

EMPOWERING LEARNERS, PREPARING CAREERS

A PARTNER RESOURCE

AI

OUR POSITION ON AI

Artificial intelligence (AI) is becoming a critical, career readiness skill needed in every industry. Professionals are expected to use it fluently and be adaptable as the technology advances. At ed2go, we see this as an opportunity.

We are embedding AI into our online training courses and operations to help adult learners build real, job-ready skills, while keeping the human connection and critical thinking that makes learning stick.

OUR GUIDING PRINCIPLES



Access

AI should open doors, AI should be designed for all learners of all backgrounds and comfort levels.



Empowerment

AI supports the educator-learner relationship. Our tools add personalized guidance, not impersonal automation.



Employability

AI fluency is a career skill. We embed it into our courses so learners are prepared for an evolving job market.

More engaging learning. Real AI skills. Smarter operations.

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HOW ED2GO IS USING AI

We are putting AI to work in three key areas:

1. AI-ENHANCED LEARNING EXPERIENCES

The ed2go Learning Assistant, an AI-powered chatbot, is an always-on study companion. It's already live in five healthcare courses, giving learners:

Personalized support

Guides learners toward answers with tailored feedback instead of handing them over.

Continuous engagement

Encourages persistence through practice, offering examples and guided review to build confidence.

Always on support

An assistant who never sleeps and is available whenever students are studying.

2. AI-INTEGRATED CURRICULUM

ed2go embeds AI across our content and tools, teaching learners not just what AI is, but how to use it in their field.

We include the following courses that teach the core principles of AI, machine learning (ML), analytics, and automation.

Advanced Career Training Courses:

- Data Science & Artificial Intelligence
- Data Analytics Certificate
- AI for Business: ChatGPT & Copilot
- Python for Machine Learning & Data Science
- Python for AI: Create AI Apps with Flask & OpenAI

Fundamentals Courses:

- Introduction to Artificial Intelligence
- Introduction to Machine Learning
- AI for Students: Ensuring Appropriate & Effective Use
- AI for Teachers: Increase Productivity & Improve Instruction

3. AI-DRIVEN OPERATIONAL EFFICIENCY AT ED2GO

Behind the scenes, AI helps us move faster and serve better:

- **Content Development:** Faster course updates and smarter examples, driven by real learner feedback.
- **Student Support:** 24/7 chatbots resolve common questions instantly so instructors can focus on what matters most.
- **Business Operations:** AI handles the routine—notes, action items, feedback analysis so our teams can focus on strategy and innovation.

OUR COMMITMENT TO RESPONSIBLE AI

ed2go takes a deliberate and dynamic approach to AI: transparent, privacy-conscious, and human-supervised. Our AI tools support educators; they don't replace them. We continuously monitor bias, accuracy, and outcomes.

We also teach learners to think critically about AI—not just how to use it, but when, why, and with sound ethical judgment.

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