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|  | **Helpful to achieve goals** | **Harmful to achieve goals** |
| **Internal factors** | **Strengths**   * Providing personalised responses * Generating personalised responses * Self-improving capability * Providing real-time responses | **Weaknesses**   * Lack of deep understanding * The risk of biases and discrimination * Lack of higher order thinking skills * Lacks capacity to evaluate the quality of responses |
| **External Factors** | **Opportunities**   * Increasing accessibility of information * Facilitating complex information * Decreasing teaching workload * Facilitating personalised learning | **Threats**   * Perpetuating discrimination and biases in education * Threatening academic integrity of exams and online assessments * Declining in higher order cognitive skills * Potential to facilitate plagiarism and false information * Lack of understanding of the context |