

Generative Artificial Intelligence Policy

This document is the parent policy for any College or Divisional procedures. Questions regarding this policy are to be directed to the identified Policy Administrator.

Functional category	Operations
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Effective date	April 10, 2024
Policy owner	Vice President, Administration and Chief Financial Officer
Policy administrator	Director, Information, Risk & Compliance

Objective

This policy outlines the rules for using [publicly available generative artificial intelligence](#) (AI) tools at NorQuest College (college). [Industry-tailored generative AI](#) tools and [system-integrated generative AI](#) tools are not in scope of this policy.

The college welcomes innovative and reliable uses of generative AI that respect human rights and democratic values. While the college adopts technologies that support our operations, we understand that there are risks and limitations of generative AI and want to ensure responsible use. The following principles guide our approach to generative AI adoption and use: compliance with legal and regulatory requirements, protection of data privacy and security, ethical use, and employing human oversight when using generative AI.

Authority

Authority to establish this policy is derived from the [NorQuest College Board](#)

[of Governors Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the College's management and operation.

Policy Statement

Acceptable Use of Generative AI for Employees and Contractors

According to the college's [Data Classification Standard](#), employees must only enter information that is classified as public when using publicly accessible generative AI tools. Public information examples include published annual reports, news releases, business contact details, college policies, published research, job postings, and publicly shared newsletters.

Employees shall not enter protected, confidential, or restricted information of the college into generative AI tools.

Generative AI tool use at the college, if it meets the requirements as set by this policy, may include the following: natural language processing (e.g., creating, searching for, summarizing, classifying, extracting or translating text); computer vision (e.g., creating, classifying audio or video or images) or software engineering (e.g., creating or analyzing code).

The college strives to respect the rights of content creators and copyright owners. If entering content into a generative AI tool would violate the copyright owner's rights and the Canadian [Copyright Act](#), then that content must not be entered into the generative AI tool. Employees should contact the Institute for Teaching, Learning, and Technology, if they need help deciding what material is copyright protected.

All generative AI tools must be reviewed by the college to ensure that the software meets all necessary security, privacy, and accessibility requirements: this applies to downloadable software, software as a service, web-based services, browser plug-ins, and smartphone apps. Plainly, to use a generative AI tool, it must have passed through the college's [software acquisition process](#).

Notwithstanding the above, use of generative AI tools that are incorporated into publicly available products that do not require the user to form an account, like internet search engines, are not required to go through the software acquisition process.

When producing work products with generative AI tools, the college's email addresses, credentials, and phone numbers must be used when forming an account with that tool.

When AI generates content, it is essential to have human oversight. Results from generative AI tools might include made-up information (e.g., hallucinations). Generative AI tools may also inherit biases from the data they were trained on. These biases may not align with the [Anti-Racism Policy](#) and NorQuest College's commitment to equity, diversity, and inclusion. The outputs could also have errors or favor specific groups, leading to unfair results. Careful review of analyses provided by generative AI tools is needed, as it might be influenced by bias.

Generative AI outputs should not be assumed to be true, reliable, or ethical. Responses from generative AI shall not be used verbatim, be treated as the sole source, be used to issue official statements, be solely relied on for making final decisions, or be used to impersonate individuals or organizations.

AI generated content must be reviewed by employees or contractors for accuracy, appropriateness, and possible bias before using the information for work purposes. Content created using generative AI tools may be used to form work products for the college, in particular intellectual property, but must be attributed and fully cited. Guidance for citing AI is available through the college's [APA LibGuide](#) and the [MLA LibGuide](#).

The college will ensure that contractors disclose in their contracts the use of generative AI tools. The college may prohibit contractors from using NorQuest College protected, confidential, or restricted data in generative AI tools.

Vendors must disclose the use of generative AI when used to produce intellectual property for the college.

In all cases, use should be consistent with the [Acceptable Use Standard](#).

Acceptable Use of Generative AI for Learners

It is necessary for instructors to be clear on whether generative AI tools (e.g., ChatGPT) are allowed to be used to complete assignments, tests, or exams; if allowed, this must be reflected in the course syllabus, detailing the extent to which it is allowed, and if it should be cited and how. If this was not reflected in the course syllabus, instructors may introduce this within the term, but to support transparency, they must inform all students within the course in writing. If instructors do neither of the above, generative AI is not to be used by learners within that course.

If a learner is in doubt about whether a generative AI tool can be used for a particular assignment, the learner should speak with their instructor.

Learners should follow the citation styles as directed by their instructor and the college's [APA LibGuide](#) and the [MLA LibGuide](#).

Prohibited Use

Generative AI outputs may be used to support a decision made by a NorQuest College employee. However, generative AI outputs shall not be used to make the decision for the employee. Generative AI tools will not replace the judgement required from human decision-makers.

As per the [Data Classification Standard](#), the college's protected, confidential, and restricted information shall not be input into any generative AI tools. This includes but is not limited to, identifying student information subject to the *Freedom of Information and Protection of Privacy Act*, identifying health information, and trade secret information.

Similarly, generative AI tools must not be used to generate outputs that are considered non-public. Examples include but are not limited to generating legal analysis or advice; recruitment, personnel, or disciplinary decision-

making; and the completion of academic work in a manner not allowed by the instructor.

Education and Training

The college will provide ongoing education and training to employees using generative AI to ensure their understanding of the ethical considerations, privacy concerns, and potential biases associated with generative AI tools.

Compliance and Accountability

Employees and students must be aware of and uphold their obligations under this policy, and any associated policies and procedures, standards, or guidelines. Non-compliance with this policy may result in disciplinary action from the college and/or penalties in alignment with the [Code of Conduct Policy](#) and [Student Judicial Affairs Policy](#).

Definitions

Artificial Intelligence: a broad term used to describe an engineered system where machines learn from experience, adjusting to new inputs, and potentially performing tasks previously done by humans. More specifically, it is a field of computer science dedicated to simulating intelligent behaviour in computers.

Confidential Information: Applies to data and information that, if compromised, could cause serious injury to an individual, organization or government.

Generative Artificial Intelligence: A field of AI that uses machine learning models trained on large data sets to create new content, such as written text, code, images, audio, simulations, and videos. These models can generate novel outputs based on input data or user prompts.

Generative Artificial Intelligence Tool: An AI tool is a software application that uses machine learning models trained on large data sets to create new content, such as written text, code, images, audio, simulations, and videos.

Industry-Tailored Generative Artificial Intelligence: Third-party vendor products that incorporate large language model products into an application, software, or content product, like Scite or Casetext's CoCounsel.

Input / Output: A general term for the equipment that is used to communicate with a computer as well as the data involved in the communications.

Protected Information: Applies to data and information that, if compromised, could cause injury to an individual, organization or government.

Publicly Available Generative Artificial Intelligence: Publicly available, large language model products, like OpenAI's ChatGPT or DALL-E.

Public Information: Applies to data and information that, if compromised, will not result in injury to individuals, governments, or to private sector institutions. Classifying data or information as Public does not require that it be made available to the public.

Restricted Information: Applies to data and information that, if compromised, could cause extremely grave injury to an individual, organization or government.

System-Integrated Generative Artificial Intelligence: Open-source or proprietary, licensable language model technology which requires information technology support to integrate it into enterprise systems.

Related information

NorQuest College

- [Academic Freedom Policy](#)
- [Academic Misconduct Policy](#)
- [Acceptable Use Standard](#)
- [Anti-Racism Policy](#)
- [APA LibGuide](#)
- [Code of Conduct Policy](#)

- [Data Classification Standard](#)
- [Digital Security Policy](#)
- [Freedom of Information and Protection of Privacy \(FOIP\) Act Policy](#)
- [Goods and Services Procurement Policy](#)
- [MLA LibGuide](#)
- [Software Acquisition Process](#)
- [Student Judicial Affairs Policy](#)

External

- [Canadian Copyright Act](#)
- [Freedom of Information and Protection of Privacy \(FOIP\) Act](#)

Next review date

April 2025

Revision history

Date	Version Number	Action
January 2024	V1	New.
April 2024	V2	Limited the scope of the policy to cover publicly available generative AI tools; added further examples; adjusted definitions.