

# Employability, Microcredentials, and Career Pathways in the Age of ChatGPT



**Serena Sacks-Mandel**  
Global CTO for Education  
Microsoft



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Chief Growth Officer  
Territorium



## Serena Sacks-Mandel

Global Chief  
Technology/Transformation  
Officer – Education



### Corporate Technology Leader/Consultant

- IBM – NY Financial – Emerging Technology Consultant
- Walt Disney World – Financial Systems, Strategy Leader
- Harcourt – PMO
- Wyndham – SVP
- DMA – Principal Management Consultant

### Education – CIO

- Florida Virtual School (650K students)
- Fulton County Schools (100K students, 14K employees)

### Microsoft EDU Solutions

- US GM Customer Success
- Global CTO

Recognition	Team Results
2023 – HEaL Global 25 Education Champions	Microsoft Global CTO
2021 – Global 100 Education Visionary // Technology Leader	Learning Acceleration Solution // National CSU Leader
2020 - HMG Strategy: Technologist Who Matters	First large US school district to pivot to remote learning in early March 2020 for COVID
2020 - CIO 100 Award for Data Analytics and Dashboards	BI/DA – Dashboards – Turned around failing students and schools
2019 Global Women in Technology "Woman of the Year"	Educational Technology Transformation with 100% leadership staff retention
2017 Georgia CIO Leadership "CIO of the Year" non-profit sector	Implementation of full-stack student centric learning at scale 100K students
2015 Technology Association of GA, WIT, "Woman of the Year"	Supporting Women in Technology through education and mentoring

# Make Skills and Competencies Count for Success



 **territorium**

## **Jonell Sanchez** · 1st

Global Business and Product Leader | Grow, Optimize and Transform  
Teams/Organizations | Drive Vision, Go-To-Market and Positive  
Financial Results

New York City Metropolitan Area · [Contact info](#)

[500+ connections](#)

# **territorium**





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My Assessments **lifejourney**

### My Assessments

**Intercultural Competency & Delivery**  
 HEIghten - Intercultural Competency & Delivery - Spring 23 ➤  
From: 2023-02-02 22:49:00 | To: 2023-02-23 22:23:00  
Start 🖥️ Only desktop

**Written Communication**  
 HEIghten - Written Communication - Spring 23 ➤  
From: 2023-02-14 16:20:00 | To: 2023-02-15 10:15:00  
Start 🖥️ Only desktop

**Civic Competency & Engagement**  
 HEIghten - Civic Competency & Engagement - Spring 23 ➤  
From: 2023-02-10 08:52:44 | To: 2023-02-16 08:52:44  
Continue 🖥️ Only desktop

**Quantitative Literacy**  
 HEIghten - Quantitative Literacy - Summer 23 ➤

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Wallet **lifejourney**

➤ Our Wallet Passed JFF Plugfest #1 2022

### Achievement

No verified Public

**Name:**  
Our Wallet Passed JFF Plugfest #1 2022

**Description:**  
This wallet can display this Open Badge 3.0

**Criteria type:** Criteria

**Criteria narrative:** The first cohort of the JFF Plugfest 1 in May/June of 2021 collaborated to push interoperability of VCs in education forward.

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CareerBit **lifejourney**

🔍 Search

Filter Pathway ▼

### Jobs for you

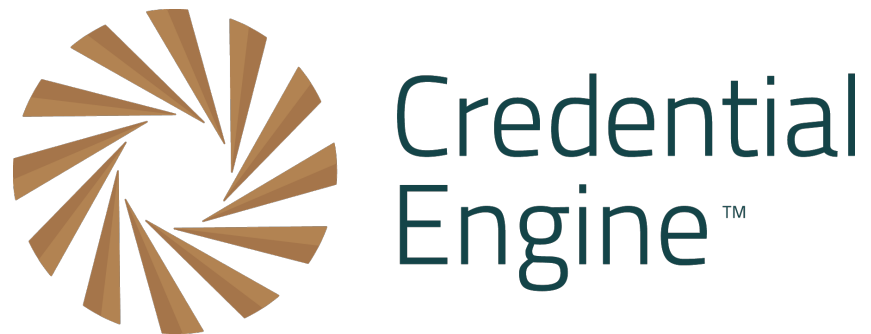
**.NET Back-End Developer** ➤  
Infovisa

**.NET Core Back-End Developer -Au...** ➤  
Primus Global Services

**.Net Back-end Developer** ➤  
Infovisa

**Back End .NET Developer (W2)** ➤  
The Matlen Silver Group

**.NET Developer (back end)** ➤  
Techead





3 questions



45 minute chat



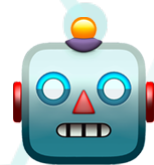
15 minute Q&A

Let's do a poll 🔥



# The Future of Work: Using GenAI to Empower People

# AI



**Donna Morris**  
Executive Vice President, Chief People Officer at Walmart  
(she,her,hers)

June 12, 2023

## GPT-4 Can Already Pass Freshman Year at Harvard

Professors need to adapt to their students' new reality — fast.

ADVICE

## Should You Add an AI Policy to Your Syllabus?

What to consider in drafting your own course policy on students' use of tools like ChatGPT.

JULY 31, 2023



Pew Research Center

REPORT | JULY 26, 2023



## Which U.S. Workers Are More Exposed to AI on Their Jobs?

*About a fifth of all workers have high-exposure jobs; women, Asian, college-educated and higher-paid workers are more exposed. But those in the most exposed industries are more likely to say AI will help more than hurt them personally*



March 12, 2023

## Can AI Write Your Next Résumé and Cover Letter?

Joseph Barber offers recommendations for how graduate students can leverage artificial intelligence tools like ChatGPT for exploring career options and pursuing opportunities.

make it

**LAND THE JOB**  
The best way to show off your emerging A.I. skills to land a job

**WORK**  
U.S. companies are on a hiring spree for A.I. jobs—they pay an average of \$146K

WORK

## 3 ways to build A.I. skills even if you don't work in tech: 'Suddenly your employability options go through the roof'

Published Thu, Jul 20 2023 10:42 AM EDT • Updated Thu, Jul 20 2023 10:46 AM EDT

**How does AI, including advanced language models like ChatGPT, reshape the job market and the essential skills and competencies required for career success? 🤖 🧠**

July 31, 2023

## The Case for Digital Badges for Ph.D.s

Sasha Bianca Goldman explores five reasons why they could be a solution for delivering professional development and skill-building content.

March 02, 2023

## Microcredentials Confuse Employers, Colleges and Learners

Three recent studies highlight confusion about alternative credentials. But all parties seek quality, verifiable, bite-size, low-priced online offerings targeting specific industries.

By Susan D'Agostino

March 27, 2023

## As Microcredentials Boom, Employers' Hiring Platforms Fumble

Learners who earn verifiable, nondegree online offerings targeted to specific industries sometimes struggle to enter the information into employers' hiring platforms.

By Susan D'Agostino

February 22, 2023

## Employers Are All In on Microcredentials, Survey Shows

By Susan H. Greenberg

Ninety-five percent of employers see benefits in their employees accruing microcredentials, according to a new survey from Collegis Education and UPCEA, the association for college and university leaders in online and professional continuing education.

## FINANCIAL REVIEW

Reports BOSS Executive Education - Microcredentials

The University of Sydney offers tech-focused microcredentials including an "AI fluency sprint" developed with Deloitte. The course looks at the opportunities and challenges of AI for business and has evolved to include [emerging developments such as ChatGPT and generative AI](#) more broadly.

The university also offers microcredentials tailored for the logistics and supply chain businesses that have a tech bent, including trends in AI and data science of supply strategies.

## FINANCIAL REVIEW

Reports BOSS Executive Education - Microcredentials

See more stories

# The revolution in bite-sized education courses that's boosting careers

WGCU PBS and NPR for Southwest Florida

## Micro-credentials and digital badges are the latest technology to help students and employees "upskill" and "reskill" existing skillsets

WGCU | By Hayley Lemery  
Published June 8, 2022 at 9:24 AM EDT

## FINANCIAL REVIEW

Reports BOSS Executive Education - Microcredentials

## Short, sharp and powerful: Why microcredentials are transformational

Jun 27, 2023 - 9:30am

## Micro-credential, big payoff



Micro-credentials have emerged as an ideal way for working professionals to become proficient in a specific area through short, non-credit courses that culminate in a competency-based badge. Photo credit: Shutterstock

# CAMPUS TECHNOLOGY

## 3 Keys to Making Microcredentials Valid for Learners, Schools, and Employers

To give credentials value in the workplace, the learning behind them must be sticky, visible, and scalable.

# What is the importance of microcredentials, such as digital badges and certificates, in validating and highlighting specific skills?



Default (GPT-3.5)



In its evolved form, Territorium now employs AI algorithms to match the rich data contained in Comprehensive Learner Records with relevant labor market data. This sophisticated matching process allows the platform to connect learner skills, competencies, and experiences with specific job requirements sought by employers. By leveraging AI-driven analytics, Territorium can offer a comprehensive and dynamic view of each learner's abilities, beyond traditional academic achievements.



Through this AI-powered matching process, Territorium has become a valuable resource for both learners and employers. Learners can benefit from personalized career recommendations, job opportunities that align with their unique skill sets, and insights into potential areas for further skill development. Employers, on the other hand, gain access to a diverse pool of candidates with verified and comprehensive skill profiles, enabling more efficient and effective talent recruitment.

Territorium's evolution into an AI-driven platform for connecting learners with the job market demonstrates the continued growth and innovation in the education technology sector. As advanced AI and data analytics continue, platforms like Territorium can play a

Regenerate



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**lifejourney**  
MOBILE APP



# How do AI, ChatGPT, and microcredentials intersect to create dynamic career pathways?

(Why is continuous learning, upskilling, and reskilling important for staying competitive in the job market?)



 **Questions & Answers** 

**Thank you!**  
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