

## Common questions for UNC System Office employees

This FAQ answers common questions about ChatGPT, how it can be used, and what employees should consider before using it for work. It is intended as practical guidance for getting started and should be read alongside responsible-use and data-safety expectations.

### Quick takeaway

Use ChatGPT as a practical assistant for low-risk work, verify important information, and keep human judgment at the center of every task.

### Index of Contents

Click a main question below to jump to that part of the FAQ.

- [1. What is ChatGPT?](#)
  - [2. What can ChatGPT help me do?](#)
  - [3. Is ChatGPT replacing employee judgment?](#)
  - [4. Can I use ChatGPT for official work?](#)
  - [5. Can I upload documents?](#)
  - [6. What types of files can ChatGPT work with?](#)
  - [7. Can I use sensitive data with ChatGPT?](#)
  - [8. What is a hallucination?](#)
  - [9. Does ChatGPT always know the latest information?](#)
  - [10. What are good first tasks?](#)
  - [11. How do I write a good prompt?](#)
  - [12. Can ChatGPT help with data or spreadsheets?](#)
  - [13. Can ChatGPT write final communications for me?](#)
  - [14. Can I ask ChatGPT for policy guidance?](#)
  - [15. What should I do if ChatGPT gives me a bad answer?](#)
  - [16. What should I do if I accidentally enter sensitive information?](#)
  - [17. How should I think about privacy and security?](#)
  - [18. Can I use ChatGPT to create presentations or training materials?](#)
  - [19. Can I use ChatGPT to make decisions?](#)
  - [20. Who should I ask if I am unsure?](#)
- [Final Reminder](#)

## 1. What is ChatGPT?

---

ChatGPT is an AI assistant that responds to prompts. A prompt can be a question, instruction, draft, set of notes, or request for help. ChatGPT can help with writing, summarizing, brainstorming, organizing, analyzing, and explaining information.

It is conversational, which means you can ask follow-up questions, request revisions, change the format, or ask it to explain something differently.

## 2. What can ChatGPT help me do?

---

ChatGPT can help with tasks such as:

- Drafting emails, memos, outlines, and talking points.
- Summarizing documents or notes.
- Creating meeting agendas.
- Organizing rough ideas.
- Explaining concepts in plain language.
- Brainstorming approaches.
- Reviewing drafts for clarity and tone.
- Creating checklists or tables.
- Helping analyze appropriate data or files.

It is especially useful for creating a first draft, organizing information, or helping you think through a task.

## 3. Is ChatGPT replacing employee judgment?

---

No. ChatGPT is a support tool. It can help generate drafts, organize ideas, and suggest options, but employees remain responsible for reviewing, verifying, editing, and approving anything they use.

Do not treat ChatGPT as the final authority.

## 4. Can I use ChatGPT for official work?

---

ChatGPT may be used to support official work when the use is appropriate, responsible, and consistent with System Office guidance.

For example, it may help draft an email, summarize public information, create an outline, or prepare talking points. However, official content must still be reviewed through the normal process. ChatGPT should not be used to bypass review, approval, or governance requirements.

## 5. Can I upload documents?

---

Some ChatGPT workspaces and plans support file uploads. File uploads can be useful for summarizing, comparing, extracting, or analyzing information.

Before uploading any document, confirm that the document is appropriate for ChatGPT use. Review the document for sensitive, restricted, regulated, personal, financial, legal, student, employee, health, security, or contractual information.

If you are unsure whether a document may be uploaded, do not upload it until you receive appropriate guidance.

## 6. What types of files can ChatGPT work with?

---

Depending on the available features and workspace settings, ChatGPT may support common document, spreadsheet, presentation, text, and PDF file types.

Even when a file type is technically supported, that does not mean every file is appropriate to upload. Data classification and responsible-use expectations still apply.

## 7. Can I use sensitive data with ChatGPT?

---

Sensitive data requires caution. Restricted or regulated data should not be entered or uploaded unless the use is explicitly approved and properly controlled.

Before using ChatGPT with any non-public information, ask:

- What kind of information is this?
- Is it public, internal, sensitive, restricted, or regulated?
- Is ChatGPT approved for this type of information?
- Does it contain personal, student, employee, financial, legal, health, security, or contractual information?
- Do I need to remove or generalize details?
- Who should I ask if I am unsure?

When in doubt, stop and ask.

## 8. What is a hallucination?

---

A hallucination is when an AI tool produces information that sounds plausible but is incorrect, unsupported, or fabricated.

### Examples include

- A made-up citation.
- An incorrect date.

- A policy statement that is not actually in the policy.
- A confident explanation that misrepresents the source.
- A summary that adds details not present in the original material.

Always verify important information before using it.

## 9. Does ChatGPT always know the latest information?

---

Not necessarily. Some ChatGPT features may have access to current information or search capabilities, while others may not. Even when search is available, users must still verify important claims, sources, dates, and details.

### Use extra caution with

- Current laws or regulations
- Current policies
- Prices or budgets
- Leadership roles
- Schedules or deadlines
- Recent news
- Technical documentation
- Statistics
- Compliance guidance

## 10. What are good first tasks?

---

Good first tasks are low-risk and easy to review.

### Examples

- Rewrite an email for clarity.
- Summarize a public document.
- Create a meeting agenda.
- Turn notes into a checklist.
- Brainstorm questions for a planning meeting.
- Explain a concept in plain language.
- Review a draft for tone and structure.

Avoid starting with sensitive information, high-impact decisions, or unclear data classification.

## 11. How do I write a good prompt?

---

A good prompt includes the task, audience, purpose, context, format, and tone.

## Example

### Example prompt

I need help drafting a short email to System Office employees about [topic]. The purpose is [purpose]. The audience is [audience]. Use a clear, professional tone. Include a subject line, short message, and next step.

You can also ask ChatGPT to improve its answer:

Make this more concise.

Rewrite this for a non-technical audience.

Turn this into a checklist.

Identify what needs to be verified.

## 12. Can ChatGPT help with data or spreadsheets?

---

ChatGPT may be able to help summarize, organize, or analyze appropriate spreadsheets or structured data.

### Potential uses include

- Identifying patterns.
- Creating summary tables.
- Explaining columns or formulas.
- Suggesting analysis questions.
- Finding possible outliers.

Before uploading or pasting data, confirm that it is appropriate for ChatGPT use. Avoid sensitive, restricted, regulated, or personally identifiable information unless explicitly approved.

Always verify calculations and conclusions.

## 13. Can ChatGPT write final communications for me?

---

ChatGPT can help draft or revise communications, but it should not be the final reviewer. You must check accuracy, tone, audience fit, and approval requirements.

For official communications, follow the appropriate review and approval process.

## 14. Can I ask ChatGPT for policy guidance?

---

You can ask ChatGPT to help summarize, organize, or explain policy language, but you should not rely on ChatGPT as the final source of policy interpretation.

### For policy-related questions

- Check the official policy source.
- Verify any summary or interpretation.
- Ask the appropriate office when needed.
- Do not treat AI-generated language as official guidance unless approved.

## 15. What should I do if ChatGPT gives me a bad answer?

---

You can ask ChatGPT to revise the response, but you should also determine whether the request needs better context or whether ChatGPT is the right tool.

### Try follow-up prompts such as

#### Follow-up prompt

This is too vague. Ask me five questions that would help improve the answer.

#### Follow-up prompt

Rewrite this with more specific examples.

#### Follow-up prompt

Identify what information is missing.

#### Follow-up prompt

Provide a shorter version.

## Follow-up prompt

Explain your assumptions.

If the answer involves important facts, verify them independently.

## 16. What should I do if I accidentally enter sensitive information?

---

If you believe sensitive or inappropriate information may have been entered or uploaded, stop and follow the designated System Office reporting or support process.

Do not continue sharing or using the output until you receive guidance.

## 17. How should I think about privacy and security?

---

Use the approved workspace or tool provided for work. Follow System Office guidance. Understand the type of information you are using. Do not enter or upload information simply because the tool is available.

Security features are important, but they do not replace user responsibility.

## 18. Can I use ChatGPT to create presentations or training materials?

---

Yes, when the content and data are appropriate. ChatGPT can help create outlines, talking points, agendas, slide text, FAQs, examples, and summaries.

Review all content before use, especially if it includes institutional claims, policy references, statistics, or guidance.

## 19. Can I use ChatGPT to make decisions?

---

ChatGPT can help organize information, compare options, identify questions, and draft decision-support materials. It should not make decisions on behalf of employees, leaders, departments, or the institution.

Human decision-makers remain responsible for final decisions.

## 20. Who should I ask if I am unsure?

---

Employees should follow the designated System Office support path for questions about access, appropriate use, data classification, security, or responsible use.

Before publication, this FAQ should include the correct contact path, support link, or escalation process.

## Final Reminder

---

ChatGPT can be a helpful assistant for everyday work, but it must be used responsibly. Start with low-risk tasks, protect sensitive information, verify important claims, and keep human judgment at the center.

If you are unsure, stop and ask before proceeding.

### Final reminder

ChatGPT can be a helpful assistant for everyday work, but it must be used responsibly. Start with low-risk tasks, protect sensitive information, verify important claims, and keep human judgment at the center.

If you are unsure, stop and ask before proceeding.