Data Governance Committee Minutes

May 6, 2021

Attendance

Magnus Altmayer, Nicole Buffham, Byron Ford, Marisa Geier, Sarah Griffith, Wendy Hall, Sherie Hockett, Anne-Marie Klein, Kara McElroy, Matt Quirk, Brandon Ray, Angie Rogers, Nichole Seroshek, Theresa Stalick, Dani Trimble. Absent: Desiree Gamble

Discussion

1. Welcome and introduction of new members: Kara McElroy and Anne-Marie Klein (Wendy)
2. Recent email policy change (Byron)
   - Opening for a discussion to see if the recent change has any impacts and to see how it's going.
   - Wendy asked if there's been any negative feedback. This is the policy that students can use preferred email.
   - Brandon said they need to fix the global student listserv, but all other ways of sending preferred email works.
   - Dani said they've been encouraging faculty/staff to use Navigate while waiting for global student listserv to be updated. Dani explained there's also a way for students to provide a third email if their email addresses they supply in Navigate are different than what they list in ctcLink. It's also challenging to account for the fluidity of some students switching email accounts.
   - Byron explained that the One Stop Center voiced concern about emails not getting to students. Could be a spam issue.
   - Brandon explained that Kelso High School was blocking LCC's emails which was an issue for a small group of Running Start students from Kelso. Brandon is working with Kelso. IT worked with Longview and Woodland school districts early on and got it working.
   - Brandon said if staff get bounced back emails, they can forward the info to IT to investigate.
   - Brandon said Dave created a search tool where faculty can type in their course and get a list of student emails in their course.
   - Brandon also shared the IT Tools Google doc he created based off of the tool book, as a way for employees to get access to tools during the pandemic. https://docs.google.com/document/d/1zDjdiI9fESVWxUCyUjYwqEptbaCKcCOXIgGc_x4ReqM/edit

- Nichole explained that the employee emails are overriding student emails for student workers when students have a preferred email in HCM. Sarah said it also changes it in Canvas as well. Nichole is working with HR to resolve the issue.
3. Data replication with third parties (Brandon)
    - This came up with Alma. We don't have a formal procedure/policy in place that says what information we can/cannot share with third party vendors. There's certain data in ctcLink that has security.
    - FERPA block is something that we need to consider as well.
    - There are currently no standards for sharing data with third party vendors.
    - Some employees who don't have access to DOB in ctcLink will look in Navigate to get it. DOB is masked in ctcLink but yet it's public information (but also used to verify identity), so it's more of a gray area.
    - Nichole shared the levels of access in ctcLink (below):
        - CTC_PT_MASK_NONE No masking of the SSN and clear text DOB.
        - CTC_PT_MASK_SSN Masks the complete SSN but provides a clear text DOB.
        - CTC_PT_MASK_PARTIAL Masks the first 5 characters of the SSN and clear text DOB.
        - CTC_PT_MASK_ALL - SSN and DOB are fully masked

    - DOB is available in Navigate. What about those that don't need access and they still see it?
    - Brandon explained that there generally needs to be a better awareness that the data exists in ctcLink and we need to be more cautious about who and what we share. Maybe create a taskforce to determine/review the data that will be shared with third parties such as Alma, 25Live, etc.
    - Dani explained that Career Center / Workforce staff need DOB to confirm/verify student identity across multiple systems.
    - Marisa explained that any staff who are helping students by phone need to have a way to verify students' identities for three pieces such as name, EMPLID and DOB. There's been many cases where family members or roommates have gotten the student's name and EMPLID and called in with it. Having a third piece of identification is helpful.
    - Brandon said it would be good to divide into groups of two or three and come back with recommendations. Wendy would like IR to be involved in the discussion because IR gets occasionally obscure requests for a lot of data. There's no policy/standard to follow.
    - IT tries to limit the amount of data they give to third parties.
    - Brandon explained that right now we have a really open data policy, and people aren't aware of where all the data is going. Brandon wants it to be more explicit that we've acknowledged it's been approved.
    - Dani posed the idea of asking the users to justify why they need the data they need. Magnus said he's concerned about the creation of work (it would be a lot of work to have people justify every field they need in the third party systems being used). Brandon explained the Library one is pretty simple, but the more complex one is Navigate because it's a large amount of data.

- Magnus asked what is the work that should be done now?
- Brandon thinks we should try to come up with a data dictionary with the individual fields and an approval code ("yes we will share it" or "no we won't share it"). Brandon said he and David will start the work and bring it back to the group to identify some folks to fill it out.

4. Sharing ctcLink ID (Brandon)
- It needs to become a common practice that everyone adopts on campus that EMPLID should not be included with name in email. Possibly work with HR to incorporate this in the onboarding process.
- Dani asked if can be included in the FERPA training. Brandon will look at a place to insert it in the training and send it to HR.

6. Process for providing students with ID numbers, account names, etc. both in person and by phone.
- Magnus explained that the tool they use to reset passwords (and tool to retrieve EMPLID) does not work for students who do not have a social security number. It's not equitable, and students have to call in and say they don't have an SSN. It's on IT's project list to fix. Currently, it requires birth date and last four digits of the SSN. For students who don't have an SSN, they previously had to physically come to campus to access their information.
- Dani also shared that this also impacts students being able to retrieve their email username/password and accessing Navigate. So it stops students from being able to progress through the onboarding process.
- Magnus shared the link to the tool https://services3.lowercolumbia.edu/studentPortal/myLCCPage3.aspx
- Brandon said they could explore the email option (sending password reset to preferred email), but he's not sure when David can get to it.
- Dani shared Clark's process. Looks like they reset to preferred email and only use DOB and ctcLink ID https://www.clark.edu/clark-lab-update/index.php
- OKTA is a multifactor authentication (security) process that the State Board is integrating into ctcLink. Brandon explained it will change the way we login to ctcLink. It's for employees and students. The hope is that all colleges will use this system because it's a much more secure system.
- Anne-Marie asked if we could assign an alternate ID to students to use instead of an SSN if they don't have one. They run into this a lot in Transitional Studies. It's already kind of complicated to get people signed up, and they want to make it easier for students. Brandon said it's an option but creates more work all the way around. It occasionally has to issue alternate IDs instead of SSN for some students whose identity has been stolen or they have been stalked. In many cases, the students don't remember their IDs and have to ask IT what it is whenever they need it.
- Magnus proposed to use preferred email in place of the SSN field in the password reset and ctcLink ID # tools. Currently Registration and Financial Aid use this process to confirm identity when students call in over the phone. This would be the interim solution until OKTA is ready or IT comes up with the email solution.

- Anne-Marie proposed to move forward with the recommendation to use preferred email instead of SSN. Brandon seconded. Motion passed. Wendy and Brandon will run it through ELT to make sure we have the legal/liability side covered.

Action Items

1. Approval of [minutes](#) from previous meeting (Wendy) - action needed
   a. Dani moved to approve the previous minutes
   b. Magnus seconded the motion
   c. Minutes approved
2. Anne-Marie proposed to move forward with the recommendation to use preferred email instead of SSN. Brandon seconded. Motion passed. Wendy and Brandon will run it through ELT to make sure we have the legal/liability side covered.
3. Brandon - Follow up on issue with emails blocked by Kelso SD; Follow up on data dictionary idea

Parking Lot