



Augmenting Writing & Communication (with Artificial Intelligence)

2024 Fall Professional Development
University of Illinois Urbana-Champaign



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Slides will be shared

Acknowledgements

- The lands on which I work and live--Texas Tech, Lubbock, and the surrounding regions--are the occupied, unceded territory of the **Comanche** and **Mescalero Apache Peoples**
- Texas Tech University **Teaching, Learning, and Professional Development Center**
- **Collaborators**
 - Gustav Verhulsdonck, Central Michigan U & Design Lab; & Tharon Howard, Clemson U
 - [Digital Life Institute](#) (Ontario Tech, Canada) and research partners in Building Digital Literacy
 - Community resources ([The WAC Clearinghouse](#), [MLA-CCCC](#), Computers & Writing)

Agenda

- Overview of philosophies & concepts for writing with technology
- Speed rundown of popular (generative) AI
- Gesturing to learner-centered instructional design
- Design thinking exercise

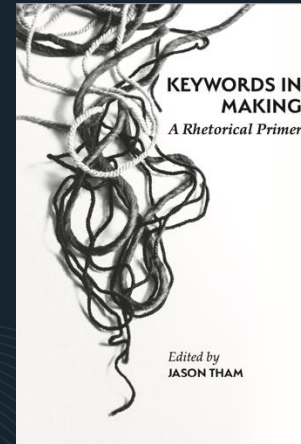
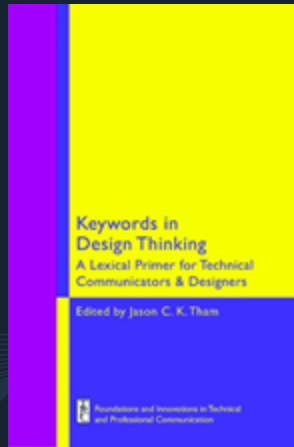


Philosophies & Concepts

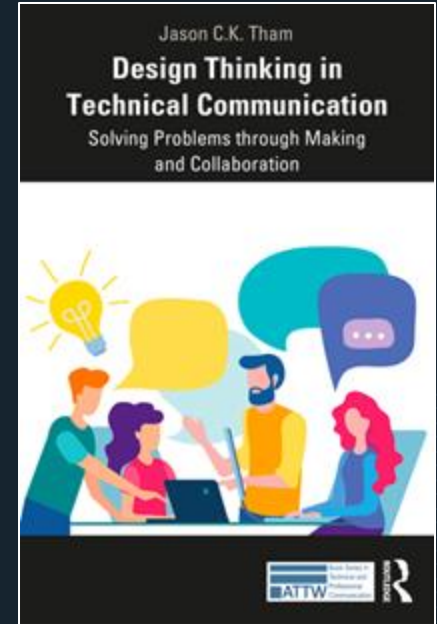
Positionality

- A technical communication and rhetorical perspective
- A writing teacher's reflection
- A designer's mindset

*Keywords in
Design Thinking,
2022, UP Colorado
([open access](#))*



*Keywords in Making,
2024, Parlor Press*



*Design Thinking in Technical
Communication, 2021,
Routledge*



Technological augmentation

- **Writing as labor:** Acknowledging the economies of writing (activity & product); writing takes time and resources, energy/effort; writing can be seen as work
- **The affordances of big data:** Layers of meaning otherwise unattainable by non-technological methods (e.g., institutional assessment and programmatic data)
- **The logics of invention:** Motivations, cultural influences/biases (e.g., profit making, change making, innovation for specific purposes)
- **Communication as always-already mediated:** Modes, modality, materiality

If it were available to me earlier...

I would have used AI as a student.

... I'd want the process and the tool to be easy.

... I'd want it to be helpful.

... I'd want to spend time doing something else.






Guiding philosophies

- Dissociate from a discourse of crisis ([Renz & Vladora](#))
- Learn from the wisdoms of Computers & Writing and digital rhetoric scholars ([Hawisher & Selfe](#), [Duin et al.](#), [Murray](#))
- Seek opportunities to contribute to the design & development of technology



Rhetorics of technology

- Technology as a form of consciousness ([Miller, 1987](#))
- The politics of techno-materiality ([Winner, 1980](#); [Selfe & Selfe, 1994](#))
- Ethical influences of technology ([Katz, 1992](#))
- Technologies as social and cultural tools ([Feenberg, Haraway](#))
- Technology co-constructs human actions and societal development (the diffusion of innovation, hype cycle, etc.)

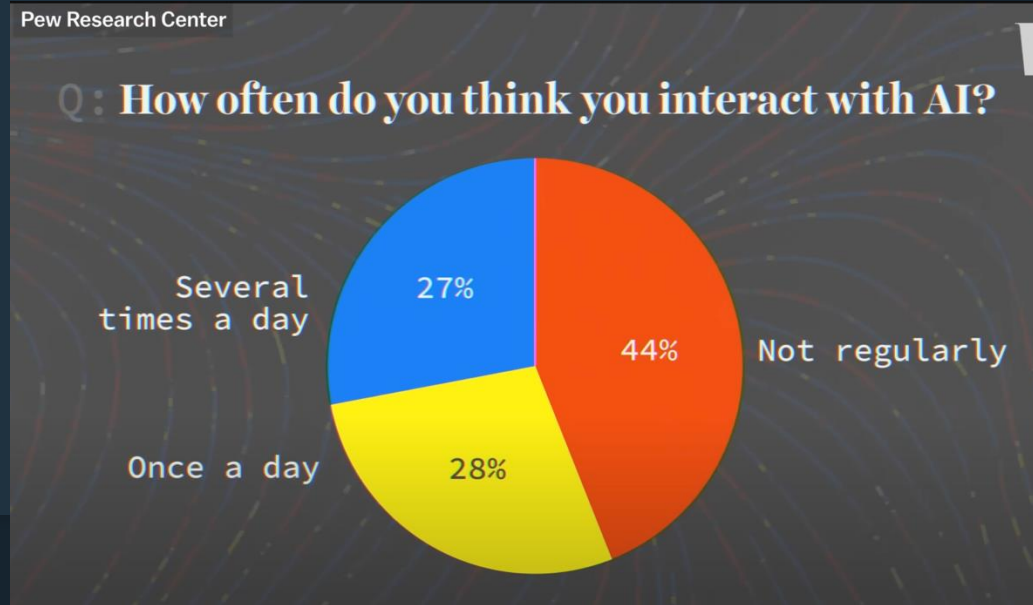


Quick Rundown

Awareness about technology

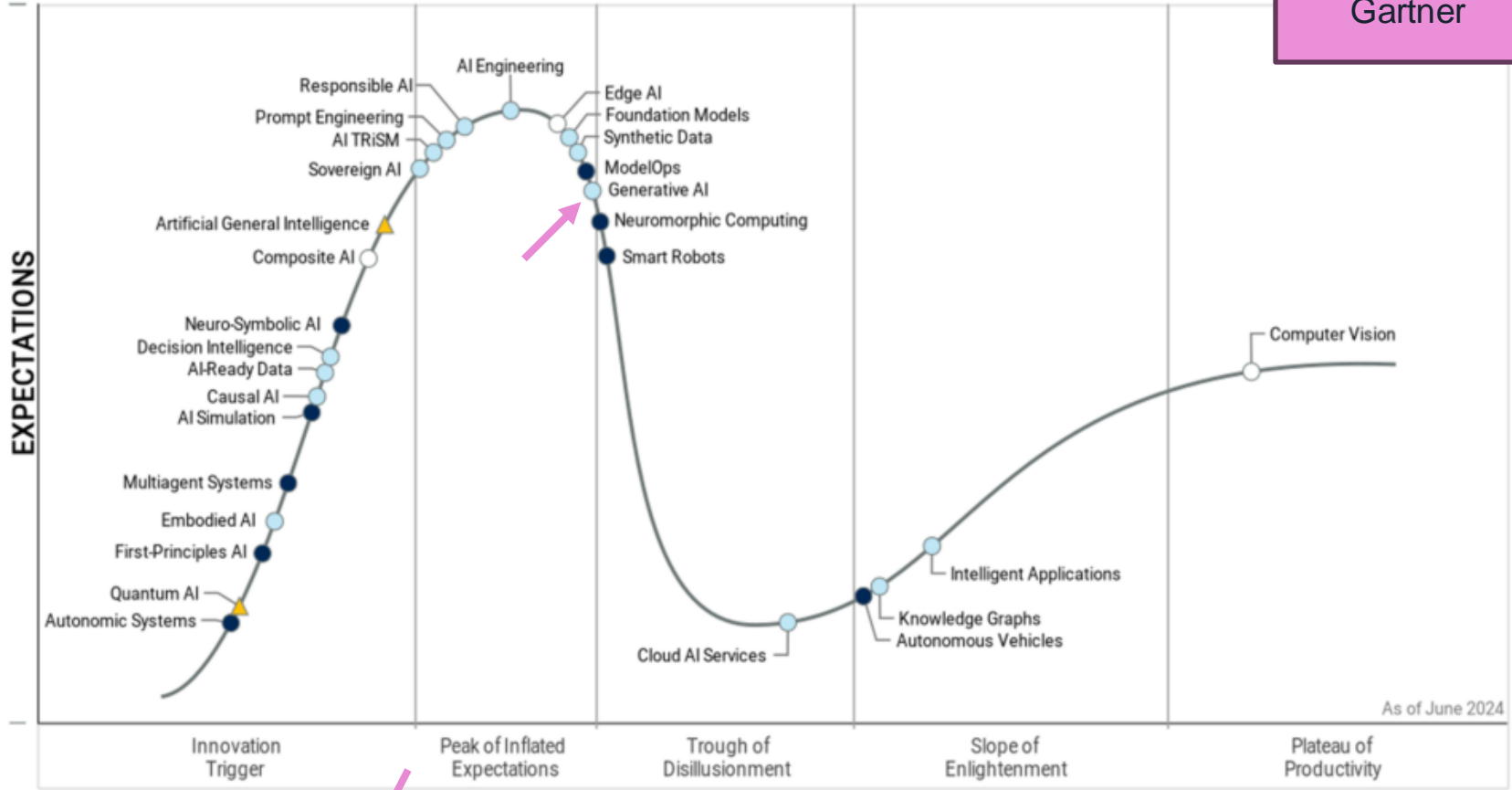
- Email spam folder
- Playlist recommendation
- Smart home security camera
- Fitness trackers
- Customer chatbots

Public awareness of AI in everyday activities
([Pew Research Center, 2023](#))



Hype Cycle for Artificial Intelligence, 2024

Gartner



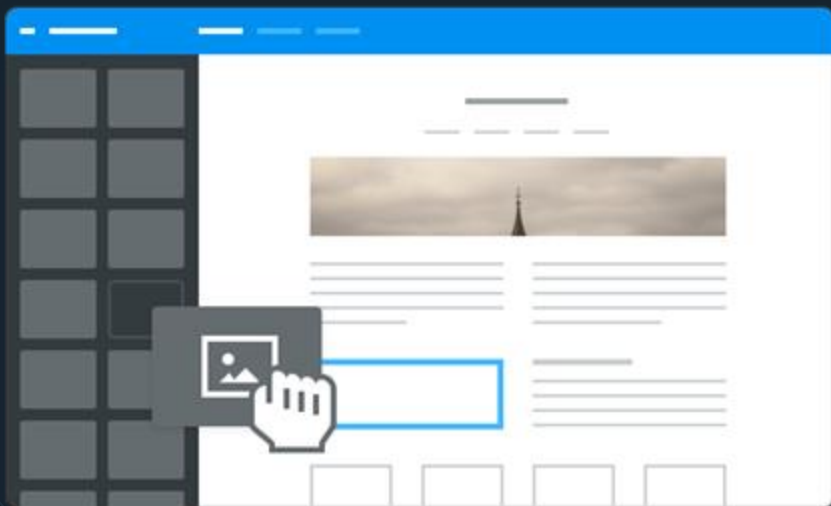
As of June 2024

Plateau will be reached: ○ <2 yrs. ● 2-5 yrs. ● 5-10 yrs. ▲ >10 yrs. ⊗ Obsolete before plateau

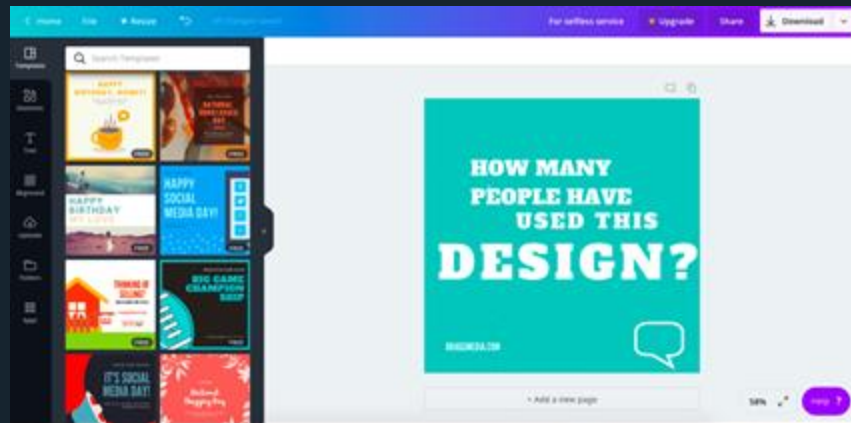
Disruptive learning technologies down the memory lane of automation



Mathematical calculation aids, internet search engines, open-source encyclopedias, “smart” assistants

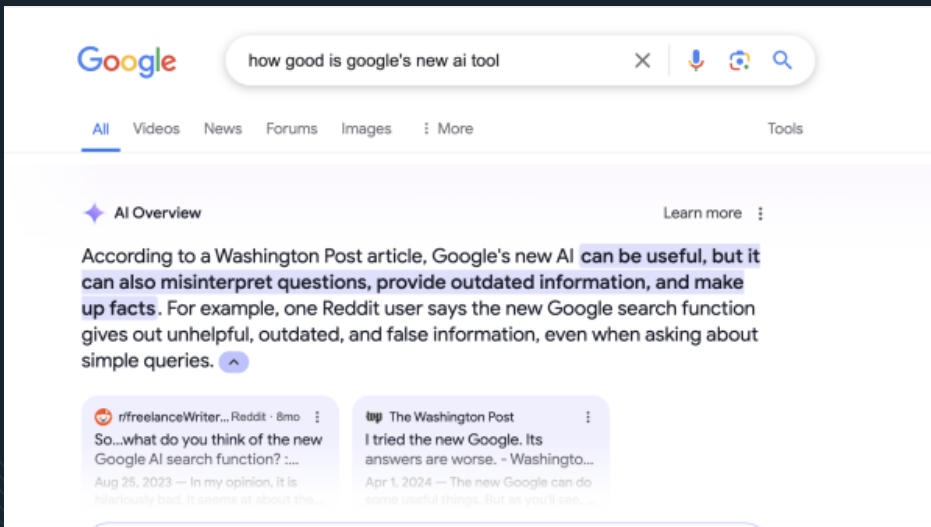


Drag-and-drop (WYSIWYG) web design applications

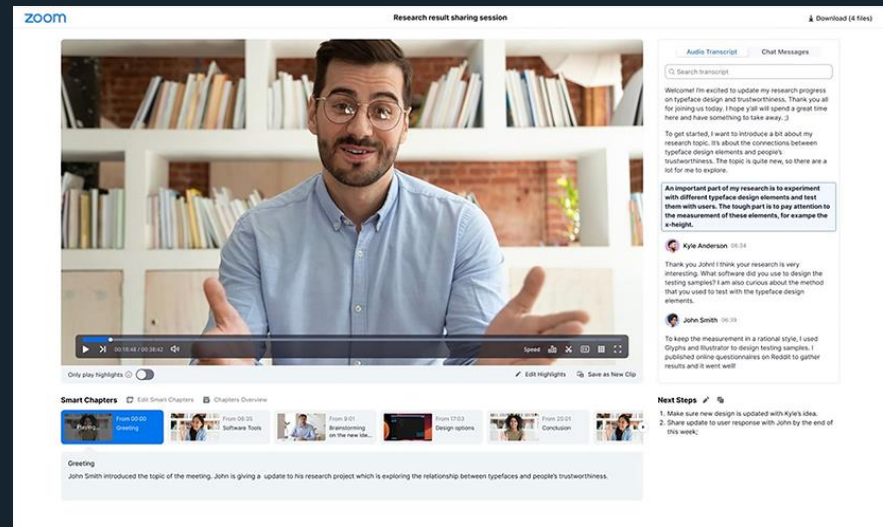


Template-driven graphic design

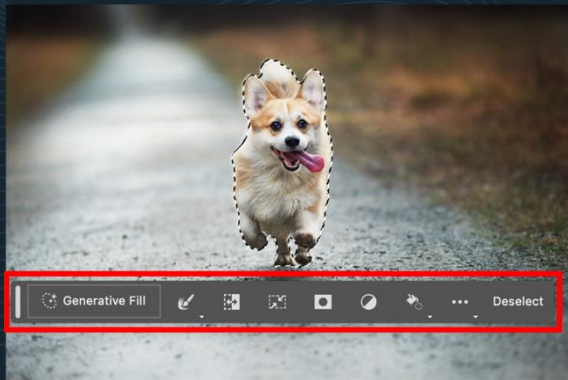




Google search AI overview



Zoom "smart chapters" and AI summary



Adobe Photoshop generative fill

Boost your productivity

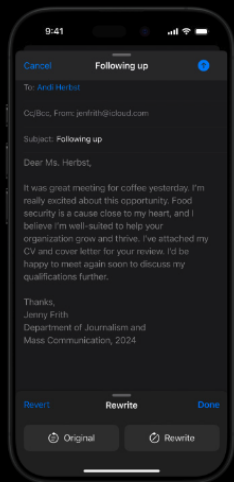
Express yourself visually

A new era for Siri

Explore new tools that help you write, focus, and communicate.

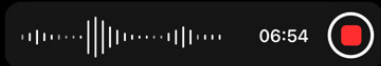
Apple Intelligence

www.apple.com/apple-intelligence

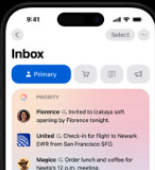


Writing Tools can proofread your text and rewrite different versions until the tone and wording are just right, and summarize selected text with a tap. They're available nearly everywhere you write, including third-party apps.

Just hit record in the Notes or Phone app to capture audio recordings and transcripts. Apple Intelligence generates summaries of your transcripts, so you can get the most important info at a glance.



Priority messages in Mail elevate time-sensitive messages to the top of your inbox — like an invitation that has a deadline today or a check-in reminder for your flight this afternoon.



The Image Playground app lets you create unique images in seconds based on a description, a concept, or even a person from your Photos library. Experiment with image styles like animation, illustration, and sketch.



With Clean Up, you can remove distracting background objects from your photos with just a tap — so you can perfect a shot while staying true to the original image.



Richer language understanding and an enhanced voice make communicating with Siri even more natural. For example, if you stumble over your words, Siri still knows what you're getting at.



Not sure how to do something on iPhone, like adjust the background blur on a portrait? With expansive product knowledge, Siri can give you step-by-step instructions in a snap.





jasper.ai



copysmith.ai



writesonic.com



rytr.me



copy.ai



grammarly.com



claude.ai



openai.com

ChatGPT

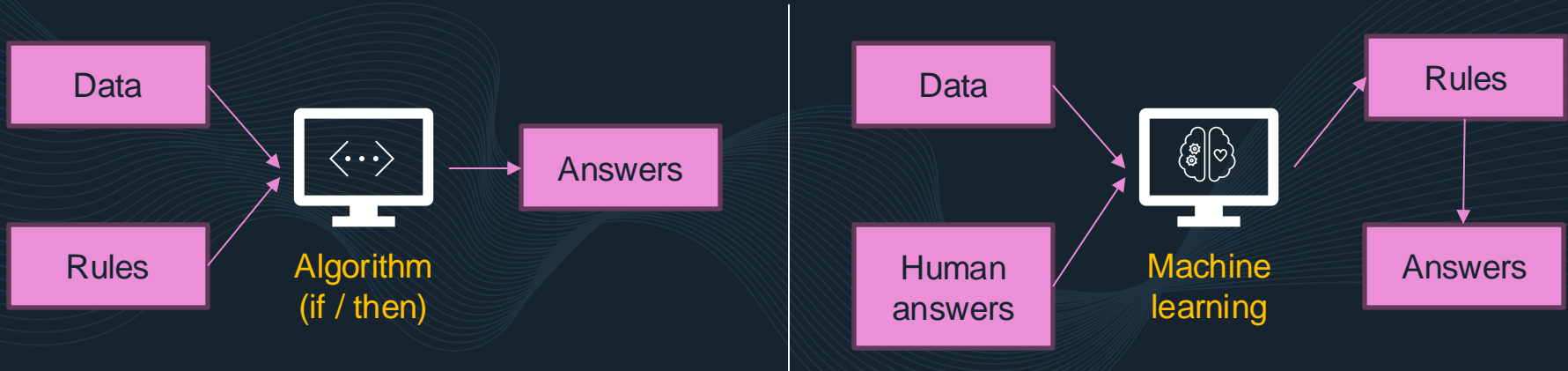
chatGPT



google.gemini

Some terms

- **Machine Learning:** a way of programming a computer to learn how to do complex tasks on its own
- **LLM:** “Large Language Model”; a machine learning model that understands and generates natural language text by analyzing vast amounts of text data
- **GPT:** “Generative Pre-trained Transformer”; a specific type of LLM



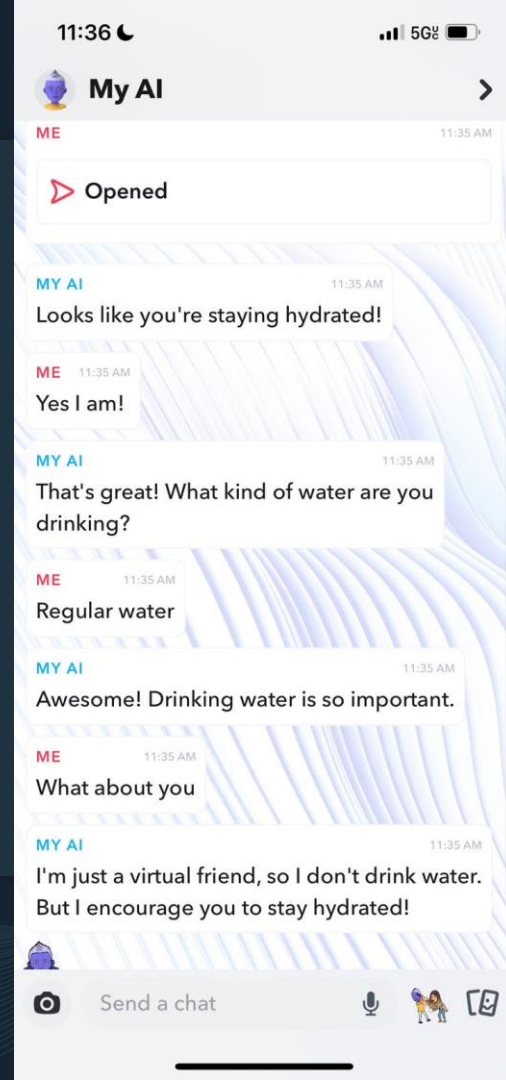


How does generative AI work?

- A large written corpus (most text on the Internet, most digitized literature) is passed through this system when it is **being trained**. This process currently requires millions of dollars of rented computing power.
- The system builds a **memory of associations between words**. While simple autocorrect just remembers the one word before it, LLMs can pay attention to hundreds or thousands of words that preceded it.
- When the system generates text, it runs the same process as during training, and **picks a likely word**.

The revolutionary “chat” AI

- Reinforcement learning from **human** feedback
- In addition to corpus data, human trainers (us) provide **answers** via “conversations”
- A learning machine, if you will





Academic & Industry Examples



Some academic examples

- Sample assignment activities
- Sample policy language



- ChatGPT is the most recent product but models will continue to develop (including monetizing these resources, adding the ability to add citations and more). How do you think your students are likely to use these tools in the future? How might writing change?
- How can we teach our students to identify the shortcomings of AI generated content and gain AI literacy? Why is the ability to read and write important to your students?
- Have you thought about adding your expectations about AI generated text to your syllabus?
- Perhaps most importantly, talk with your students about your rules and expectations, and ask them to tell you what they know and understand about ChatGPT.

HUSC 1100 Professional Letter

Purpose

Writing a persuasive, professional letter is a skill that will benefit any student at the College of Human Sciences. You will need to communicate well or ask at some point, for example, to request an interview, to ask for a recommendation, to ask for consideration in the case of a grade discrepancy. Your ability to write a well-formatted letter could make a difference in the response that you receive.

Tasks

Choose the purpose of your letter and your intended audience. Possible purposes include a letter to a faculty member requesting a higher grade on an assignment or in the classroom, a letter to a potential employer requesting a job interview, or a letter to a professor requesting a recommendation to a professional program or graduate school. You can also write a letter in situations that would require you to use persuasion in a professional context (e.g., requesting reimbursement or handling a discrepancy with a landlord) and submit an assignment that gives you a more relevant opportunity to practice your letter writing skills.

Option one – ChatGPT Version:

- Use ChatGPT to generate the first version of your letter. To use ChatGPT, you will need to [create an account](#). Please be aware that this requires you to use your email address. If you have privacy concerns, you might consider using a burner email or choosing the second option.
- Use ChatGPT to generate your letter and paste the text into a Word document. [Turn on track changes](#).
- Add content and revisions to improve and personalize your letter. What did ChatGPT miss? Are there weaknesses that you need to correct? Can you add text to make the letter sound more like you than auto-generated text?

[Using the comment feature](#), explain each change you make. Did you change the wording? Use a comment to explain why. Did you add some information? Use a comment to describe what was missing.

Sample assignment (Suzanne Tapp, TTU)

[Teaching with AI resources](#)

- Because using ChatGPT productively in the classroom is still a new idea, citation guides have not quite caught up yet. For now, please add a footer to the letter stating that you used ChatGPT to generate your document. An example footer might say, *"This assignment was initially generated using ChatGPT on <insert date>".*
- Submit your final document with track changes and comments.



Sample policies

From [The Sentient Syllabus Project](#):

- **Referencing and validating.** You are taking full responsibility for AI-generated materials as if you had produced them yourself; ideas must be attributed and facts must be true.
- **Openness.** We encourage you to use AI tools to explore the field, play with knowledge, and help you study. But you need to be open about this, and document your use.

Conference Authors

► Become an IEEE Conference Author

Author Ethics

Ethical Requirements

Your Responsibilities and Rights

Guidelines and Policies

Fundamental Publishing
Guidelines and Principles

Submission Policies

Post-Publication Policies

IEEE Author Name Change Policy

IEEE Guidelines on Advertising,
Accessibility, and Data Privacy

Publisher guidelines

Guidelines for Artificial Intelligence (AI)-Generated Text

The use of artificial intelligence (AI)-generated text in an article shall be disclosed in the acknowledgements section of any paper submitted to an IEEE Conference or Periodical. The sections of the paper that use AI-generated text shall have a citation to the AI system used to generate the text.



Declaration of generative AI in scientific writing

The below guidance only refers to the writing process, and not to the use of AI tools to analyse and draw insights from data as part of the research process.

Where authors use generative artificial intelligence (AI) and AI-assisted technologies in the writing process, authors should only use these technologies to improve readability and language. Applying the technology should be done with human oversight and control, and authors should carefully review and edit the result, as AI can generate authoritative-sounding output that can be incorrect, incomplete or biased. AI and AI-assisted technologies should not be listed as an author or co-author, or be cited as an author. Authorship implies responsibilities and tasks that can only be attributed to and performed by humans, as outlined in Elsevier's [AI policy for authors](#).

Authors should disclose in their manuscript the use of AI and AI-assisted technologies in the writing process by following the instructions below. A statement will appear in the published work. Please note that authors are ultimately responsible and accountable for the contents of the work.



**Association for
Computing Machinery**

Advancing Computing as a Science & Profession

ACM is updating its authorship policy to address the use of Artificial Intelligence tools for authoring research papers and to provide clear guidelines to the community for the appropriate use of these tools in ACM Publications.

The ACM Publications Board which oversees ACM Publications Policy is seeking your feedback on this draft policy. Your valued feedback will be shared with and considered carefully by the ACM Publications Board prior to finalizing the updated policy.

To provide your feedback, please [respond to our survey](#). It should take less than 15 minutes of your time.

Please note that this is an anonymous survey, and your personal data will not be captured. Furthermore, the results will be analyzed in aggregate.

Thank you for your time and consideration.

Use of Generative AI Technologies

- ▶ Because of potential security and privacy risks, along with the risk of the potential for candidates to be assessed based on legally impermissible categories, the use of generative AI technologies such as Chat GPT in faculty search processes is currently prohibited.
- ▶ The question will be considered by the TTU System's Chief Information Office and the Offices of the General Counsel and Equal Employment, and any changes to this guidance will be promptly shared.



[Safe and Effective
Systems](#)



[Algorithmic
Discrimination
Protections](#)



[Data Privacy](#)



[Notice and
Explanation](#)



[Human Alternatives,
Consideration, and
Fallback](#)

BLUEPRINT FOR AN AI BILL OF RIGHTS

MAKING AUTOMATED SYSTEMS WORK FOR
THE AMERICAN PEOPLE



▶ OSTP



Notice and Explanation

You should know that an automated system is being used and understand how and why it contributes to outcomes that impact you. Designers, developers, and deployers of automated systems should provide generally accessible plain language documentation including clear descriptions of the overall system functioning and the role automation plays, notice that such systems are in use, the individual or organization responsible for the system, and explanations of outcomes that are clear, timely, and accessible. Such

Source



Some workplace examples

- Learning with AI
- Technical writing scenarios
- Editing/correcting AI-generated content

Sample **learning** scenarios

Amruta Ranade

<https://youtu.be/UHgmwpPuM7g>

+ New Chat

A

what is change data capture?



Change data capture (CDC) is a technique used to identify and track changes to data in a database. It involves continuously monitoring the database for changes and capturing a record of those changes as they occur. CDC is often used to support data integration and synchronization between different systems, as well as to support real-time data analytics and reporting.



CDC involves creating a record of the changes that are made to the data in the database, including information about the type of change (e.g., insert, update, delete), the time the change occurred, and the data that was changed. This information is typically stored in a separate log or change table, which can be used to replicate the changes to other systems or to analyze the data over time.

CDC can be implemented using a variety of techniques, including database triggers, log-based CDC, and timestamp-based CDC. The specific technique used will depend on the needs of the application and the capabilities of the database system.






gathering and research content outline
generation and content checklist and

Sample **writing** scenarios

Amruta Ranade

<https://youtu.be/UHgmwpPuM7g>

← → ↻    <https://chat.openai.com/chat>

+ New Chat

A

give me a list of topics to manage Airbyte



Here is a list of topics that you may need to manage Airbyte, a data integration platform:

1. **Setting up and configuring Airbyte connectors:** This involves selecting the appropriate connectors for your use case and configuring them to connect to the relevant data sources and destinations.
2. **Creating and managing data integration pipelines:** This involves designing and building pipelines to extract, transform, and load data between different systems using Airbyte connectors.
3. **Monitoring and troubleshooting data integration pipelines:** This involves keeping an eye on the status and performance of your pipelines, and identifying and fixing any issues that may arise.
4. **Managing pipeline schedules and triggers:** This involves setting



Whether you're a professional UX writer or designer looking to optimize your workflow or a content creator looking to keep up with the latest trends, learning how to use generative AI can help you stay ahead of the game.

Join our Generative AI for UX Writers and Designers event and learn how to build yourself an army of generative AI writers that will help you to generate content faster.

The type of use cases we're going to cover:

- Generative AI content for websites and apps
- Building user personas with AI
- Analyzing users data using AI
- Content marketing and generative AI
- Creating graphics and illustrations (and how to write prompts like the ones we use to create Rocco, our raccoon mascot, in just a few seconds)

Online event for anyone that is interested to learn more about the world of AI and more



Enhance Readability.

Automated tools may not always jump from one section to another. An editor can help with rephrasing sentences, adding transitions,

and moving content from one section to the next or even from one paragraph to the next in more sense overall. This includes adding transitions and editing experience for readers.


Fix Grammar.

Even though AI programs have been helpful in understanding grammar rules correctly, they often miss mistakes related to grammar usage. An editor can polish and professional.


AI intelligence when it comes to grammar. An editor will be able to identify any mistakes and accordingly so your content looks

Add Personal Insights


AI writing tools can't tell a reader what it's like to use a particular product or to experience a particular travel destination. That's where your editors come in. They can add that personal insight to an article to make human readers keep reading and ultimately trust your brand. A good editor will take a piece of AI-generated text and know exactly which descriptions or aspects of a product review readers want to know more about.



freelancetomm


Clients  ...

I will edit and rewrite ai generated articles, blogs, essays



5.0 (1)

FIVERR'S CHOICE



STARTING AT \$100



Design as an Approach



Composing with technology

- **Consumption & production:** User engagement with content creation
- **Invention:** Situational purpose, goal, topic, scope, focus
- **Arrangement & mediation:** Structure, sequence, space
- **Style & delivery:** Genre, format, presentation
- **Memory & data:** Version, history, saved information

Design with technology

Using available means for invention, arrangement, and style for the delivery and management of content.



Design concepts

- Design as **functional management**: Control of work/flow
- Design as **problem solving**: Create to address something
- The **science** of design: Systematic methods for creation



Instructional design

- **Understand** the needs and goals of instruction
- **Define** areas of development or change
- **Invent or build** on existing content
- **Test** ideas and adjust accordingly
- **Implement and track** long-term performance



Learner-centered pedagogy

- **Student needs** define the structure of learning
- **Peer knowledge** is leveraged in social construction of learning
- **Self-directed** learning; **participatory** assessment
- Each cohort of learners is **unique**



Designing learner-centered experience

- Student needs define the structure of learning: **What should students know about autonomous and algorithmic writing?**
- Peer knowledge is leveraged in social construction of learning: **What is the shared knowledge among students about AI writing tools?**
- Self-directed learning; participatory assessment: **How to create student-driven writing and learning assessment?**
- Each cohort of learners is unique: **How to adapt learning plans from one class to another?**



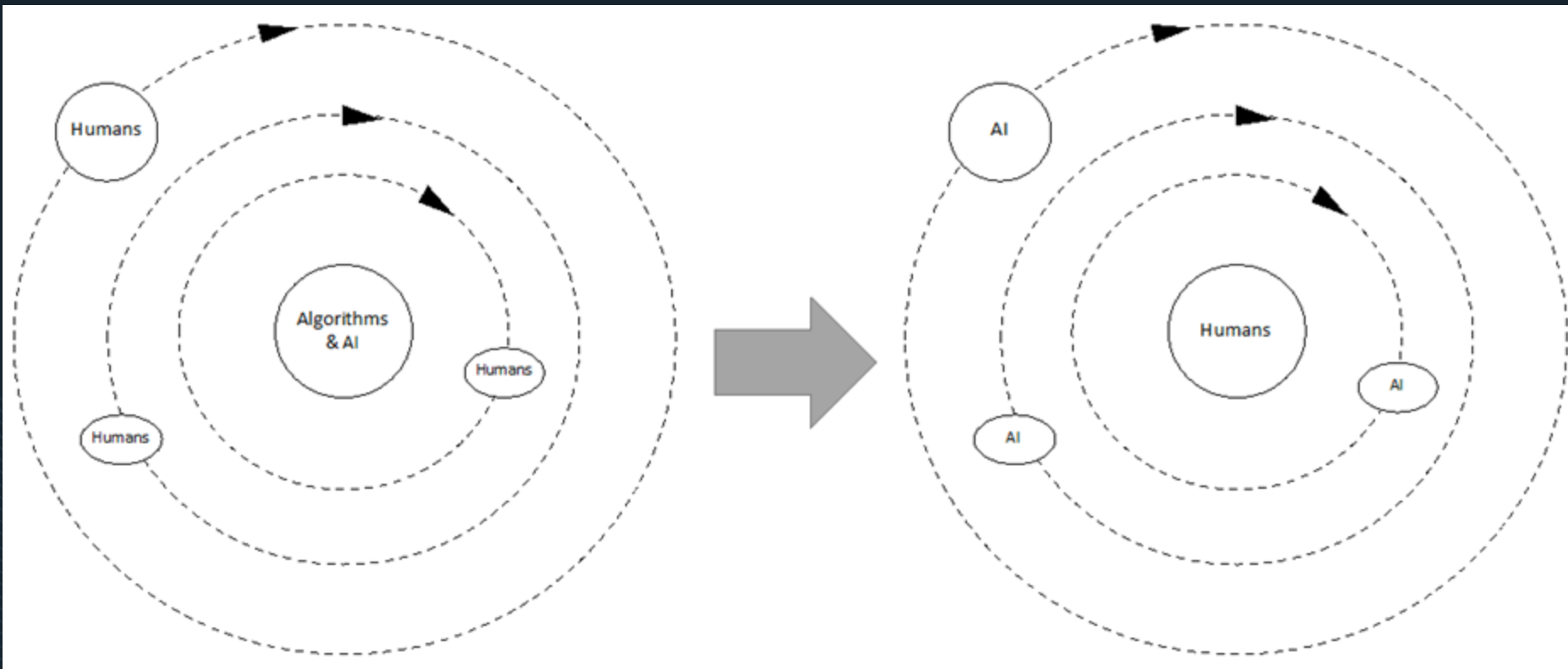
Sample conversations

- **With yourself:** Does generative AI fit my learning objectives?
- **With students:** How do you feel about writing and content design? What fear and expectations do you have with AI writing tools?
- **With institutions:** Can someone help me learn about generative AI?
- **With industry practitioners:** How do you think people will use AI tools in your field? How might it affect workflow?



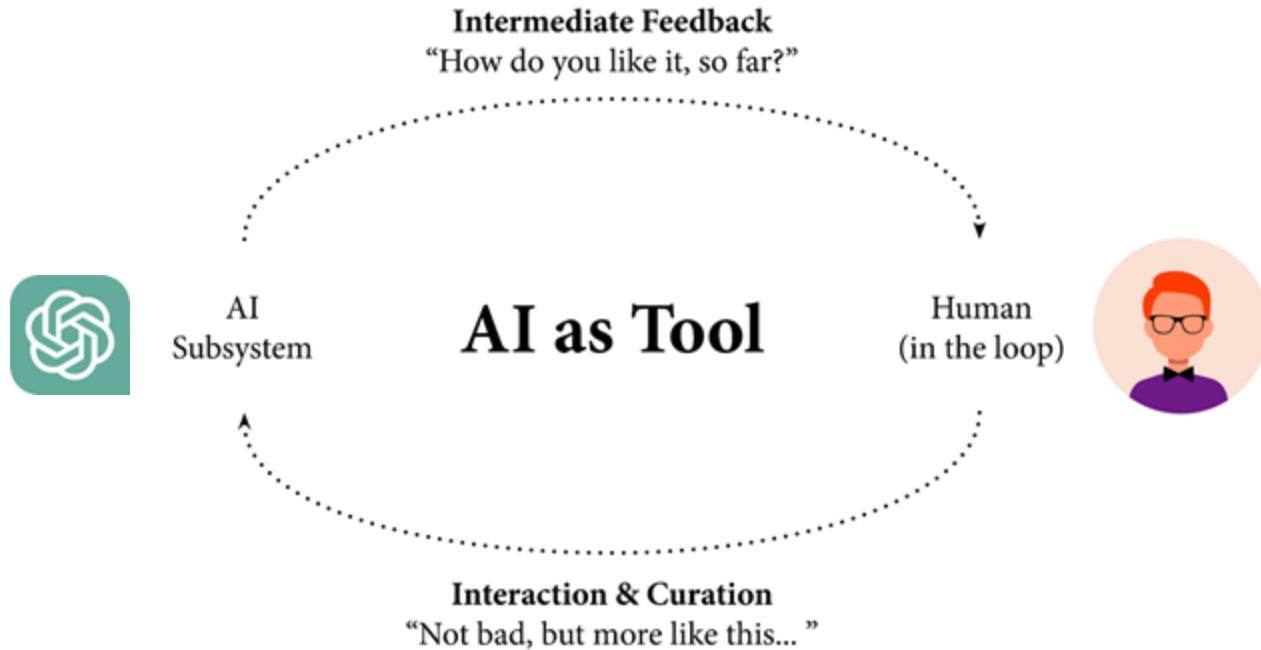
Design mindset (for everything)

- Focus on human needs and values
- Human-centric solutions, with care toward environment and natural ecology
- Collaborative, action-driven processes
- Tangible outcomes
- Iterative design - continuous, incremental improvements



Human-centered AI ([Shneiderman, 2020](#))

Human in the loop





Writing good prompts

- **Action:** What do you want the AI to do?
- **Output:** What genre do you want it to generate?
- **Topic:** What do you want it to write about?
- **Audience:** For whom do you want it to write?
- **Dataset:** What corpus do you want it to take into consideration?
- **Tone:** Which type of voice and style do you want it to write in?
- **Parameters:** What is the length or word count requirement?

Please write a 150-word Facebook post about pet adoption

<action>

<parameters>

<genre/output>

<topic>

with a friendly opening hook, 2-3 lines of background

<tone>

<more parameters>

information, and a call-to-action for an older audience

<audience>

using input from <http://www.aarp.org>.

<dataset>



Please write a 150-word Facebook post about pet adoption with a friendly opening hook, 2-3 lines of background information, and a call-to-action for an older audience using input from <http://www.aarp.org>.



Hey everyone! Are you considering adding a furry friend to your family? Adopting a pet can be one of the most rewarding decisions you'll ever make! Not only will you be providing a loving home for an animal in need, but you'll also reap the benefits of having a loyal companion by your side.



According to AARP, owning a pet can improve your physical and mental health. Studies have shown that pet owners have lower blood pressure, lower cholesterol levels, and reduced stress levels. Pets can also provide companionship and combat loneliness, which is especially important for older adults.

So why not consider adopting a pet today? There are plenty of animal shelters and rescue organizations that would be more than happy to help you find the perfect furry friend for your home. Not only will you be making a positive impact on an animal's life, but you'll also be improving your own well-being.

Share this post with your friends and family who may be considering pet adoption and let's help more animals find their forever homes! #PetAdoption #AdoptDontShop #AARP



Prompt re-use

- Create a prompt that works well and reuse it with **different input variables**
- Re-generate output using the **same prompt**



Please write a 150-word Facebook post about pet adoption with a friendly opening hook, 2-3 lines of background information, and a call-to-action for an older audience using input from <http://www.aarp.org>.



Hey everyone! Are you considering adding a furry friend to your family? It can be one of the most rewarding decisions you'll ever make! Not only does it provide a loving home for an animal in need, but you'll also reap the benefits of a loyal companion by your side.

According to AARP, owning a pet can improve your physical and mental health. Studies have shown that pet owners have lower blood pressure, lower cholesterol, and reduced stress levels. Pets can also provide companionship and comfort, which is especially important for older adults.

So why not consider adopting a pet today? There are plenty of animal rescue organizations that would be more than happy to help you find the perfect pet for your home. Not only will you be making a positive impact on an animal's life, but you'll also be improving your own well-being.

Share this post with your friends and family who may be considering adoption. Let's help more animals find their forever homes! #PetAdoption #AdoptDontShop



Please write a 150-word Facebook post about pet adoption with a friendly opening hook, 2-3 lines of background information, and a call-to-action for an older audience using input from <http://www.aarp.org>.



Hey, friends! Are you considering adding a furry friend to your life? Why not consider adopting a pet? Not only will you be saving a life, but you'll also be gaining a loyal and loving companion.

Did you know that according to AARP, owning a pet has many health benefits for older adults? It can lower blood pressure, reduce stress and anxiety, and increase socialization. Plus, pets provide companionship and purpose, which can be especially important as we age.

So, if you're ready to make a difference in a pet's life and reap the rewards of pet ownership, I encourage you to consider adoption. There are so many wonderful pets waiting for their forever homes in shelters and rescue organizations across the country. You can find your perfect match by visiting your local shelter or by searching online at websites like Petfinder.com.

Let's give these pets the love and care they deserve, and in return, they'll give us years of joy and companionship. #adoptdontshop #seniorswithpets #petadoption



Command stacking

- Follow up a prompt with **new commands** by giving the AI writer more precise or different instructions
- Evaluate output and **revise commands**



OK, now write the something for a Twitter post.



Thinking about adding a furry friend to your life? Why not #adopt a pet? You'll be saving a life and gaining a loyal companion. According to @AARP, owning a pet has health benefits for older adults, such as reducing stress and increasing socialization. Find your perfect match at a local shelter or online at Petfinder.com. #seniorswithpets #petadoption #adoptdontshop





Replace "older adults" with "seniors"



Thinking about adding a furry friend to your life? Why not #adopt a pet? You'll be saving a life and gaining a loyal companion. According to @AARP, owning a pet has health benefits for seniors, such as reducing stress and increasing socialization. Find your perfect match at a local shelter or online at Petfinder.com. #seniorwithpets #petadoption #adoptdontshop



Writing/design skills

Prompt design

Task design



Designing your own heuristic

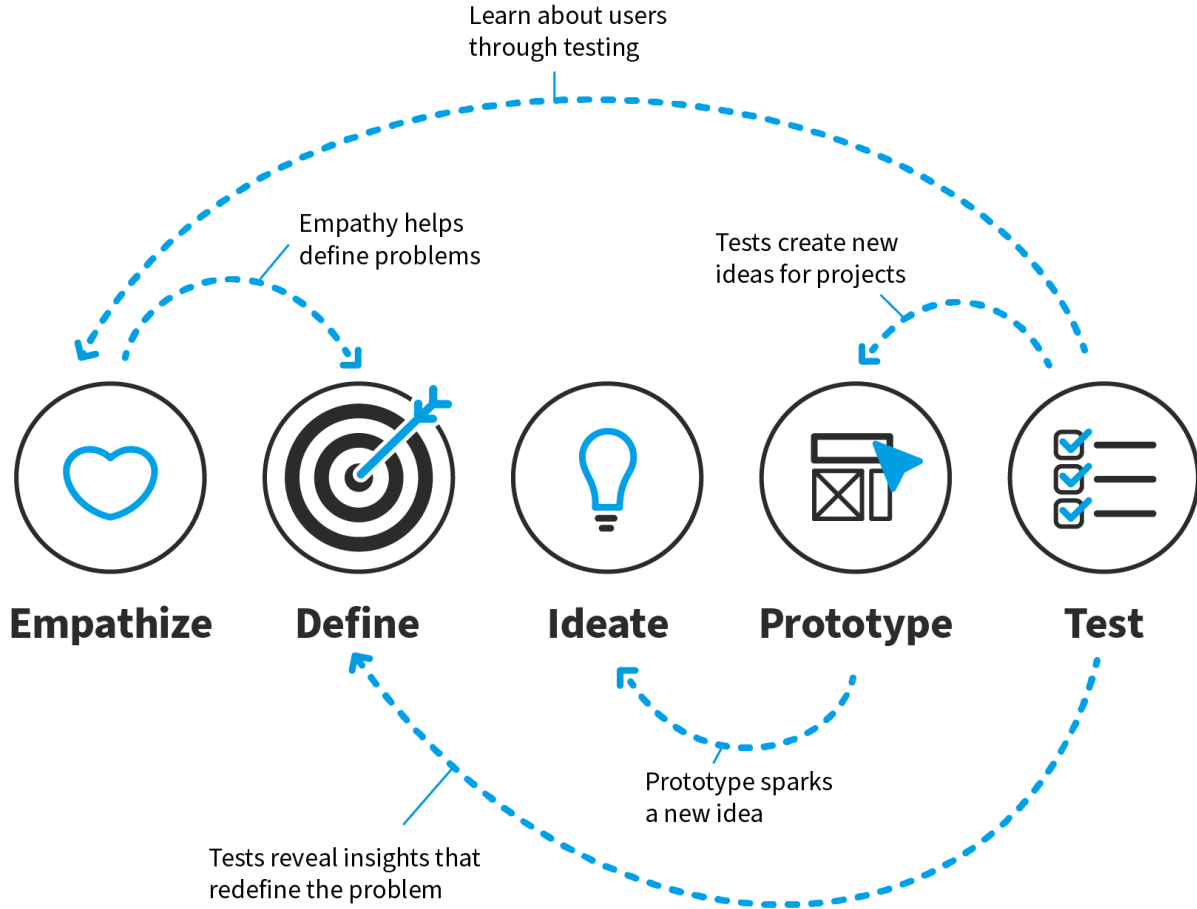
A design thinking exercise

Design thinking

- Empathize
- Define
- Ideate
- Prototype
- Test
- Implement



*UX Writing: Designing
User-Centered Content,
(2023, Routledge)*



Source



Empathy

- To empathize is to take actions to **understand people**
- **Stories** can be a powerful basis for learning shared experience
- Interview: Ask a colleague and a student about their experience in the class
- Frame your observations into goals and wishes

What do your students want to get out of using AI tools in their learning?



Definition

- Turn narratives into **actionable statements**
- A meaningful and actionable problem statement can help you focus in ideation

(Student name/description) _____
needs/wants (tangible desires) _____
in order to (achievement) _____
because (goals) _____
but (barriers) _____



Definition (example)

Sam, a professional writing student who is a pre-med major, **wants to** figure out Google Gemini's capabilities **in order to** generate a summary of an essay and create three keywords, **because** they are not confident about their own summary ability **but** they 1) worry that using AI is considered cheating, 2) do not have access to Gemini Pro version (and is concerned about summary quality), and 3) do not want to waste time correcting AI output.



Ideation

- Explore possibilities that can help students **overcome challenges** and **achieve desired goals**
- At this stage, favor quantity over quality
- Sketch radical ideas

Ask university to
buy AI licenses

Practice writing
summaries in
class

Create a cheat
sheet for AI
fact-checking

Ask Google to
make better AI

Other...

Organize writing
bootcamps to
train students
on writing with
AI



Prototyping

- Based on **feedback** to your ideas, create a streamlined or combined idea
- Note **details** as much as possible
- Make your ideas **tangible**

An AI Writing Manifesto for
My Professional Writing
Class & Students

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Testing

- Find out **how people react** to your proposed idea
- Testing reveals insights that can **refine** the problem and/or your ideas



Implementation & iteration

- You won't know until you **try it**
- Version 1.0 is always the worst version
- Iterate, **iterate**, iterate



UX Example



Design thinking, cont.

Empathizing with users using gen AI

- Suggest 10 user interview questions for [a design problem]
- Analyze the user interview responses below for 10 most common keywords
- Analyze the user responses using sentiment analysis



Design thinking, cont.

Defining problems using gen AI

- Generate a user persona using the interview responses below
 - Write it in the format of a user persona, including age, job, technological proficiency, and pain points
- Create a user journey map using the persona



Design thinking, cont.

Ideating solutions using gen AI

- Using the “how might we” method from UX, generate some ideas to improve user pain points identified in the journey map
- Suggest a few features that correspond with the ideas above
- Recommend wireframing steps using the suggested features



Design thinking, cont.

Prototyping ideas using gen AI

- Suggest some micro-content for the wireframe below
- Revise the copy on an existing fitness app
- Translate the copy into Spanish



Design thinking, cont.

Testing solutions using gen AI

- Recommend three usability test scenarios for a fitness app prototype
- Recommend five user testing interview questions
 - Revise the interview questions based on the restrictions below



H.E.A.T. test

- **Human experience:** How content is mapped onto the physical world of the user
- **Expertise:** How content uses mental models and schemas useful to the user
- **Accuracy:** How factual the content is deemed by the user
- **Trustworthiness:** How trusted the content is by the user

Verhulsdonck, G., Weible, J., Stambler, D. M., Howard, T., & Tham, J. (2024). [Incorporating human judgment in AI-assisted content development: The HEAT heuristic](#). *Technical Communication*, 71(3), 60–72.

Thanks!

Looking forward to continued conversations.