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## Gooru: Generative AI for Personalized Learning

Think back on your educational experiences, and try to recall your high school, middle school, or even elementary school classroom. Do you remember being distracted by classmates? Being lost on an exam because you did not understand the lectures? Or, being bored because you already understood the material and had to wait for others to catch up?

Now imagine a learning culture where you are provided with a digital platform that offers a map of multiple learning media such as lectures, lessons, quizzes, videos, and practice materials that are linked to a well-defined competency framework for each subject. The platform is aware of what you already know and its navigation system guides you to gain mastery of any subject of your choice. Should you encounter a challenge in your journey, the navigator routes you to further lectures, practice materials, and tutoring options to ensure you achieve your educational goals.

Gooru, a nonprofit based in Redwood City, California, developed such a system. The Gooru Learning Navigator, a "GPS for learning," was a learning data backbone that allowed artificial intelligence (AI) software to enable personalized learning in institutions or to personalize any e-learning application. It captured approximately 60 data points for every learning activity to update a very detailed learner profile and provide stakeholders with actionable data. The Navigator software assessed and tracked each learner's knowledge, skills, and mindsets within specific competencies to be learned. Based on that context, it suggested improved engagements in learning, answered questions appropriate for the learners, and provided pathways of resources most relevant to the learner's current level. The software also provided real-time information to related stakeholders, including teachers, parents, administrators, and researchers, to help them better support learning.

Gooru licensed its technology and products. Its ultimate aim was to license a personalized learning cloud infrastructure for every school, institution, and learning platform provider. In October 2023, a central question for Gooru was whether it could scale sufficiently while remaining a nonprofit entity.

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© 2024 M.S. Krishnan. This case was developed by Christina Weiberg, Kathryn Little, Stephen McKenzie, Yuning Ye, and Maria VanDieren under the supervision of M.S. Krishnan, Accenture Professor of Computer Information Systems at the University of Michigan's Ross School of Business. The case was prepared as the basis for class discussion rather than to illustrate either the effective or ineffective handling of a situation. The case should not be considered criticism or endorsement and should not be used as a source of primary data. Most of the information in the case is based on interviews with Founder, Dr. Prasad Ram, from 2014-2023. However, secondary sources were also utilized. A representative from Gooru reviewed and approved the case before publication.