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FAQ for GenAI and Copilot at CU [1]

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Generative AI (GenAI) tools like Microsoft Copilot and ChatGPT are becoming valuable complements to daily work — helping with tasks like summarizing, editing and brainstorming. While they're not replacing our work, they can make certain tasks faster and easier when used thoughtfully.

What's the difference between AI and GenAI?

Artificial intelligence (AI) is a broad term that refers to machines performing tasks that typically require human intelligence, such as recognizing speech or making recommendations.

GenAI is a type of AI that goes further: It creates content based on patterns it has learned from large datasets. This includes writing text, generating images, summarizing documents and more.

Tools like Microsoft Copilot and ChatGPT fall into the GenAI category because they help users generate and refine content, rather than just analyze or automate tasks.

FAQ: Using GenAI at CU

1. Where can I find information on CU's AI policies and guidelines?

a. CU System AI Resources [3] from University Information Services
b. AI Guidance [4] from CU System Chief Information Officer, Brad Judy
c. Explore AI Resources at CU [5] from the Office of Information Security

2. Can I only use CU-approved GenAI tools?

You can use other GenAI options for general tasks like brainstorming, but not for anything involving student records, internal documents or confidential university information, commonly referred to as CU data. You can use tools such as ChatGPT, Claude or Gemini, as long as you **don't enter any CU data**.

For anything involving CU data, stick to approved tools like **Microsoft Copilot**. Review CU System's AI Resources [3] page for more information on data classification [6] and vetted tools.

3. Why is the University of Colorado exploring the use of GenAI tools like Copilot?

CU is exploring GenAI tools to enhance productivity by reducing time spent on repetitive tasks — freeing up more time for high-value work. The university also sees this as an

opportunity to thoughtfully address concerns around ethics, equity, control and environmental impact. By actively engaging with these tools, CU aims to ensure responsible use while supporting innovation and efficiency.

4. What GenAI tool can I use with CU data?

Only Microsoft Copilot [7] is approved for use with CU data — that is, university-owned information such as documents, emails, spreadsheets and other content created or handled as part of your university role. This includes **public** and **confidential** data classifications if you have a Copilot M365 license, or just **public** data if using the free version, Copilot Chat.

Important: This does **not** include **highly confidential data**, such as Social Security numbers, health records or financial account details. **Neither** version of Copilot is approved for that level of data sensitivity.

Copilot operates within CU's Microsoft 365 environment and meets CU's security compliance standards for public and confidential data. This means the data you enter stays protected under CU's enterprise agreements.

Other AI tools, like ChatGPT and Gemini, are not approved [3] for CU data. These tools run on public platforms that lack CU's required data privacy controls and contractual protections. Even if these tools seem secure, using them to process CU data may expose sensitive information to third parties, violating university policy and potentially state and federal law.

You are responsible for the data you share. Review CU's information security policy [8] and the Using artificial intelligence responsibly [9] tip to ensure compliance. To understand how data is classified at CU, visit CU's Data Governance site [6].

5. Where can I learn more about using Copilot?

You can find the recent Collab Café recorded Copilot session and more on the Copilot page [10] on CU System Connect [11]. We will continue to add resources there, such as guides on designing prompts and use case examples.

6. Do I need a special license to use Copilot?

There is a?free version of Copilot, known as Copilot Chat,?available at copilot.microsoft.com [12] that offers basic assistance and allows up to five uploads a day.

However, you need the?licensed version?integrated into Microsoft 365 apps (Word, Excel, Outlook, etc.) for deeper functionality like document summarization, email drafting, and data analysis. A Copilot M365 license can be requested through the UIS Help Desk [13] with your department's budget approval.

7. How can Copilot help me at work?

Examples of how Copilot can assist include:

- Summarize long documents or meeting transcripts.
- Draft reports, proposals or meeting notes.

- Analyze Excel data and creative visualizations.
- Automate repetitive tasks.
- Help brainstorm and synthesize ideas.

Remember: **You're still the expert.** Always review and validate AI-generated content, regardless of the platform used or task performed.

8. What does the term "AI hallucination" mean?

Although AI tools have made significant strides in the areas of text and image generation, data analysis and personal productivity, it is important to recognize its limitations. Many tools are still prone to mistakes or inaccuracies. GenAI, even with recent advancements, is still susceptible to providing false outputs known as “hallucinations,” where an output provided to a user consists of incorrect facts or citations.

Additionally, AI algorithms and tools have been created by humans and trained on human-generated data and therefore can include biased human decisions or reflect historical or social inequities. Any output from an AI-powered tool should be thoroughly reviewed by a human for inaccuracies and bias.

9. What additional resources are there?

- CU's AI Guidance [14]
- CU System AI Resources [3]
- Copilot: Getting Started SharePoint page [15] (internal, requires login)
- Collab Café: Copilot meeting recording [16] (password: collab)
- Best practices for using Copilot for the web securely [17] tip
- Using artificial intelligence responsibly [9] tip
- University Data Classification [6] and Information Security [8] policies
- Generative AI in a Nutshell - how to survive and thrive in the age of AI [18] video

AI [19], Microsoft [20], Copilot [21]
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[8] https://www.cu.edu/ope/aps/6005 [9] https://www.cu.edu/blog/tech-tips/using-artificial-intelligence-responsibly [10] https://cu0.sharepoint.com/sites/CUSystemConnect/SitePages/Microsoft-Copilot.aspx
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