Minimize the Fallout from Cyber Attacks | 02.23.2015
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Please find below additional resources from the *"Minimize the Fallout from Cyber Attacks"* webcast, including sample notes, takeaways, and a follow-up activity. If you wish to print only certain resources, you may click their respective links to jump directly to them in the packet.

Pre-Webcast Resources

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SAMPLE NOTES

Sample ADA Violation (slide 14)
Spoke with student in office today about problems with Prof. Smith who teaches BUS 1234 for spring term. Student will be filing a complaint with the ADA office as student is registered with the ADA office and has been granted special accommodations due to health issues. At this time student is only seeking a full refund on class and a report filed with the administration office regarding Prof. Smith's behavior toward student. Student will be sending detailed email explaining the problems he has been having with this professor. This advisor will also work with the student each term to ensure that the student does not take a class conducted by Prof. Smith. Student understands that this prof will be teaching BUS 4000 and there is no way to change that. Student signed an STF and this advisor registered stu for BUS 2345 and BUS 3456 for summer term. Checked with academic affairs to find out which prof will be teaching BUS 2345. This advisor processed the registration.
- Improved note: Discussed possible barriers to success and made appropriate referrals.

Sample Chronological Note (slide 29)
MDF received for 201220; processed. Advisor had spoken with student previously.

Sample Summary Note (slide 30)
Student submitted request to drop ACT 1001for fall 2011; processed. Advisor had spoken with student previously about implications for dropping.

Sample Process Note (slide 31)
Student submitted request to withdraw from ACT 1001 for fall 2011;processed. Advisor had spoken with student previously about experienced difficulties in accounting. Student states he needs to reduce course load for fall due to increased hours at work. States he will take ACT 1001 in spring when his workload will be reduced. Informed student withdrawal will impact his eligibility for financial aid. Discussed SAP and loan implications. Developed revised academic plan for spring and summer terms.

Sample Inappropriate Content (slide 39)
Hello, Dr. Jones. Sorry I'm emailing you so late, but I just wanted to let you know that last week I was experienc[ing] some serious gynecological problems and my cousin died and the funeral will be held on Saturday. He was working in a mill and happened to get his arm cut off. He lost too much blood and died. This is why I was late on my discussion and did not participate in our chat. Please understand and be advised.
- Improved note: Student experienced significant health and personal issues.

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TAKEAWAYS

Content to Avoid
1. Multiples students within student record
2. Any reference to disability (ADA)
3. Mass emails with student emails visible to other students
4. Confidential information over unsecured servers

Criteria for effective notes
- Is the type of note (chronological, summary, process) appropriate?
- Is use of acronyms/jargon limited? Is the message understandable?
- Is the note accurate and sufficient for an external reader?
- Is the information directly related to delivery of service?
- Is the message objective?
- Would the message be appropriate for student, dean, president, or legal representative to read?

Criteria for effective emails
- Use professional language or selectively use casual voice
- Minimize forwarding emails; ask for permission
- Assume it will be forwarded, reproduced, saved
- Target audience on need to know basis
- Would the email be appropriate for student, dean, president, or legal representative to read?

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FOLLOW-UP ACTIVITY

walk in - student called in regarding fall classes, but was very unfocused as to his concerns. He stated he was robbed and lost his books for summer so is now behind for that class. He stated he thinks whoever robbed him is stealing his identity and he was very upset about his situation. He said he had a police report, but it was very difficult speak with him as he was not able really to focus on what he want me to do. He apparently has had some challenging situations, but assured me he wishes to continue with the program. I was finally able to have him talk about the fall term and what class he wishes; he does not know how to self reg and I did not feel he would be able to comprehend the process since he was still rather upset; I emailed him the course information for FINP 5008 and the STF. He thinks he will fail the class this summer wants to retake it. He will fax the stf to my attention. He asked if fin aid will pay for a retake and I provided their number for him to call

1. Identify the subjective words/phrases within the note.
2. How could it be converted to objective language?
3. What, if any, content should be omitted?

Suggested Revisions:
walk in - student called in regarding fall classes. Stated that, due to personal issues which resulted in stolen books, he is behind in summer class and may fail it. Discussed repeat course policy and directed to financial aid to determine if they pay for repeated courses. Discussed withdrawal policy but student will stay enrolled as he stated that he feels that he can continue with his studies. Student stated he was anxious about ongoing personal challenges and academic standing. Discussed fall schedule and courseload. Sent student transaction form with directions for completing and returning it as student stated he was unsure how to web register.