

Generative AI for Inclusion

Host: Jeanne Herb

Featured speaker: Rebecca Martin

- [Jeanne] Okay, good morning. Good morning, everyone. My name is Jeanne Herb, and I run a research center at the Rutgers University Bloustein School, and I have the pleasure of helping to facilitate the New Jersey Inclusive Healthy Communities Program, which is an initiative of the New Jersey Department of Human Services Division of Disability Services, and in a minute I'll type into the chat the website for the IHC program, Inclusive Healthy Communities, IHC.

The program is diverse in its offerings. It includes a competitive grant program to nonprofit organizations and local governments here in New Jersey for purposes of advancing inclusion of people with disabilities, in making change to policies and systems and operations to address social and structural determinants of health for people with disabilities.

Additionally, the program also offers these kinds of presentations and trainings on compelling topics associated with disability inclusion. So we're really happy that you're joining us here today. For today we're going to be covering the topic of use of generative artificial intelligence to facilitate greater accessibility and inclusion of people with disabilities.

It's a topic I'm super interested in because I kind of know next to nothing associated with artificial intelligence and I know that I'll be learning a lot today. Our speaker is Rebecca Martin, who many of you are familiar with. Rebecca is a member of the team that is facilitating the Inclusive Healthy Communities Program through DDS, Division of Disability Services, and here at Rutgers University.

Rebecca is a PhD candidate in the School of Social Work and she's been involved in the IHC program since its beginning and she also has very specific expertise and topics associated with disability access and policy. And so we're really happy that Rebecca is here to join us.

A couple housekeeping things today. The schedule is that I'm going to turn it over to Rebecca in just a minute. She'll talk for about 35 or 40 minutes and then we're going to open it up for questions and discussion. That's kind of the schedule at this point. If you have some questions that you want to put into the chat, I'll be monitoring the chat. If there's a question about kind of housekeeping, there may be some questions that I'll be able to answer in the chat and I'll do my best to do that.

But other questions I might hold until Rebecca's done with her talk. To find the chat, you go to the bottom of your screen and you'll see that there's a little chat box and you just click on that and you'll see where you can type a message in and then I'll be able to monitor that. This session is being recorded and the recording is going to be posted on the Inclusive Healthy Communities website, which again I'll post into the chat in a minute and then I'll post again a couple times during the course of the webinar.

We have two ASL interpreters joining us today, Alison and Danielle, and they'll be working on kind of 15-minute shifts. They'll be spotlighted so it's easy for you to find them on the Zoom. If you have any questions about use of the interpreter services, please unmute yourself and ask or put it in the chat and I'll keep an eye on it.

Any questions that go in the chat, I'll read so that we can have the opportunity to have them interpreted for all participants. So with that, I am going to turn this over. I'm going to take myself off spotlight and I'm going to turn it over to Rebecca Martin and we're really looking forward to this important conversation.

Okay, Rebecca, there you go.

- [Rebecca] Thank you very much. I appreciate it. Good morning, everyone. It's so nice for you to be here to join us. I'm excited to give this presentation today about generative AI for true inclusion. Let me know if that didn't shift. I think it did.

So just to give you a little bit about what we're going to talk about.

- You're good, Rebecca. It's good.

- Okay, great. We'll do a little introduction. We're going to talk about the ethics of AI, how you can get started. I'm going to give some words of caution. We're going to talk a little bit about the assistive tech that's already in your pocket and then we'll wrap it up at the end and take some questions and time for discussion if you like. Okay. So just to do a little bit of an introduction, we're going to, as we go through, I've generated pictures for the presentation from AI.

Most of them are created through Dall-E specifically, which is the image generator that is part of the ChatGPT AI system. So this image I created with a prompt that said, make a four by six vertical picture of friends of different races with disabilities outside.

And so this is what it gave me. And I wanted to point out, so I added this arrow that sometimes it gives you some strange things in the output, such as there are cuffs of jeans on this gentleman who is in a wheelchair on the left. And I sent out some accessible PDFs of the slides today and all of the images where they were created and the prompts that I used to create them are in an annotation, like a note that is on each slide that you should be able to access in the upper-left corner of each page on the PDF.

So you'll be able to see exactly how each one was made. When you are working in Dall-E, specifically, you do have an option to highlight the areas that you want to correct and to ask it to do so with text. With varying degrees of success, it will respond to you. So we'll talk more about this as we go through, but I'm just going to explain a little bit about the pictures.

If, for time, I have to skip those, you can go back and look at the annotations to see exactly how I created each photo. So I'll tell you a little bit about myself. As Jeanne mentioned, I'm a candidate at the Rutgers School of Social Work in the PhD program. I am not a generative AI expert, but I am an early adopter. I have a master's in design and I worked with a design firm in Hong Kong that did early AI-influenced displays for retailers that would be able to kind of read your demographic background based on cameras that were embedded into displays to advertise to you specifically based on what it thought you would like.

So I've been thinking about AI and its capabilities for about 12 years now since I started that work. And so I've long known that it had a lot of ability to tailor things to specific people. And I've been really interested in watching how that's developing in particular with a view to how it could work for people with disabilities and in assistive tech.

I'm also someone who has worked as a social worker in a small nonprofit organization. And I know how scrappy we can be. We try to make the most of every dollar that we get in these organizations. We try to find ways to serve our clients in the best ways we possibly can. And so I've seen that there's great potential in AI to really allow us to do things for individuals in ways that work best for them that there have never been before.

It gives us more reach and flexibility. So I wanted to make sure that as I'm learning new skills, I'm bringing them to you and giving you ideas. This presentation is more about how can we spark ideas of how we can troubleshoot and come up with solutions as things come up more than, like, a play by play of how I would want you to necessarily do something exactly as I've done it.

I just want to kind of spark that interest in you and kind of give you an idea of where to start. That's what I'm hoping the takeaway will be for you today. Oh, and I should mention that this picture may or may not look like me to you. This is my head shot. And it also was generated from AI. I had a horrible cold the

day that I needed this photo for an application I was putting through and I looked a bit like Rudolph.

And so I submitted a bunch of pictures in an app and this is what it gave me back. I sent it to my mother and it fooled her. And so I felt like that was a win and I could move forward with it. So AI can serve us in these kinds of ways as well. Okay. So what are we getting into? We're going to talk about generative text and images and how that can support us.

We're going to talk about how we can support our own learning and research for our growth to better support people with disabilities and our own growth in our positions. And then also a little bit about ideas for how we can use the tech that we have to support people with disabilities as well. So if this seems like a lot and you're feeling a little intimidated, I just want to point out that you're already using AI.

We're all using it. It's in our map apps. It's suggesting things that we might like to buy. It's suggesting new music to us. So we're already interacting with it and it doesn't have to be too scary. And maybe you know this already, but I just wanted to let you all know we've all touched it and we're all interacting with it already. So like I said, I think this really has the opportunity to level the playing field in a lot of ways.

And there's no reason now why somebody who has a very unique or specific learning need or difference has to be, has to feel like that need isn't something that we can provide accessibility for anymore. In ways before where we might have thought it was inefficient to create a material just for a specific person, we can do that now.

And that's why I think AI is really going to bring accessibility to a whole new level. So some things we're going to talk about is ways that AI allows us to gather some base knowledge that will provide a scaffolding for our new areas of learning. It helps us to acquire the language we need to learn new skills. It helps us to find information about subsets of populations that before it might have been hard to find information about.

It helps us to adapt existing materials for different learners. And it also can be a great tool for troubleshooting accessibility problems as they arise. This picture was created within Dall-E and I had asked for the prompt, I'd like an image that represents invisible disability. And it gave me this ethereal beam.

Oh, and this image was also, I asked in Microsoft designer, which uses Dall-E, which we'll get to later. And this was also, I'd like an image that represents invisible disability. Okay. So let's talk about how it allows us to gather base knowledge. This image that you see is from MetaAI embedded into WhatsApp.

So anybody who uses WhatsApp right now, there's an option for using MetaAI within that app. You can just chat with it as if you're chatting with one of your friends. And within MetaAI, I asked, what are the three most influential models of disability? And I asked it to include links to more information.

What I really like about MetaAI is it's been providing links for a long time and often provides links without you even asking for them. And here it gave me the medical model, the social model and moral charity model, which I think historically have been the three most commonly cited models. Whether moral charity is still kind of considered the most important of the, like one of the three most important, I might argue, but I think this is a very reasonable response.

And as you can see, the four links that it gave us are all reputable sources. So I think that that's important too, because what we don't want to do is rely on answers that we can't trust as valid sources of knowledge. And what I really like about MetaAI in particular is that we know that it's giving us something that we can go back and track to make sure that the knowledge is worthwhile.

Okay. So when we're acquiring new language, when we're trying to acquire new skills or new knowledge, a lot of times we don't even know where to start with language. In particular, I use this prompt about gender-affirming care, because I think there's so much political discourse right now around transgender issues that the language that we have varies greatly depending on what news sources we come in contact with.

And if we wanted to learn about something in sort of a neutral context or a health-related context, we might not even have the language that we need to look these things up. So what I think is really great is that we can go to an AI chatbot and ask, what are some terms I need to look up to find information about these things?

And so here you see a list of the things that chat GPT gave me as things I should look up if I want to find out about gender-affirming care. Also, I think that AI really helps us with finding information about subsets of populations that could be very difficult prior.

For example, when I first started the PhD program, I was interested in finding information about how autism differs for women as opposed to men. And a lot of the academic literature is mostly geared towards boys and men. And I could find things on websites that were from nonprofits, but often it was buried deep within a website, and I would find a paragraph here or a paragraph there.

And after I started really learning more about the different AI chatbots I could interact with, I started asking questions and finding that I could find so much more information because it could pull from so many different sources. And so I asked this question while I was preparing the presentation, and it gave me these different areas. It also gave me a synopsis of each, but I couldn't include that on the slides.

So some of the things that it tells me are that autism might look different in women in terms of social interaction and communication, interests and behaviors, sensory sensitivities, mental health, diagnosis and recognition, and social expectations. And so I think it's really interesting, particularly when you're looking for a different subset of a population that might not be the primary one that's been studied, to get an idea or a basic understanding of how that might look different within that group of people.

And these last two, adapting existing materials and troubleshooting accessibility, we're going to get into in greater detail. So I'm going to come

back to these a little bit later. But before we go too much further, I think it's really important that we take a moment and think about the ethics of AI.

I don't know if that's just the social worker in me or how I'm built, but I think that we always have to think about the ethics of these things. This particular image here that I have was created by Dall-E, and I asked it to represent the ethical implications of AI being created from unpaid labor and benefiting some financially while others will not have equitable access.

And this is what it gave me, a lot of happy people smiling around computers in suits and fancy dresses. Okay. Mostly all white people as well. Okay. So I have written a statement about my general considerations regarding ethics. I'm going to read it to you because I'm going to use this statement as part of an example a few slides from now of what AI can do.

So please bear with me. I know it's not best practice to read something off of a slide for a presentation. Okay. Generative AI has been built on the unpaid labor of others, particularly content creators. We must acknowledge that this industry is fundamentally being built on our data and all of the work that isn't behind a paywall on the internet and that it will make fortunes for some and that some will not have equitable access to it.

It is therefore inherently unjust. From a pragmatic standpoint, there is no escaping the AI revolution and I believe we have to harness the potential for good that comes from it. But I believe we must simultaneously acknowledge these ethical dilemmas and work to minimize harm as these systems develop. Now these two images that we have here, the large image, so they were both created with the same general prompt, which was, and the small image was the first version, which was create an image of a black female graphic designer closing her business.

It has closed because people now use only derivative works that are created by AI. However, nearly every image that I created of a woman during my time creating for this presentation was of a very skinny woman, aligned more with beauty standards of the 1990s.

And so then I asked it to make her heavier. And then the image that I've put in the center, a larger circle, is the final image that I ended up with, which I much prefer. Okay, so I think it's important from an ethical standpoint that we continue to employ skilled professionals, both in content creators and designers, as well as disability field professionals.

And then also that we center people with lived experiences as experts and not rely on AI to provide us with disability information as if it can replace the information that we get from the people with lived experiences in our lives that inform our work. Those people in our community are irreplaceable. And I think it's really important to highlight that as we go through this presentation.

And I also always, every time I talk about this work, will say, please, whenever possible, compensate the people with disabilities who are influencing the work that you are doing. Oh, and to generate these images, the one on the left is to be a non-binary designer. And the second one, I asked for a Latinx person with disabilities who is a leader.

And I wanted to point out that every time I asked for a person with disabilities as a leader, it gave me a person in a wheelchair, which I think is interesting as well, because it may indicate biases about what types of disabilities can be leadership in terms of how AI is gathering data across the web.

Okay. So I want to talk about how there are baked-in biases in how we use and understand AI. One thing that we experience in the disability community is that we know that people conflate language ability and cognition all the time. That we know that often people underestimate the cognitive abilities of people because of their non-use of language skills.

Like, if someone is non-verbal, we anticipate that they have lower cognitive capabilities than they do. Right? So the opposite is true with AI. A lot of people feel as if AI has cognition because it is using language in a sophisticated way. But it is important to remember that there is no cognition in AI. And that what it is doing is gathering language and using language.

But when you really closely look at what is being generated with a critical eye, you can see that it is not thinking. And it's important to remember that. And also, I think that the other thing that we really need to remember is that it is generating based on overall patterns.

And we know that neurodivergent thinking is underrepresented already. And so AI does have the ability or the potential to crowd out neurodivergent thinking if we are not cautious about the way that we use it and the way that it norms different ways of thinking as it develops. Okay.

So one thing that we really have to do as people who are conscious of these things and really want to develop this in the best, most disability-affirming and neurodiversity-affirming way possible is that we must provide feedback.

When we get a prompt we don't like, when we get something back from AI that we believe is wrong, we need to send back feedback because it builds it back into the system. And if we are not doing that, but people who have other less affirming perspectives are doing that, then we are allowing the system to develop in a way we don't want it to.

So for example, when I was working with Copilot for this presentation, I asked it to create an image that represents autistic brilliance. And you can see here in the screenshot that it blocked the creation of this, presumably because of the word autistic, despite the fact that people within the autistic community often prefer this identity-first language.

So in this case, it gives me the report button where I am able to report why I don't believe that this should be a blocked word. It's problematic for someone who is autistic to be trying to make a representation of themselves that is a celebration and to be told that they cannot do so, that this word is blocked. Also, when I was working in Dall-E, I tried to make a, I asked for a graffiti style mural on a wall that celebrates disability.

And it gave me this image that says "Ability" and has lots of empowered images around it and has a person in a wheelchair symbol for the I, the first I

in disability. But when I tried to alter it using the feature that you can use for that, it would not put "dis" into the word. And so how do we provide feedback?

This is the important thing, right? So there is a thumbs down button... a thumbs up button and a thumbs down button with anything that gets generated in basically any of the AI systems that we use. So you can use the thumbs down button to say that you don't like it and it will pop up with, like, a chat box and you can tell it why you don't like it. You can also respond back in the prompt in a conversational way and just say, and I did this multiple times while I was creating things, like, why is this giving me only white people without me asking for racial diversity or whatever?

And it would say, oh, I thought it was reflecting diversity, etc. And so you can talk to it in that way too. And it's supposed to be feeding back into it for the future. Okay. So let's talk about actually getting in there and doing the work, right? This image, I did not put an annotation on, and I'm sorry, it was created through Dall-E as well. Picking your platforms.

The main platforms are OpenAI, Claude.ai, MetaAI, and Copilot that you're likely to use for generative text. OpenAI has free and paid versions. And the knowledge that it's been trained on is current through October 23rd, or 2023 for the paid version. And then 2021, September 2021 for the free version.

Claude.ai is a different, it works on a different language model called Anthropic. It has free and paid versions. And whereas OpenAI, which is the ChatGPT model, will only allow you to upload files if you are using the paid version, Claude.ai allows you to upload PDFs in the free version as well, which is really great if you want to interact with materials by asking questions about materials or asking it to convert something so that it can be easier to understand.

And so I recommend checking that one out as well. Then MetaAI uses a Llama language model, and that's current up through September 2022. But it tells you, if you ask it about when it's current too, that it can access other information. And newer things that I asked it about, it did seem to know about

them. And then Copilot is basically like a user system that's by Microsoft and being kind of provided in most of their products that's on top of the ChatGPT language model.

So I won't go into this too much. I have, you know, feelings. I would just say that if you're a language person and you really like words, I think that Claude does some really pretty words. Like, it does, like, a very lovely way of speaking. And then I like Meta for its transparency and its links.

There's something about Copilot that feels like maybe Microsoft could be potentially prioritizing links to companies it's already engaged with. I would have to investigate that further. This is just anecdotal and by my observation, I don't have any hard evidence. And ChatGPT is definitely the one that's going to take over the world and be like the iPhone of all the AI platforms.

So if you're only going to invest in learning one, that's probably the one to do. But it's not my favorite from a UX experience. And I will say that if you want to do it for free, if you use all of these things, you can probably get all the features you want for free without having to pay everything. But it will take time to learn how to operate with each of them differently. Picking your platform for the images is all Dall-E. And it just really matters, like, these are all different kinds of ways of interacting with it on top of Dall-E and different programs that allow you to manipulate it in different ways, which you can play with.

Some of them are free and some of them are not. There are some that I prefer for research and learning. So like I said, Claude and ChatGPT are really useful because you can upload files to them. And that can allow you to ask questions. It can ask you... You can simplify it. You can have it give it back to you in, like, a different reading level or comprehension level, which I think is really useful.

And Typeset.io we'll talk about in a little bit. So I'll get to that here. I just want to see how we're doing on time. Just a second. Okay. All right. So let's talk about our accessibility adaptations.

- Rebecca, you've got about 10 minutes.

- Okay. Thank you. I think that's right.

- Eight to 10 minutes. Okay.

- Thank you. So you remember when I read that statement to you about ethics? So ChatGPT says that that statement was written at an 11th or 12th-grade reading level. So what if we want to express that statement to somebody who maybe has more of like a third grade comprehension? A really beautiful thing about that is that we can put it into AI and ask it to make it for that comprehension level, which is what I did.

I put it into ChatGPT and this is the version it gave me back. "Generative AI is made using a lot of people's work from the internet, often without paying for them. Some people will get very rich from this, but not everyone will be able to use it equally, which is unfair. We can't avoid AI, so we should try to use it for good things. But we also need to think about the fairness problems and try to make things better as AI grows."

I think that's a really, it really captures the essence of what I said and it makes it much more simple. So now we have a very easy way. This took seconds. It took seconds for me to take my original text and throw it in there and develop this version that I could give a third grader that I think is fantastic.

It's easy for us to convert something for someone at a level that we know they can understand and it provides the same, at the heart, it's the same content. We also can use it for alt text. So let me show you, in case you're not familiar with alt text, in every document we make that we provide in a digital format, there's an ability to place alt text, which describes what is in an image so that somebody who's using a screen reader will be able to know what is in that image.

A lot of times that is either not entered in at all or people will use the one that is generated by PowerPoint, which for this image that we have, PowerPoint suggested a person sitting on a bench in a city. So ChatGPT suggests for this

image, "A young adult with pale skin and dark hair sits alone on a green park bench in an urban setting. They are wearing a denim jacket, jeans, and light-colored high-top sneakers. The individual holds a book and appears deep in thought, seemingly unaware of the bustling crowd moving quickly around them. Tall buildings and greenery are visible in the background, creating a contrast between the individual's stillness and the city's activity. A brown leather bag is placed on the bench beside them."

So I would like you to imagine if you were trying to interact with a document and you knew that there was some sort of image here that was part of this document and you had a choice of which of these descriptions you would like for what you were missing.

For me personally, I would much rather have the second one because it gives so much more context as to why this image is here. So I think it's really great because it takes no effort whatsoever. You upload your picture into ChatGPT and you say, give me a description for alt text for this image and it produces this, which I think is obviously providing much more access.

So we're going to do a little exercise. I want you to imagine in whatever way works for you two of these options. So PowerPoint's alt text is a colorful drawing of a human head with a wheelchair and people. So I want you to think about what that would be.

So here's the ChatGPT version. "The image is a colorful and vibrant illustration that combines various elements within the outline of a human head. It features diverse figures including a person in a wheelchair, a person holding a flower and another person with a graduation cap.

Surrounding these figures are words and phrases like great, education, and peace, along with symbols such as a heart, a peace sign, and a cat. The background is a mix of warm and cooler colors blending together in a dynamic and expressive style suggesting themes of inclusivity, empowerment and education. So I want you to see which one of those gets you closer to this

picture that we have that was created by Dall-E as part of a higher education with disability series that I created.

For me, I think the second one, definitely. The first one doesn't really make me understand at all what is happening. I left also the Claude.ai version. I thought it was interesting because it put in words that are not there. And actually, AI still has a really hard time with words when it's putting them in pictures. They're not really often correct or spelled correctly or even real words, which I think is what's happening here.

But in this particular thing, it thinks that the words blind, cancer, grief and queer are there, which I don't believe that they are. And this is called a hallucination, which is when AI sort of makes up something that seems plausible but isn't there. So I just bring this up because it's really important to double check what the AI is telling you. Don't just copy and paste it and run with it.

You want to make sure that it's accurate. Okay, so learning tools. You can now adapt information in a way that it can be learned and retained. If you have somebody who has trouble remembering information when it's dry and dull, but perhaps can remember it if it has a little jingle or a song, you can ask it to create the 13 colonies in order to the tune of Mary Had a Little Lamb.

So I've tried it. I'm not going to sing it for you, but it kind of works. And then you can try it at home. That's your assignment after this. Okay. So it even gave it to me in red, white and blue, so I had to take a picture for you. Okay.

And then you can translate it. So if you have a student or a client who wanted to learn the same information, but they prefer Spanish, then you can put it into Spanish as well. I don't know why it changed it to green and red. I couldn't get it back to red, white and blue. But also, it originally gave me all of the state's names as if they were in Spanish too, but I thought if they were learning this at school or here, they might want it to be in English for the state name.

So then it was able to put them back. So you can interact iteratively to make the adjustments that you want to get the final material that you would like to have. Okay.

- So Rebecca, I'm giving you a four-minute warning.

- Ah, I might take like six or eight.

- Okay. All right.

- So if you're going to take on something new at your organization, because we're scrappy and we're doing it all, you can also use AI to give you the knowledge, not just to do the thing. So we might use AI in Canva or something. We might decide we're going to design a new flyer, but we don't want to just design it with AI. We want to make sure that we are learning the skills or we know how to check it to make sure that it's done well.

So we can use AI to help us understand what we should be using to check our work. So here I asked, I need to make flyers for my nonprofit, but I don't know a lot about graphic design. What should I keep in mind? And I also asked the same question in Copilot. No, one of the Microsoft versions, and this is one of the places where I felt like the links that they were giving me were a little bit biased because it was all to blogs that were linked, that are products that are associated with Microsoft.

So that was where my question came up there earlier. Okay. So troubleshooting accessibility problems. I have used AI when I have trouble with making accessible PDFs, which is basically every time I try to make my slides or somebody else's slides into accessible PDFs. And it has saved me countless hours when I was doing this two years ago and I would hit a glitch. It would take an entire day to figure out the problem.

And now at least I can figure it out in minutes, if not an hour or two, going back and forth. You can continue to say to it, if the first solution doesn't work, you can say that didn't work. What else can I try? And it will keep coming back with solutions. It never gets frustrated with you. And if you don't understand

something, you can ask it to further clarify. It really is very helpful to help troubleshoot problems like that when you're trying to provide accessibility.

It also can help you with expanding your learning frameworks. I have a prompt here, but we're going to skip it. You can go back and try it if you want to. Okay. I also put in here SciSpace. If you want to find quality academic articles that can help inform the work that you're doing with clients, SciSpace is a really great place because you can ask a particular question and it will find it across different articles.

It'll give you a little bit of a breakdown about what it says about that in each article so you can find which articles are most relevant. You can ask the Copilot chat bot in the bottom there questions across all the articles. But if you go into the article itself, you can ask specific questions and it can help you find the information. Where there are little numbers at the end, it'll show you the actual text in the article that helps you to find the material that supports what it's saying.

And then it, lately they added for any article that has the PDF embedded into their website, you can ask it to explain the math and table and it'll break it down further for your learning, which for me, like the statistics part can be really difficult in some of the more quantitative articles. And it can really help you to understand the math and the harder parts that support the work that you're looking at.

So a couple words of caution. Everything that I searched for that I didn't specify a gender for gave me a man. And I think that that's highly problematic when I was trying to make images. And so like friend, illustrator, person, Latinx person, everything came back as a man the first time. And when I asked for women specifically, every one was extraordinarily skinny, based...

verging on emaciated. And I think that it's really important for us to think about that because of when the internet started and the great, vast amount of things that it's drawing from, there might be biases towards a lot of things that we're trying to weed out.

And I know that there's ways that we're trying to move, like we're very focused right now, I think more on racial equity and we're focused on a number of things that are built into the algorithms that we're trying to do although here I would say that there is definitely also it tells me that these pictures are diverse and I look at them and I don't see that they are diverse, right? So I think that there's problems with that too.

And so I think that we really need to be sure that we are, until AI catches up and it's giving us women, it's giving us people that are various different shades and sizes and from different backgrounds and cultures, then we need to be deliberately adding those things into our prompts. We need to be making sure that we have LGBTQ people in our prompts and people with different religions in our prompts so that it is reflecting what we want to see in our world, what we, the people that we want to make feel like they belong in our world.

We want everybody in our pictures and that includes people with disabilities, right? We want to deliberately put them in the images that we're creating. The language is bad, it's labeled incorrectly often and it's not pretty. I see Eugene, just give me a minute. I'm almost done. You got my subtle hint. It put helping in my empowered image.

Look, I'm almost done. This is like I got nothing left. Okay, we're almost done. So know the capabilities of your own tech, okay? This is the most important thing. We have AI that's built into our devices now so our phones can now do real-time captioning. I just got a new phone recently and it can amplify audio and remove background noise.

If I was in a conference and something went wrong, I couldn't hear. I do have some background noise issues. I can now use my phone to filter that out and I could use this with a client or someone who might need it. I can also do AI-assisted note taking. These are all AI things that we have on our own tech.

So I urge you to check out the accessibility features that are built into the tech that you have because you never know what you can troubleshoot with what you already have in your pocket. Okay. And then finally, you can ask AI

systems about a scenario. I have one here about if I had a student who had a hearing impairment and vision impairment and his interpreter had to leave suddenly because they got sick at a conference, what could I do?

And it gave me great instructions for things I could try to do in that moment to make sure that that student continued to have access. And I thought that some of these were really great. And if I were in this scenario, I would be so glad that I asked because it's more than I would have thought of on my own. So finally, I hope that this inspired you to feel like you can investigate and play and go out there and try new things because that is the point.

I think there's just so much that we're learning and expanding. And as you find new ways that you can use all of this new technology for accessibility purposes, please send me emails, let me know, because I am looking to expand. And I think that this gives us such potential we've never had before. Thank you so much for your time today.

This is something I'm really passionate about, and I really appreciate your time and attention. Thank you.

- Rebecca, thank you so much. I have to say my mind is a little blown, which is often the case when I watch your presentations, because you offer perspectives that, to be honest, I haven't really thought about. And for me, maybe it's because of my age, you know, I think of AI as this kind of scary thing. And I'm leaving this presentation, thinking about it as this powerful tool to present the kinds of images that the Inclusive Healthy Communities program wants to present, right, which is concepts of true inclusion of people with disabilities, of people with disabilities being in positions to be able to self-determine their needs.

And so I really appreciate it. In fact, just yesterday, Peri Nearon and I were on a call with some of our grantees who have done work in the space of access to nature for people with disabilities. And one of the points we were making in the meeting was that in the many, many focus groups that we've done with people with disabilities on this topic, what we hear is that the images are

wrong, right, is that for one, they often don't show anybody with a disability in a nature setting.

And when they do, it's a person in a wheelchair, a white person in a wheelchair. And so now what I'm leaving this presentation thinking about is that we don't have to rely on the images that might be sitting on the web. At this point, we can generate our own.

So thank you for really sort of shifting my thinking on these topics. So I want to see if we have any comments or questions from people who participated. You can take yourself off mute. You can type something in the chat and we can start a conversation. And I have a million questions if folks don't.

Any comments, questions?

- [Tru At Art] Hello.

- Hi.

- Hi. Good morning. I just wanted to say, first of all, thank you, Rebecca, for this presentation. I am also an early adopter and ironically, I am a African-American graphic designer. So the introduction of AI was a bit of a perceived blockade for even me, you know, coming into it and I automatically feel like we were going to all be replaced.

But I do appreciate how you have spoken on the importance of the integration, the fact that it's always been here. And Ms. Herb, just don't be afraid of it. I am 49. I am 49 years old. So I also understand how this all might seem kind of like a culture shock for us.

But I believe, especially what Rebecca has said, that we all have to, we have to be involved because it is here. It is not going anywhere. It's going to continue to evolve. So it's up to us to implement the good in it. So we can start seeing these outputs and renders that are more inclusive, are more accessible to all my minority groups, you know, just to make everything just a little bit more well-rounded and not so weird and negative.

And because I feel like, at least for me, from what I'm seeing, a lot of it that's coming out, a lot of it that we're exposed to, which I think kind of attributes to the fear of it, is that the people that are taking a reins that are, like, running with this are the people that don't have its best interest.

You know what I mean? So I think just because of that, us that are here in this conversation, we are here because we want to make this, you know, have a positive outcome in the future. But we have to do it. Like, you know what I mean? So I don't know if that's like my little soapbox kind of thing. Like, we can't leave this call and then just go back to our day-to-day and not be active and proactive in making AI, you know, what it can be and all these positive opportunities and possibilities that it has.

- Thanks. No, no, and that, just to kind of respond to that, when Rebecca was talking, two things I was thinking about in terms of the Inclusive Healthy Communities program is, one is whether we can look for an opportunity, because we preach always about inclusion of people with disabilities, right?

Nothing about us without us. And whether we can look to create models of where people with disabilities have a voice in terms of the images that are created about them. And then my other thought was maybe a service that we can provide to the Inclusive Healthy Communities grantees is creating some stock images of people with disabilities in different settings that reflect, you know, that kind of inclusion.

So just a million thoughts in my head at this point. But thanks so much for your comments. I see Peri Nearon's got her hand up.

- I do. So I have to admit two things. One is this is my actual first introduction to AI. And the second thing is, as long as we're telling our ages, I'm 64 and I feel completely left out because I do not understand this. So my question, Rebecca, to you, now that I've admitted all these shameful things, not my age, but I really have ignored AI up until now.

And when I saw that this training was on the schedule, I was like, "All right, girl, like, you're going to have to suck it up and go." But so if I wanted to, like, leave this presentation and just, like, try something, do you have a recommendation for just in case there's anyone else on here that, you know, is in the similar boat to me, what would be the first thing to sort of stick a toe in the water with?

- I think you could, on any of the sites, like whether you do OpenAI, MetaAI, or Claude.ai, you could, even Copilot, you could just go on and start kind of with a basic chat kind of conversation about really anything, just to start getting familiar with it. The nice thing about the AI systems is that it can be very conversational.

It's not like other systems and like when the internet started where you had to be very specific about the way you asked questions to get kind of a response, like most of the time it will respond in a very conversational way. MetaAI, you don't even have to sign into, so you might want to start with that. And if you have WhatsApp on your phone, you could just open it now and start at the top talking to it and it'll open a new chat for you and you can just start right there.

So that's probably the easiest. Yeah, I think that's where I would start. And then if you wanted to play with image creation, you have to do that through Dall-E or Microsoft Designer's in preview. So you could do those. But there are links to the chat ones in the presentation slides, and that's where I think I would start.

But I could also probably make a resource that I could send out to each of you, like, that's just a couple of links to easier ways to get started. I think maybe that would be helpful. And I would also like to respond, I'm sorry, I don't think that you mentioned your name, but to the designer who was speaking earlier, I wanted to say that I also, I don't know if I got the opportunity to mention this in my presentation, but I think that there are many ways in which at first glance, the AI-created images look like art, but they are not, they

do not have the soul of art in the same way that things created by human designers do.

And I think that it really requires an artist, a graphic designer, someone with like, you know, someone to care about what they're creating, whether it is working with AI to massage it into what they're making, or whether you're creating your own designs.

I think that there's going to become a point where we have a more sophisticated sense of images, like, and that some of the AI-generated images are going to start to look to us like Clip Art does now. But I don't think we're there right yet, you know, but at some point, I think it-- I think there will always be a place for gifted graphic designers.

And, but I think that with our nonprofit budgets right now, often we don't have the budgets to hire the people that we wish we could to do the work that we're doing. And so this presentation was aimed toward kind of being scrappy and doing what you can with very limited funding. I am always pro hiring people to do this work whenever at all possible.

- And I appreciate the comment in the chat from Anna from the Atlantic Center for Independent Livingness that she loves WhatsApp, but she has to confess that she was ignoring the AI feature there, which, okay, I confess me too, I use WhatsApp all the time and had no idea there was an AI feature there.

So and, and I can reflect that we all have a long weekend coming up. So we're all now going to be playing with AI over the weekend, because it's supposed to be raining every single day on this Memorial Day weekend. Much more fun than cleaning our houses. Any other questions or comments from folks? You're getting some kudos in the chat, Rebecca.

Ah, okay. Meta AI is also available through Instagram. Oh my gosh, and I use that all the time and I had no idea. This is totally embarrassing for me. Thank

you, everyone. Okay, so I see we're kind of getting close to 11:00. So we will be, in the next couple days, posting the recording from this webinar on the...

and I'll get to your question, Susan, on the Inclusive Healthy Communities website, and I'll type that back into the chat again now. And so you'll be able to see it there. And we may, you know, post some some resources on the IHC website. If you're not signed up on the IHC website for emails and news, please go on to it and make sure that you get signed up because not only will you learn about interesting presentations like this one, but you'll also learn a lot about inclusion of people with disabilities towards health equity, as well as future funding opportunities.

Rebecca, there's a question in the chat from Susan about asking what AI do you use for reliable transcription?

- Yes, I and I'd seen one about something similar about CART services too, which is a specific kind that is actually real-time typed. But I think this may answer sort of both. My preference for... So the one that I use personally is Otter.ai. And I mentioned that one in my slides at one point.

I know that there are others, but Otter has been doing it for a long time. And I've been sort of brand loyal. I don't know if that's fair to say...

- Noel was using Otter for this webinar.

- And I use it for meetings sometimes as well. I know there are sometimes restrictions because it requires to record the audio. But for me, it's really useful and it both records the audio so you can fix it. If there's something that transcribes incorrectly, it transcribes and then it also can pull out summary things and things that you're supposed to follow up on.

So if you have, I have ADHD, and sometimes have some executive functioning challenges with that. So it can be really helpful for me for organizing follow-up steps and things like that that I need to do. So I recommend that one, though I am... feel a little weird I'm endorsing a brand.

- Rebecca, you have a question also from Elizabeth in the chat about the service that you had experience with in terms of enhancing your headshot and removing your red nose from your cold. Does the service that you use own your images and can the service use them freely?

- So they are not supposed to use it freely, but I did not want to endorse that particular service because I had some customer service issues with them. So I'm not recommending that particular service, but I thought they did a fairly good job. In fact, I feel like they took me up a couple of points on the attractiveness scale, so I might keep that headshot forever.

But yeah, I feel like, but there are others. And I also think that some of the things that they have in the Chat GPTs... So, like, one of the benefits of ChatGPT as it is right now is that they allow you to use different things that people have created within ChatGPT that makes it easier.

And there are some that people are developing that are headshot generators. So I anticipate that shortly there might be better solutions through ChatGPT. I haven't found any that seem really great now, but maybe soon because I think that there's a lot developing within it.

- But I would definitely stress Elizabeth's caution about whatever service you use is making sure you read the fine print to...

- Yes, absolutely.

- ...the services use of your images.

- Absolutely. But then also recognizing that all of our images that aren't locked down on the internet are also already available widely. So there's a lot of, I guess we're already at risk, but yes, I agree that you do want to always be careful.

- So Rebecca, we have one last question in the chat and then we'll let folks go. I see we'll be at the hour. So Linda says that they use Zoom for webinars, which we use also a lot here at the Inclusive Healthy Communities program.

And she's asking, what can we use to translate the closed caption features to translate English into other languages?

Do you know? We can find the answer and get back to you. For us, the way that our Zoom is set up, we have an option to select the closed captioning language whenever it pops up, like, there's an option. I don't know if it's like that for everyone.

- It may be different levels of the Zoom.

- It could be. And I don't know of any external services, I think, because that's already built in for us. So I would check first to see if your Zoom has that capability, because it might. And then if not, email me if it doesn't, and then we'll see together if we can find something.

- Right.

- My email's on the last slide.

- Yeah, though, that's totally great. And Julia says that she's been using, I think that's supposed to be, I think it was auto corrected maybe. So she's using CHAP recently, but not sure if there's a feature to organize interactions and questions when you need to ask ChatGPT.

- One second.

- I'm not sure if I...

- Follow...

- Yeah, I'm so sorry. Julia, could you clarify what it is that you're asking? I'm sorry, I don't understand the question.

- So this is getting more complicated, I think, than we can...

- Yeah, I think it might be.

- So here's what we're going to do, because I see we're at the hour. I just put my, on...Julia's clarifying. I've just put my email in the chat, Rebecca, maybe

you can do the same too, so you can always ask questions and we can follow up. But Julia's clarifying, she's asking, oh, "Does Chat keep a record of your questions?"

- Can I interject? Yeah, it actually can. Everything that you ask, you can open up a brand-new Chat to ask for different categories, different questions, different themes, and it will keep a record on the sidebar that you can always reaccess and continue to build off of that particular conversation. And I'm not, okay, I want to interject and make sure, and one more time, I'm not sure whether or not that is available for 3.5.

I know that's available for ChatGPT 4.0, so I just want to make that clarification in case she goes on and she doesn't see it.

- Right, okay. We've got our emails now, she can always follow up.

- And I think that, and I know that the free version of Claude does that as well, and if you use the one in MetaAI, it'll just kind of be like one long chat of all your stuff. So you could do that too.

- Rebecca Martin, thank you so much for this enlightening conversation. And everyone, thank you so much for joining us. Have fun over the long Memorial Day weekend trying to play with AI. And please come on to the inclusivehealthylea.com program and sign up to get our emails.

Thanks, everybody. Take care.