

# Onboarding Guide

Using **AI Chat Tools** at Work,  
Effectively and Responsibly

King's University College | Version 1.1 | 2026

**Information Technology Services**

*For internal use only*

Welcome to your new AI Large Language Model (LLM) account through King's. LLMs are a powerful tool that can enhance productivity.

This document will help you use your LLM account responsibly and effectively.

While AI tools can improve productivity, support research, and assist with drafting and analysis, they must be used thoughtfully and appropriately. Ethical considerations, privacy obligations, and human judgment should remain at the centre of all use.

LLMs are support tools. They are not a replacement for professional judgment, institutional processes, or approved systems. AI can make mistakes and it should be reviewed carefully.

## 1. What Is an AI Chat Tool?

An AI chat tool (sometimes called a large language model or LLM) is a software application you interact with by typing plain-English questions or instructions referred to as prompts. It responds with generated text: summaries, drafts, answers, translations, formatted content, and more.

King's maintains licenses for Claude (Anthropic), ChatGPT (OpenAI), and Microsoft Copilot. Always use one of these approved platforms. Never use personal or free consumer accounts for work tasks.

### Key idea

The AI searches the internet in real time (unless that feature is explicitly disabled). It draws on patterns learned during training, which has a knowledge cut-off date. Always verify facts and dates from an authoritative source.

### What it can help you with

- Drafting and editing emails, memos, reports, and meeting agendas
- Summarizing long documents or meeting notes
- Proofreading and improving tone or clarity of written content
- Creating first drafts of policies, procedures, or templates
- Answering general knowledge questions and explaining concepts
- Brainstorming ideas or structuring an argument
- Translating text or adapting content for different audiences

## 2. Privacy & Data Protection at King's

King's University College takes the privacy of students, staff, alumni, donors, and research participants very seriously. As a member of staff, you share that responsibility every time you use any digital tool — including AI chat tools.

## 2.1 King's Privacy Policy and Framework

King's maintains a comprehensive Privacy Policy and Privacy Framework that govern how personal information is collected, used, stored, disclosed, and disposed of. These documents are grounded in Ontario's Freedom of Information and Protection of Privacy Act (FIPPA), which has applied to all Ontario universities since June 10, 2006.

You should review [King's Privacy Policy and Framework](#) before using any AI tool with institutional information.

### Key legislation at a glance

Freedom of Information and Protection of Privacy Act (FIPPA) (Ontario): Governs how universities collect, use, disclose, and protect personal information. Gives individuals the right to request access to records held about them.





The Privacy Framework establishes King's overarching principles for privacy governance and is supported by a suite of [Administrative Policies under Information Technology](#) (section 3):

Policy	Description
<b>3.1 Protection of Privacy and Access to Information</b>	The foundational policy establishing King's obligations under FIPPA and setting out how personal information must be handled across all institutional activities.
<b>3.2 Data Governance Policy</b>	Sets out accountabilities for institutional data; defines who owns, manages, and is responsible for King's data assets.
<b>3.3 Data Management Policy</b>	Establishes standards for how data is created, stored, used, maintained, and disposed of throughout its lifecycle.
<b>3.4 Data Access Control Policy</b>	Governs who may access what data, under what conditions, and how access is approved, monitored, and revoked.
<b>3.5 Data Classification Policy</b>	Defines the four tiers of data sensitivity (Restricted, Confidential, Internal, Public) and the handling requirements for each.
<b>3.6 Data Security Policy</b>	Sets technical and administrative controls required to protect institutional data from unauthorized access, loss, or breach.
<b>3.7 Data Compliance and Risk Management Policy</b>	Addresses ongoing compliance monitoring and risk management for data-related activities.
<b>3.8 Research Data Management Policy</b>	Governs the management, retention, and sharing of research data in alignment with Tri-Agency requirements.

These policies are available on the [King's governance policies page](#). If you are unsure which policy applies to a situation, contact [IT Services](#) or the [Privacy Officer](#).

## 2.2 Data Classification: Know What You're Handling

King's Data Classification Policy (3.5) defines four tiers of data sensitivity. Before entering any information into an AI tool, ask yourself: which tier does this information fall into?

Tier	What it includes	Handling rule for AI tools
 <b>Restricted</b>	Student records, employee files, health/medical info, SIN numbers, financial account data, HR disciplinary records, legal advice	<b>NEVER enter into any AI tool. Period.</b>
 <b>Confidential</b>	Donor info, internal reports, vendor contracts, budget documents, performance appraisals, accommodation plans	<b>Do not enter. Anonymize or describe the situation in general terms instead.</b>
 <b>Internal</b>	Internal policies, meeting agendas, non-sensitive correspondence, staff directories, general operational information	Use with caution. Remove names and identifiers where possible. Confirm with IT Services if unsure.
 <b>Public</b>	Website content, published course calendars, public press releases, marketing materials, event notices	Generally safe to include in prompts. Still review AI output before publishing.

## 2.3 What You Must Never Enter into an AI Tool

### Stop before you type

Assume that everything you type into a public or cloud-hosted AI tool may be stored, reviewed by the provider, or used to improve the model. Treat the prompt box like a public notice board — if you wouldn't post it there, don't type it.

The following categories of information must never be entered into an AI chat tool. This applies to all cloud-hosted tools unless IT Services has specifically confirmed a privacy-compliant alternative is in place:

### Personal Information (protected under FIPPA)

- Student names, student numbers, grades, academic standing, or any information from the student record system (e.g., "John Smith, student #12345678, failed HIST 2200")
- Employee names combined with salary, job status, performance ratings, disciplinary history, or leave records (e.g., "Jane Doe is on a performance improvement plan and earns \$72,000")
- Any health or medical information about an identifiable individual, including accommodation details (e.g., "This student has a documented anxiety disorder requiring exam extensions")
- Social Insurance Numbers, dates of birth, home addresses, or personal contact information
- Alumni or donor giving histories, contact details, or relationship notes (e.g., "Donor ID 4421, annual gift \$5,000, prefers no phone contact")
- Information about a specific identifiable individual from any King's system — Banner, myKing's, HR systems, or CRM

## Confidential Institutional Data

- Draft or final vendor contracts, pricing schedules, or RFP responses before public release
- Internal budget figures, financial forecasts, or audit findings (e.g., "Our IT budget for 2025-26 is \$X and we are over by \$Y")
- Board or committee minutes, agenda items, or in-camera discussions that have not been released publicly
- Unpublished research data, survey responses, or interview transcripts involving human participants
- Intellectual property under development, including grant applications, curriculum under review, or proprietary course materials
- Any information subject to a confidentiality or non-disclosure agreement

## Security Credentials

- Passwords, PINs, or passphrases of any kind
- API keys, system tokens, or network configuration details
- Multi-factor authentication codes or security questions and answers

## 2.4 Anonymizing Before You Prompt

You can almost always get the help you need without sharing real data. The key is to replace identifying details with neutral placeholders. Here are practical before-and-after examples drawn from common King's administrative tasks:

Task	✗ Don't type this	✓ Type this instead
<b>Academic advising note</b>	<i>Write a note for student Jane Doe (ID 87654321) who is on academic probation after failing 3 courses in Fall 2024.</i>	Write an academic advising note for a student who is on academic probation after failing three courses in their most recent semester. Tone should be supportive and clear about next steps.
<b>HR email</b>	<i>Draft an email to employee Tom Richards explaining that his request for a \$5,000 salary increase has been denied due to budget constraints.</i>	Draft a professional email to an employee explaining that their salary increase request cannot be approved at this time due to budget constraints, and suggesting a follow-up review in six months.
<b>Vendor contract</b>	<i>Summarize the key terms of our contract with Acme Software Ltd, which expires March 31 and auto-renews at \$48,000/year.</i>	Summarize the key terms I should watch for in an enterprise software contract that includes an auto-renewal clause and an annual fee.
<b>Student complaint</b>	<i>Help me respond to a complaint from student Alex Kim (Year 2 Social Work) who says their professor humiliated them in class on October 14.</i>	Help me draft a response to a student complaint about an alleged incident of disrespectful conduct by a faculty member in a classroom setting.
<b>Donor stewardship</b>	<i>Write a thank-you letter to donor Margaret Wallace who gave \$25,000 to the Bursary Fund last month.</i>	Write a warm thank-you letter to a major donor who recently made a significant gift to our student bursary fund.

<b>Meeting minutes</b>	<i>Summarize the Finance Committee meeting from Nov 12 where the VP discussed the \$2.3M deficit and proposed cutting two positions.</i>	Summarize a draft set of meeting minutes from a finance committee where a budget shortfall and potential staffing changes were discussed.
<b>Research data</b>	<i>Analyze these survey responses from my study on student mental health — [pasted identifiable data]</i>	I have a set of anonymized survey responses about student wellbeing. Help me identify common themes and suggest a coding framework.
<b>IT incident</b>	<i>Write an incident report: user John Smith (IT dept) accidentally deleted the payroll folder on the shared drive at 2pm today.</i>	Write an IT incident report template for a case where an authorized user accidentally deleted a critical shared folder. Include fields for: date/time, affected system, immediate impact, and remediation steps.

## 2.5 Why AI Tools and FIPPA Don't Mix Without Safeguards

FIPPA requires that personal information be used only for the purpose for which it was collected, and that it be kept under King's custody and control. When you enter personal information into a third-party AI tool:

- The data leaves King's systems and is transmitted to the AI provider's servers — potentially outside Canada
- King's loses direct custody and control of that information, which may breach FIPPA s.41
- The provider may retain, log, or use the data for model training, depending on their terms of service
- If a privacy breach occurs on the provider's end, King's may still bear notification obligations under Ontario law

### ca Data residency matters

FIPPA-covered information should remain in Canada wherever possible. Many consumer AI tools store data on servers in the United States or other jurisdictions. Unless IT Services has confirmed that a tool meets King's data residency requirements, treat all consumer AI platforms as out-of-scope for personal information.

## 2.6 The Newspaper Test

### 💡 A simple rule of thumb

Before pressing Send, ask yourself: "Would I be comfortable if this exact text appeared on the front page of a newspaper?" If not, or if you're not sure, remove or anonymize the sensitive details before submitting your prompt.

## 2.7 What to Do If You Accidentally Share Personal Information

Privacy incidents happen. What matters is how quickly and correctly you respond. If you believe you have accidentally entered personal or confidential information into an AI tool:

- Stop immediately. Do not continue the conversation or attempt to "ask the AI to forget it."
- Do not try to delete the chat history yourself, this may not remove data from the provider's logs and could complicate the investigation.
- Write down: the date and time, the platform used, what information was entered, and the approximate number of individuals affected.
- Report to your Business Unit Head (BUH) and to ITS as soon as possible, the same day if possible.
- The Privacy Officer will assess whether a formal breach notification is required under FIPPA.

### Privacy and data contacts at King's

[IT Services Help Desk](#): for technical questions, incident reporting, and tool approval queries

[Privacy Officer](#): for questions about what data can be shared, FIPPA requests, and breach assessment

Your Supervisor, BUH, or Chair: for guidance on whether a specific use case falls within your role

If in doubt about whether something is appropriate to enter, consult before you proceed.

All policies are available on [King's Policies page](#).

## 3. Prompt Best Practices

The quality of the AI's response is almost entirely determined by the quality of your prompt. Here are proven strategies for getting useful, accurate, and well-formatted output.

### The CRAFT framework

Use this simple checklist when writing any prompt:

Letter	Word	What to include in your prompt
<b>C</b>	<b>Context</b>	Who are you, and what is the background? (e.g., "I am an administrative assistant at King's University College")
<b>R</b>	<b>Role</b>	Ask the AI to adopt a role if helpful (e.g., "Act as a professional editor")
<b>A</b>	<b>Audience</b>	Who will read the output? (e.g., "for a first-year student", "for senior leadership")
<b>F</b>	<b>Format</b>	How should it be presented? (e.g., "as a bullet list", "in three paragraphs", "under 200 words")
<b>T</b>	<b>Task</b>	Be specific about exactly what you need done

## Prompt examples: weak vs. strong

Task	Weak Prompt	Strong Prompt
<b>Summarize a document</b>	<i>Summarize this.</i>	Summarize the key decisions from this committee meeting report in five bullet points, suitable for a Director who was not present.
<b>Draft an email</b>	<i>Write an email about the delay.</i>	Write a professional email to a supplier informing them that our purchase order is delayed by two weeks due to an internal approval process. Keep the tone polite and solution-focused.
<b>Improve writing</b>	<i>Make this better.</i>	Please proofread the following paragraph for grammar and clarity. Suggest any changes in track-changes style, explaining each change briefly.
<b>Explain a concept</b>	<i>What is FIPPA?</i>	Explain FIPPA in plain language for a new administrative staff member who has no legal background. Focus on what types of information it protects and what our obligations are.

## Tips for better results

- Be specific and detailed — vague prompts produce vague answers
- Specify the length and format you want
- If the first response isn't right, refine your prompt and try again — don't just accept a poor answer
- Break complex tasks into steps: ask for an outline first, then ask it to write each section
- Tell the AI what to avoid: e.g., "do not use jargon" or "do not include legal advice"
- Use examples: paste in a sample of the writing style you want to match

## 4. Limitations & Risks

AI chat tools are powerful assistants, but they are not infallible. Understanding their limitations protects you, your colleagues, and King's University College.

### Hallucinations

AI models can generate information that sounds authoritative but is factually incorrect, this is called a "hallucination." The model does not know what it does not know; it will fill gaps with plausible-sounding but false content.

**⚠ Critical rule**

Never publish, submit, or act on AI-generated facts, statistics, names, dates, citations, or legislation without independently verifying them from a primary source.

**Knowledge cut-off**

The AI was trained on data up to a specific date. It has no knowledge of events, policy changes, legislation, or news after that date — unless you paste in the relevant text yourself. Do not rely on it for current regulations, prices, deadlines, or people in current roles.

**Bias and tone**

AI-generated content may reflect biases present in its training data. Always review output for fairness, inclusivity, and appropriate tone before using it in any official King's communication.

**Feedback bias: AI tends to agree with you**

AI models are trained to be helpful and agreeable, which means they can be overly supportive rather than critically honest. If you ask Claude to review your work, it may validate ideas that deserve more scrutiny, or soften feedback to the point of being unhelpful.

**💡 How to counteract feedback bias**

If you want genuinely critical feedback, say so explicitly. For example: "Review this proposal and challenge any weak assumptions, I want honest critique, not encouragement." Without that instruction, Claude will tend to praise rather than push back.

**Limited context: Claude doesn't know King's**

Claude has no knowledge of King's-specific systems, policies, processes, or local context unless you provide that information in your prompt. It may give answers that are technically correct in general but wrong for our environment.

For example: if you ask "How long does it take to get from London to Toronto?", Claude may suggest an international flight rather than the straightforward drive down the 401. Always add relevant local context to your prompt to get useful, specific answers.

**Not professional advice**

AI tools are not qualified legal, financial, medical, or HR advisors. Any AI output touching these domains must be reviewed by the appropriate qualified professional before being acted on.

## Do / Don't quick reference

✓ DO	✗ DON'T
Use AI to draft a first version of a memo	Submit AI-generated text without reading and editing it
Verify all facts, statistics, and citations independently	Trust AI-generated numbers or legal references at face value
Anonymize names and IDs before entering case details	Type real student, client, or employee information into a prompt
Use the King's-approved AI tool	Use personal or consumer AI accounts for work tasks
Ask IT if you are unsure whether a use case is appropriate	Share credentials or passwords with an AI tool
Acknowledge AI assistance where King's policy requires it	Represent AI-generated work as entirely your own without disclosure

## 5. Acceptable Use & Reporting Incidents

Using AI tools responsibly is everyone's responsibility. Adhere to King's Acceptable Use Policy and the specific AI Use Guidelines issued by IT Services.

### Your personal accountability

You remain responsible for the accuracy, appropriateness, and compliance of any content produced using Claude — regardless of whether AI assisted in creating it. Submitting AI-generated content as your own work does not transfer responsibility to the tool.

### If something goes wrong

If you believe you have accidentally entered sensitive or personal data into an AI tool, take the following steps immediately:

- Do not continue the conversation or try to delete the chat yourself (this may not fully remove data from the provider's logs)
- Note the date, time, what was entered, and which platform was used
- Report the incident to your supervisor and to IT Services as soon as possible
- The Privacy Officer may need to assess whether a breach notification is required under applicable law

### Who to contact

[IT Services Help Desk](#): for technical questions or to report an incident

[Privacy Officer](#): for questions about what data can be shared

Your BUH: for guidance on whether a specific use case is appropriate

## 6. Quick-Start Checklist

Use this checklist every time you sit down to use an AI chat tool for work:

<input type="checkbox"/>	I am using the King's-approved AI platform through my web browser only (not a downloaded desktop app).
<input type="checkbox"/>	My prompt contains no personal information about any identifiable individual.
<input type="checkbox"/>	My prompt contains no Restricted or Confidential King's data.
<input type="checkbox"/>	I have checked the Data Classification tier of any information I am considering including.
<input type="checkbox"/>	I have not included any passwords, keys, or credentials.
<input type="checkbox"/>	I have specified the format and audience I need.
<input type="checkbox"/>	I will read and edit the response before using it.
<input type="checkbox"/>	I will verify any facts, dates, names, or figures from a primary source.
<input type="checkbox"/>	If the content touches legal, HR, financial, or medical matters, I will have it reviewed by the appropriate professional.
<input type="checkbox"/>	I know who to contact if something goes wrong.

## Acknowledgement

By signing below, you confirm that you have read and understood this guide, and agree to use AI chat tools in accordance with King's University College's policies and applicable privacy legislation.

\_\_\_\_\_

Full name (print)

\_\_\_\_\_

Department/ Role

\_\_\_\_\_

Signature

\_\_\_\_\_

Date