PROGRAM MEMORANDUM 26-8

DATE: October 15, 2026
TO: ACCS Adult Education Division Staff
FROM: Nick Moore, Chief Adult Education and Learning Officer
SUBJECT: Artificial Intelligence (AI) Work Product Quality Standards

I. Purpose

The purpose of this memorandum is to establish expectations for the responsible use of artificial intelligence (AI) tools by ACCS Adult Education Division staff, so that all work products maintain the accuracy, professionalism, consistency, and integrity expected of the Division.

This memorandum implements the Division's AI Work Product Quality Standards. It is intended to complement, not supersede, system-wide ACCS policy and any other applicable state or ACCS guidance governing the use of AI. All Division employees must follow system-wide and department policies guiding the appropriate use of AI in addition to this policy.

II. Background

Artificial intelligence tools can improve efficiency by assisting with administrative and research tasks, including brainstorming, drafting, editing, summarizing, and organizing information. AI-generated content can also contain factual errors, outdated information, fabricated citations, or stylistic markers inconsistent with professional government communication.

Because of these risks, the Division has adopted the standards in Section III to ensure AI is used as a productivity aid rather than a substitute for staff judgment, subject matter expertise, or accountability. Use of AI does not change any employee's existing obligations regarding public records, confidentiality, data security, or professional conduct.

III. Policy

Employees who use AI tools to support Division work shall follow the standards in this section for every AI-assisted work product, regardless of the specific tool used.

A. Human Accountability

- AI is a productivity tool, not a substitute for professional judgment or subject matter expertise.
- Employees are responsible for reviewing, revising, and approving all AI-generated content before it is shared internally or externally.

B. Accuracy and Verification

- AI-generated content shall never be accepted as authoritative without independent verification.
- Any AI output, including factual information, regulations, policies, procedures, statistics, citations, and references, must be validated against official source documents before being incorporated into a final work product.

C. Professional Quality

Final work products shall reflect the writing style, formatting standards, and level of professionalism expected of the Division. Documents shall be written in clear, concise language and shall demonstrate consistency in tone, grammar, usage, syntax, formatting, and organization.

Employees shall carefully edit AI-generated content to eliminate characteristics commonly associated with automated writing, including:

- Excessive or unnecessary bold formatting
- Decorative horizontal divider lines
- Overuse of “em” dashes or other nonstandard punctuation
- Generic or repetitive introductory language
- Excessive bulleted lists or nested lists
- Redundant wording or repetitive sentence structure
- Inconsistent formatting or capitalization
- Marketing-style or overly promotional language
- Other formatting or stylistic features that detract from a professional government document
- Inordinate use of conjunctive adverbs

Any final work product shall appear as original work prepared by ACCS staff.

D. Appropriate Uses of AI

Examples of appropriate uses of AI include:

- Brainstorming ideas
- Developing outlines
- Improving grammar and readability
- Summarizing existing documents
- Organizing information
- Creating first drafts
- Revising document structure
- Developing training materials
- Preparing presentation content
- Synthesizing outputs from multiple AI models

E. Inappropriate Uses of AI

AI is intended to support, not replace, the knowledge, judgment, and expertise of Division employees. AI shall not be used as the sole basis for developing official policy; interpreting federal or state laws or regulations; or producing departmental, legal, or fiscal guidance without independent verification and professional review.

No personally identifiable information or departmental information that is not publicly disclosable may be entered into an AI model.

F. Quality Review and Responsibility

The use of AI does not transfer responsibility for the content of any work product. Employees remain accountable for the professional quality of all documents, communications, presentations, reports, manuals, guidance, and other materials produced with AI assistance.

Before distributing any AI-assisted work product, employees shall ensure that:

- All information has been verified using official source documents;

- Formatting is consistent and professional;
- Grammar, spelling, and punctuation have been reviewed; and
- The employee is prepared to accept ownership responsibility for the final document as an original work product.

IV. Implementation

Each Division employee shall immediately:

- Review this policy and the AI Work Product Quality Standards in full;
- Apply the standards in Section III to any work product prepared with AI assistance before it is shared internally or externally;
- Refrain from entering personally identifiable information or non-public departmental information into any AI model; and
- Direct questions about a specific tool or use case to their supervisor or the Division's point of contact identified in Section VIII.

V. Responsibilities

A. Division Employees

Employees shall apply these standards to any AI-assisted work product, verify AI-generated content against official source documents, edit for professional quality, protect confidential and non-public information, and retain accountability for final content.

B. Supervisors

Supervisors shall reinforce these standards, address concerns about the quality or data handling of AI-assisted work products prepared by their staff and elevate systemic issues to the Division.

C. ACCS Adult Education Division

The Division shall issue and maintain these standards, provide guidance and technical assistance, and coordinate with ACCS on system-wide AI policy.

VI. Confidentiality and Data Security

No personally identifiable information or departmental information that is not publicly disclosable may be entered into an AI model, consistent with Section III.E. Employees shall handle student, personnel, and other protected information consistent with applicable law and ACCS policy, regardless of which tool is used to prepare a work product.

The Division may review compliance with this memorandum, including through supervisory review, desk review, or sampling of AI-assisted work products.

VII. Effective Date

This memorandum is effective immediately upon promulgation.

VIII. Questions or Technical Assistance

Questions regarding this memorandum should be directed to the ACCS Adult Education Division.