

Application: 5553

Ensuring Scalable and Secure Performance Evaluation with Bongo's AI Technology

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Bongo Learn

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Ensuring Scalable and Secure Performance Evaluation with Bongo's AI Technology

Category

J03. Technical Innovation of the Year - Educational Technology

Technical Innovation of the Year Submission Format

Written Answers

a. Briefly describe the organization that achieved the nominated technical innovation: its history and past performance (up to 200 words). Required

Bongo was born out of a real-world classroom need. A professor at Colorado State University was struggling to find a tool that could effectively assess the communication skills of his students in entrepreneurship and business communications courses. When nothing on the market met his expectations, he decided to build the solution himself. That solution became Bongo—a platform designed to evaluate not just what learners know, but how well they can communicate and apply that knowledge in real-world scenarios.

Initially adopted in higher education, Bongo quickly proved its value in helping students develop essential soft skills through video-based assignments and structured feedback. Its success in academia laid the groundwork for expansion into the corporate learning space, where the need for scalable skill assessment is even more pressing.

Today, Bongo helps enterprise organizations improve performance across sales, partner, and customer success teams by enabling scalable coaching and assessment. By allowing learners to demonstrate skills through video, and using AI-powered and human-reviewed feedback, Bongo closes the gap between training and on-the-job performance. It's used globally by organizations looking to verify skills, reinforce learning, and drive meaningful behavior change—at scale.

b. Outline the nominated technical innovation. Be sure to describe it in terms that someone with limited knowledge of the technology can understand and appreciate (up to 250 words). Required

Bongo's AI Score is an innovative solution designed to transform the way learner-recorded videos are evaluated, providing detailed feedback that empowers learners to reach their full potential in alignment with their specific job requirements. This advanced technology operates with minimal need for human intervention, making it both efficient and scalable.

The process unfolds in three distinct steps. Initially, content authors can upload organization-specific materials into the Bongo platform. These materials serve as the foundation for automatically generating detailed questions and success criteria tailored to the organization's needs. This ensures that the learning process is aligned with the specific skills and knowledge required by the organization.

Learners then record themselves on video as they demonstrate their understanding and application of the techniques and information outlined in the success criteria. This step allows learners to showcase their competencies in a practical, real-world context.

Finally, Bongo employs a combination of the recorded videos, the predefined objectives, a publicly available large-language model (LLM), and Bongo's proprietary algorithms to evaluate the learners' performances. The AI Score system automatically scores the videos, providing detailed justifications and examples for each evaluation. This comprehensive feedback helps learners understand their strengths and areas for improvement and why they received that score, facilitating continuous development without the need for constant human oversight.

By leveraging cutting-edge AI technology, Bongo's AI Score not only enhances the efficiency of the evaluation process but also ensures that learners receive personalized, actionable feedback that supports their professional growth.

c. Explain why the technical innovation you have highlighted is unique or significant (up to 250 words). Required

The innovation behind Bongo's AI Score is particularly significant due to its ability to address a critical challenge faced by enterprises: the secure and effective use of AI for evaluating sensitive organizational data. Typically, organizations are reluctant to feed their private and sensitive information into widely available AI models due to concerns that such data could inadvertently become public. Conversely, developing and training a private AI model can be prohibitively expensive and may not yield the same level of performance due to the lack of extensive machine-learning data available to public models.

Bongo's patent-pending multi-step process is a game-changer in this context. It uniquely enables the assessment of learner videos against sensitive organizational data without exposing that data to public large-language models (LLMs). This innovation ensures organizations can evaluate employee performance on a large scale while safeguarding their sensitive information, thus maintaining confidentiality and security.

Moreover, Bongo has developed consensus algorithms to address and mitigate biases and response variances that are often present in many LLMs. These algorithms are integral to the system, ensuring that the AI's evaluations are fair, consistent, and reliable. The interaction with the LLM is structured as a multi-part conversation, enhancing the precision and trustworthiness of the responses.

This dual focus on data security and evaluation accuracy makes Bongo's AI Score a unique and significant innovation. It empowers organizations to leverage advanced AI technology for performance evaluation without compromising their data integrity, thus offering a robust solution in today's data-sensitive environment.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Due to the IP and pending application of the patent for this technology, Bongo cannot provide these materials at this time.

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Supporting Document

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