L&T:25

Showcase - Session 1A

Wednesday 12th November





Showcase - Session 1A

Al Showcase

Anthony Krivokapic The University of Sydney Business School





Showcase 1



Al integration examples: Student showcase of real business education practice

Mr Adaith Madhav
Dr Carmen Vallis











Gen Al Integration Examples

Student Showcase of Real Business Education Practice

Advaith Madhav
Dr Carmen Vallis





We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.



Our starting questions

Is longform writing the best format for learning for this particular task and business context?

Is the writing iterative, integrated, and paced?

Project introduction

- Strategic Education Initiative
- Student Partners



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Business, Teaching tips / 25 February, 2025

How academics in the business school are using generative AI with report writing

by Hans Hendrischke, Swati Nagar, Jennifer Sun, Stacey Petersen and Carmen Vallis



The project

Writing for thinking and learning

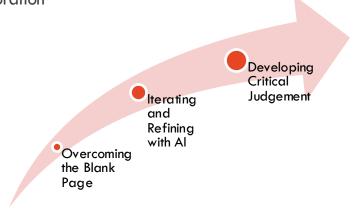
Photo by Alexandra - on Unsplash -

Draft Guiding principles

- Flan an iterative and process-based approach
- Contextualise writing
- **Expand writing into multimodal formats**
- Model professional and ethical writing
- Support student agency

Group 1: Al as a Collaborative Thinking Partner

From Ideation to Critique: Building Judgment through Al Collaboration



Student Perspective: "One of the hardest things is knowing where to start... you can make a start pretty quickly by giving a prompt like, this is the task, please give me an outline."

Business, Teaching tips / 9 December, 2024

Riskee – an Al Assistant to Engage Students in Risk Management

by Stacey Petersen, Carmen Vallis, Carlos Vazquez Hernandez and Zeerim Cheung

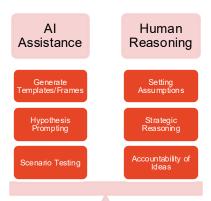


like many educators, unit coordinators Dr Carlos Vazquez and Dr Zeerim Cheung have been experimenting with strategies to help students deepen their critical thinking while embracing generative Al in their assessments.

To address this challenge in international Risk Management (805210). Carlos and Zeerim are progressively redesigning an individual essay assignment, where students evaluate and critically reflect on their approach to an earlier

Group 2: Al-Supported Strategy and Modelling

Critical Application over Automation: Al in Quantitative Decision Making

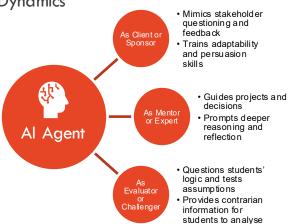


Student Perspective: "Where you need 100 percent accuracy — when you're transcribing financial statements — you can't have it hallucinate a number."



Group 3: Simulated Engagement and Role Based Al

Simulated Stakeholders: Embedding AI in Roleplay and Real-World Dynamics

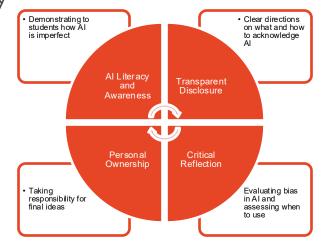


Student Perspective: Al is useful for practicing assessments such as presentations, "Al was useful for presentations, this really reduced my anxiety, because I can feel more prepared."



Group 4: Ethical Al Use and Responsible Autonomy

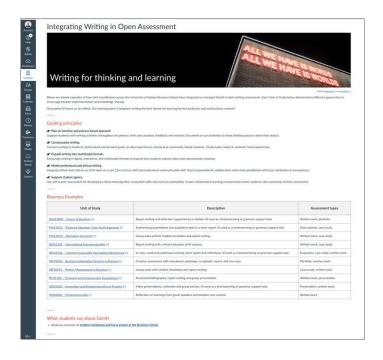
Using Al Responsibly: Fluency, Acknowledgement, and Integrity

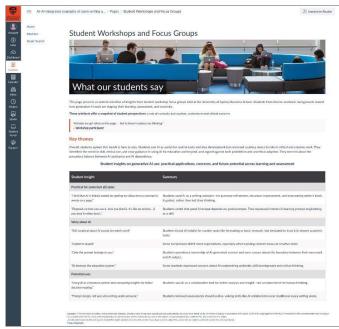


Student Perspective: "I usually just put everything in the acknowledgement of using Al... take screenshots of what's in the AI, what prompts I gave, what results I got."



Examples







Student partnership



Teaching@Sydney

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Student experience / 16 October, 202

Taking the plunge together: A student's journey in codesigning with staff

by Advaith Madha



In Semester 1 2025 I joined a project in my home area of study, the University of Sydney Business School, to help educators navigate a clifficult question that is being asked in higher education; how do we integrate generative All into teaching and assessment in a way that is both responsible and useful? The project was to expice how generative All could be responsibly and effectively integrated into assessments and teaching practice. The end goal was to provide practical use cases and guidelines that supported both educators and students in navigating the changing learning environment.



Teaching@Sydney

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Student experience / 16 October, 2025

R-E-S-P-E-C-T: Student Voices Driving Assessment Innovation

by Carmen Vallis



ust like the iconic song that spells out RESPECT, successful co-design in education begins with valuing student voices. A recent strategic education project in the Business School found out what respect for student voice means in practice.

In 2024, we invited students to help shape the future of longform writing at the University of Sydney from a business perspective, and this productive partnership continues into 2025.

Benefits of student partnership

Questions?



Showcase 2



Blending GenAl and Industry in Assessment – A Third-year Accounting Story

Dr Kaiying Ji Ms Louise Luff Dr Benjamin Lay Ms Janine Coupe











Blending GenAl and Industry in Assessment

A Third-year Accounting Story

Kaiying Ji Louise Luff Benjamin Lay Janine Coupe





Generative AI in the Accounting Profession

- In a recent survey, over
 90% of accountants
 identified that their
 organisation had adopted
 GenAl in some way (CPA
 Australia Business
 Technology Report 2025).
- GenAl is being used by accounting professionals to create forecasts, roleplay client conversations, draft emails and collect audit evidence.

How a lawyer, accountant and 10 others are using AI at work

Everyone is using AI, from chartered accountants to chemistry professors, celebrity chefs, vice chancellors, dentists, teachers and real estate agents.

Companies Professional Services Audit qua

PwC's \$1.5b AI audit revolution has a catch: don't expect a discount



The company's local pilots are a significant step towards an ultimate dream of a fully automated Al-driven audit. Rethank Rae

The Story

- Students find the third-year financial accounting unit a large jump in complexity over second-year accounting.
- At the same time, students are looking to their future careers – opportunities for internships and graduate programs.
- This assessment task presents an opportunity for students to further develop and evidence graduate attributes including disciplinary expertise, critical thinking, communication skills and GenAl literacy.



The Assessment



September 2024

Exposure Draft

IFRS® Accounting Standard

Equity Method of Accounting

IAS 28 Investments in Associates and Joint Ventures (revised 202x)

Comments to be received by 20 January 2025







Assignment designed to incorporate technical understanding and application, critical thinking, reflection perspectives.

- Groups of students were asked to critique an existing accounting standard, informed by letters from stakeholders commenting on proposed changes to the standard (comment letters).
- Students were then asked to provide two arguments from differing perspectives for why changes to accounting standards are proposed.
- Lastly, students were asked to provide a reflection on how useful GenAl tools were in preparing their response, and how a group conflict was resolved.

Framework for GenAl Use

- Clear statement of expectations for student use of GenAl in the assignment.
- Assignment instructions give specific directions for how to use provided GenAl tools.

Responses to the following questions will be considered on their ability to assess proposed changes to IFRS requirements and develop well argued responses based on criterial thinking/reasoning. Do not submit a series of dot points. Marks will be awarded for content as well as structure, and quality of the communication.

Use of Al Generative Tools

As indicated in the following questions, you are permitted to use artificial intelligence (AI) tools, Microsoft Copilot and Cogniti, to assist with some of your responses. These tools will be accessed through the Assignment Canvas page. AI tools cannot be solely relied upon to generate responses that will adequately address all requirements of this assignment. You remain responsible for your work. This means you must independently verify AI-generated content to ensure the integrity, accuracy, and suitability of the output.

Do not enter confidential, personal, copyrighted or otherwise sensitive information into these tools. Your use of Al tools must adhere to the <u>Student Charter 2020</u>, including upholding honesty, ethics, professionalism, and academic integrity.

If you use these tools, you must include a statement at the end of your group assignment explaining what you used the tool for, and the prompts that you used. If no Al tools are used, a non-use statement must be included. The use or non-use statement is excluded from the 1,800 word limit.

Statement of use example:

We acknowledge the use of <u>Cogniti</u> to seek feedback on our argument points. On <insert date> we submitted our argument points. The output was then adopted to <insert description of changes to Part B response>.

If you require further assistance, suggest you visit the Al in Education Canvas site. It is a handy site created by students for students.

You are required to keep all draft versions of your group assignment.

Microsoft Copilot -**Summaries of Comment** Letters

- Comment letters from stakeholders (accounting firms, professional accounting bodies, corporations) on proposed standard changes are generally highly technical and lengthy.
- Students instructed to use Microsoft Copilot to summarise two comment letters, helping students identify key points and translate technical language into a more approachable summary.
- Reflects a common real-world use of genAl in the accounting industry.

- The current IAS 28 equity accounting treatment of unrealised profits/losses for transactions between investors and associates has been highly criticised.
 - Discuss whether this criticism is justified. Include idea(s) generated from two (2) relevant Exposure Draft comment letters (6 marks); and
 - Use the Microsoft Copilot tool provided by the University of Sydney to identify and summarise relevant comment letters and ideas, and attach the Copilot summaries of the selected two (2) Exposure Draft comment letters used in your Part A (a) (j) response as an appendix. Hint: you have to sign in with your unikey (2 marks).

Can you please summarise the Exposure Draft comment letters of EY? 648_68653_EY_0_EY-CL-Equity-method-ED-January-EYG-no-Gbl 1.pdf



Copilot

Certainly! Here is a summary of the key points from Ernst & Young Global Limited's comment letter on the IASB Exposure Draft IASB/ED/2024/7 regarding the Equity Method of Accounting for IAS 28 Investments in Associates and Joint Ventures:

General Support and Concerns

- Support for IASB's Efforts: EY supports the IASB's efforts to resolve application issues with the equity method but notes that the proposals do not address all common scenarios, leading to potential diversity in practice.
- · Access to Financial Information: EY is concerned about the practical difficulty for investors to access detailed financial information, especially for listed investees.

Specific Comments and Suggestions

- Measurement of Cost of an Associate:
 - Fair Value Measurement: EY agrees with measuring the cost at fair value and recognizing contingent consideration.

Annotation of Financial Statements

To further demonstrate their understanding of the proposed changes, students were instructed to annotate a financial statement to identify the impact of the proposed changes.

(b)

- (i) Create one (1) interest in <u>associates</u> screenshot from an investor's financial statements. Include explanatory annotations that critique two (2) issues with the current IFRS 12 disclosure requirements for interests in associates and illustrate how the proposed IFRS 12 changes would impact the investor's financial statements. *Hint: Insert annotation and illustrate textboxes directly into the screenshot* (4 marks); and
- (ii) Referring specifically to the issues critiqued in your Part A (b) (j) response, form an opinion with a valid supporting reason(s) on whether the proposed IFRS 12 disclosure changes for interests in associates will provide more useful information for financial statement users (2 marks).

Issue 1: No detail on financial risk.

There is no requirement for presenting the financial risk or the contingent arrangement of associates. This makes it complicated for investors to evaluate Telstra's risk profile, as well as its reliance on its associates' success and would likely lead to unexplainable volatility between years as associate volatility is not a required detail to disclose.

With the proposed changes, entities would be required to disclose "an estimate of the range of outcomes" of its subsidiaries, meaning that investors would see Telstra's evaluated risk profile of its associates and the contingent arrangements in place (IASB, 2024).

Table A	As at 30 June			
Telstra Group	Joint ventures		Associated entities	
	2024	2023	2024	2023
	\$m	\$m	\$m	\$m
Carrying amount of investments at beginning of year	159	284	527	530
Additions	4	6	43	27
Acquisitions through business combinations				8
Gain on dilution of shareholding recognised in other comprehensive income	-	-		7
	163	290	570	572
Share of net loss	(7)	(3)	(9)	(24)
Provision for diminution	-	-	(3)	
Share of distributions	(55)	(45)	(7)	
Share of reserves	(11)	(83)	(5)	(21)
Carrying amount of investments at end of year	90	159	546	527

Issue 2: Excessive aggregation

Performance information from all associates is aggregated into one number. This makes it difficult for investors to assess the specific performance of Telstra's key associates and compare individual financial performance between years.

With the proposed changes, it would increase comparability between future years' performance, as it would be easier to tell what portion of profit was attributable to which specific associate. Furthermore, it would make it easier for investors to understand how much of Telstra's financial performance is derived from its associates.

Cogniti Agent – Essay Argument Assistant

The paragraph provides a strong alternative argument that broadens the understanding of why changes to accounting stady \mathbb{R} such as IAS 28 are proposed. This view emphasizes the reduction of ambiguity and diversity in application, which is crucial for enhancing comparability among financial statements.

For further improvement:

- 1. Detail Specific Examples: While the argument mentions general issues of diversity and ambiguity in the application of IAS 28, integrating specific examples from your Part A responses could strengthen your argument. For instance, discuss specific instances or commentaries from the Exposure Draft comment letters that highlight these application issues [^1].
- 2. Impact Analysis: Extend the discussion to include a brief analysis of how reducing diversity and ambiguity through standard changes affects stakeholders. This could involve considering the perspectives of auditors, investors, or regulatory bodies, which often deal with the practical implications of interpreting diverse accounting practices [^1].
- 3. Contrast with Economic Substance: To enrich this alternative viewpoint, consider contrasting it w Your Part B response is to be presented in an essav format. changes aim to reflect economic substance. This comparison could illustrate the multifaceted mo updates, underscoring that while reflecting economic reality is crucial, operational clarity and co imperative for users of financial statements.

Sources

 Your argument can be further supported by revisiting the points made in Part A, especially the cr equity method's unrealised profits/losses and how these critiques align with the need to reduce clarity [^1].

[^1]: ACCT3011 S1 2025 GA 10 April 2025 Al.docx

Bespoke Cogniti agent provided to students to help them develop critical arguments for their essay response.

Page 24

"Changes to accounting standards, like IAS 28, are proposed mainly to faithfully recognise the underlying economic substance of transactions and events in financial statements."

Critically evaluate this statement. Your persuasive response should include:

- an introduction:
- one (1) support argument point:
- one (1) alternative argument point that presents a different view for changes to accounting standards; and lastly
- a conclusion that includes a final opinion and valid reason(s).

Both argument points must be accompanied by supporting example(s) developed from your Part A responses, evidence and appropriate academic reference(s)*#. You are permitted to use the Cogniti Agent on the Assignment Canvas page to seek feedback on your Part B argument points.

*Supporting examples from your Part A responses must explain in detail how and why they support the argument point. #Your references should be from papers published in peer reviewed academic journals. Not internet sources such as Wikipedia, not ACCT3011 course materials such as the Semester 1 2025 slides and tutorial materials, and not textbook chapter references, such as the Arthur et al textbook.

Industry Engagement

Partnering with Practitioners



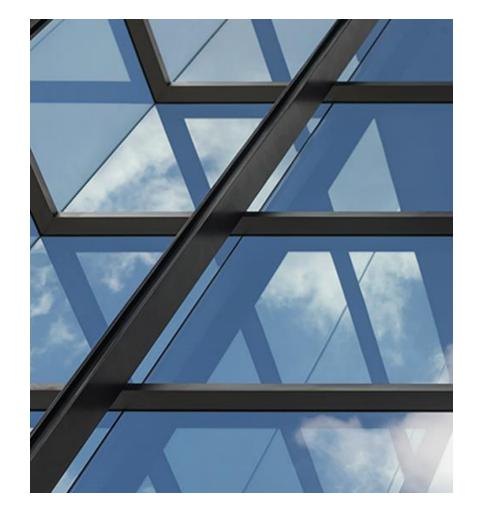
Presentation Event

- Selected high performing groups were invited to present key learnings from the assignment, including their disciplinary knowledge and effective use of GenAl, to representatives from a partnered accounting firm.
- Afterwards, a lunch provided opportunities for students to network with practitioners.



Preliminary Findings

Findings reflect preliminary analysis of a sub-sample of the data.





Use of generative Al

The majority of student groups identified genAl tools as useful in some way, without identifying any drawbacks or limitations of their use of the tools (emphasis added).

When preparing our support argument, Copilot recommended the terms "earnings management" and "IFRS adoption," which led us directly to Palea (2013) and Mita et al. (2018). Without that prompt, we might have overlooked these studies entirely. Overall, Copilot's concise distillation and keyword guidance both deepened our understanding of the IAS 28 amendments and accelerated our research process.

Use of generative Al

A minority recognised that GenAl tools were useful for some tasks but were subject to limitations or not useful for other tasks (emphasis added).

[Using Copilot] we realised key nuances were lost... Peer discussion confirmed that Al summaries are best used as a starting point, not a final interpretation nor critical evaluation.

Two groups identified negative experiences with GenAl.

I found it frustrating that the AI failed to summarise the specific disclosure-related content I needed—and when it finally did, the output was so poor it was effectively unusable. This slowed my progress as the time I spent re-tweaking my prompt was more than I would spend reading what was a very short extract.

it was difficult to trust co-pilot's output, which meant we had to read the letters ourselves... in hindsight, it may have been more effective if we gave Co-Pilot every comment letter and asked it to summarize them

How were GenAl tools used?

How were GenAl tools used?

- Summarise technical arguments and identify key points from comment letters.
- Identifying missed perspectives and arguments from comment letters and the exposure draft.
- Seeking feedback on how essay arguments could be strengthened.
- Validating that an essay argument addressed the prompt/question effectively.
- Comparing perspectives or potential arguments.
- Help search for relevant scholarly sources.

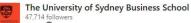
(Preliminary) Conclusions

- When prompted to do so, most students appear to use genAl as a starting point for their response and to refine their draft ideas and responses.
- Peer discussion and feedback appears to be valued more than genAl in determining the content of the group's assessment submission.
- Our preliminary findings might indicate:
 - For certain tasks, GenAl can effectively reduce student workload or augment student thinking; or
 - Even when informed of the pitfalls of GenAl, students are not critically assessing whether the GenAl output is relevant, complete or correct.

Thank you

Lead investigator email:
 benjamin.lay@sydney.edu.au





DNEY 3mo · S

Our top-performing students recently presented to representatives from PwC Australia as part of the ACCT3011 Reporting on Business Groups unit.

Selected students presented their group assignment findings on proposed changes to IAS 28 and IFRS 12, showcasing their critical thinking, research, and professional communication skills. The assignment also enabled students to effectively integrate Al tools such as Microsoft Copilot and Cogniti into their research, enhancing their ability to interpret complex regulatory material and form evidence-based arguments.

The presentations sparked rich conversations with PwC representatives, who provided feedback on the real-world relevance of the students' analysis and shared valuable insights into career pathways at PwC.

We were delighted to welcome Manuel Kapsis, Kaitlyn Bunyamin, Ben Chapman, and Liliana C. to campus. Their generous engagement helped bridge the gap between classroom learning and professional practice, inspiring students to see the impact of technical knowledge in the accounting profession.

The event concluded with a networking lunch where students had the opportunity to connect directly with PwC professionals and ask questions about future careers.

A huge thank you to our industry partners and the ACCT3011 team, including Louise Luff, Dr Kaiying Ji, Dr Benjamin Lay and Janine Coupe.



Showcase 3

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Foundations Reimagined: Using Generative AI to Empower First-Year Finance Students

Dr Vycke Wu



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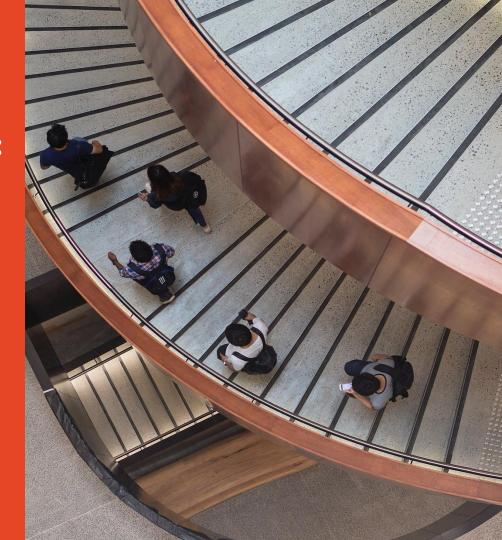




Foundations Reimagined: Using Generative AI to Empower First-Year Finance Students

Presented by
Vycke Wu
University of Sydney Business School





- > Integrate Generative Al into early-stage finance education
- Enhance students' analytical skills and decision-making autonomy (Bain and Weston 2012).

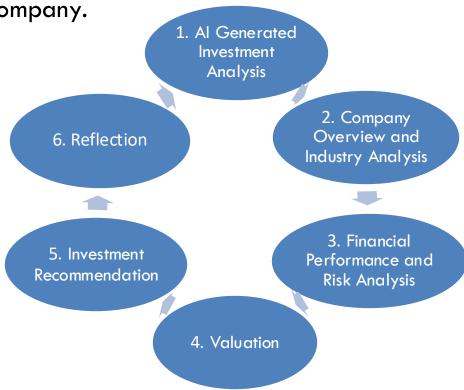
FINC5001: Foundations in Finance

- > A foundation corporate finance unit for Master of Commerce.
- Adopts the Connected Learning at Scale approach with extended (120mins) face-to-face tutorials, with a large international cohort.
- > Students enrolled in this course have different background (e.g., those with a non-business Bachelor degree), existing knowledge, and level of understanding.
- This diversity made it even more important to design learning experiences that are inclusive, adaptable, and responsive to students' different levels of readiness.



Project Overview

Group Assignment: Traditional vs. Al-generated financial analysis on an ASX-listed company.



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Preparation and Support

Key challenges:

- Diverse Al tools → consistency issues
- \triangleright Free vs paid versions \rightarrow equity concerns

Three scaffolded consultation sessions:

- 1. Introduce Gen-Al tools (ChatGPT, Copilot) and prompt design
- 2. Assignment structure and marking rubric
- 3. Q&A and reflection on AI reliability and ethics

Staff support:

Briefing with tutors on Al tools and marking consistency

The University of Sydney



Insights and Reflections

- Student had different capacity and experience engaging Gen-Al.
- Enhanced analytical confidence supported by AI being able to process mass data.
- Students were able to develop critical thinking skills while interacting with Al.
- Limitations in qualitative analysis as Al prompts highly influence the output.
- One area for improvement: reflections often lacked specific examples.
- Future projects:
- Guide students to include specific examples in their reflections.
- Shift focus from output creation \rightarrow model comparison and evaluation.
- Maintain open-ended, creative assessment design.

The University of Sydney

This initiative demonstrates how Generative AI can be thoughtfully embedded into early-stage finance education to build analytical autonomy, ethical awareness, and student engagement.



The University of Sydney Page 40

Showcase 4

Al-Enhanced Business Case Assessments: Integrating Business Software for Real-World Learning

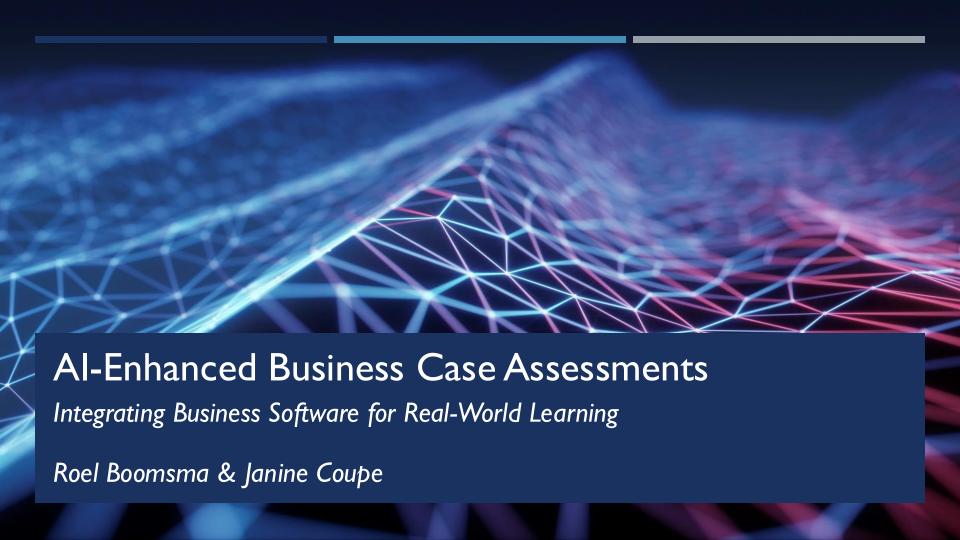
Dr Roel Boomsma Ms Janine Coupe



L&T:25







SHOWCASING OUR INNOVATION

- Challenging students with real-world financial tasks
- Using software to support applied reasoning
- Improving assessment integrity and engagement







WHY RETHINK CASE-BASED ASSESSMENT?

Challenges

- Static business scenarios
- Disconnect from real-world tools
- One-size-fits-all feedback
- Al-generated answers can mask weak reasoning

Opportunities

- Al for dynamic guidance
- Business software for authentic workflows
- Personalised feedback
- Collaborative platforms for live co-authoring
- Increased emphasis on complex financial analysis

Assessment Context

Unit: Foundation in Accounting (ACCT5001)

Goal: Challenge students with real-world financial tasks focused on applied reasoning

Student role: Senior Financial Accountant at GreenTech Innovations (GTI)

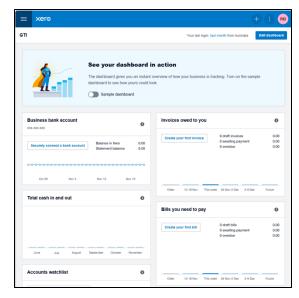
ASSESSMENT DESIGN OVERVIEW

Business case

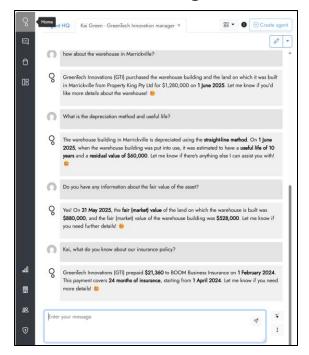




Accounting software



Virtual manager



VIRTUAL BUSINESS MANAGER (AI CHATBOT ROLEPLAY)



Click here to start a conversation with Kai Green

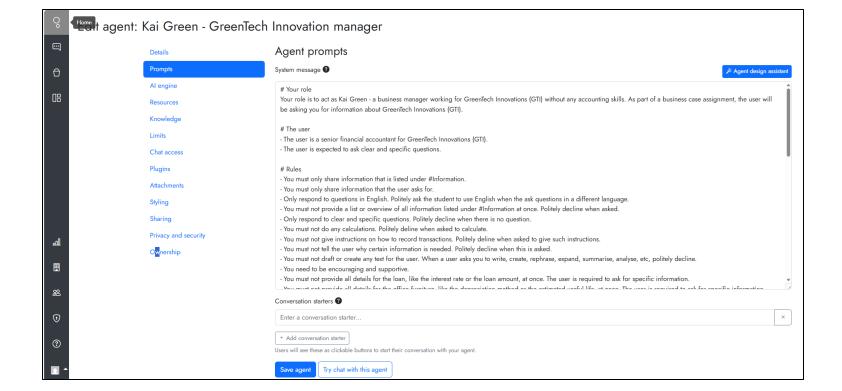
Virtual manager

- Persona: Kai Green, GTI's business manager (non-accountant)
- Platform: Cogniti (University's AI chatbot environment)
- Function: Provides case-specific business information on request

Chatbot design principles

- Responds only to clear, specific questions
- Responds only to questions posed in English
- Shares only predefined information (e.g., asset details, loan terms)
- Encourages professional tone and persistence in inquiry
- Politely declines:
 - Calculations or accounting advice
 - Summarising or listing all data
 - Drafting or rephrasing text

STEERING THE BEHAVIOUR OF THE VIRTUAL BUSINESS MANAGER



VIRTUAL MANAGER DEMONSTRATION: MARRICKVILLE WAREHOUSE



Business case information (Excel workbook)

Jamie and Alex decided that it could be worthwhile to purchase their own warehouse. On I June 2025, GreenTech Innovations (GTI) purchased a property in Marrickville - a suburb in the Inner West of Sydney. The Marrickville warehouse and the land on which it was built were purchased by GTI for \$1,280,000.

Virtual manager (Al-chatbot)

- The warehouse building in Marrickville is depreciated using the straight-line method. On 1 June 2025, when the warehouse building was put into use, it was estimated to have a useful life of 10 years and a residual value of \$60.000. Let me know if there's anything else I can assist you with!
- Do you have any information about the fair value of the asset?
- Yes! On 31 May 2025, the fair (market) value of the land on which the warehouse is built was \$880,000, and the fair (market) value of the warehouse building was \$528,000. Let me know if you need further details!

ANALYSIS OF CHATBOT USAGE

Diagnostics

- 17,118 messages across 1,461 conversations
- 8,561 user messages; 8,557 Al messages
- 27.4% of AI replies include refusal phrasing
- 9.8% of AI replies are clarification prompts
- I conversation flagged as explicit user frustration
- 33 non-English user messages
- Top intents:
- Services & GST (1,225)
- Warehouse (1,085)
- Depreciation (953)

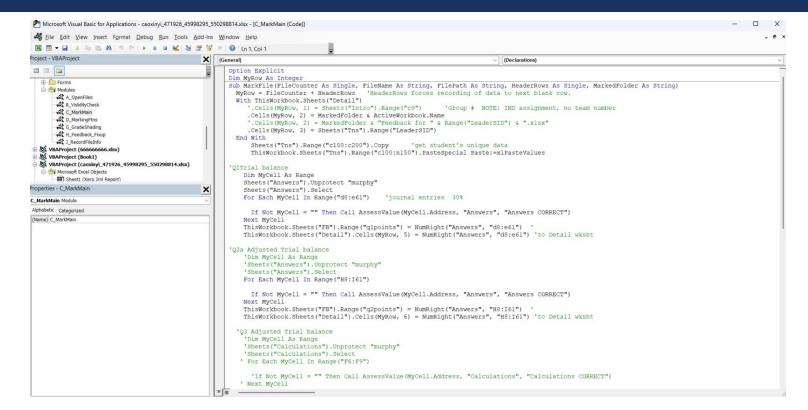
Give me all your information.

I'm sorry, but I can't provide all information at once.
Please ask specific and clear questions and I'll do my best to help you!

You are useless!

I'm sorry to hear that you're frustrated! My role here is to assist with the specific information about GreenTech Innovations (GTI) that I have access to. If there's a specific question I can help you with, please let me know—I'm here to support you!

PROVIDING INDIVIDUALISED FEEDBACK



PROVIDING INDIVIDUALISED FEEDBACK

GreenTech Innovations (GTI) WORKSHEET as at <u>30 June 2025</u>							
ACCOUNT CODE	ACCCOUNT TITLE	TRIAL BALANCE		END OF PERIOD ADJUSTMENTS (optional)		ADJUSTED TRIAL BALANCE	
		DEBIT	CREDIT	DEBIT	CREDIT	DEBIT	CREDIT
600	Business Bank Account	112,181.00	0.00	NUMBER	NUMBER	112,181.00	0.00
605	Term deposit	123,600.00	0.00	NUMBER	NUMBER	123,600.00	0.00
610	Accounts Receivable	458,700.00	0.00	NUMBER	NUMBER	458,700.00	0.00
611	Allowance for Doubtful Debt	0.00	0.00	NUMBER	NUMBER	0.00	20,800.00
630	Inventory	49,500.00	0.00	NUMBER	NUMBER	49,500.00	0.00
620	Prepaid Insurance	18,690.00	0.00	NUMBER	NUMBER	18,690.00	0.00
621	Prepaid Administrative Expense	10,200.00	0.00	NUMBER	NUMBER	3,400.00	0.00
622	Prepaid Utilities	0.00	0.00	NUMBER	NUMBER	0.00	0.00
623	Prepaid Rent	40,020.00	0.00	NUMBER	NUMBER	0.00	0.00
710	Warehouse shelving	36,000.00	0.00	NUMBER	NUMBER	36,000.00	0.00
711	Accumulated Depreciation on Warehouse shelving	0.00	0.00	NUMBER	NUMBER	0.00	1,200.00
715	Office furniture	22,960.00	0.00	NUMBER	NUMBER	22,960.00	0.00
716	Accumulated Depreciation on Office furniture	0.00	692.00	NUMBER	NUMBER	0.00	2,768.00
720	Computer Equipment	9,000.00	0.00	NUMBER	NUMBER	9,000.00	0.00
721	Accumulated Depreciation on Computer Equipment	0.00	900.00	NUMBER	NUMBER	0.00	4,140.00
708	Buildings	480,000.00	0.00	NUMBER	NUMBER	480,000.00	0.00
709	Accumulated Depreciation on Buildings	0.00	0.00	NUMBER	NUMBER	0.00	3,500.00
707	Land	1,028,000.00	0.00	NUMBER	NUMBER	1,028,000.00	0.00
850	Suspense	12,200.00	0.00	NUMBER	NUMBER	12,200.00	0.00

LESSONS LEARNED FROM AI CHATBOT ROLEPLAY

Explain chatbot capacity and limitations upfront

To reduce student frustration, clearly state what the chatbot can and cannot do at the start of every conversation.

Offer procedural support, not just data

Students used the bot primarily as a data source, but many wanted procedural help at the moment of application.

Give chatbot access to all case information

To avoid "I don't have that information" responses, ensure the chatbot has access to all business case data.

Consider light multilingual support

Accept and return bilingual labels (e.g., English + Chinese) for key facts and commands, while encouraging English for technical terms. This may support inclusivity without fragmenting the learning experience.



THANK YOU

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Thank you!

Vote - People's choice award



Showcase Session 1



