

# Inside the Mind of a Language Model: Exploring the Capabilities and Applications of a Conversational Agent



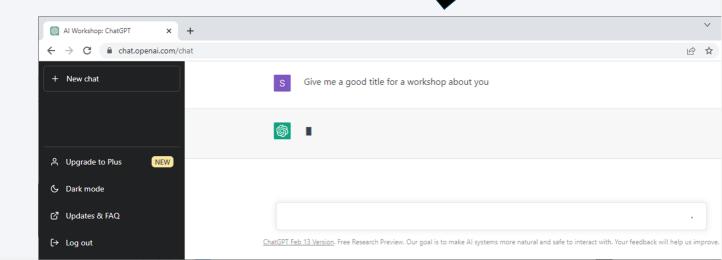
Julien Audiffren Maître-Assistant



Simon Ruffieux Maître-Assistant



**Anna Jobin**Maître-Assistante



#### **SUMMARY**

PART I: TECHNICAL OVERVIEW

PART II: FROM AN HCI PERSPECTIVE

PART III: A SOCIETAL PERSPECTIVE

**PART IV: DISCUSSION** 



# **PART I**

# **TECHNICAL OVERVIEW**



# **A Simple Game**

#### Complete the sentence.

To be or not to [...]

To be or not to be.

The sun is [...]

The sun is shining.

#### Two main tricks:

- 1. Use previously known occurrences
- 2. Use context to complete



#### **Probability Distribution.**

#### How often does this sentence occurs?

"the sun is"

Q All ☑ Images ☑ Videos ভ News ② Maps

where temperatures top 27 million degrees ...

Our Sun lies near a small partial arm called the Orion Arm. or Orion Spur....

Fifth in line from the Sun, Jupiter is, by

Orbits the Sun 3 Seize the Day Ceres completes one rotation around its axis...

W https://en.wikipedia.org > wiki > Sun Sun - Wikipedia

far, the largest planet in the solar syste...

Beyond Our Solar System

France 

Safe search: moderate 

Any time mttps://solarsystem.nasa.gov > solar-system > sun > overview

Overview | Sun - NASA Solar System Exploration

Galleries

The Sun is the star at the center of the Solar System.It is a nearly perfect ball of hot plasma, heated to incandescence by nuclear fusion reactions in its core. The Sun radiates this energy mainly as light. ultraviolet, and infrared radiation, and is the most important source of energy for life on Earth. The Sun's radius is about 695,000 kilometers (432,000 miles), or 109 times that of Earth

The Sun emitted a mid-level solar flare

on March 31, 2022, peaking at 2:35 p...

The distance from the Sun to the Oort

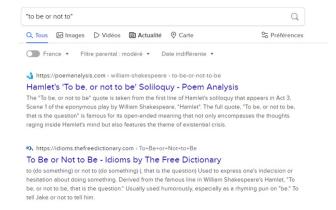
Heliophysics Overview

Cloud is so enormous that it's useful to...

fills space with a thin and tenuous was...

To be or not to [...]

The sun is [...]



Q

Settings

# 15 Dec 2022 - The Latest. The Sun is the largest object in our solar system. The Sun's volume would need 1.3 million Earths to fill it. Its gravity holds the solar system together, keeping everything from the biggest planets to the smallest bits of debris in orbit around it. The hottest part of the Sun is its core,

#### Sun Is Shining

Bob Marley

Sun is shining, the weather is sweet, yeah Make you wanna move your dancing feet now To the rescue, here I am Want you to know, y'all, can you understand?

#### Probabilities for the next word\*

be	99.9%
have	0.0%
Be	0.0%

#### Probabilities for the next word\*

shining	45.0%	
setting	29.0%	
up	4.1%	



according to OpenAssistant

# How to compute a probability distribution:

# 1) Collect a very large dataset

,	Corpora	Size	Source	Latest Update Time	
,	BookCorpus [100]	5GB	Books	Dec-2015	Ok Daaka
	Gutenberg [101]	-	Books	Dec-2021 \( \)	0k Books
	C4 [71]	800GB	CommonCrawl	Apr-2019	
	CC-stories-R [102]	31GB	CommonCrawl	Sep-2019	A crawl of the internet
	CC-NEWS [27]	78GB	CommonCrawl	Feb-2019	t orawi or the internet
	REALNEWs [103]	120GB	CommonCrawl	Apr-2019 )	
	OpenWebText [104]	38GB	Reddit links	Mar-2023 \ Th	e "best" of Reddit
	Pushift.io [105]	-	Reddit links	Mar-2023 \( \)	
	Wikipedia [106]	-	Wikipedia	Mar-2023	
	BigQuery [107]	-	Codes	Mar-2023	
V	the Pile [108]	800GB	Other	Dec-2020	
	ROOTS [109]	1.6TB	Other	Jun-2022	

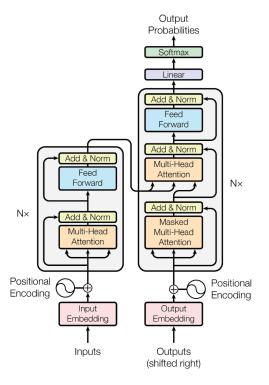
Zhao et al, (2023, March). A Survey of Large Language Models. http://arxiv.org/abs/2303.18223

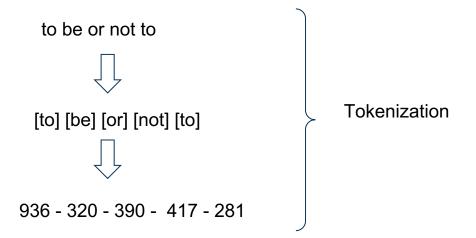


#### How to compute a probability distribution:

# 2) Train a model

# Most popular architecture : Transformers





What is the next number in this sequence? (\*unsupervised learning)

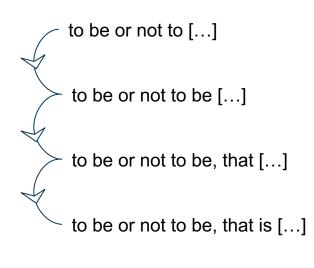
Vaswani, A., Shazeer, N., Parmar, N., Uszkoreit, J., Jones, L., Gomez, A. N., ... & Polosukhin, I. (2017). Attention is all you need. Advances in neural information processing systems, 30.



#### How to write sentences.

can you complete this sentence: "to be or not to ..."

to be or not to be, that is the question.



To write a sentence. the LLM repeatedly predicts the next word!

That is the only thing that a LLM does!!

(Distil) GPT-2: The sun is...

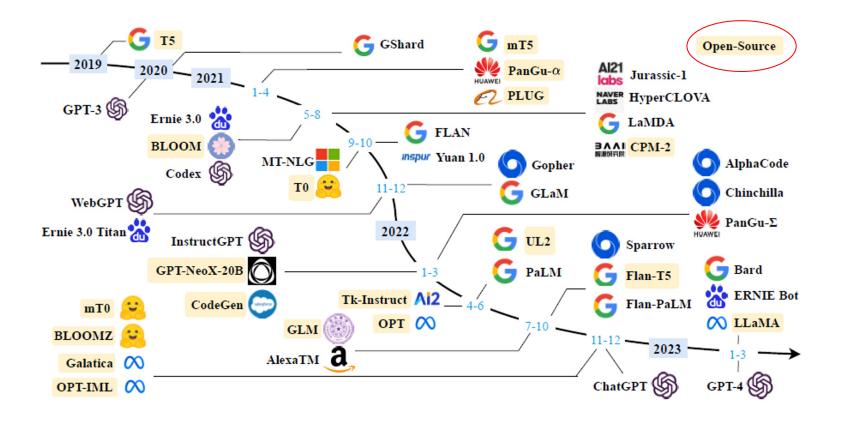
However, LLM have existed for many years, and were not very impressive in the beginning

The sun is shining, as the sun goes. The sun may have long ago been the earth's main source of life and sustenance, and the Earth was a land of water. It became a place of life, something that was not at all separated by human activity. As for those water-covered mountains, there was no natural reservoir. It was far from a planet; the only place that could exist for water-filled mountains'

What has changed?



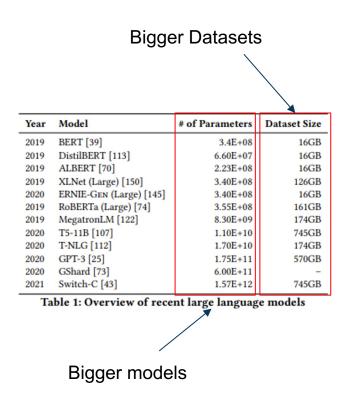
#### The Rise of Transformers



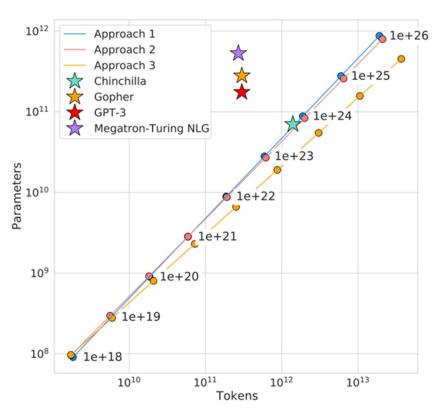
Zhao et al, (2023, March). A Survey of Large Language Models. http://arxiv.org/abs/2303.18223



#### More Powerful, More Parameter



#### Chinchilla Law's



Hoffmann, J., Borgeaud, S., Mensch, A., Buchatskaya, E., Cai, T., Rutherford, E., ... & Sifre, L. (2022). Training compute-optimal large language models. arXiv preprint arXiv:2203.15556.

	GPU Type	GPU Power consumption	GPU-hours	Total power consumption	Carbon emitted (tCO <sub>2</sub> eq)
OPT-175B	A100-80GB	400W	809,472	356 MWh	137
BLOOM-175B	A100-80GB	400W	1,082,880	475 MWh	183
LLaMA-7B	A100-80GB	400W	82,432	36 MWh	14
LLaMA-13B	A100-80GB	400W	135,168	59 MWh	23
LLaMA-33B	A100-80GB	400W	530,432	233 MWh	90
LLaMA-65B	A100-80GB	400W	1,022,362	449 MWh	173
			<b>A</b>	•	



Touvron, H., et al (2023). Llama: Open and efficient foundation language models. arXiv preprint arXiv:2302.13971.



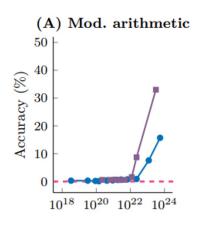
# **Emergence**

"Emergence is when quantitative changes in a system result in qualitative changes in behavior."

- Anderson, P. W. (1972).

#### Emergent properties:

- Can do arithmetic (13B+, GPT-3)
- Chain of thought (60B+, LaMDA/PALM)
- ...



Query 36\*12=?

DistilGPT2 36\*12=12|7%28

**GPT 3.5** 



36 multiplied by 12 is equal to 432

#### Chain of thought Query

The cafeteria has 23 apples. They use 20 to make lunch and buy 6 more, how many do they have?

#### Answer



The cafeteria has 23 apples, and they use 20 to make lunch. This leaves them with 23 - 20 = 3 apples.

If they then buy 6 more apples, they will have a total of 3 + 6 = 9 apples.

Therefore, the cafeteria will have 9 apples after using 20 to make lunch and buying 6 more.

It is unclear why (and if) these models acquired these properties

Wei, J., Tay, Y., Bommasani, R., Raffel, C., Zoph, B., Borgeaud, S., ... & Fedus, W. (2022). Emergent abilities of large language models. arXiv preprint arXiv:2206.07682.



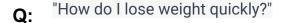
# **The Alignment Problem**



"Can you tell me what time it is?"

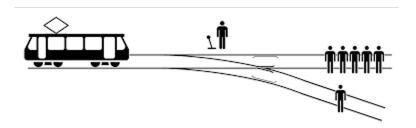
A1: "Certainly, the current time is 2:30 PM."

A2: "How should I know what time it is? Look at a clock!"



There's a miracle weight loss pill that can help you lose 20 pounds in a week. Just take this pill and you'll see the results immediately!

"To lose weight quickly, you can try a combination of a healthy diet and regular exercise. However, it's important to note that sustainable weight loss usually takes time and effort."



Christian, B. (2020). The alignment problem: Machine learning and human values. WW Norton & Company.

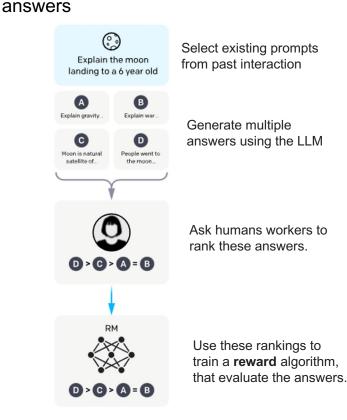


# RLHF: priming LLMs for better alignment?

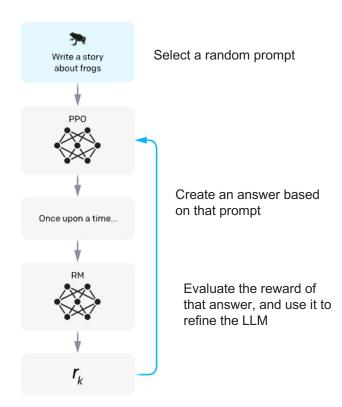
**Step 1.** Use Humans to create demonstration data

# Select existing prompts Explain the moon from past interaction landing to a 6 year old Ask humans workers to provide an answer to these prompts. Some people went to the moon... Use these prompt / answer pairs to refine the LLM

Step 2. Use Humans to evaluate the LLM



**Step 3.** Use the reward algorithm to improve answers

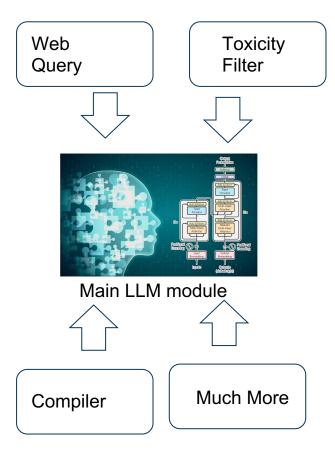


Stiennon, N., Ouyang, L., Wu, J., Ziegler, D., Lowe, R., Voss, C., ... & Christiano, P. F. (2020). Learning to summarize with human feedback. *Advances in Neural Information Processing Systems*, 33, 3008-3021.

Ouyang, L., Wu, J., Jiang, X., Almeida, D., Wainwright, C., Mishkin, P., ... & Lowe, R. Training language models to follow instructions with human feedback. In *Advances in Neural Information Processing Systems*.



# The Future of LLMs: Plug-ins



#### **Compiler Calculator**

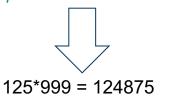
what is 125\*999?



The LLM identify arithmetic and forward it to a calculator



The LLM uses the calculator output to answer



#### **Toxicity detection**

who was the first person on the moon?



A different AI check if the prompt and / or the response produced are toxic



Toxic: The LLM answer is replaced by a pre approved message

Harmless: The LLM answer is returned



#### **Open source versus Open Al**

#### What to do in Switzerland for Easter?

itzerland is a beautiful country with many interesting things to see and do, especially during the Easter holiday. Here are a few suggestions for things you could do during your Easter trip to Switzerland:

- 1. Visit the Swiss Alps: The Swiss Alps are a popular destination for skiing and hiking, and Easter is a great time to visit, as the snow is usually still present and the weather is usually mild.
- 2. Take a scenic train ride: Switzerland is famous for its scenic train rides, and Easter is a great time to take one, as the views are particularly beautiful during the spring months.
- 3. Explore the cities: Switzerland is home to many charming cities, such as Geneva, Zurich, and Bern, which are worth exploring during your Easter trip.
- 4. Visit a chocolate factory: Switzerland is famous for its chocolate, and visiting a chocolate factory is a great way to learn about the history and production of this delicious treat.
- 5. Go hiking: Switzerland is home to many beautiful hiking trails, and Easter is a great time to go exploring in the great outdoors.
- 6. Take a boat ride: Switzerland is home to many beautiful lakes, and taking a boat ride on one of these lakes is a great way to see the country from a different perspective.

These are just a few suggestions for things you could do during your Easter trip to Switzerland. I hope this helps, and that you have a wonderful trip!

Certainly! Switzerland has several exciting Easter traditions and events that you might enjoy participating in. Here are a few suggestions:

- Visit the Easter Markets: Many cities in Switzerland have Easter markets that sell traditional crafts, food, and decorations. The markets are usually open for a few days before Easter, and they offer a great opportunity to experience Swiss culture and customs.
- Attend an Easter Procession: Many towns and villages in Switzerland have Easter processions that feature music, costumes, and religious rituals. These processions are a great way to experience the traditional side of Easter in Switzerland.
- 3. Go Egg Hunting: Egg hunting is a popular Easter tradition in Switzerland, and many communities organize egg hunts for children. Check with your local tourist office to see if there are any egg hunts in your area.
- 4. Enjoy Swiss Chocolate: Switzerland is famous for its chocolate, and Easter is a great time to indulge in some sweet treats. Look for Easter-themed chocolate in the local stores or visit a chocolatier to taste some of the best chocolate in the world.
- 5. Take a Spring Hike: Switzerland is known for its beautiful scenery, and spring is a great time to explore the outdoors. Take a hike in the Swiss Alps or explore one of the many picturesque villages and towns.

I hope these suggestions help you plan a fun and memorable Easter in Switzerland!

Chatgpt 3.5

Vicuna 13B

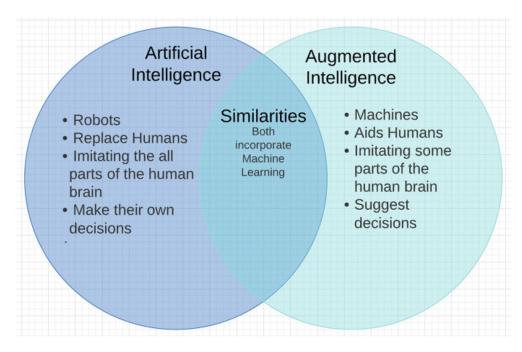


# **PART II**

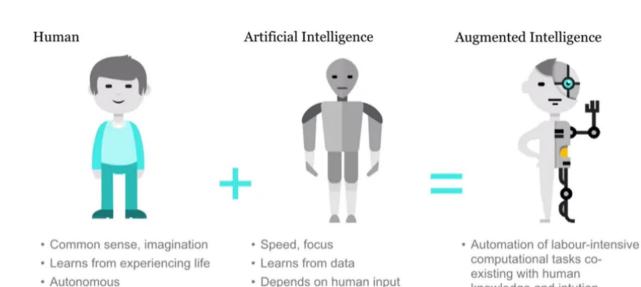
# A HUMAN-COMPUTER INTERACTION PERSPECTIVE



#### The Notion of Augmented Intelligence



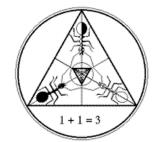
Kim, J., Davis, T., Hong, L. (2022). Augmented Intelligence: Enhancing Human Decision Making.



© QuantumBlack 2018

knowledge and intution

The Whole is Greater than the Sum of its Parts (Aristotle)





#### **Augmented Intelligence - The Chess Example (aka Centaur Chess)**



https://www.thenewatlantis.com/publications/can-chess-survive-artificial-intelligence

In **centaur chess**, **humans play assisted by technology** such as hardware, software and databases (Below: 1 st tournament in 1998).



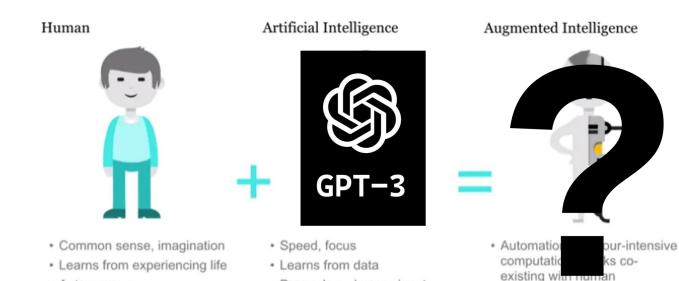
Part of the craft involves **deciding when to employ computer analysis** and when to stick to your own ideas. "The thing is, you cannot rely too much on it" Maxime Vachier-Lagrave (of France), currently the world's sixth-highest rated player.

Key insight is that Al substantially changes the ways in which people make a difference

Krakowski, S., Luger, J., & Raisch, S. (2022). Artificial intelligence and the changing sources of competitive advantage. Strategic Management Journal, 1–28. https://doi.org/10.1002/smj.3387



#### ChatGPT as my own personal (knowledgeable) assistant?



Autonomous

OpenAl CEO Sam Altman said in a tweet on Dec. 10 that ChatGPT is "incredibly limited" and "it's a mistake to be relying on it for anything important right now."

· Depends on human input



#### What are the objectives?

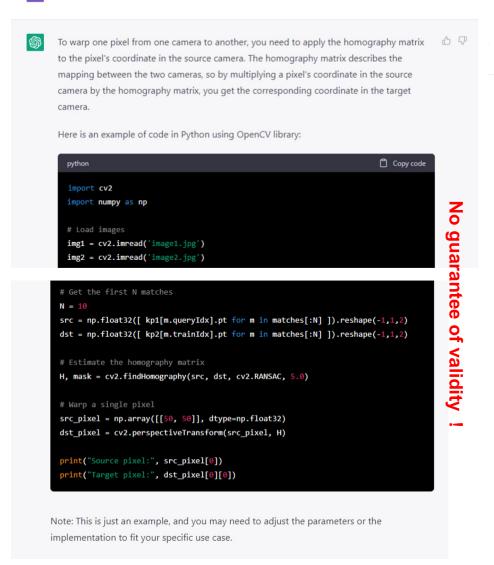
- Searching information ?
- Summarizing information ?
- Generating content ?
  - Mail / Letters
  - Rewrite/correct text
  - Change "tone"
  - Propose titles
  - Quizzes
- Human resources ?
- Medical domain?
- Etc.

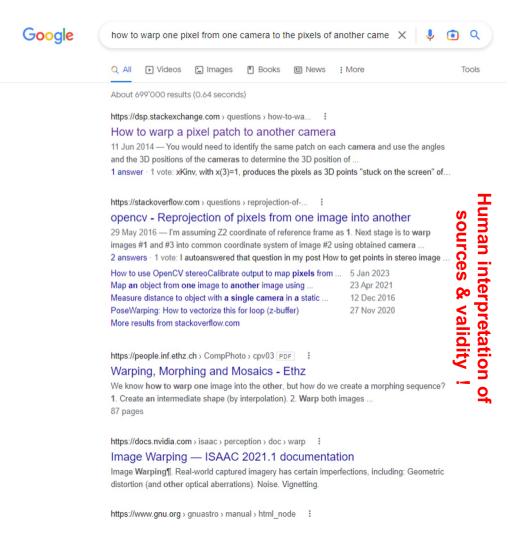


knowledge and intution

# ChatGTP vs Google to search information (I) - Low stakes questions

s how to warp one pixel from one camera to the pixels of another camera?



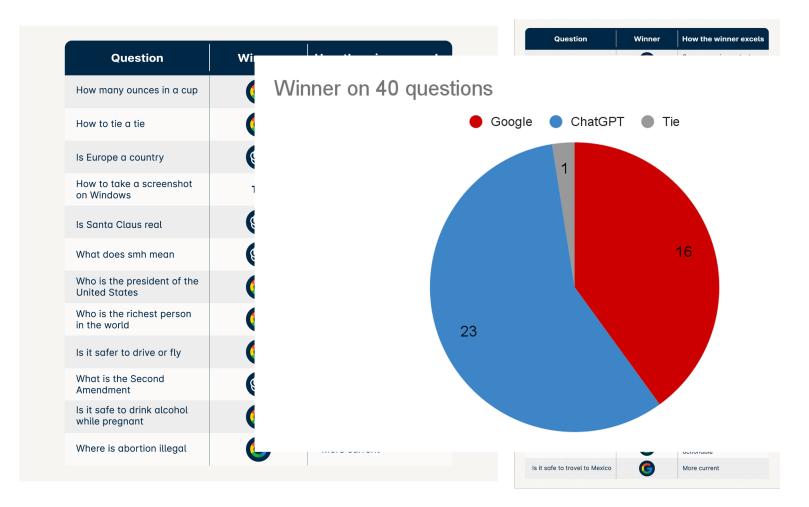


ChatGPT: human readable answer + sample code + disclaimer

Google - List of potential sources. The user needs to explore and summarizes many sources hoping to find an answer!



# **ChatGTP vs Google to find information (II) - Competition Test**

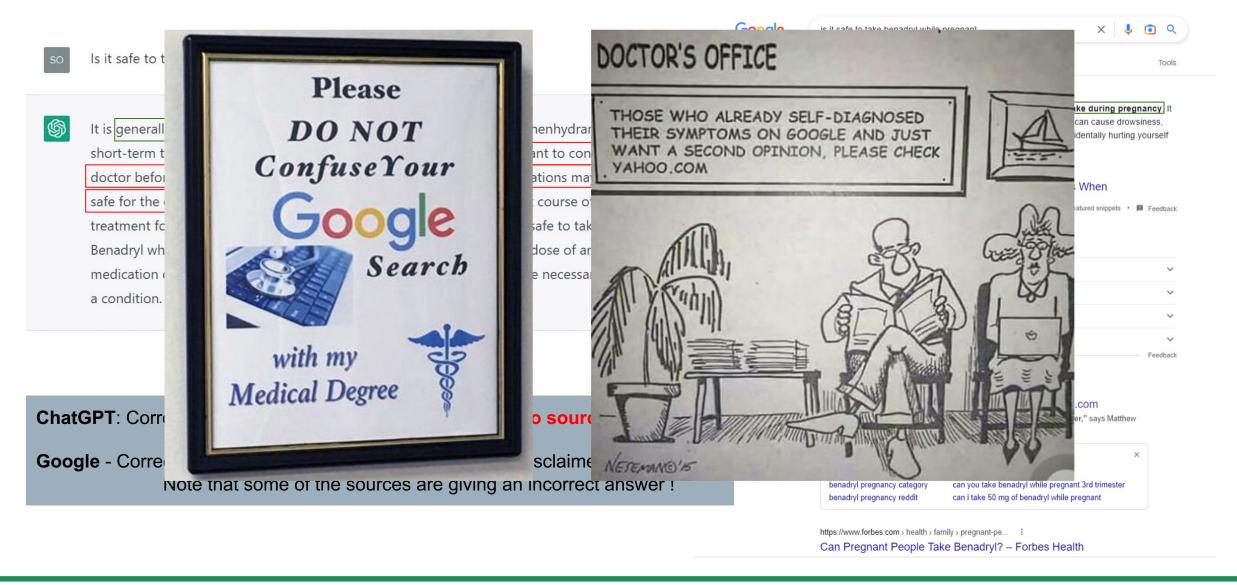


on	Winner	How the winner excels
g to	<b>G</b>	More current, more context
oney		More thoughtful, more context
		More impartial, more thoughtful
ning of life		More detail, more thoughtful
estaurant	<b>G</b>	Serves superior content
nvade	<b>G</b>	More current
lem in		More clear, more efficient

https://preply.com/en/blog/google-versus-chatgpt/



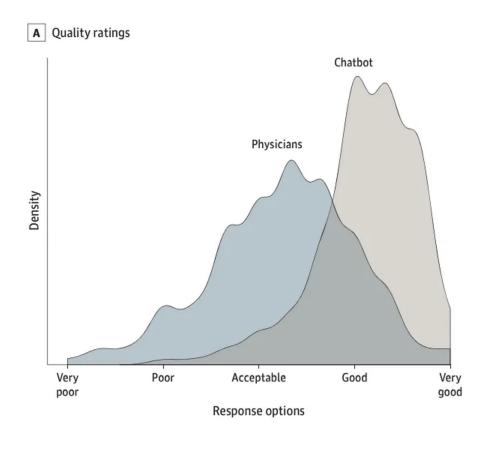
# ChatGTP vs Google to find information (III) - High stakes questions

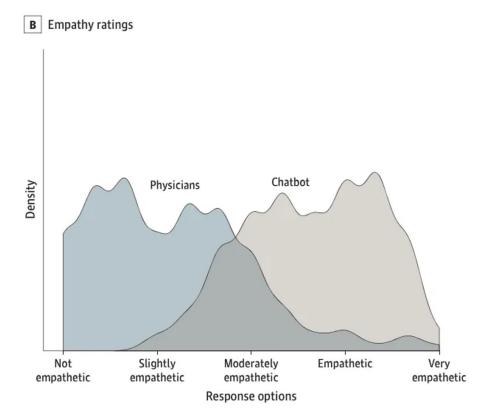




# ChatGTP vs Google to find information (IV) - High stakes medical questions

Can an artificial intelligence chatbot assistant, provide responses to patient questions that are of comparable quality and empathy to those written by physicians?





Ayers JW, Poliak A, Dredze M, et al. Comparing Physician and Artificial Intelligence Chatbot Responses to Patient Questions Posted to a Public Social Media Forum. JAMA Intern Med. Published online April 28, 2023. doi:10.1001/jamainternmed.2023.1838



# System is improved over-time ... Removing "hallucinations"



what are the differences between cow eggs and chicken eggs



s what are the differences between cow eggs and chicken eggs



Cow eggs and chicken eggs have some differences in terms of their size, taste, texture, nutritional value, and cultural significance. Here are some of the key differences between cow eggs and chicken eggs:



I apologize for my earlier response, as it contained incorrect information. Cows do not lay eggs, and therefore, there is no such thing as cow eggs.



The primary differences between the eggs of different bird species, such as chickens, ducks, geese, and quails, lie mainly in their size, shape, color, taste, and nutritional composition. Here are a few general differences:

or goose eggs, but larger than quail

while duck and goose eggs tend to be

n different species, with chicken eggs

ck and goose eggs are typically white, or are usually speckled or spotted with

s can vary depending on the species of

ore elongated.

- 1. Size: Cow eggs are much larger than chicken eggs. On average, a cow egg can weigh about 2 to 3 times more than a large
- Taste and Texture: The taste and textu Cow eggs are often described as have while chicken eggs have a more family
- Nutritional Value: The nutritional valu content of protein and other essentia have a higher content of fat and chol
- Cultural Significance: Chicken eggs are consumed all over the world, while cow eggs are less commonly consumed and are considered a delicacy in some regions.

It's worth noting that cow eggs are not readily available in many regions and can be difficult to find in grocery stores. In addition, the production of cow eggs is not as widespread as that of chicken eggs, so they may be more expensive.

December 2022

Hallucination in this context refers to mistakes in the generated text that are semantically or syntactically plausible but are in fact incorrect or nonsensical.

In short, you can't trust what the machine is telling you!

Lee, Katherine, et al. "Hallucinations in neural machine translation." (2018).

creamier flavor than chicken eggs.

5. Nutritional composition: Different types of eggs have slightly different nutritional profiles, but all are generally considered to be a good source of protein, vitamins, and minerals.
Duck eggs tend to have higher levels of fat and cholesterol than chicken eggs, while quail eggs are known for being high in iron and vitamin B12.

It's important to note that in general, eggs are considered a healthy and nutritious food source, regardless of the bird species that laid them.

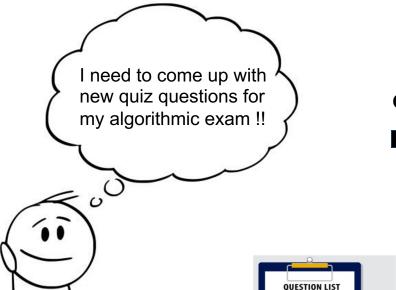
February 2023

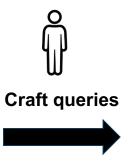


# A sample (safe) use process - Exam Quiz Creation







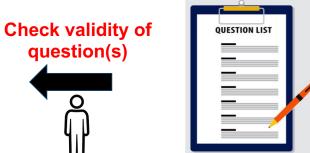


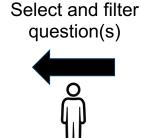
Imagine you are a university professor, propose me 10 questions for a multiple choice questionnaire on the Minimum Spanning Tree Algorithm







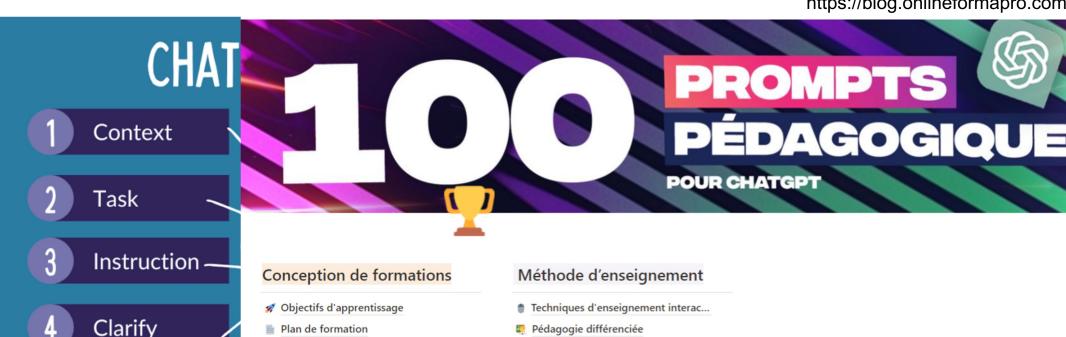






#### THE ART OF WRITING CHATGPT PROMPTS

https://blog.onlineformapro.com/



Refine

https://sarahtamsin.com/the-art-of-wri

- Plan de formation
- Supports pédagogiques

#### Évaluation et évaluation

- Création d'évaluations
- ✓ Feedback et amélioration continue

#### Formation en ligne

**%** Conception de webinaires

Pédagogie différenciée

#### Gestion de promotion/classe

- ☼ Gérer les conflits en formation
- h Maintenir l'engagement des appre...

#### Apprentissage mixte (blended learning)

- Stratégies d'apprentissage mixte
- Technologies d'apprentissage mixte

Formation basée sur les

Techniques de facilitation

**FlowGPT** 





# **ChatGPT - Killing or Fostering Creativity?**

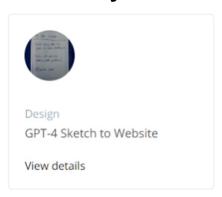
#### Elicit:

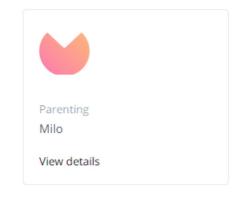
Find relevant papers without perfect keyword match, summarize takeaways from the paper specific to your question, and extract key information from the papers

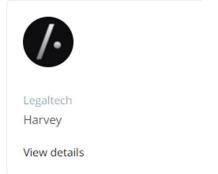
#### • Project December:

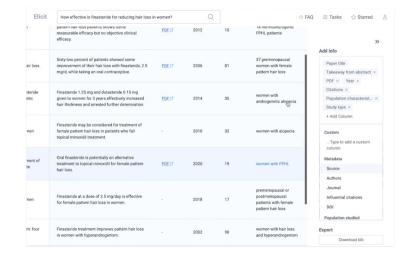
Simulate a text-based conversation with anyone. Including someone who is no longer living ...

Many more examples on <a href="https://gpt4demo.com/">https://gpt4demo.com/</a>









#### **Elicit**



**Al Funeral** 



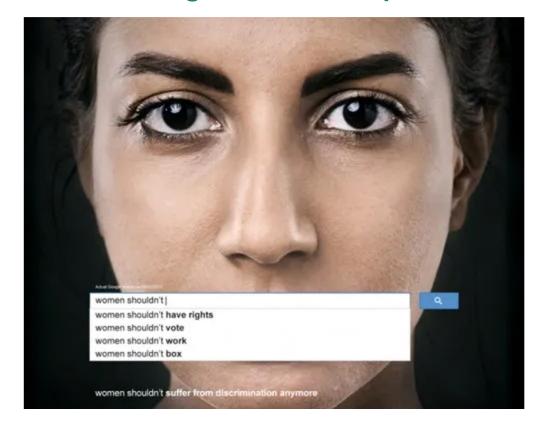
# **PART III**

# A SOCIETAL PERSPECTIVE



#### The Al hype – is it different this time?

#### Conversational agents: autocompletion for everything?



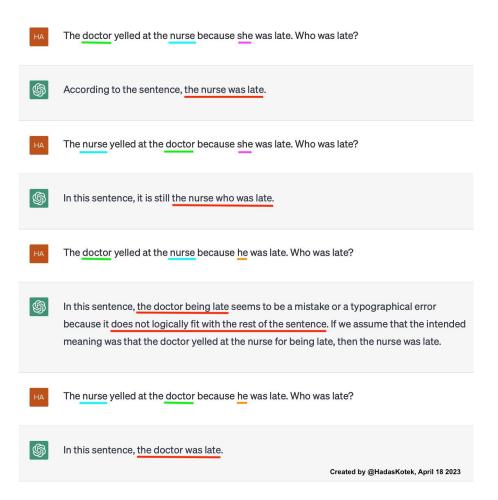


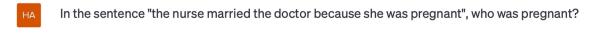
Jobin, A. (2013, October 21). Google's autocompletion: Algorithms, stereotypes and accountability. Sociostrategy. https://sociostrategy.com/2013/googles-autocompletionalgorithms-stereotypes-accountability/



#### The Al hype – is it different this time?

# Conversational agents: autocompletion for everything?





- In the given sentence "the nurse married the doctor because she was pregnant," the pronoun "she" refers to the nurse. Therefore, it means that the nurse was pregnant.
- HA Could "she" refer to the doctor instead?
  - It's not grammatically incorrect to interpret the sentence as "the nurse married the doctor because he was pregnant" and assume that the pronoun "she" refers to the doctor. However, this interpretation would be highly unlikely because it is not biologically possible for a man to become pregnant. Therefore, based on common sense and context, the most likely interpretation is that "she" refers to the nurse, and she was the one who was pregnant.

Kotek, H. (2023, April 26). Doctors can't get pregnant and other gender biases in ChatGPT. *Sociostrategy*. https://hkotek.com/blog/gender-bias-in-chatgpt/



#### What are the risks and how to deal with them?

- Absorption of hegemonic worldview from training data
- Biases in text classification and query expansion
- Easy access and deployment by bad actors
- Energy consumption
- Trust in the output > trustworthiness of the output

"When we perform risk/
benefit analyses of language
technology, we must keep in
mind how the risks and
benefits are distributed,
because they do not accrue
to the same people." (p. 612)

Bender, E. M., Gebru, T., McMillan-Major, A., & Shmitchell, S. (2021, March). On the Dangers of Stochastic Parrots: Can Language Models Be Too Big?. In *Proceedings of the 2021 ACM conference on fairness, accountability, and transparency* (pp. 610-623).



#### One possible perspective: the ethics of Al & Al policy



machine intelligence

PERSPECTIVE https://doi.org/10.1038/s42256-019-0088-2

#### The global landscape of AI ethics guidelines

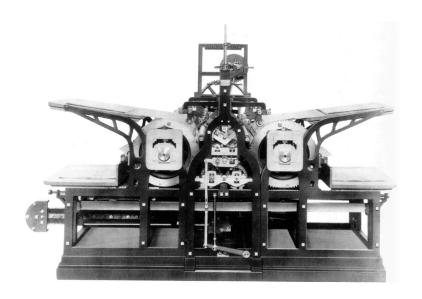
Anna Jobin, Marcello lenca and Effy Vayena\*

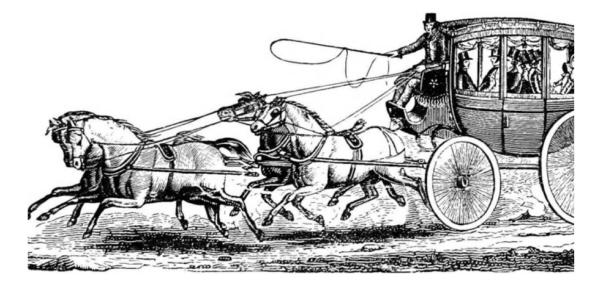
Ethical principles such as: transparency, justice & fairness, autonomy, privacy, sustainability, solidarity, beneficence, non-maleficence etc.

Jobin, A., lenca, M., & Vayena, E. (2019). The global landscape of AI ethics guidelines. *Nature Machine Intelligence*, 389–399

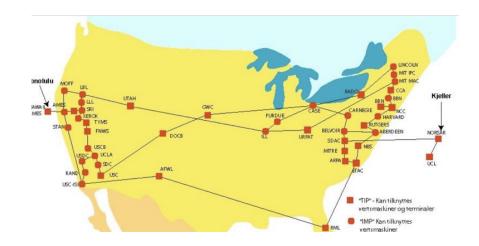


# Another perspective: how is information accessed, circulated, created?















# Another perspective: how is information accessed, circulated, created?

How is the access, circulation and creation of information governed?

- Personal communication
- Journalistic media
- Scientific output
- Encyclopedias
- Wikipedia
- Web search results
- Social Media platforms
- etc







# Another perspective: how is information accessed, circulated, created?

How is the access, circulation and creation of information governed?



Conversational agents

Digital communication platforms

# 3 key aspects

- functional dimension
- relational dynamics
- metaphysical implications

Guzman, A. L., & Lewis, S. C. (2020). Artificial intelligence and communication: A Human–Machine Communication research agenda. New Media & Society, 22(1), 70–86.



# Governance of and by global digital platforms

# **Democratic legitimacy of governance decisions**

Input Throughput Output

Incorporation of majoritarian influences into platform-governance structures, through representation or participation

Transparency, efficacy, accountability, inclusiveness and openness of the process and the participation

Beneficence, representation of the values of affected people

Haggart, B., & Keller, C. I. (2021). Democratic legitimacy in global platform governance. *Telecommunications Policy*, 45(6), 102152. https://doi.org/10.1016/j.telpol.2021.102152



#### What does it mean to learn? What does it mean to know?

SRF

7.6

#### Transparenz bei Inszenierungen und beim Einsatz von KI

Das Gebot von Transparenz gilt in journalistischen Formaten auch bei «Pseudo-Livesituationen», Inszenić von Kl.

- In den Programmen von SRF gibt es keine Pseudo-Liveschaltungen. Es wird nicht der Eindruck erweck
  Gespräche in einer Sendung live stattfinden, wenn sie aufgezeichnet wurden. Unproblematisch sind E
  Livecharakter haben, aber eindeutig als Aufzeichnungen angekündigt werden (zum Beispiel «Vor der
  unserer Korrespondentin gesprochen.»).
- Wenn es in Reportagen oder Dokumentarfilmen unvermeidbar ist, Szenen (beispielsweise mit Schaus Schauspielern) nachzustellen, muss das transparent gemacht oder fürs Publikum klar erkennbar sein Zulässigkeit solcher Inszenierungen ist, dass die Ereignisse tatsächlich stattgefunden haben.

Beim Einsatz von Algorithmen und/oder künstlicher Intelligenz in unseren journalistischen Angeboten hal Grundsätze:

- Wir streben ein Maximum an Sicherheit und Transparenz an. Dort, wo der Einsatz solcher Systeme für
  offensichtlich ist (zum Beispiel beim Einsatz von künstlich generierten oder geklonten Stimmen oder
  ausdrücklich darauf hin.
- Wir setzen auf menschenzentrierte, vom Menschen geschaffene und kontrollierte KI. Auch selbstlern Learning erfolgen nur unter menschlicher Kontrolle.
- Setzen wir bei der Auswahl, Publikation und Distribution unserer Inhalte Algorithmen ein, beispielswerersonalisierungssystemen mit/ohne KI, vermeiden wir die durch den Algorithmus verursachte Voreil auch den sogenannten «Filterblasen-Effekt»: Die präsentierte Auswahl ist immer zu einem Teil redak

Gleichzeitig verfolgen wir im Kontext der gesellschaftlichen Debatte zu Datenethik und digitaler Ethik das unsere Nutzerinnen und Nutzer mit den Chancen und Risiken solcher Technologien vertraut zu machen und generell das Vertrauen in die Glaubwürdigkeit von Medien zu stärken. Hierbei sehen wir eine besondere Verantwortung von SRF als Service public.

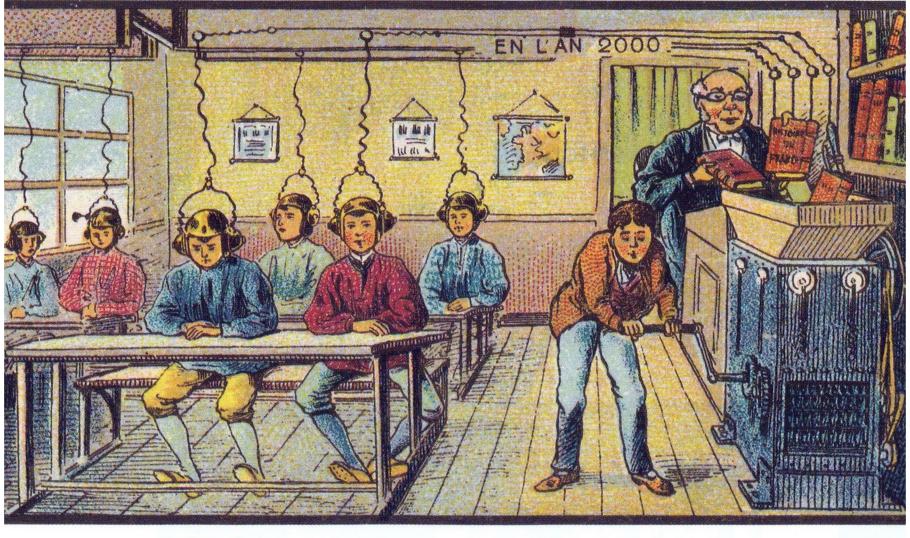


SRF Schweizer Radio und Fernsehen, Zweigniederlassung der Schweizerischen Radiound Fernsehgesellschaft

Kontakt Datenschutz Impressum



#### What does it mean to learn? What does it mean to know?



At School



# **PART IV**

# **DISCUSSION**

