

CRITICAL SKILLS

L FOR THE 21ST CENTURY

Artificial Intelligence
How it works and its impact

Thinking and Communicating
with **Data**

Understanding
Emotional Intelligence

QEP Title: *Artificial Intelligence, Data, and Emotional Intelligence: Critical Skills for the 21st Century*

Institution: Florida International University

Contact: Angela Walmsley, PhD, QEP Faculty Director; awalmsle@fiu.edu

Executive Summary:

Florida International University's 2021 Quality Enhancement Plan (QEP), *Artificial Intelligence, Data, and Emotional Intelligence: Critical Skills for the 21st Century*, aims to enhance students' preparation for the 21st-century workforce by certifying students' attainment of knowledge, skills, abilities, and values related to artificial intelligence (AI), data, and emotional intelligence (EI); the QEP seeks to close the gap between students' career readiness and employers' expectations in these areas. The QEP resulted from FIU's ongoing, comprehensive planning and evaluation processes that occurred during the development of the *FIU Next Horizon 2025* strategic plan. The QEP initiative supports FIU's strategic priority to amplify learner success, specifically the goal of aligning curriculum with career needs to ensure employment readiness, post-graduation success, and workforce and industry advancement.

To achieve this goal, *Artificial Intelligence, Data, and Emotional Intelligence: Critical Skills for the 21st Century* establishes three micro-credentials that focus on critical skills needed for the 21st-century workforce:

- ***Artificial Intelligence: How It Works and Its Impact.*** Upon completion of this micro-credential, students will comprehend and appreciate the nature of AI, its history, how it works, and its impact. Students will describe basic concepts related to AI, several core techniques, and how AI is likely to advance in the future.
- ***Thinking and Communicating with Data.*** Upon completion of this micro-credential, students will interpret data trends and communicate ideas and analyses supported by evidence. Students will learn to summarize, visualize, and interpret data analytics, and will learn to prepare presentations and narratives with analytics while being sensitive to societal issues related to data privacy, security, and ethics.
- ***Understanding Emotional Intelligence.*** Upon completion of this micro-credential, students will understand EI concepts related to personal and social awareness, self-management, and relationship management. Students will learn strategies to recognize and manage emotions, identify negative beliefs and self-talk, listen empathetically, and better manage relationships.

To ensure the QEP reaches a broad undergraduate student base, FIU will deliver these micro-credentials through an asynchronous online platform; students may complete the micro-credentials in both curricular and co-curricular programs at no additional cost. Student learning outcomes will be assessed by direct and indirect measures, including quizzes and reflection rubrics, designed to ascertain students' knowledge, skills, abilities, and values. Learning gains, completion rates, and learners' perceptions about their ability to describe, apply, and communicate competencies acquired will determine overall effectiveness of the *Artificial Intelligence, Data, and Emotional Intelligence: Critical Skills for the 21st Century* initiative.