FROSTBURG STATE UNIVERSITY
OFFICE OF INFORMATION TECHNOLOGY
GUIDANCE ON THE USE OF ARTIFICIAL INTELIGENCE ("AI")

Fall 2026

Purpose & Background

Properly applied, Artificial Intelligence ("AI") helps Frostburg State University better serve students and improve efficiency in our workflows. At the same time, there are significant privacy, security, bias, accuracy, and legal risks that must be carefully managed. As AI technologies continue to rapidly expand:

- Governance through guidance, in support of experimentation and learning, relies on thoughtful human judgment to balance innovation and productivity gains with potential risks.
- Given the pace of technological change, and to enable responsible use and experimentation, faculty, staff, and students must follow these guidelines when leveraging AI technologies, whether through university licensing, free services, or paid personal subscriptions.
- The Procurement Office and the Office of Information Technology must be consulted before university AI technology purchases are made.
- This guidance will be reviewed and updated as AI technologies mature and as University System of Maryland (USM) and Frostburg State University policies continue to develop.

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 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 technologies 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 challenges and opportunities for ensuring the safety and security of our users, infrastructure, systems, and data. The University commits to adopting best practices and standards to surface and mitigate safety risks stemming from AI, while ensuring AI technologies are resilient to threats.

5. **Validity and reliability.** AI technologies can change over time. There should be mechanisms in place to ensure that these tools and 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 technologies it employs, how they are trained, and their intended use.

Guidance

1. **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.

2. **FSU-Licensed Technologies:** AI technologies provided through University-supported licensing are required for administrative use, as they have undergone appropriate security, privacy, accessibility, compliance, and data governance reviews. These technologies operate under institutionally approved agreements designed to protect University data and support compliance with applicable legal, regulatory, and policy requirements. The University maintains enterprise licensing agreements for vetted and secure AI technologies, which are listed on the Bobcat Portal.

3. **Free/Personally Licensed Technologies:** When conducting University business or performing University administrative work, the use of personally licensed or freely available AI technologies is prohibited. University-licensed AI technologies operate under institutionally reviewed agreements that establish appropriate privacy, security, accessibility, compliance, and data governance protections. These protections are often absent from personal or free services, which may result in inappropriate disclosure, retention, use, or sharing of institutional data.

4. **Terms and conditions (T&Cs):** Ensure the University's Procurement office and the University's Office of Information Technology have reviewed and approved all terms and conditions before you purchase or use a given AI technology. All contracts must comply with the Maryland Higher Education Data Privacy law, University data security policies, and Maryland state finance and procurement statutes.

5. **PII & Sensitive information:** Personally Identifiable Information (PII), Personal Health Information (PHI), confidential information, and other sensitive institutional data should only be processed using University-approved AI technologies that have undergone appropriate security, privacy, and compliance reviews. Users must not enter such information into unapproved AI technologies, including individually licensed or freely available services. When in doubt, consult the Office of Information Technology before proceeding.

6. **Decision-making and evaluations:** Faculty and staff are not permitted to use AI technologies to make sensitive decisions or evaluations concerning individual benefits, credentialing, vetting, or hiring.

7. **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 technologies to help in its production.

8. **Review for bias:** AI technologies can reflect existing societal biases captured from their training data. That may lead to AI-enabled tools outputting assumptions based on past stereotypes that need to be corrected. Be aware of individual biases and pose questions to AI technologies in a neutral, open-minded manner.

9. **Attribution:** When conducting University business or performing University administrative work, users are not generally required to disclose incidental use of AI. When AI technologies 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.

10. **Transcription:** Approved AI transcription and meeting recap technologies may be used in accordance with University policy and the sensitivity of the meeting being conducted. Users must not use unapproved AI transcription or summarization services. When transcription is enabled, participants should be informed in advance and at the beginning of the meeting. Meeting organizers are responsible for determining whether transcription is appropriate based on the nature of the discussion and applicable legal, regulatory, and University requirements.

11. **Access and accounts:** While conducting University business or performing University administrative work, AI technologies must be accessed using your @frostburg.edu account and university-provided authentication methods. Users should not conduct University business, process institutional data, or store University-generated content in personal AI accounts or services. When available, users should select privacy and security settings that limit data retention and prevent the use of institutional data for model training. Accounts and access to AI services must be managed in accordance with University information security, records retention, and account management requirements.

12. **High-Risk AI:** If it is determined that a specific AI technology 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 technology. 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.

13. **Use in Academics:** The Office of Information Technology (OIT) does not maintain specific policies governing the adoption or 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.