Georgia Institute of Technology

· ASSESSMENT KIT · DAY 1 · ANSWER KEYS INSIDE

Applied AI at TIYA Services: Day 1 Assessment Kit

Certificate criteria, the Day 1 knowledge check and exit task with its rubric, answer keys for the Day 1 exercises, and the evaluation form. Print the participant pages without the keys.

DAY 1 Oct 20, 2026

PROPOSAL · CONFIRM WITH THE PROGRAM OWNER

Certificate criteria

The syllabus promises attendance certificates to participants who successfully complete the course. This kit defines "successfully complete" so it's about showing up and doing the work, not a test score.

DAY 1

Generative AI for Daily Work

- [ ] Attended all blocks; up to 30 minutes' absence excused.
- [ ] Handed in the exit task.
- [ ] If the exit task scored 0 on Mask, had a 2-minute review with an instructor.

The knowledge check is formative. Participants score their own; instructors collect the anonymous scores per question to report which ideas didn't land.

DAY 1 · 4:30 – 4:40

Knowledge check

Ten questions, one answer each. The correct answer and why follow each question.

1. Which of these is *not* one of the four parts of a GCSE prompt?

A. Goal

B. Context

C. Evaluation

D. Expectations

C. The four parts are Goal, Context, Source, Expectations.

2. Copilot's summary of your notes includes a 4-hour response time that wasn't in your notes. What do you do?

A. Keep it; Copilot probably knows the standard.

B. Remove it, or verify it against the SOP before using it.

C. Ask Copilot whether it's sure.

D. Regenerate until it disappears.

B. Anything not in your source is unverified. Asking Copilot if it's sure doesn't verify anything.

3. Which can you paste into Copilot without masking?

A. Meeting notes with attendees' names

B. The text of a published FAR clause

C. A subcontractor's quote

D. An email about an employee's injury

B. Published regulations are public. A needs masking; C and D are red.

4. Copilot signed in with your TIYA account has enterprise data protection. What does that mean for CUI?

A. CUI is now allowed.

B. CUI is allowed if you mask names.

C. Nothing changes: TIYA's policy and contracts decide what can go in.

D. CUI is allowed in Word but not in chat.

C. Enterprise data protection means your prompts aren't used to train the models. It doesn't change the rules for CUI, PHI, or pricing.

5. What's the best way to mask a technician's name in a work order note?

A. Use their initials.

B. Replace it with a role, like [Technician A].

C. Leave it; names aren't sensitive.

D. Misspell it.

B. Initials can still identify someone on a small team.

6. A vendor emails you a quote. Which category is it?

A. Green: it came from outside TIYA.

B. Amber: mask the vendor name.

C. Red: pricing never goes in.

D. Depends on the dollar amount.

C. Any vendor's pricing is red, whatever the amount.

7. Which follow-up best helps you spot content Copilot invented?

A. "Make it shorter."

B. "Which parts came from my notes, and which did you add?"

C. "Make it more professional."

D. "Try again."

B. It makes Copilot separate sourced content from additions. You still check.

8. When rewriting an SOP, the original doesn't give an after-hours phone number. What should the rewrite contain?

A. A realistic-looking number

B. The old number

C. [VERIFY: after-hours number]

D. Nothing; leave the step out

C. A visible marker turns a gap into a question for the subject-matter expert.

9. You're preparing for a hard conversation with a team member. What's appropriate to give Copilot?

A. Their name and the whole history

B. The situation described without names or health details

C. Their performance reviews

D. Nothing; people topics are never allowed

B. Describe the situation, not the person.

10. Who is accountable for an email you drafted with Copilot?

A. Microsoft

B. Copilot

C. You, the sender

D. Your supervisor

C. If you send it, you own it. That's the "Would I sign this?" rule.

DAY 1 · 4:40 – 4:52

Exit task: Mask → Ask → Check

Hand this page in. Twelve minutes, on paper.

SAMPLE · FICTIONAL

Your notes

"Karen — B-216 2nd floor men's room flush valve. Part from Coastal Air ($412) backordered til 10/30. Marcus out on light duty (back), Tech 2 covering. Using temp shutoff so the other stalls work. Call me 706-555-0143."

`You want Copilot to help you write a short, professional update to the COR saying the repair is delayed.`

1 · Mask. Rewrite the notes so they're safe to paste.

2 · Ask. Write your prompt, labeling Goal, Context, Source, Expectations.

3 · Check. List three specific things you'll check in Copilot's draft before sending.

Rubric (instructors)

STEP	0	1	2
Mask	The price, health detail, or phone number remains	Red items removed; a name or the vendor remains	Price and health detail removed; names, vendor, and phone masked or removed
Ask	One line, no structure	Two or three GCSE parts	All four parts, with audience and format stated
Check	Generic ("check it")	One or two specific checks	Three specific checks, e.g. the 10/30 date, no promise of a completion date, re-insert the COR's name

Items to mask or remove (7): Karen (COR's name), Coastal Air (vendor), $412 (price), Marcus (name), light duty and back (health), phone number. "Tech 2" is already masked. Building and room are fine unless TIYA's policy says otherwise.

DAY 1

Exercise answer keys

Masking drill, Sample B: 11 items

#	ITEM	CATEGORY	ACTION
1	Dana Whitfield	PII	[Sender] or delete
2	d.whitfield@example.com	PII	Delete
3	Marcus Ortega	PII	[Technician A]
4	Strained lower back, light duty per doctor until Nov 2	PHI	Delete entirely; at most "unavailable for rooftop work until early November"
5	Coastal Air Mechanical	Vendor	[Vendor 1]
6	$18,450	Pricing	Delete
7	W9XXXX-26-C-0042	Contract	[CONTRACT]
8	$16,900	Pricing	Delete
9	Karen Lowell	PII	[the COR]
10	(706) 555-0143	PII	Delete
11	Gate code 4471#	Security	Delete entirely

"Can I paste this?"

1 green · 2 amber · 3 red · 4 green · 5 red · 6 red · 7 green · 8 amber (use Employee A, B, C, or totals)

SOP lab Step 1: issues participants should find in Sample C

- No defined roles: "the desk", "whoever is on call", "the tech", "supervisor".
- "Emergency" undefined ("use judgment"); no link to priority definitions.
- No response time ("as soon as possible").
- No backup dispatch rule ("try someone else").
- No COR notification.
- Passive voice hides who acts ("should be shut down").
- Outdated: on-call list on a physical board, a fax number, an "old" after-hours line.
- Records: "the binder" instead of the work order system; no close-out content.
- Safety: "make safe" undefined.

Compare with the current version, FM-SOP-07 Rev 4, in the materials folder.

DAY 1 · LAST 3 MINUTES

Course evaluation

1 = strongly disagree, 5 = strongly agree.

STATEMENT	1	2	3	4	5
The exercises were relevant to my job.					
I had enough hands-on time.					
I know what data I can and can't put into Copilot.					
I will use what I learned within the next week.					
The pace was right.					
The instructors answered my questions clearly.					

The most useful thing today was:

One thing to change:

What would help you keep using AI at work?