Potential solutions to the workload problem

Chatbots and digital assistants
- Respond to students’ frequently asked questions
- Support students through administrative processes
- Enable staff to access data and information efficiently
- Support students and staff with their day-to-day activities, such as scheduling meetings

Feedback and assessment tools
- Streamline the marking process by grouping similar answers together
- Provide students with automated feedback on some aspects of their work (particularly in numerate subjects, and for shorter worded responses)
- Grade essays and extended written work

Adaptive learning platforms
- Provide 1:1 support to students
- Suggest topics/resources to students
- Often offer a bank of content for teaching and learning
- Mark basic question types and collate/analyse the data

Content creation/curation tools
- Generate questions autonomously
- Cluster similar learning activities together

Supporting collaborative group work
- Suggest groupings of students based on an assessment of how different students’ needs align
- Moderate/support online group discussions
- Participate in group work (i.e. as an intelligent avatar)
**Supporting accessibility**
- Caption lectures/seminars

**Library management**
- Automate inventory management
- Suggest resources for students

**Campus management**
- Support with booking rooms
- Optimising use of facilities
- Automate timetabling

**Supporting business functions**
- Reviewing/extracting key insights from contracts
- Continuous auditing