

SCHOOL OF EDUCATION & PROFESSIONAL STUDIES

Disciplined Inquiry in Education Seminar Series

October 8, 2025/Noon-1:00 p.m.

Literacy Center Balcony

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Trust in Artificial Intelligence

Abstract. Artificial Intelligence (AI) is used as a blanket term to cover a variety of learning/decision models and associated technologies. The proliferation of AI based tools from search engines to chatGPT has ensured that most people now have some experience with the technology. In fact, you can hardly avoid it. But can we trust AI? There are many terms such as "hallucinating" or "dreaming" for when AI provides an obviously wrong answer. This can be humorous, such as when AI tells you the golden gate bridge was transported across Egypt. But what about when AI is used to calculate important financial benchmarks? Based on a three-part model of trust, I use the scenario of a loan portfolio and the calculation of probable loan defaults to gauge trust in a fictional AI system and the audit evidence it provides. Results indicate that people currently see AI as no different than any other technology with few differences in their perceived level of trust.

