

# GRATITUDE WORLDWIDE | CAPABILITY STATEMENT

## Assessment, feedback and AI-era workflow support for higher education

Naomi Rowan | Founder & Consultant, Gratitude Worldwide Ltd

I help universities make assessment and feedback change work in practice: reviewing current provision, redesigning marking, moderation and Moodle/platform workflows, clarifying requirements, and supporting implementation, guidance and staff adoption.

**Useful for:** digital education, assessment, quality, registry, academic development, learning technology and project/change teams.

### When to bring in specialist support

- AI is creating uncertainty around assessment design, marking, feedback, workload, academic integrity or student guidance.
- Assessment, marking or moderation processes vary significantly by department or programme.
- Moodle, platform or supplier decisions are being slowed by unclear requirements, fragmented workflows or local workarounds.
- A pilot, rollout or change programme needs practical adoption support, guidance, training and stakeholder alignment.
- Leaders need a clearer 90-day plan before committing to a larger project.

### Core offers

#### 1. Assessment & AI Workflow Diagnostic

A focused 3–6 week review to map current workflows, identify friction, clarify AI-era risks and produce practical next steps.

#### 2. Assessment Workflow Redesign Sprint

A 6–12 week project to redesign marking, moderation, feedback, Moodle/platform workflows, requirements, pilot planning and decision materials.

#### 3. Fractional Assessment Transformation Partner

Ongoing senior support across live assessment, feedback, AI, platform and implementation change, usually 1–3 days per month.

### Typical outputs

- Workflow maps and friction analysis
- Prioritised recommendations and 90-day action plans
- Functional requirements, user stories and decision support
- Pilot plans, guidance, training and adoption materials

### Selected evidence

- **LSE:** assessment workflow redesign, Moodle process support, requirements development, adoption support and phased pilot planning across 26 departments in a complex higher education setting.
- **Nord Anglia Education:** designed high-performing professional learning reaching 8,000+ educators worldwide.
- **Aula:** led QA workflow improvement and standardisation, increasing the proportion of learning designs meeting the design excellence benchmark from 8.82% to 54.26%.

### Selected organisations and partnership contexts:

LSE | Nord Anglia Education | Aula | MIT–Nord Anglia | Juilliard–Nord Anglia

### How I work

My work sits at the intersection of academic practice, assessment operations, digital platforms and implementation.

I translate between educators, professional services teams, senior stakeholders and suppliers so complex requirements become workable decisions and usable processes.

*Do it with care. Do it together. Make it workable.*

### Best first step

Email a short outline of your assessment, feedback, Moodle, AI or workflow challenge. I will recommend the most useful starting point: diagnostic, redesign sprint or fractional advisory support.

### Contact:

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