RUN LEARNING AND TEACHING AWARDS 2025

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Title: Ask. Learn. Succeed. Meet Jordan, an Omnipresent AI for CQU Students

Abstract: When student support ends at 5:00pm, learning shouldn't. Jordan is CQUniversity's always-on, discipline-specific generative-AI companion that turns after-hours roadblocks into progress while safeguarding academic integrity. Trained on curated criminal-law materials, Jordan answers complex questions, generates formative quizzes with instant feedback, and triages wellbeing queries. Guardrails ensure assessment content is not provided; instead, students are nudged towards legitimate study strategies.

The innovation's impact is clear. In one term Jordan handled 805 substantive interactions, with usage peaking between 5:00pm and 9:00 pm, meeting demand exactly when traditional services are unavailable. Nearly half of all interactions were tutoring requests across case law, legislation and core topics. In a mixed-methods survey, students who used the chatbot were significantly more likely to agree it improved their knowledge and understanding ($F = 11.94$, $p < .001$), evidencing learning gains rather than mere convenience.

The model has now scaled to 22 chatbots across disciplines, extending academic reach without additional staffing and democratising access for working, regional and caregiving students. Jordan exemplifies innovative learning and teaching with generative AI that measurably enhances the student experience and outcomes.