

General CSU Claude FAQ

Updated 10.16.15

What is Claude?

Claude is an AI assistant similar to tools such as Gemini, ChatGPT, and Copilot. It can support a wide range of tasks, including analyzing data, conducting research, drafting and editing content, and writing code.

Why did the CSU purchase Claude?

The CSU's AI advisory committee, Board, and student body committees have recommended a multi-vendor approach to AI. Claude is being piloted to evaluate the distinct capabilities it may provide compared with other AI platforms currently in use across the CSU, with an initial focus on supporting research and data modeling needs.

How long is the CSU Claude pilot?

The pilot will run through September 1, 2027.

What type of licenses are available?

At launch, only standard seat-based licenses will be available. As the pilot progresses, a limited number of licenses may be upgraded to premium based on demonstrated need. The CSU may also consider transitioning some or all licenses to a consumption-based model if it better supports systemwide needs.

Who is eligible to participate in the pilot?

A total of 4,000 licenses will be allocated to campuses based on each campus's share of the 2025 faculty FTE count. Campus provosts are responsible for designating a representative from their team to identify individuals whose needs best align with the intended use cases for the pilot.

What if a campus has a specific need to purchase licenses for users who do not meet the pilot criteria, or if there are not enough licenses available through the pilot?

A small pool of licenses beyond the initial 4,000 will be reserved to support campus pilot growth where sustained use and demand can be demonstrated. The option for campuses to purchase additional Claude licenses for general-purpose use under the CSU agreement is currently being evaluated.

What if I already have a Claude account?

Existing Claude accounts will not be affected by participation in the pilot.

If your existing account uses your **campus email address**, you will be able to switch between your individual Claude account and the systemwide CSU Claude environment after signing in. Activity in each environment will remain separate.

If your existing account uses a **personal email address**, it will remain separate from your CSU Claude access. You cannot use it simultaneously within the same Claude session

What kind of security protections are included in the CSU Claude environment?

CSU Claude accounts include enterprise protections similar to ChatGPT. Conversations and files are not used to train Claude's models. The ability to share feedback in-platform with Anthropic has been disabled to prevent information sharing. The CSU retains all rights to all inputs and outputs when using a CSU account.

Can CSU users enter protected data into Claude?

CSU protected data may only be used in CSU's contracted Claude Enterprise environment for approved CSU work. Enter only the information needed, use your own CSU sign-in credentials, and access Claude through the [official CSU login link](#), so your account and access settings remain properly connected to you.

Claude is not supported for health information, payment-card data, export-controlled information, legal investigation materials, or highly sensitive HR data. Do not enter those data types into Claude.

How will the use of Claude be monitored and violations enforced according to CSU policies?

The CSU does not intend to monitor use beyond the need to collect basic statistical information to assess ongoing platform adoption; however, pilot participants are still expected to use the platform safely in accordance with [policy on responsible use of technology resources](#). The CSU will continue to update policies, procedures, and guidelines as necessary to enable the safety of our community.

Is my campus obligated to participate in the pilot?

No. Participation is optional. However, licenses allocated to a campus that chooses not to participate may be reallocated to another campus with demonstrated demand and may not be available later if the campus decides to join the pilot.

How will the shared workspace model work across participating campuses?

Claude will be deployed through a single, centrally managed CSU workspace rather than separate campus-specific workspaces. Participating campuses will share the same systemwide environment, allowing for consistent administration, licensing, security controls, and governance across the CSU.

Will information be used to train AI models or improve Claude services?

No. The CSU's agreement with Anthropic includes language that ensures your Claude interactions and data are not used to train their underlying large language models or improve their services, unless it is specifically shared as feedback or in a support request.

Can I use Claude on my mobile devices?

Yes. Anthropic provides applications for various platforms, including iOS, Android, Windows, and MacOS, ensuring that users can access Claude across different devices.

General Technical Administration FAQ

How does my campus gain access to the CSU Claude environment?

Each campus must complete domain namespace verification in coordination with the Chancellor's Office. Once verification is complete, designated campus technical leads will be granted access to the CSU Grouper environment, which operates independently from Claude. Grouper will be used to provision users through SCIM and assign Claude licenses.

Will single-sign on (SSO) be available?

Systemwide SSO will be available to pilot users once campus domain verification is complete, and the user account has been provisioned. SSO will not be enforced during the pilot.

Enforcing SSO would require all accounts using a CSU-based email address to be migrated into the systemwide environment and assigned a systemwide license. This may be considered in the future. Until then, users may also authenticate through login links sent by email.

Can campuses setup SSO through their preferred IdP?

No. It is not possible to support individual IdP configurations. All campus workspaces (known as "Orgs") participating in CSU licensing must occur under a common authentication framework.

What if my campus already has a Team or Enterprise Claude workspace?

Existing Team or Enterprise workspaces that do not rely on domain namespace verification can continue to operate independently and will not be affected by systemwide domain verification. Workspaces that meet specific requirements may also be moved under the systemwide organization, allowing them to share authentication while maintaining separate workspace configurations.

If a campus workspace has already completed domain verification, users within that domain namespace will not be eligible to participate in the systemwide Claude workspace or the pilot. To restore eligibility, all user accounts must first be removed from the campus workspace, followed by the removal of domain verification from that workspace.

What features will be enabled in the workspace?

The Chancellor's Office and Information Security, in consultation with Anthropic, have reviewed the available workspace settings and features and enabled those that provide the greatest flexibility while meeting systemwide security. Because the CSU Claude environment is shared across participating campuses, requests to enable additional features will be reviewed by Information Security and the Chancellor's Office in collaboration with campus IT administrators, using shared governance.

Which IT staff are eligible for a systemwide Claude license?

Each campus's designated IT technical lead should assign themselves a license to ensure familiarity with the platform and to support local administration. Additional IT staff may also receive licenses when needed to provide backup administration or user support at the discretion of the campus CIO.

Because pilot licenses are limited, priority should be given to faculty and other users identified by the campus provost. Additional IT licenses may be allocated as availability permits after the initial pilot adoption is assessed.

How long does it take before a user license is assigned after assigning membership through grouper?

Synchronization with grouper typically occurs within 30 minutes. Account creation and license assignment, which is a different automated process managed fully by Anthropic, can sometimes occur within minutes, but more often it can take up to 12 hours.

Questions: contact CO IT Support: admin@calstate.ai