-listed, or department specific

# CASE STUD?

#### INQUIRY TO INNOVATION: THE FUTURE OF WORK

Transdisciplinary seminar course; Co-op 2.0 pilot

Collaboration with local architecture and design research firm BHDP

**Co-create** predictive insights about the future of work from the perspective of undergraduate students (the future workforce)

#### CEN ED SEQUIREMENTS

Introduce Gen Ed requirements of transdisciplinary, industry-partnered seminars throughout students' educational career

Industry partnered experiences with practical resume, portfolio, and skills-development applications

#### LHEWPLIC LYPCK?

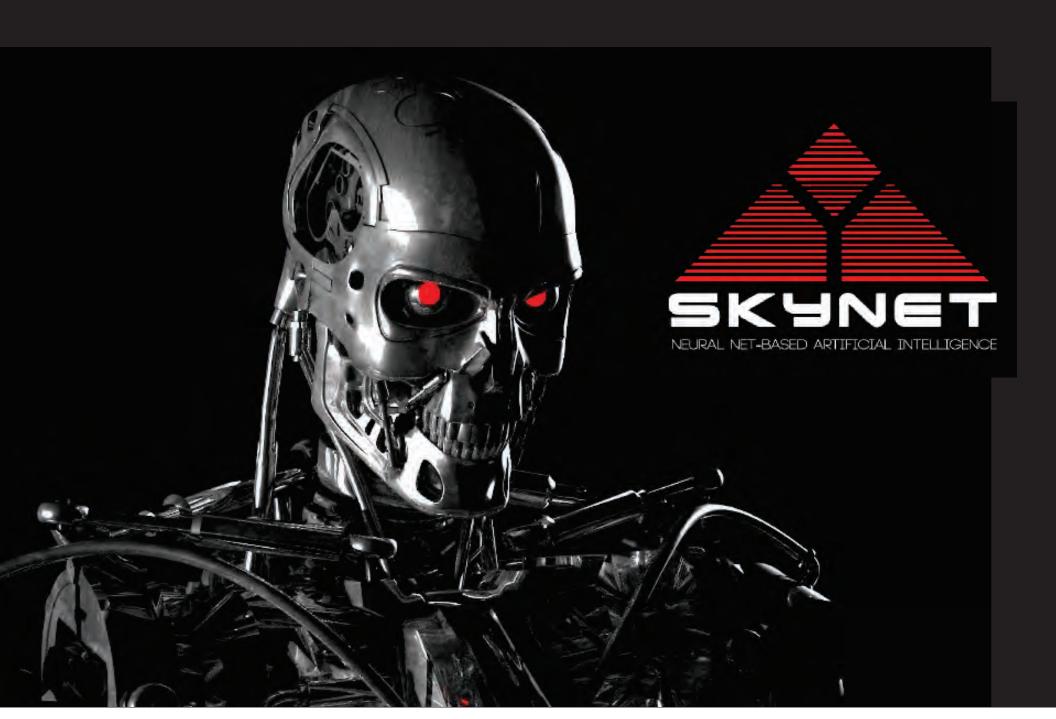
Nimble, thematic degree tracks that cross disciplines (even colleges + schools)

Collection of courses, project-based experiences, extra-curriculars, and external engagements that can adapt in real-time

#### OUR RESPONSE TO THE FUTURE OF (NO) WORK?

Cross-disciplinary engagement and exploration Fluid, agile collaboration with industry partners Real-time integration of theory and practice Students as collaborators and co-creators

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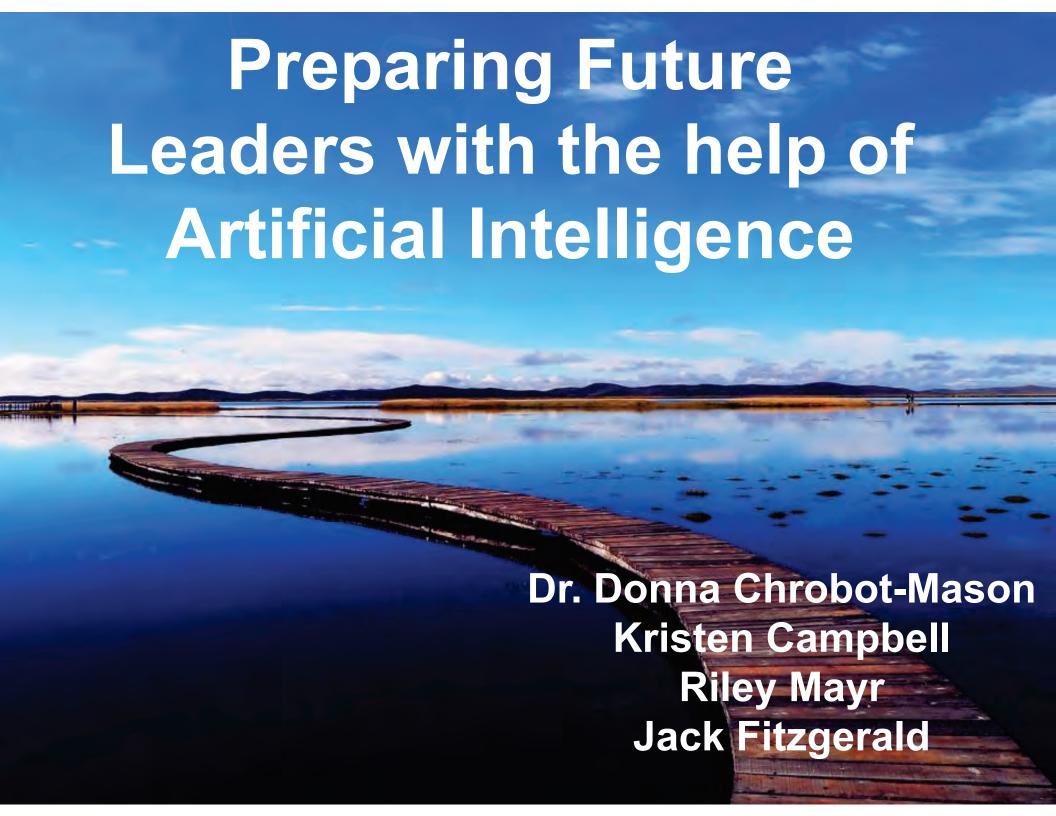
Four Fundamentals of Workplace Automation; McKinsey Quarterly (2015)

Jobs lost, jobs gained: What the future of work will mean for jobs, skills, and wages; McKinsey Global Institute (2017)

Cultivating Digital Literacy; Adobe Report (2016)

"The Future of Jobs Employment, Skills and Workforce Strategy for the Fourth Industrial Revolution." World Economic Forum (2016)

New Vision for Education - Unlocking the Potential of Technology"; World Economic Forum (2015)





Al will not replace, but will change, the role of leaders in organizations

### Traditional Approach to Leadership Education



## From Heroic Individual





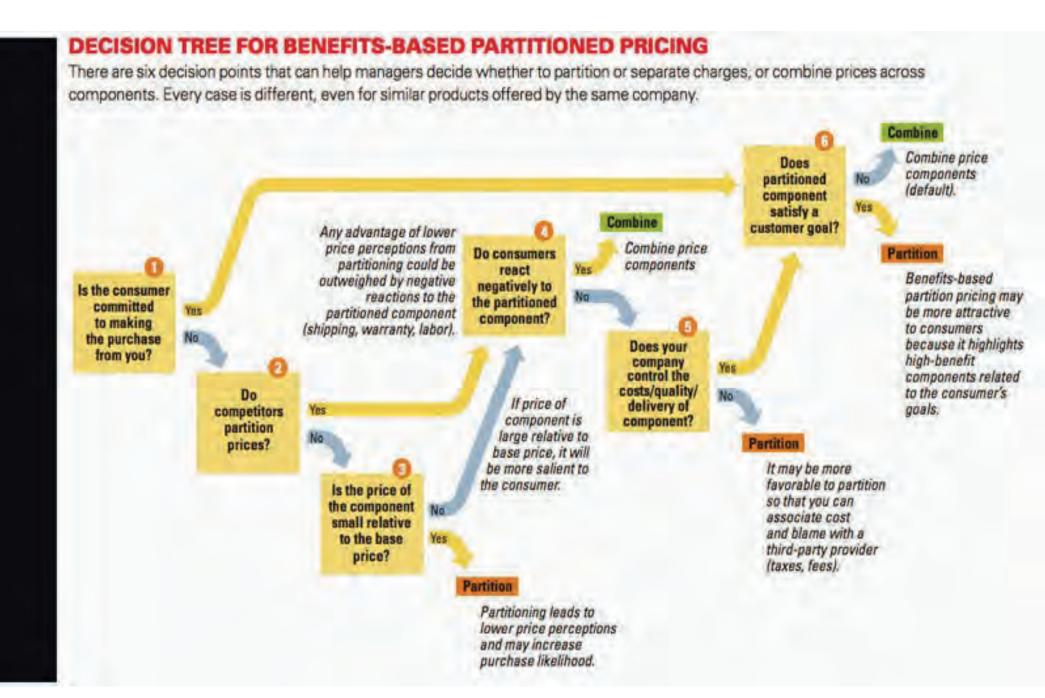
## To Collective Leadership



- Complex problems
- Collaborative problem-solving
- Managing paradox
- Leadership as a process, not a person
- Leadership anywhere, anytime, from anyone
- Relational property rather than individual ability

### TRUE LEA DON'T FOLLC THEY MORE I

#### **Future Approach to Leadership Education**



#### Feedback Scenario

You are the Director of a small HR department for a manufacturing firm (you manufacture plastic parts for automobiles). You supervise four people and are going to provide feedback to your lowest performer:

- 6 months tenure
- Manages training and development
- Appears disorganized and missed major deadline
- Company-wide safety training program training materials were not ready as scheduled

#### Case Study: Floating Holidays

Company Policy
 = closed on
 Good Friday

Jewish
 employee,
 Rachel, comes
 to your office to
 talk to you

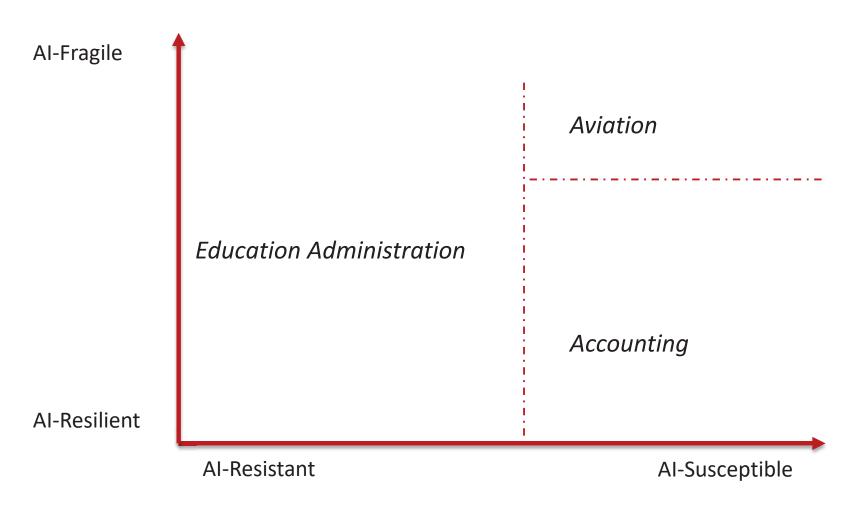
Change Good Friday from a paid holiday to a floating holiday company gives

employees 10 days off a year for holidays, three of which are Christian celebrations

#### Leadership Adventures using Al

- White Box Decision Tree
- "Choose your own Adventure" Book
- Driven by database of knowledge provided by experts (leaders)
- Use existing cases to create novel cases
- Use AI as a tool to enhance student learning by creating richer more realistic scenarios
- Completely new scenario each time
- Powerful Debrief!!

#### "Major" Decision



## SKILL & HUMAN IDENTITY

SOME BAD NEWS, SOME GOOD

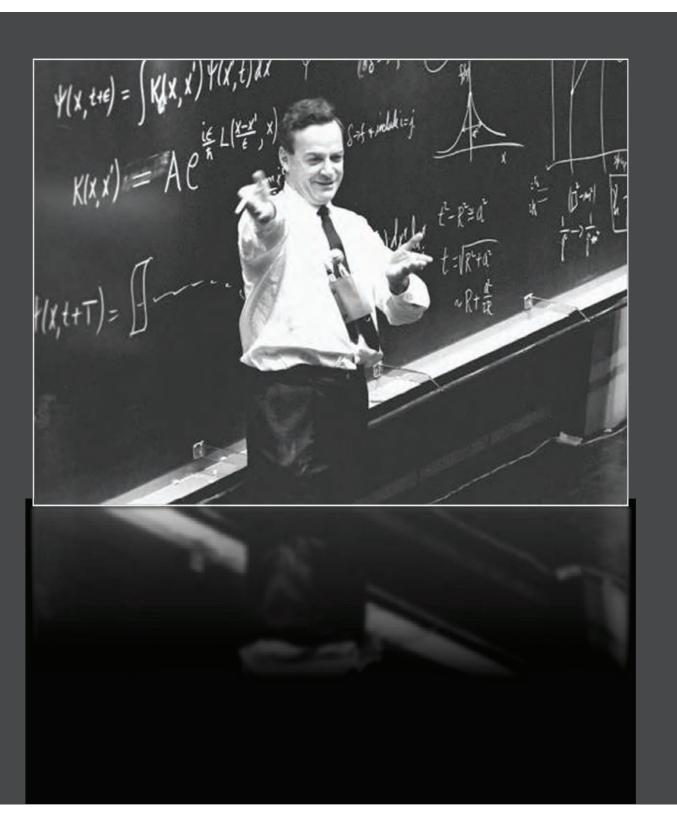
## FIRST THE BAD NEWS (&THE BIG PICTURE)

## 1. AIIS ALREADY SMARTER THAN US

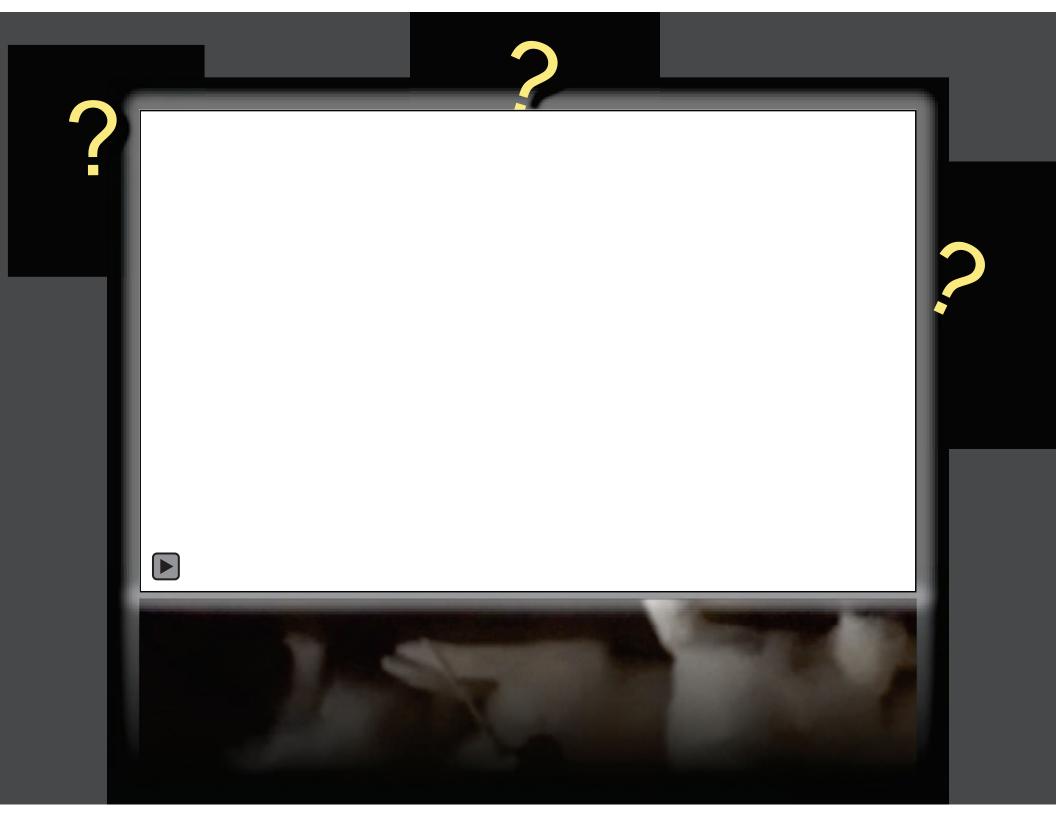
## 2. IT WILL CHANGE WHAT IT MEANS TO BE HUMAN

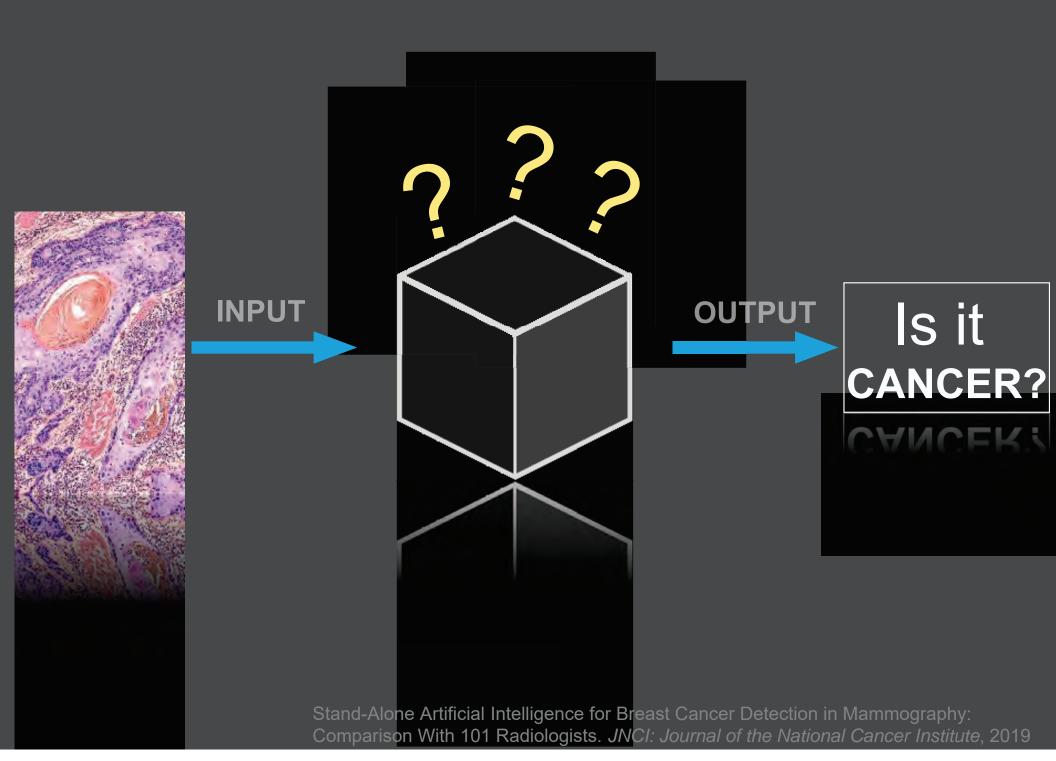
- 1. ALIS ALREADY SMARTER THAN US
- 2. IT WILL CHANGE WHAT IT MEANS TO BE HUMAN

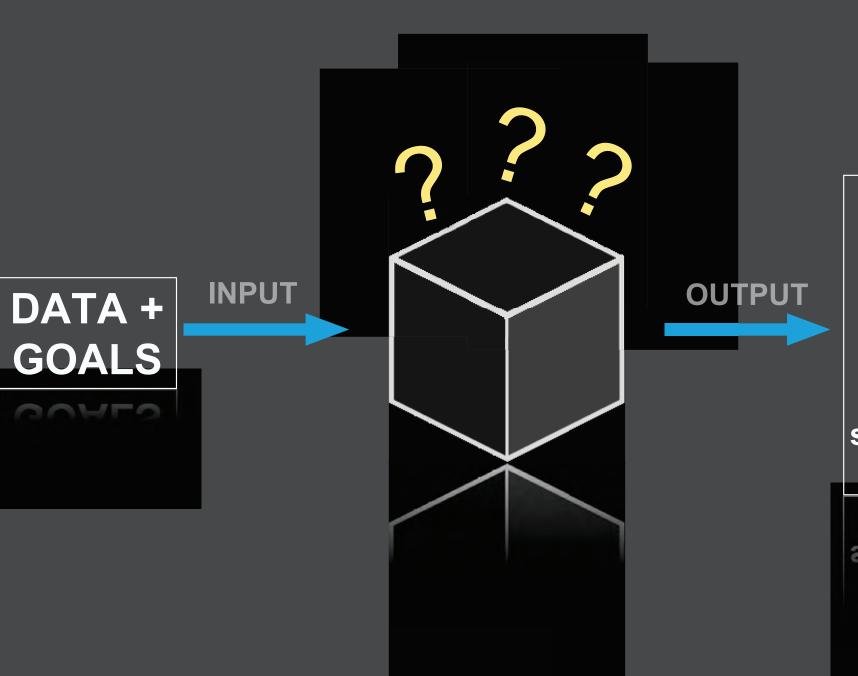
# EDUCATIONAL STRATE GIES











Al will meet goals at superhuman levels

at superhuman levels

## Life-or-Death Algorithms: Avoiding

in Med nature

By Thomas Hornigold

By Thomas Hornigold

nature International weekly journal of science

Can we open the black box of AI?

Artificial intelligence is everywhere. But before scientists trust it, they first need to understand

#### THE WALL STREET JOURNAL.

Companies Grapple With Al's Opeque Decision-

**Making Process** 

The Rise of Opaque Intelligence

Harvard Journal of Law & Technology Volume 31, Number 2 Spring 2018

THE ARTIFICIAL INTELLIGENCE BLACK BOX AND FAILURE OF INTENT AND CAUSATION

Yavar Bathaee\*

ary 20, 2015 at 7:31 am in Economics, Science

SCIENTIFIC AMERICAN

Subscribe

strusting our security, health and safety to

ENGINEERING

Demystifying the Black Box That Is AI

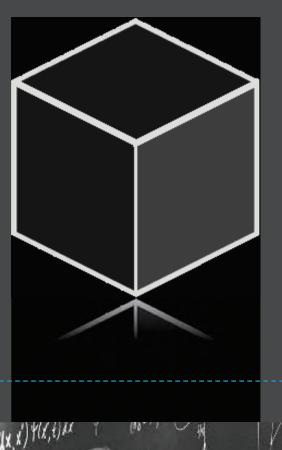
THE BLACK BOX PROBLEM CLOSES IN ON NEURAL

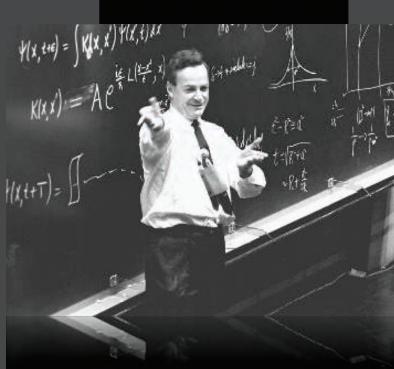
NETWORKS

8 Data Driven Investor

The 'Black Box' Problem of AI

September 7, 2015 Nicole Hemsoth





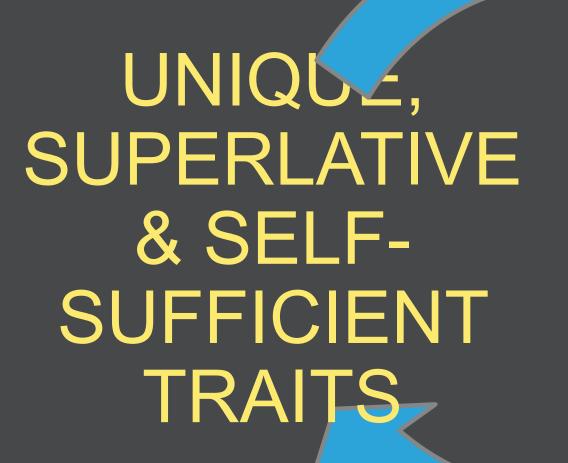




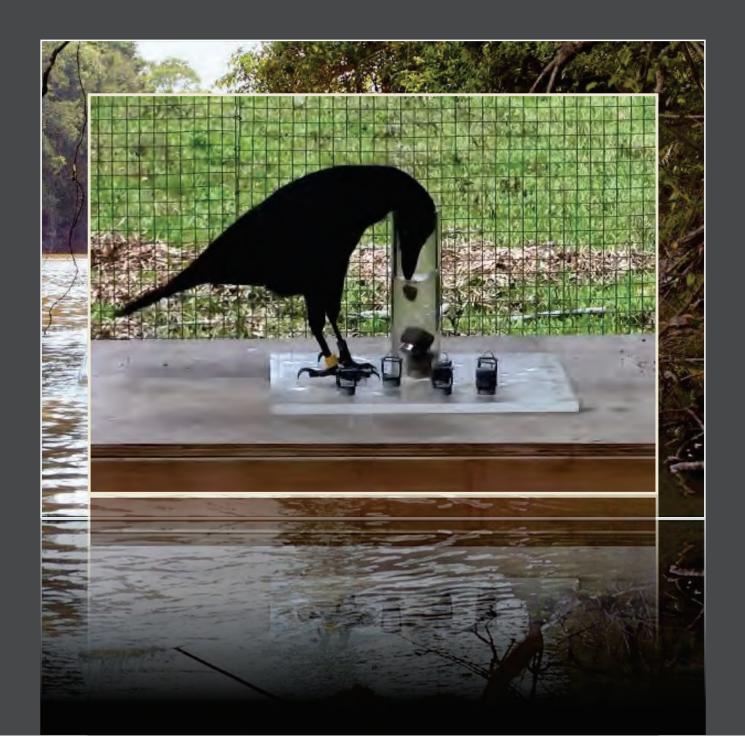
## CAPACITIES ARTIFICIAL INTELLIGENCE **HUMAN**\$ CATS WORMS

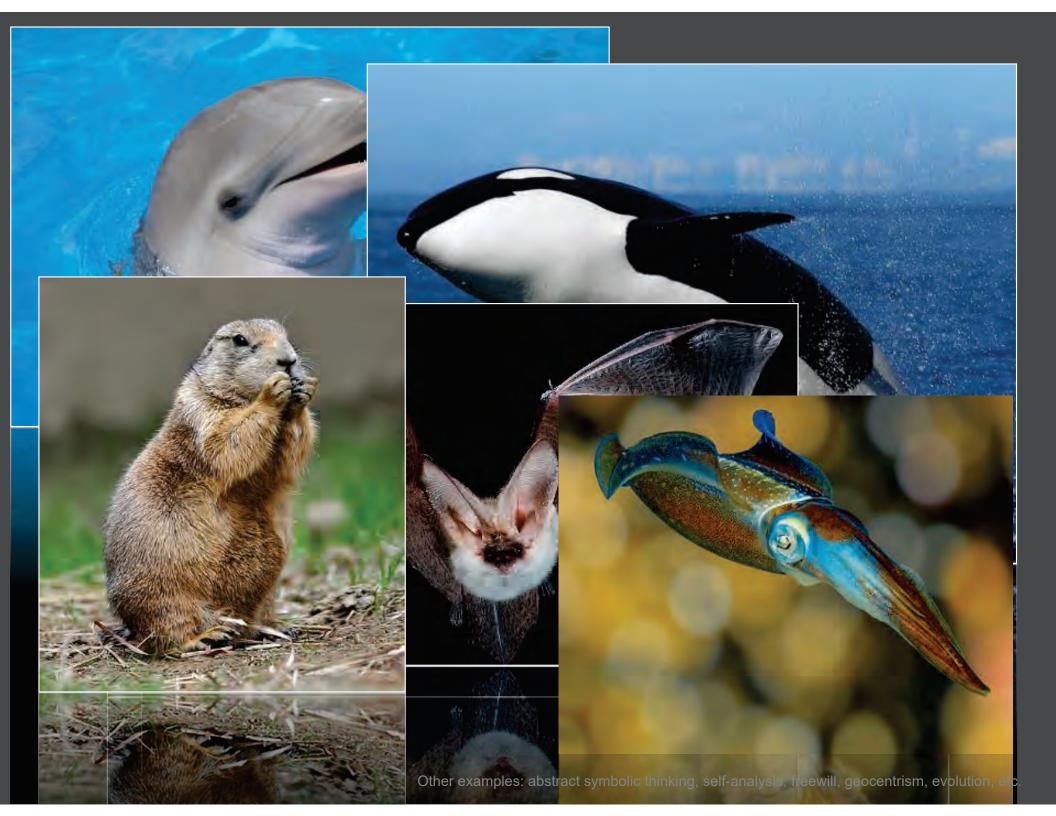
### 1. Alis already SMARTER THAN US (AS A SPECIES!)

## 2. IT WILL CHANGE WHAT IT MEANS TO BE HUMAN



**JUR** IDENTIT AS MAN"





#### NO ABILITY WILL BE

#### UNIQUE TO US

NONE WILL BE



**JUR** IDENTIT AS MAN"

# THE QUESTION OF EDUCATION RUNS DEEP. HOW DO WE PREPARE FOR A FUTURE WHERE:

# EVERY ABILITY IS REPLACED

# THE GOOD NEWS

(HOW TO TEACH FOR THE FUTURE)

# TRANSCEND FIRST-ORDER SKILLS

#### FIRST ORDER SKILLS:

PROGRAMMING, DIAGNOSING DEPRESSION, MODELLING PROTEIN FOLDING, ANALYZING MARKETING DATA, DESIGNING MACHINERY, OR ANY PROBLEM-SOLVING WHERE THE SOLUTION

### MOST PROBLEM-SOLVING IS LIKE THIS!

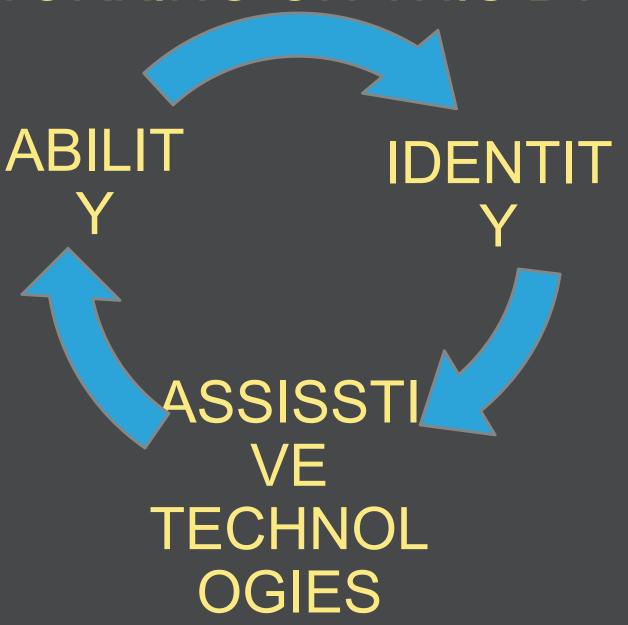
### NOT PROBLEM-SOLVING

BUT PROBLEM-ACCONIZE MISATIGNMENTS IN VALUES, INFORMATION, PRECEDENTS, & PROSPECTS

#### 2.

## HELP STUDENTS COPE WITH THE TRANSITION TO A NEW "HUMANITY"

# DISABILITY STUDIES IS ALREADY WORKING ON THIS BY



## DSM-V:

- ... disability involves impairments... [in] how well an individual copes with everyday tasks:
- [Includes] skills in language, reading, writing, ... knowledge, and memory.
- self-management in areas such as personal care..., money management... and organizing

What do you use for everyday tasks?

Spellcheck iPhone/Andr oid Outlook Calendar **GPS** Text-search

Braille
Reader
Voice
Generator
Wheelchair
Prostheses

### WHAT HAPPENS WHENEVERY ABILITYIS DELEGATED TO MACHINES?

(WHEN WE ARE PERMANENTLY AND INEXTRICABLY RELIANT ON ASSISTIVE TECHNOLOGY)

(WHEN WE ARE PERMANENTLY AND INEXTRICABLY RELIANT ON ASSISTIVE TECHNOLOGY)

(WHEN WE ARE PERMANENTLY AND INEXTRICABLY RELIANT!)

DC ALDEADY

# DISABILITY STUDIES SHOULD BE A CORNERSTONE OF THE CURRICULUM



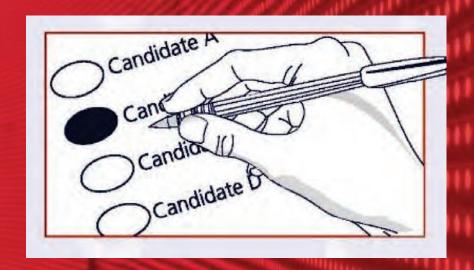
#### Thank you

#### **Image Sources**

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- http://zimdarsgen564s14.weebly.com/phylogeny.html



Please complete and turn in your ballot for one of the winners of the *UC Talks* competition! Enjoy coffee and a bite while ballots are being counted.



Sign-up for one of the CET&L reading groups on Al



# Rising to the Challenge Provost Kristi Nelson



Kristi Nelson, PhD, is Executive Vice President for Academic Affairs and Provost of the University. She has served UC in many roles, including as Interim Dean of the College of Arts & Sciences, Senior Vice Provost, and Associate Dean for Academic Affairs in the College of DAAP.







#### Thank you for attending

Please join your colleagues for "happy hour" at Taste of Belgium, just a few steps across and up the street!

