



SDSU GenAI Dos and Don'ts



DO

- ✓ Remain informed on California State University (CSU) and SDSU Generative AI (GenAI) guidelines [🔗](#), and uphold appropriate and responsible use of GenAI to augment existing work and increase productivity by improving efficiency and extending capacity.
- ✓ Learn how to responsibly and ethically use GenAI tools [🔗](#), including generating quality prompts to help ensure accurate results that are free of error and implicit bias, and continue to familiarize yourself with GenAI tools and their functions.
- ✓ Get professionally trained by completing SDSU's Academic Applications of AI Micro-Credential [🔗](#) course.
- ✓ Use GenAI tools with commercial data protection, such as Copilot [🔗](#), and read the terms of service, focusing on data collection and privacy practices.
- ✓ Ensure work done with GenAI is human-led, and be transparent about your use by openly citing [🔗](#) your use of GenAI whenever possible.

EFFECTIVE PRACTICES

- 💡 Ensure accuracy and embrace the principle of 'no human, no GenAI' [🔗](#).
- 💡 Acknowledge that distortions and biases are present in GenAI models and applications.
- 💡 Use GenAI to spark ideas.
- 💡 Use GenAI to review workflows for error reduction potential, and consider moving repetitive, predictable work to GenAI.

DON'T

- ✗ Upload personal, proprietary, or confidential information that could violate CSU policies [🔗](#), state or federal privacy laws, including HIPAA (related to health and medical records, and FERPA, linked to student educational records), or expose SDSU data (levels 1 and 2) [🔗](#), when using GenAI.
- ✗ Do not use or publish anything created with GenAI without reviewing for accuracy, SDSU editorial style [🔗](#), and brand voice [🔗](#).
- ✗ Do not use GenAI in confidential or sensitive meetings (California is a "two-party consent" state, meaning it is illegal to record a private conversation unless all parties consent to the recording, including digital recordings and transcripts, which specific GenAI tools can generate).
- ✗ Assume all SDSU community members are using or know how to use GenAI to improve efficiency and enable capacity.

WANT TO TALK ABOUT IT MORE?

ITS Help Desk staff is here to help, Monday-Friday, regular business hours:

- ITS Help Desk in AH 1128 (walk-in)
- ITS Virtual Support Center [🔗](#) (live online)
- Information Technology Division via ServiceNow [🔗](#)

SDSU | Information Technology Division