Delgado COMMUNITY COLLEGE

POLICY No. BAA-A04

INTERNAL/ DEPARTMENTAL POLICY AND PROCEDURE

TITLE: **Identity Theft Prevention Program**

EFFECTIVE DATE: April 22, 2009

CANCELLATION: None

DIVISION: BUSINESS AND ADMINISTRATIVE AFFAIRS (BAA)

CATEGORY: General Business and Administrative Affairs

RESPONSIBLE DEPARTMENT: Controller's Office

1. Program Adoption

Louisiana Community and Technical System ("System") developed this Identity Theft Prevention Program ("Program") pursuant to the Federal Trade Commission's Red Flags Rule ("Rule"), which implements Section 114 of the Fair and Accurate Credit Transactions Act of 2003. This program was developed with oversight and approval of the System Office. After consideration of the size of the System's operations and account systems, and the nature and scope of the System's activities, the Board of Supervisors determined that this Program was appropriate for the System, and therefore approved this Program on February 11, 2009.

2. Purpose

In accordance with LCTCS Policy #5.028 Identity Theft Prevention Program, the purpose of this policy is to establish an Identity Theft Prevention Program designed to detect, prevent and mitigate identity theft in connection with the opening of a covered account or an existing covered account and to provide for continued administration of the Program. The Program shall include reasonable policies and procedures to:

1. Identify relevant red flags for covered accounts it offers or maintains and incorporate those red flags into the program;

2. Detect red flags that have been incorporated into the Program;

3. Respond appropriately to any red flags that are detected to prevent and mitigate identity theft; and

4. Ensure the Program is updated periodically to reflect changes in risks to Students and to the safety and soundness of the creditor from identity theft.

The program shall, as appropriate, incorporate existing policies and procedures that control reasonably foreseeable risks.

3. Scope and Applicability

This internal policy and procedure applies to all operating units of the College.

4. Definitions

Identify theft means fraud committed or attempted using the identifying information of another person without authority.

A **covered account** means an account that a creditor offers or maintains, primarily for personal, family, or household purposes, that involves or is designed to permit multiple payments or transactions.

A **red flag** is a pattern, practice or specific activity that indicates the possible existence of identity theft.

5. Covered Accounts

The College has identified five types of accounts, four of which are covered accounts administered by the System and one type of account that is administered by a service provider.

Delgado Community College covered accounts:

1. Refund of credit balances involving PLUS loans
2. Refund of credit balances, without PLUS loans
3. Deferment of tuition payments
4. Emergency loans

Service provider covered account:

1. Refer to Section 12, "O*versight of Service Provider Arrangements."*

6. Identification of Relevant Red Flags

The Program considers the following risk factors in identifying relevant red flags for covered accounts:

1. The types of covered accounts as noted above.

2. The methods provided to open covered accounts-- acceptance to the College and enrollment in classes involves the following information:

a) Common Delgado application with personally identifying information (required for all students)
b) Program applications with personally identifying information (required for limited enrollment academic programs only)
c) high school transcripts, GED, college transcripts, as applicable
d) official placement or testing-related scores, as applicable
e) letters of recommendation, when applicable
f) Immunization records and health-related records, as applicable
g) Graduation applications, as applicable
h) All student record-related forms and documentation pertaining to the student's enrollment

3. The methods provided to access covered accounts:

a) The College disburses only Delgado records, not third-party records; eligible records are disbursed in accordance with Family Educational Rights and Privacy Act (FERPA) Guidelines.
b) Disbursements of eligible records that are obtained in person require picture identification
c) Disbursements of eligible records not obtained in person require a written request with the student's signature *OR* a request received through the student's College-issued email account or official personal email account (the personal email account the student has previously registered with the College)
d) Disbursements of eligible records not obtained in person will be mailed to the address requested by the student *OR* sent to the specific email account as requested by the student (request requirements in "c" above must be satisfied prior to disbursement).

4. The College's previous history of identity theft.

The Program identifies the following red flags:

1. Documents provided for identification appear to have been altered or forged;

2. The photograph or physical description on the identification is not consistent with the appearance of the student presenting the identification;

3. An email request received is NOT from *either* the student's College issued email account *or* from the student's official personal email account (the personal email account the student has previously registered with the College).

4. Notice from customers, victims of identity theft, law enforcement authorities, or other persons regarding possible identity theft in connection with covered accounts.

6. Detection of Red Flags

The Program will detect red flags relevant to each type of covered account as follows:

1. Refund of a credit balance involving a PLUS loan – As directed by federal regulation (U.S. Department of Education) these balances are required to be refunded in the parent's name and mailed to their address on file within the time period specified. No request is required. Red Flag – none as this is initiated by the College.

2. Refund of credit balance, no PLUS loan – These refunds are generally processed by Delgado's automated student information system; however, students may also request refunds in person by presenting a picture ID or in writing from the student's official personal email account (the personal email account the student has previously registered with the College) or his/her College-issued email account. Requests from students not currently enrolled or graduated from the College must be made in writing. Red Flag – Picture ID not appearing to be authentic or not matching the appearance of the student presenting it. Request not coming from a student proper email accounts as described above.

3. Deferment of credit tuition payment – Requests are available through automatic payment plan for eligible students as per the College's established deferment policy and procedures published in the *College Catalog*; requests may also be made in person but requires the student's picture ID and signature. Red Flag – Picture ID not appearing to be authentic or not matching the appearance of the student presenting it.

4. Emergency loan - Requests must be made in person by presenting a picture ID or in writing from the student's official personal email account (the personal email account the student has previously registered with the College) or his/her College-issued email account. The loan check can only be mailed to an address on file or picked up in person by showing picture ID. Red Flag - Picture ID not appearing to be authentic or not matching the appearance of the student presenting it. Request not coming from a student proper email accounts as described above.

5. Tuition payment plan – If applicable, students must contact an outside service provider and provide personally identifying information to them. Red Flag – none, see Section 12, *"Oversight of Service Provider Arrangements."*

7. Response

The Program shall provide for appropriate responses to detected red flags to prevent and mitigate identity theft. The appropriate responses to the relevant red flags are as follows:

1. Deny access to the covered account until other information is available to eliminate the red flag;

2. Contact the student;

3. Change any passwords, security codes or other security devices that permit access to a covered account;

4. Notify law enforcement; or

5. Determine no response is warranted under the particular circumstances.

8. Oversight of the Program

The Assistant Vice Chancellor/Controller designates a Controller's Office staff member to serve as the Program Administrator. The Program Administrator has the responsibility for developing, implementing and updating this Program. Specifically, the Program Administrator will be responsible for the Program administration; ensuring appropriate training of the College's staff on the Program; reviewing any staff reports regarding the detection of Red Flags and the steps for preventing and mitigating Identity Theft; determining which steps of prevention and mitigation should be taken in particular circumstances; and considering periodic changes to the Program.

9. Updating the Program

This Program will be periodically reviewed and updated to reflect changes in risks to students and the soundness of Delgado Community College from identity theft. Once per year by July 1, unless otherwise mandated or required, the Program Administrator will consider the College's experiences with identity theft, changes in identity theft methods, changes in identity theft detection and prevention methods, changes in types of accounts the College maintains and changes in the College's business arrangements with other entities. After considering these factors, the Program Administrator will determine whether changes to the Program, including the listing of Red Flags, are warranted. If warranted, the Program Administrator will make recommendations to the Assistant Vice Chancellor/Controller to update the Program.

10. Staff Training

Delgado Controller's Office staff responsible for implementing the Program shall be trained either by or under the direction of the Program Administrator in the detection of Red Flags, and the responsive steps to be taken when a Red Flag is detected.

11. Oversight of Service Provider Arrangements

Delgado Community College shall take steps to ensure that the activity of a service provider is conducted in accordance with reasonable policies and procedures designed to detect, prevent and mitigate the risk of identity theft whenever the organization engages a service provider to perform an activity in connection with one or more covered accounts.

For all service provider arrangements, students will contact the service provider directly via website or telephone and provide personally identifying information to be matched to the records that the College has provided to the service provider.

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Reference: LCTCS Policy #5.028 Identity Theft Prevention Program

Review Process:

Ad Hoc Committee on Identity Theft Program Policy 4/16/09
Assistant Vice Chancellor/ Controller 4/16/09
Business and Administrative Affairs Council 4/22/09

Approved: A.C. Eagan, III, Vice Chancellor for Business and Administrative Affairs 4/22/09

Submitted to LCTCS Vice President for Finance and Administration 5/1/09