

# Generating Scenarios for Learning in Information Systems

<b>Course Subject:</b>	Information systems
<b>Student Level:</b>	First and second year
<b>Number of Students:</b>	40-50
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## What Students Did

Used ChatGPT to generate scenarios that were leveraged in scenario-based learning. The scenarios presented mock customer service issues that the students practiced responding to.

## Learning Goals and Purpose

The purpose of the activity was to develop material for scenario-based learning. The primary goal was to develop customer service skills. By generating the scenarios, they also learned how to generate and curate content.

## Assessment

The activity was not assessed, but feedback was provided regarding the relevance and quality of the scenarios generated.

## Faculty Reflections

Scenario-based learning can be an effective way for students to gain practice with realistic situations, but creating scenarios can be time-consuming. This activity allowed students to generate their own scenarios for this purpose. Through the process of creating the scenarios, students became more familiar with a wide range of customer issues. Having the scenarios enabled them to practice responding to customer issues in a business-like manner.

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## Step-by-Step Student Instructions

<b>Step 1</b>	Work collaboratively in small groups to develop a set of realistic customer service scenarios.
<b>Step 2</b>	Submit the scenarios through Canvas.