Creating a Custom GPT

AI Assistant for Learning Development and Support at CBMSE

AI Lightning Talks Session, 24 September 2025

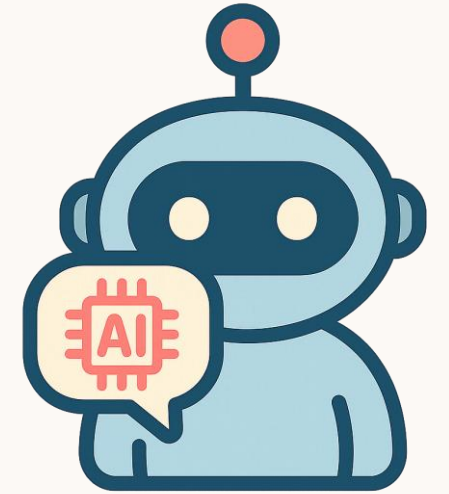Speaker: **Dr Marina de Almeida McLoughlin**

Learning Development and Support Officer

Centre for Biomedical Sciences Education

School of Medicine, Dentistry and Biomedical Sciences

Why create a custom GPT/ agent?

o Repetitive tasks (attendance queries, EC guidance, appointment info, events and CBMSE info)

o Knowledge is scattered across PDFs, Canvas pages, QUB pages

o Students benefit from consistent and accurate answers

o **Goals**: reduce admin friction and improve consistency in communication

Two GPTs/ Agents

✓ CBMSE Learning Support Assistant

✓ CBMSE Round-up Creator

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AI tools I used

ChatGPT Builder

- Set the role, voice, and strict instructions
- Upload key documents (PDFs/Word)
- Create response templates & examples
- Plus/ Pro version required for all features

M365 Copilot Studio

- Agent for Microsoft 365 context
- Grounded chat over SharePoint/OneDrive docs
- M365 license required for all features (e.g. uploading docs)
- Great for drafting, summarising, and Teams workflows

Building process

Role & tone	CBMSE Learning Support Assistant	CBMSE Round-up Creator
Rules (what to do/avoid)	Don't advise without facts Don't misuse systems Don't overstep remit Don't demand evidence unnecessarily (selected)	**Do**: Only use info provided by user Attribute hosts Include venue, date, time (24h) **Don't**: overuse emojis or jargon Ambiguous time (use exact date)
Knowledge (uploaded docs, handbooks, websites)	6 documents uploaded	• Uploaded examples/ templates • QUB SU events page
Structured Outputs	• Email • Advisor of Study note	• Instagram-style caption • Newsletter blurb (1–3 lines each)

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CBMSE Round-up Creator

By community builder ⋔

Creates engaging weekly newsletter posts for the Centre for Biomedical Sciences Education at Queen's University Belfast. Each post is based on provided topics and information, and includes location and event details. Posts are written in a social media style.

CBMSE Learning Support Assistant

By community builder ⋔

Supports students with attendance and academic queries by providing email responses and summary notes in reported speech.

I missed a week of classes due to illness. What shoul...

I have a hospital appointment during class. Will my...

I forgot to sign the attendance register. Can my attendanc...

I need to miss a lecture for personal reasons. What are...

Ask anything

+ ⏲ Thinking ⌄

M365 Copilot

🔍 Search

💬 Chat

Agents ⌃

📄 CBMSE Round-up Creator

👤 Learning Support Assistant

All agents

Create agent

Conversations ⌄

Pages ⌄

Create

Apps

📄 CBMSE Round-up Creator

CBMSE Round-up Creator

Created by Marina De Almeida Mcloughlin

Message Copilot

+

📄 Create a post about an

Write a social media style post about the upcoming seminar o...

📄 Describe a student event

Generate a newsletter post for a student event at the Centre for...

📄 Promote a workshop

Create a short, engaging post for a workshop happening at...
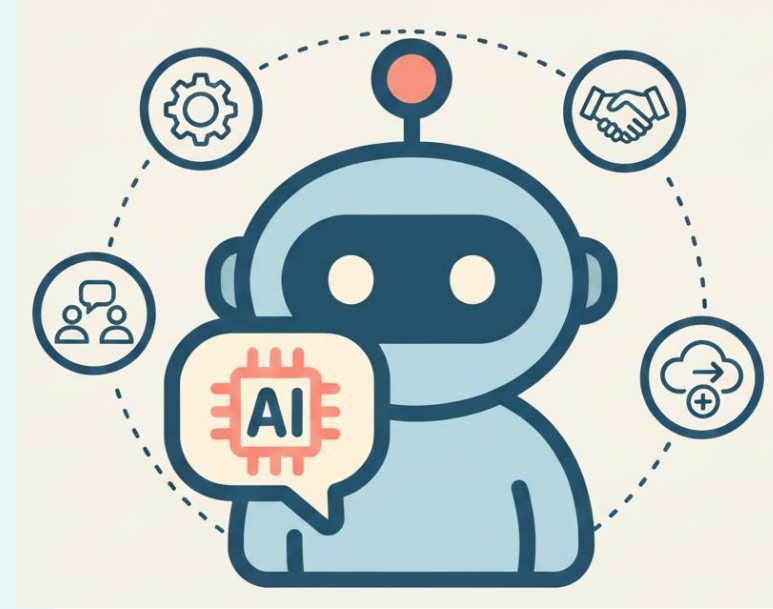
See more ⌄

Marina De Almeida Mc... ...

How it helps daily work

o **Drafts professional, consistent student emails -** attendance reminders, signposting services, appointment offers

o **Information gathering -** extracts from long PDFs into concise answers

o **Summarises** policies quickly

o **Quality loop -** save good replies; add them as new examples in the *knowledge* section

o **Flexible -** can be adapted for other roles/ tasks

Creating a GPT Checklist

✓ List your top 5 frequent tasks

✓ Define the role, tone, and boundaries

✓ Gather & upload 5–10 core documents

✓ Write 3–5 example prompts and ideal answers

✓ Add a response format (structure, headings, sign-off)

✓ Test with real emails; iterate weekly

✓ Track wins: time saved, response consistency

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Get inspired

Once the GPT/ Agent is working, use it for creative tasks and content creation.

o Creating presentations (slides and images)

o Drafting meeting notes & action points

o Getting feedback on materials

o Turning policies into student-friendly explainer blurbs

o Generating Canvas page snippets and checklists
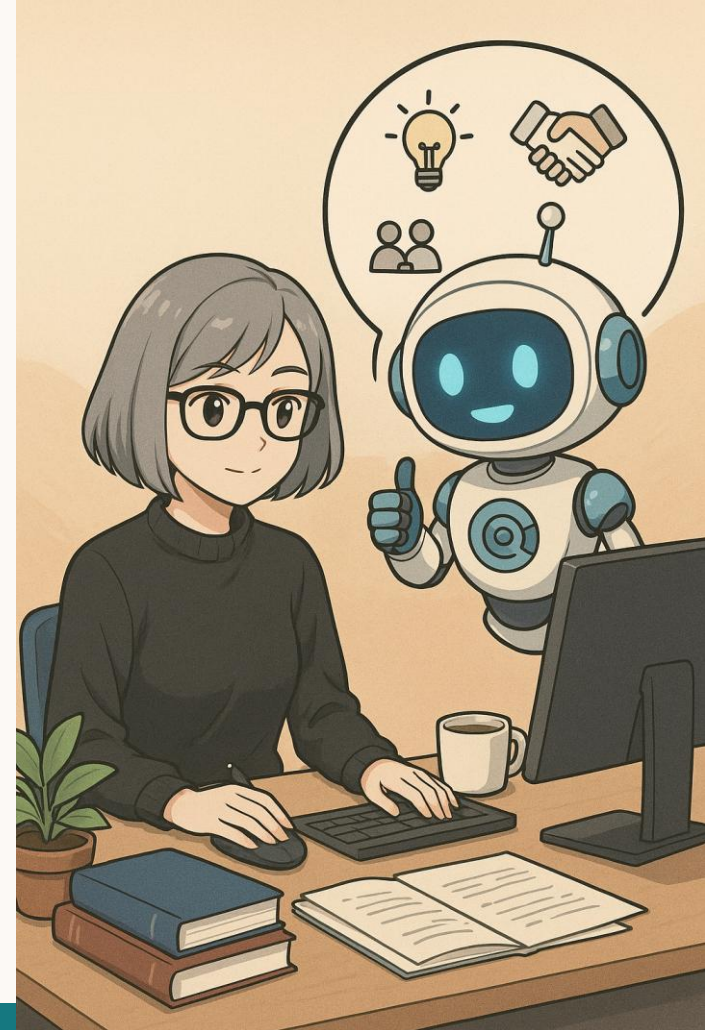
o Creating workshop handouts from trusted sources

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Teams chat