Standards for the Use of Generative Artificial Intelligence in Administrative Work at Northeastern

Scope: These Standards implement the Policy on the Use of AI Systems and are intended to apply to *administrative activities* at Northeastern. These Standards do not provide guidance on the use of Generative AI in teaching or research.

Introduction:

Generative AI is an artificial intelligence technology that can produce content including text, images, audio, video, and synthetic data. It is important to understand that generative AI tools are only able to draw on the information the model was trained on, meaning that responses reflect the biases and limitations of the training material.

The ability to use a generative AI chatbot to get tasks done is a revolution in how people work. However, the use of generative AI can put Northeastern at risk if used improperly. The do's and don'ts of successful use of generative AI in this document will guide you toward productive ways to use this time-saving tool while reducing the risk of improper use and unintended outcomes.

Do:

1. Understand the limitations of generative AI and the risks of relying on it as a source of information.
2. Use your Northeastern email address to create an account intended for Northeastern use and include contact information for your manager to enable access should you separate from Northeastern.
3. Invest time in identifying your organizational goals and objectives for using the AI tool and testing the tool to make sure it accomplishes those goals. This may involve a discussion with your manager.
4. Understand how to use the tool properly to get the desired results (bad, incomplete, or inaccurate data means compromised results).
5. Disclose your use of AI internally to all who might be impacted by it, such as discussing the use of generative AI with your manager.
6. Confirm that your request and the generated content adhere to Northeastern's Code of Ethical Conduct, Policy on Confidentiality of University Records and Information, and Appropriate Use Policy.

Don't:

1. Do not enter any confidential information into a Generative AI tool unless it is reviewed by the AI Review Committee (as specified in the university's Policy on the Use of AI Systems). Any information you plug into the public version of ChatGPT or any OpenAI model becomes part of the general data lake. This means that any data entered into the system are fed into the data lake, become part of the generative AI model, and will be available for public consumption. Some generative AI models do not do this, so the Office of Information Security must confirm how the model you are using functions in order to obtain an exception to this requirement.

2. Do not upload application code or intellectual property (e.g., new inventions whether patentable or unpatentable, human subjects research, copyrighted content, proprietary source code, etc.) into a Generative AI tool unless it is reviewed by the AI Review Committee.
3. Similarly, do not use third-party AI tools such as meeting recorders, note-taking tools, and writing proofreaders unless the tool has been approved by Information Technology Services. Third-party AI tools can use this data to train their model and, potentially, sell the data provided to it to advertisers and others.
4. Do not generate, download, store, or share content that is defamatory, discriminatory, or otherwise violates our [Policy on the Appropriate Use of Computer and Network Resources](#).
5. Do not sign a contract with a vendor that offers Generative AI services or incorporates Generative AI features and functions into its services without first following the [Office of Information Security vendor review process](#) as well as the [AI Review Committee process](#) (if applicable).