



Boost ESOL Learning with AI:

Personalized, Interactive, On-Demand Tools

Friday, March 20, 2026

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ESOL Instructor

BCNC

Thank you!

**First Literacy
BCNC**

Agenda

WHAT

- Your interests
- Workshop scope
- AI Literacy definition & frameworks

WHY

- Workforce dev & tech context
- AI's "equalizer" potential
- AI's differentiation potential

HOW

- Defined AI roles / use cases
- Structured support
- Adapted for ESOL learners

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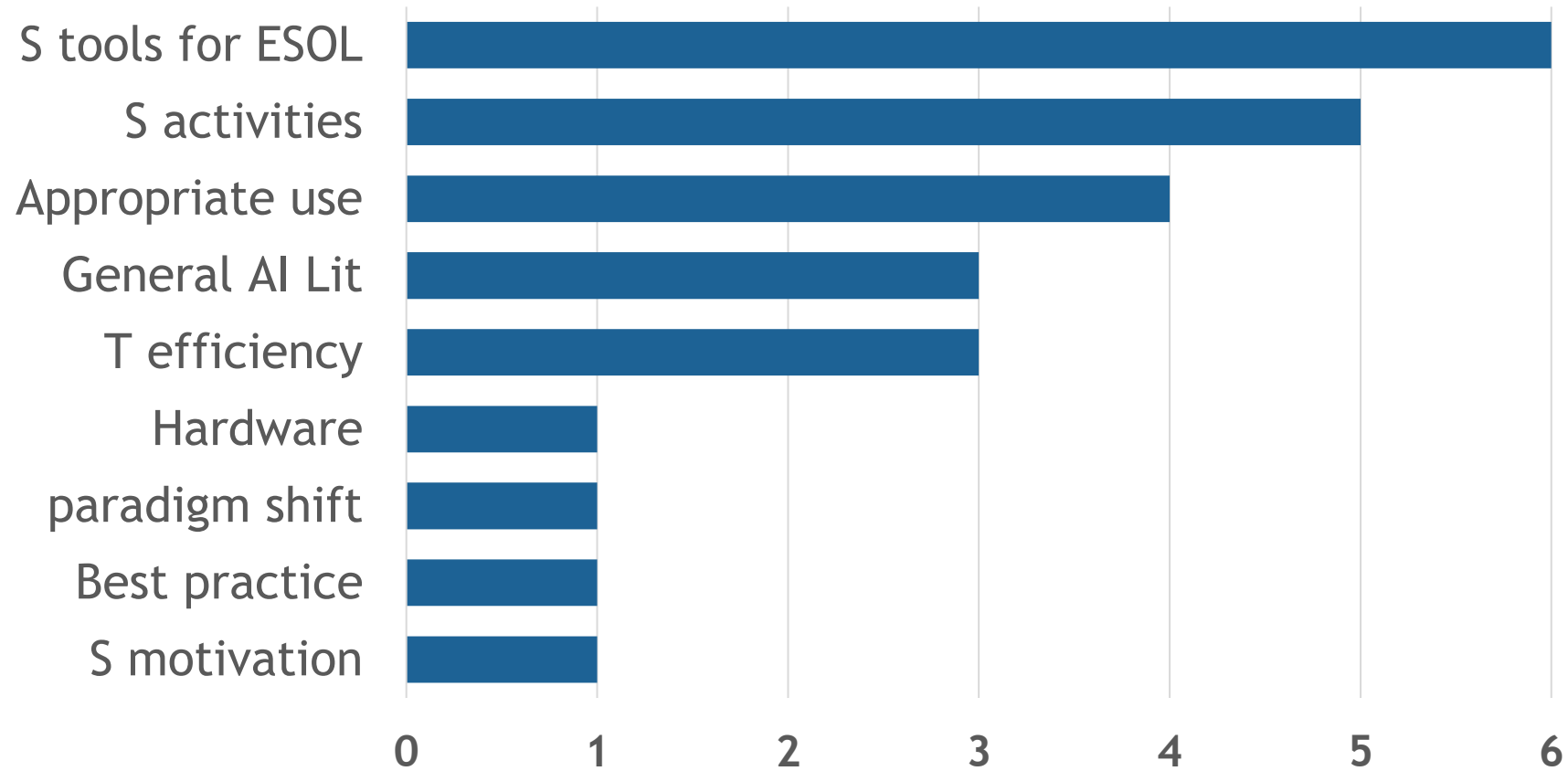
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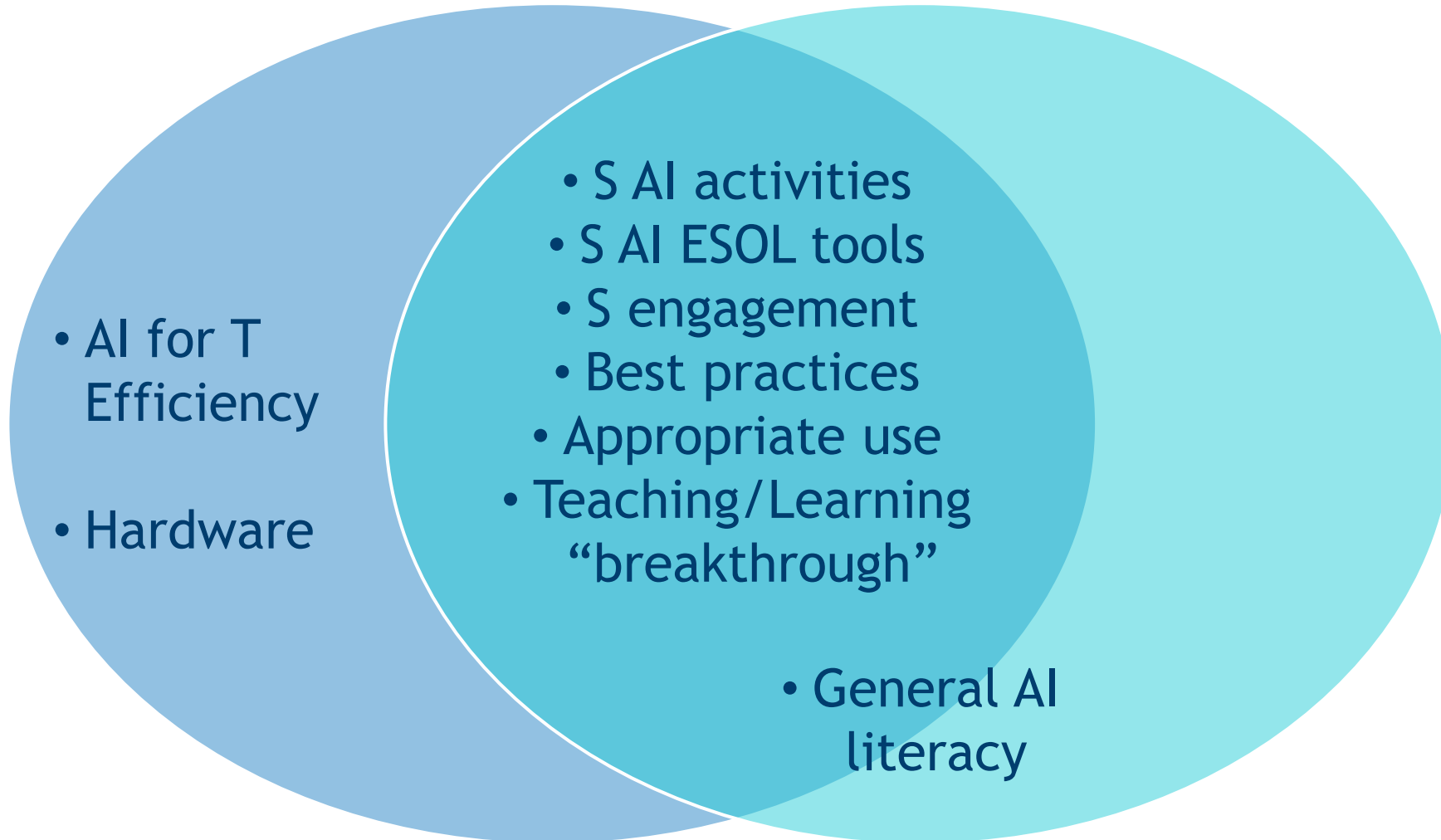
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Attendee Interests



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Workshop Scope



AI Literacy

- ▶ The global non-profit **Digital Promise** defines AI literacy as:

“the knowledge and skills that enable humans to critically understand, evaluate, and use AI systems and tools to safely and ethically participate in an increasingly digital world.”¹

1. A Framework to Understand, Evaluate, and Use Emerging Technology Authors: Mills, K., Ruiz, P., Lee, K., Coenraad, M., Fusco, J., Roschelle, J., & Weisgrau, J. Date: June 2024 Publisher: Digital Promise Link: Digital Promise AI Literacy Framework (Full Report)

First Literacy Professional Development Workshop



U.S. Department of Labor's AI Literacy Framework

Foundational Content Areas of AI Literacy

1

Understand AI Principles

Understanding AI's core concepts, capabilities, and limitations, creating the foundation for effective use

2

Explore AI Uses

Directly exploring different AI tools and relevant use cases, and how AI can complement human expertise

3

Direct AI Effectively

Understanding how to provide the right context to AI and how to create clear prompts that produce effective outputs

4

Evaluate AI Outputs

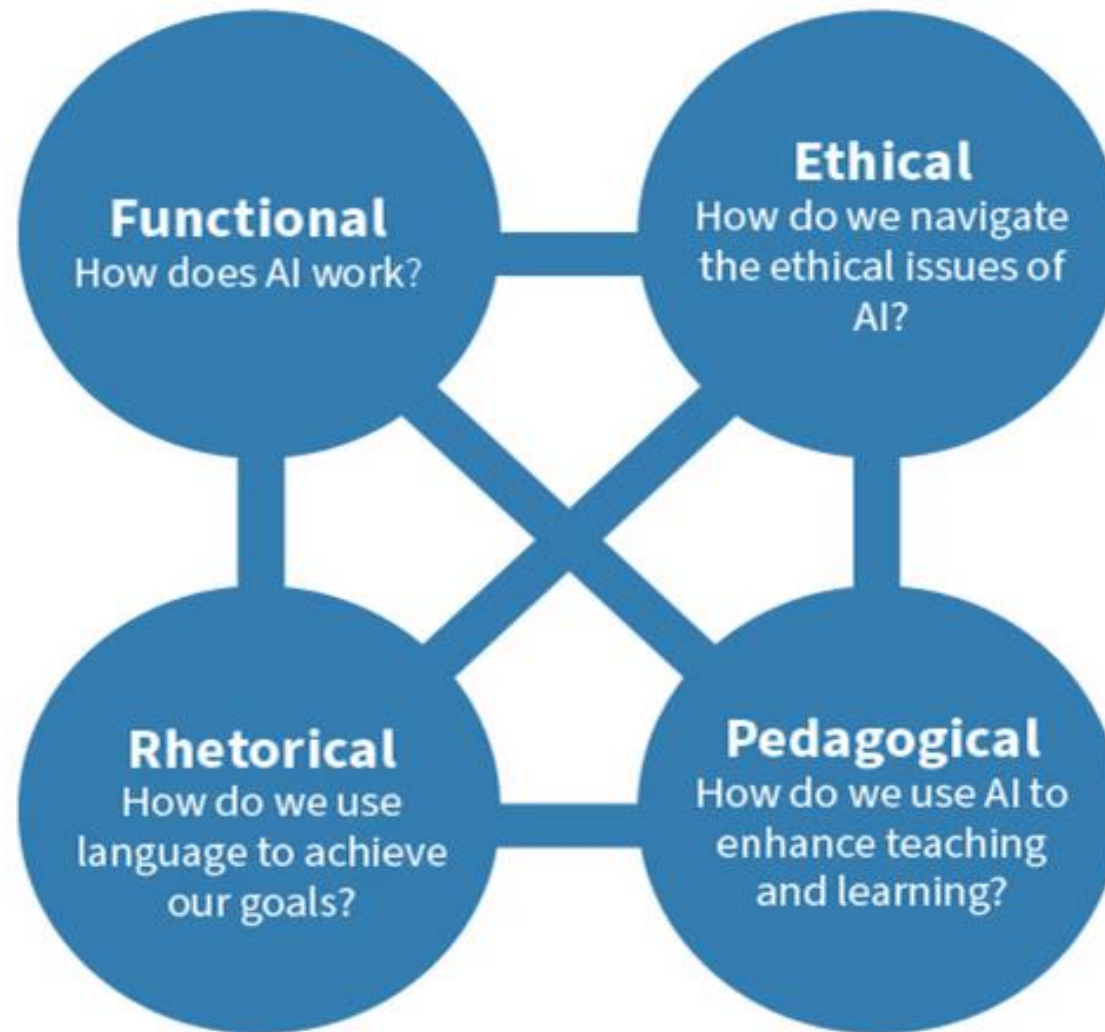
Assessing AI-generated results for accuracy and relevance, and understanding how to iterate on AI outputs

5

Use AI Responsibly

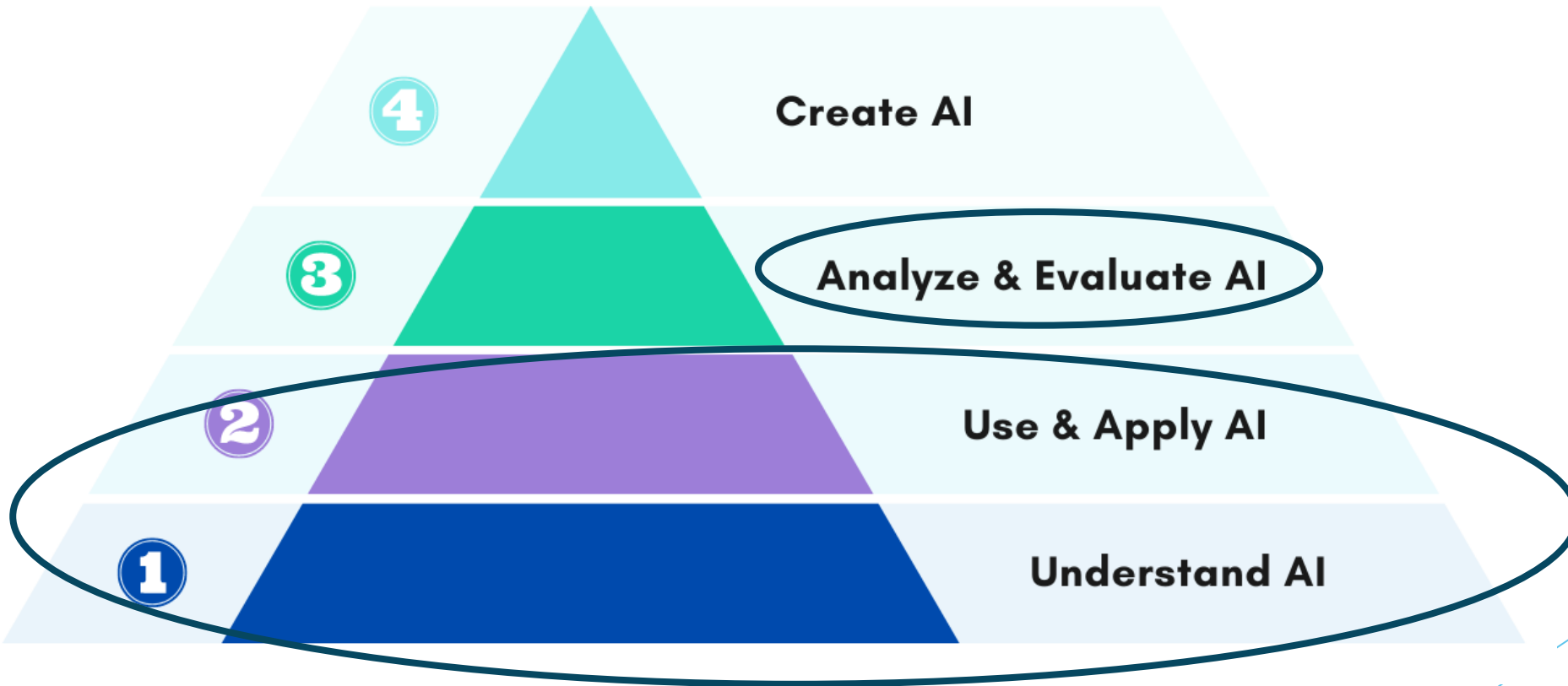
Using AI in ethical and secure ways, protecting critical information, and ensuring accountability for outcomes

AI Literacy Framework



1. <https://teachingcommons.stanford.edu/teaching-guides/artificial-intelligence-teaching-guide/understanding-ai-literacy>

AI Literacy Framework



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What about
COMPETE?

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Technology & Workforce Context

Walmart CEO: "Every Job Will Change - Retailers Launch AI Certification for Frontline Workers."

"**Walmart** is partnering with Google to provide AI training to its corporate and frontline employees as part of Google's AI Professional Certificate"
- G. Greetham, HR Chief, 2/20/2026

McDonald's Gives Its Restaurants an AI Makeover ... new initiative uses artificial intelligence to target order accuracy and help restaurants detect equipment issues before they fail.
I. Bousquette, WSJ, 3/5/2025

After decades in adult ed, Green is now helping **Tyson Foods** train .., in the U.S. 60% are immigrants with very limited digital and language skills.

The big change he sees coming is due to AI-powered training programs that allow him to customize content by reading level, language and other factors with a few clicks instead of many hours of effort.
Futurohealth.org/podcast

AI's "Equalizer" Potential

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"We've got this really sweet spot where robots that five years ago would have taken an associate's degree to be able to run, I could teach you how to run in an afternoon."

[Futurahealth.org/podcast](https://futurahealth.org/podcast)

AI as “Equalizer”

Remove the friction of traditional tech

- ▶ Leapfrog “legacy” digital literacy skills
 - ▶ “Natural Language” is the new programming language; e.g. Excel
- ▶ Showcase overlooked / “invisible” skills¹
 - ▶ Enable professional work documentation by those lacking high-level English; e.g. care and maintenance workers

Reduce cognitive overload

- ▶ For ESOL learners with monolingual English teachers
- ▶ For ESOL learners with low/no L1 academic foundation

1. UC Santa Cruz 2026 workforce study: AAI helps make “invisible skills” visible
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AI as Ultimate Differentiation Engine

Individualized Instruction at Scale

- ▶ Real-time scaffolding
 - ▶ e.g. Cantonese glossary for one; part-of-speech labels for another
- ▶ Hyper-personalized content
 - ▶ High interest; high utility
- ▶ Strategic translanguaging; L1-L2 bridge (not a translator!)
- ▶ Variable input/output modes (text, voice)
- ▶ 24/7 “shame-free” feedback

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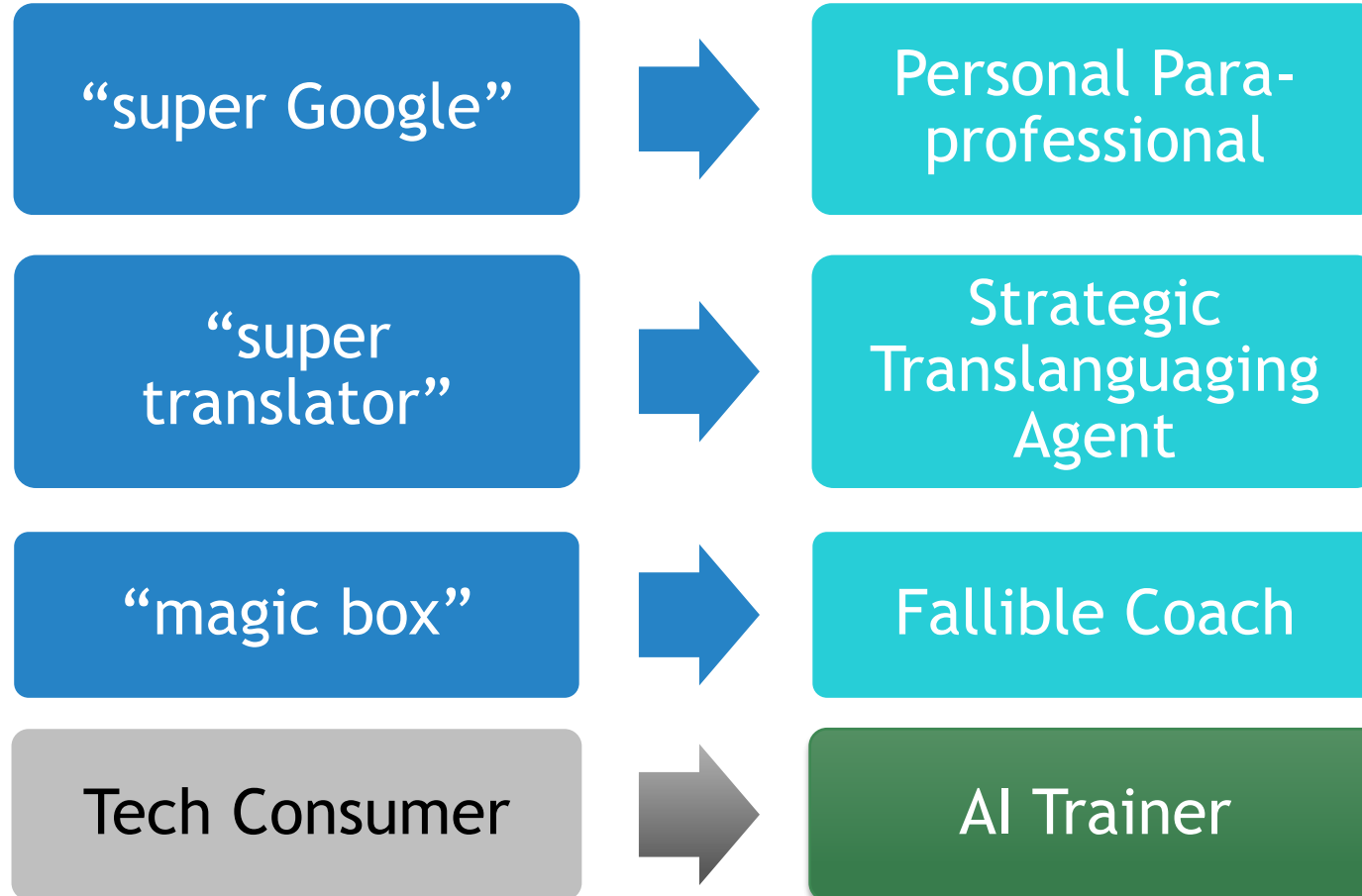
Pilot Caveats

1. Classroom = “Laboratory” where we build tools
Life = “Field” where students deploy the tools
2. Logistical constraints on voice
3. Mobil vs. laptop

Digital Literacy Prerequisites

- ▶ Common icon recognition is helpful
- ▶ Basic website navigation (menu, settings, tools)
- ▶ Basic digital mechanics (attach, copy/paste, share, export)

Critical Success Factors (mindset shift)



Critical Success Factors (Instruction)

1. Prompting vs. Training

- ▶ Prompting as the “language” for AI communication; specific functional register of English for “immediate asks” with a subset of vocabulary / structures
- ▶ Training for long-term AI relationship/personalization

2. Single AI Role Focus

- ▶ Minimize cognitive load by limiting each class / activity to **one AI persona** (e.g. vocabulary curator, grammar tutor, angry customer)

3. Classroom-to-Workplace/Life Bridge

- ▶ Ss define usage context for classroom lessons

4. “Skeptic” Mindset

- ▶ Verification skills

The Language of PROMPTS

Key Vocabulary

- analyze
- correct
- **FORMAT**
- organize/categorize
- personalize / customize
- rephrase/restate
- **ROLE**
- scenario
- **SIMPLIFY**
- step-by-step
- **SUMMARIZE**
- **TONE**

Prompt “Formulas”

Common Industry Formulas:

- C-R-E-A-T-E
- E-R-A
- P-A-R-E
- R-I-C-E-C-O
- T-C-F
- etc., etc., etc.!!!

A Few Common Prompt Formulas

CREATE

- Character
- Request
- Examples
- Adjustment
- Type
- Extras

ERA

- Expectation
- Role
- Action

PARE

- Prime
- Assign
- Refine
- Evaluate

RICECO

- Role
- Instruction
- Context
- Examples
- Constraints
- Output format

TCF

- Task
- Context
- Format

- ▶ Common threads?
- ▶ How appropriate for ESOL / target students?

One Prompt Structure for Intermediate ESOL

My need

I need / want ...

- direct object
- relevant context details

AI's role

You are / be...

- my English grammar tutor
- my angry customer

Action Verb

- action verb
- direct object

Rules

response constraints

- length, format, register, tone
- language

Sample Prompts

Housekeeping: You found a leak under the sink in Room 402. You need to report it to your supervisor but don't know the technical words for the parts.

Prompt: *I need tell my boss the problem. 402 room the sink is water in the floor. You are native speaker coworker. Write report tell the boss have to fix. Make short.*

▶ **AI Response:**

To: [Boss's Name]

From: [Your Name]

Date: March 13, 2026

Subject: Maintenance issue in Room 402

I am writing to report a problem in Room 402. There is water on the bathroom floor. It looks like the sink is leaking.

We need to fix this soon so the floor stays dry and safe. Could you please send someone to look at the plumbing?

Thank you,

[Your Name]

Sample Prompts

Hotel: A guest is asking for "extra amenities" but you don't understand that word. You need the AI to explain the word and help you respond.

Prompt: *I need understand customer want extra ameniti. They not happy. You my English teacher. Tell me whats mean amenitie. Tell me what I say to customer. Tell me Chinese and English. Make easy.*

▶ AI Response:

Amenity (plural: **amenities**) means "extra things" to help guests. In a hotel, these are things like towels, soap, or coffee.

In Chinese (Mandarin)

Amenity: 生活设施

Extra things: 额外的东西

What to say to the customer

- ▶ Use these short, easy sentences:
- ▶ "I am sorry. What do you need?" (对不起。您需要什么?)
- ▶ "Do you need more towels?" (您需要更多毛巾吗?)
- ▶ "Do you need more soap?" (您需要更多肥皂吗?)
- ▶ "I will bring it now." (我现在拿过来。)

Potential AI Personas / Roles

Academic

- ▶ Vocabulary Generator & Curator
- ▶ Grammar Tutor
- ▶ Text Editor
- ▶ Pronunciation coach etc.

Life & Work

- ▶ Text Editor
- ▶ Conversation/Role-play Partner/ Interviewer
- ▶ Personal Shopper
- ▶ Travel Planner
- ▶ Cultural Advisor
- ▶ Time Manager
- ▶ Critic, analyst

Real-World Stress Test:

Simulate student prompts for these workplace scenarios

1. **Hosp. Housekeeping:** You found a leak under the sink in Room 402. You need to report it to your supervisor but don't know the technical words to describe the situation.
2. **Home Health Aide:** Your patient refused to take their medication this morning. You need to write a short, clear note in the daily log for the nurse.
3. **Warehouse:** A delivery truck is 3 hours late. You need to draft a professional text to your manager asking if you should stay late or go home.
4. **Hotel:** A guest is asking for "extra amenities" but you don't understand that word. You need the AI to explain the word and help you respond.

AI TRAINING for Personalization

- ▶ TRAINING vs. PROMPTING
- ▶ Long-term context vs. short-term task
- ▶ **Training** formula = data/information + instruction to save
- ▶ Critical Success Factors
 - ▶ Mechanical navigation (settings vs. chat function)
 - ▶ Separate, dedicated class time and activities
 - ▶ Specificity

QUESTIONS?



Thank you!

We want your feedback. Please be sure to complete the evaluation.

Learn more about upcoming First Literacy Professional Development Workshops at www.firstliteracy.org/professional-development-workshops/

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