

FROSTBURG STATE UNIVERSITY GUIDANCE
ON APPROPRIATE USE OF ARTIFICIAL INTELLIGENCE (“AI”)

Purpose & Background

Artificial Intelligence holds tremendous promise, and if properly harnessed, can help Frostburg State University better serve students and create efficiency in our workflows. At the same time, there are significant privacy, security, bias, accuracy, and legal risks to consider. As we work toward comprehensive AI policy at the USM and institutional levels:

- Governance-by-guidelines, in service of experimentation and learning, relies on careful human judgment to balance productivity gains with risks.
- Given the technology’s rate of change, and to enable use and experimentation while centering responsible practices, faculty, staff, and students must follow these interim guidelines if they leverage AI technologies, whether free versions or paid licenses.
- While decisions to purchase paid versions of these tools are delegated to the discretion of individual departments, the Office of Information Technology should be consulted prior to any purchase being made.
- This interim guidance will be incorporated into policy currently being developed in partnership by the USM, FSU, and our peer institutions.

AI Principles

All use of AI must adhere to the following principles. Faculty, staff, and students should use their professional/discretionary judgment as it relates to the guidelines in this document. Furthermore, it is your responsibility to think critically about use of these emerging technologies; if you have concerns, be prudent and err on the side of caution.

1. **Fairness and Equity.** A user of AI must take into account the fact that AI tools and systems can perpetuate harmful biases, and take steps to mitigate those risks, in order to avoid discrimination or disparate impact to individuals or communities based on their race, color, ethnicity, sex, religion, age, ancestry or national origin, disability, veteran status, marital status, sexual orientation, gender identity, genetic information, or any other classification protected by law.
2. **Innovation.** When used responsibly, AI has the potential to be a tremendous force for good. The university commits to exploring ways AI can be leveraged to improve services and student outcomes.
3. **Privacy.** Individuals' privacy rights should be preserved by design in the university's use of AI, while ensuring that data creation, collection, and processing are secure and in line with all applicable policies, laws, and regulations.

4. **Safety, security, and resiliency.** AI presents new challenges and opportunities for ensuring the safety and security of our users, infrastructure, systems, and data. The university commits to adopting best practice guidelines and standards to surface and mitigate safety risks stemming from AI, while ensuring AI tools are resilient to threats.
5. **Validity and reliability.** AI tools and systems can change over time. There should be mechanisms in place to ensure that these systems are working as intended, together with accurate outputs and robust performance.
6. **Transparency, accountability, and explainability.** The university will maintain a record of the AI tools it employs, how they are trained, and their intended use.

Guidance

1. **PII & Sensitive information:** Do not input personally identifiable information (PII) or protected health information (PHI), or any information about individuals, into any AI tool - even if it's "anonymized" or "de-identified." In addition to PII and PHI, do not input confidential or sensitive content.
2. **Decision-making and evaluations:** Faculty and staff are not permitted to use AI tools to make sensitive decisions or evaluations concerning individual benefits, credentialing, vetting or hiring
3. **Fact-check:** AI can create content that seems real but is not. Ensure that you fact-check output using a different source prior to using the output in your work product. Keep in mind that you are responsible for the veracity of your work and any inaccuracies therein, even if you leverage AI tools to help in its production.
4. **Review for bias:** AI tools can reflect existing societal biases captured from their training data. That may lead to tools outputting assumptions based on past stereotypes that need to be corrected. Be aware of individual biases and ask questions of an AI tool in a neutral, open-minded manner.
5. **Attribution:** Users are not generally required to disclose incidental use of AI. When AI tools are used in ways that contribute substantively to academic or professional work, citation or acknowledgment should follow the standards set by the relevant discipline or assignment.
6. **Transcription tools:** Do not use AI tools to transcribe or summarize meetings where sensitive topics or PII are discussed. If you use an AI transcription tool, ensure you've documented in the event invite that the meeting will be transcribed, state as much at the beginning of the meeting, and disable transcription if any attendee does not consent.

7. **Access and accounts:** Create accounts on these tools using your @frostburg.edu email and use them only for work-related purposes, separate from any personal use of these tools. Select options in tools that limit data retention and opt out of your input information being used to further train models. When you no longer need a given AI service, you must submit a request to the vendor to delete your account.
8. **Terms and conditions (T&Cs):** Ensure the university's procurement office has reviewed and approved all terms and conditions before you purchase or use a given AI tool. The university maintains enterprise licensing agreements for select AI tools, which are listed on the [Bobcat Portal](#).
9. **High Risk AI:** If it is determined that an AI tool is High-Risk, controls that mitigate the risk of harm to individuals or the institution must be implemented and documented prior to the purchase, implementation, or utilization of the High-Risk AI tool. High Risk AI is a subset of AI that has the potential to significantly affect the critical operations of the institution or the rights of an individual. These could be systems that influence decisions on civil rights, civil liberties, equal opportunities, health, safety, law enforcement, eligibility for essential services, privacy, financial or legal rights, or other high-impact outcomes.
10. **Policy Adherence:** Use of all technologies classified as AI, or those that include an AI component, must comply with all applicable University and USM Information Technology policies and reporting requirements. Users of AI technologies are expected to engage with these tools responsibly, ensuring compliance with applicable laws, regulations, and ethical standards, particularly in relation to data privacy, academic integrity, and nondiscrimination.
11. **FSU-Licensed Tools:** AI tools provided through university-supported licensing are the preferred tools for institutional use, as they have undergone appropriate security, privacy, and compliance reviews. Individually licensed or freely available AI tools should be used with caution and only when approved through the appropriate University vetting processes.
12. **Use in Academics:** The Office of Information Technology (OIT) does not maintain specific policies or procedures governing the use of AI in academic or student affairs contexts. However, OIT remains available as a strategic partner, offering support, consultation, and technical expertise to inform and enable decision-making in these areas. Use of AI in the academic setting must comply with all applicable University and USM Information Technology policies and reporting requirements.