

# Building Responsible Personalization Infrastructure

Innovation with Trust

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# Today vs Tomorrow

The degree to which a person can **grow** is directly proportional to the amount of **truth** they can accept about themselves without running away.

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*Hand-drawn sketch: Papa and Eliana in Florida  
1/15/24 – Gabriel H. Jabbour*

# Our Kids

# What can these new AI services do?



## Content & image generation

Automatically generate responses to student or teacher inquiries

Visual aids for diverse learners and interactive multimedia lesson plans

Hyper-personalized learning material creation

Collaborative creative writing and artwork for class projects



## Summarization

Classification, sentiment analysis, entity extraction, and summarization

Summarization of subject matter expert documentation (e.g. lengthy educational articles, analyst articles)

Highlighting essential points in learning texts

Adjust complexity, tone, age-level, and language of complex content



## Code generation

Convert natural language to code or SQL (or vice versa)

Convert natural language to query proprietary data models

Document, troubleshoot, and repair code

Personalized code examples and problems during learning



## Advanced search

Tailored educational resource discovery, connecting cross-disciplinary concepts

Multi-modal searching through structured & unstructured documentation

Information discovery and knowledge mining

Enable multimodal search approaches and results

# What are agents?

Agents are AI assistants that can help optimize business processes and enhance productivity

Copilot agents vary in level of complexity and capabilities depending on your need

Simple



## Retrieval

Retrieve information from grounding data, reason, summarize, and answer user questions

Generally available



## Task

Take actions when asked, automate workflows, and replace repetitive tasks for users

Generally available



## Autonomous

Operate independently, dynamically plan, orchestrate other agents, learn and escalate

Available for developers

Advanced

# The Responsible AI Standard's Goals at a Glance

## Accountability

- A1: Impact Assessment
- A2: Oversight of significant adverse impacts
- A3: Fit for purpose
- A4: Data governance and management
- A5: Human oversight and control

## Transparency

- T1: System intelligibility for decision making
- T2: Communication to stakeholders
- T3: Disclosure of AI interaction

## Fairness

- F1: Quality of service
- F2: Allocation of resources and opportunities
- F3: Minimization of stereotyping, demeaning, and erasing outputs

## Reliability & Safety

- RS1: Reliability and safety guidance
- RS2: Failures and remediations
- RS3: Ongoing monitoring, feedback, and evaluation

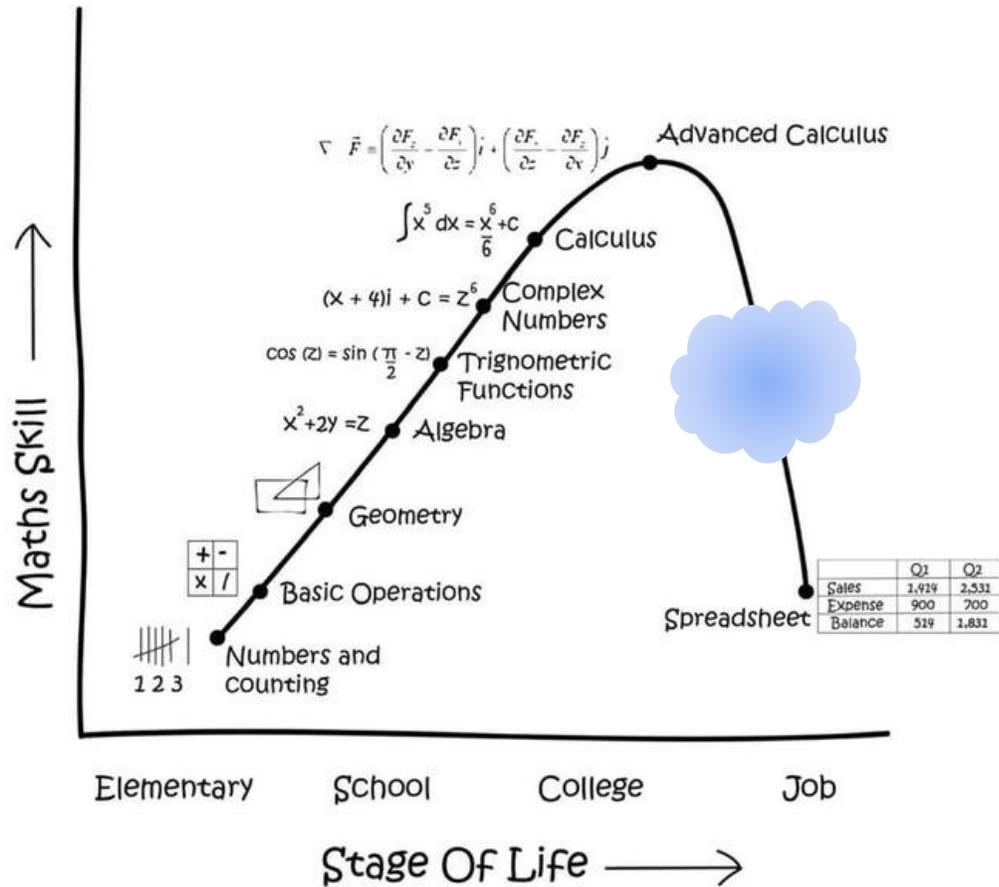
## Privacy & Security

- PS1: Privacy Standard compliance
- PS2: Security Policy compliance

## Inclusiveness

- I1: Accessibility Standards compliance

# Are we teaching useful skills?



## The Friction Paradox

AI's efficiency can inadvertently create a learning gap, where we lose the friction-based growth that builds true expertise.

*"Recent lab work shows learners who rely on LLM summaries form shallower, less original knowledge than those who actively search and synthesize information themselves."  
— Melumad & Yun, 2025*

Sources:

Widely distributed internet meme with no origin

Melumad, S., & Yun, J. H. (2025). [Experimental evidence of the effects of large language models versus web search on depth of learning](#). SSRN Working Paper Series.

# The **future** of learning will be **personalized**

**6 wks**

of virtual instruction can match **2 years** of traditional learning

**66%**

of business leaders wouldn't hire someone without AI skills

Sources:

1. [Microsoft \(2024\). '2024 Work Trend Index: AI at work is here](#)
2. [World Bank \(2021\). 'Can Virtual Reality simulators develop students' skills?](#)

**education ≠ training**

Can we differentiate between **training** and **education**?

# Training

Equips us for what we can predict  
Focus on skills acquisition  
Process-oriented  
Efficiency-driven

**Als will excel here**

# Education

Prepares us for what we cannot predict  
Focus on judgment development  
Principle-oriented  
Transformation-driven

**Humans will excel here**

The latin "*educere*" means to draw out from within.

# The growth zone

Real inspiration isn't about content transfer. It's about capacity awakening.



# The Hammer!

