

Learning Bridge Career Institute

Addressing the Privacy, Safety, and Security of Technical Infrastructure

PURPOSE:

The purpose of this plan is to ensure that the privacy, safety, and security of data is contained within the technical infrastructure of the institution networks

PERSONNEL

The designated person assigned to this plan is the Campus President along with the assistance of the Administrative Assistant. The President is responsible for overseeing and ensuring that the protection of the staff and student data is secure and protected.

CONTRACTUAL AGREEMENTS

The following items below outline the equipment and supplies needed to ensure that technical infrastructure protects the student and employee.

The Diamond ADM Software- LBCI uses Diamond as their host site for all student and staff information. This software is cloud- based and is continuously backed up. Passwords are required to enter the system for all parts of the Diamond system (Faculty Portal, Student Portals, and the Diamond Cloud). LBCI employees are granted access to various parts of Diamond based on their position **with** the company. This cloud-based student information systems program allows LBCI to enter data such as grades attendance, notes, and financial aid data securely. It also allows the student to register and upload and complete enrollment documents.

- **Maintenance of Diamond ADM Software**

Diamond is maintained and stored daily by the Diamond cloud services. Information as well as usability. In the event of a technical issue, the Campus President is notified by the employee or student via email. The Campus President contacts Diamond Tech Support services to request a tech support ticket. This ticket is answered via email. The dialog to correct the issue remains between Tech Support and the Campus President. The information is then communicated to the employee or student verbally.

Cloud Services- LBCI has access to Dropbox for storing data and documents. Only team members need to have access to certain departments can access specific files in the Dropbox system.

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- **Maintenance of DropBox**

The DropBox is maintained and stored daily by Dropbox. In the event of a technical issue, Dropbox is contacted directly by the Campus President through their chat system to current any issues.

Email: Each employee and student is given access to their own LBCI email address which is used for LBCI informational purposes. Students have access to this email for 4 years after exiting the institution. Employee email is removed on their last day of employment.

- **Maintenance of Email Services:**

Email services are hosted through Microsoft. In the event of an issue, tech support is contacted via chat services by the Campus President. This communication continues until the chat is resolved.

Educational Program and Testing Services: LBCI offers electronic educational services to enhance the learning environment. These are offered they Evolve by Elsevier and Easy Test Maker.

- **Evolve by Elsevier:** Learning-Based activities are provided to students electronically as required. Students can complete assignments, exams, and communicate with their instructor daily. This access is issued to students through Evolve by Elsevier with their username and passwords. Instructors are also given their usernames and passwords with only access to the courses taught by that instructor.

- **Maintenance of Evolve by Elsevier:**

Maintenance of the educational software is supported through Elsevier. Both students and the instructional staff have access to chat, phone, or email for minor technical assistance. In the event of major technical assistance, the Campus President contacts Evolve via chat to resolve any other issues.

- **Easy Test Maker:** This is a database that is offered to assist in administering exams as deemed by the instructor. It is password protected and students are issued access to the exam via a created link sent by their instructor.

- **Maintenance of EasyTest Maker:**

Maintenance of the testing software is supported through Easy Test Maker. The Campus President has access to email for the company directly for technical assistance and or to resolve any other issues.

Adobe: Adobe is used to sending secure and protected documents to partnering agencies and students. Adobe is a monthly subscription, and it allows LBCI to encrypt all documents using a password to view a document. The password is sent to the recipient in an email 1-5 days before sending the document.

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- Maintenance of Adobe

Maintenance of the Adobe software is supported through Adobe Creative Cloud. The Campus President and CEO has access to Adobe Creative Cloud services applications and directly contacts the company for technical assistance and or to resolve any other issues.

Financial Aid Databases:

ECM: This is a third-party servicer for the financial aid department. This is only accessible by team members who work directly with the FA office.

- **Maintenance of Educational Compliance Management (ECM)**

Maintenance of the ECM software is supported through their cloud services. The Financial Aid and CEO has access to ECM services applications and portal systems. The Financial Aid Officer email ECM directly emails all issues to compliance@ecmfinaid.com. ECM continues to respond to maintain all FA operations between the FA advisor and their databases.

NSLDS and COD: These systems are used to enroll and host student financial aid information. These systems are protected by passwords that require special access. FSA user, ID, password, and two-factor authentication tokens are needed to access these systems.

- **Maintenance of NSLDS and COD**

In the event of a technical issue within the NSLDS and COD systems, it is our policy to reach out to the following for assistance via the CEO or the FA advisor.

Communications are follow-through via email until the issue is resolved.

- **Crystal.Brennan@ed.gov**
- Askafed.gov

REMOVAL OF ACCESS

LBCI is committed to ensuring that all information is consisting protected. The removal of access is implemented based on the following information:

- **Students:** Students with portal access is only removed from the system after 4 years of non-attendance, whether a graduate or withdrawal.
- **Faculty and Staff:** Employees with access to the databases associated with their department are removed on their last day of employment.

The removal of access is administered by the Campus President

DISTRIBUTION TO EMPLOYEES AND STUDENTS

The updated plan is distributed to employees via email as the updates are made. All students and staff have access to the plan which is placed on the website.

EVALUATION THE PLAN

This will be evaluated yearly by members of the faculty and staff.