

## **Fraudulent account/applications update**

Update for WACTC Technology Committee and WACTC, Nov. 30/Dec. 1, 2023

## Accomplishments

SBCTC Student Services, Business Operations, and Information Technology divisions, as well as Instruction Commission leadership, collaborated to develop guidance and technical measures for Admissions Application, Enrollment, and Financial Aid fraud mitigation and prevention as outlined below:

* Created service indicators for colleges to indicate “Investigation” and “Confirmed Fraud”
* [Mitigating Enrollment Fraud - Institutional Practices & Reporting Obligations](https://www.sbctc.edu/resources/documents/colleges-staff/it-support/erp/mitigating-enrollment-fraud-institutional-practices-reporting-obligations.pdf) (revised April 24, 2023)
* [Memorandum to system: Mitigating Enrollment Fraud – Instructional Practices & Reporting Obligations](https://www.sbctc.edu/resources/documents/colleges-staff/it-support/memo-mitigating-enrollment-fraud.pdf) (April 24, 2023)
* [A Student-Centered Approach to Fraud Detection](https://www.sbctc.edu/colleges-staff/it-support/erp-support/report-fraud/student-approach.aspx)
* [Reporting Admissions & Financial Aid Fraud](https://www.sbctc.edu/colleges-staff/it-support/erp-support/report-fraud/)
* [What to Do When a Fraudulent Application is Suspected](https://www.sbctc.edu/colleges-staff/it-support/erp-support/report-fraud/college-role)
* [Reporting Fraudulent Applications and Student Accounts to SBCTC](https://ctclinkreferencecenter.ctclink.us/m/79544/l/1664733-reporting-fraudulent-applications-accounts-to-sbctc) - Quick Reference Guide (QRG)

## Fraudulent Application Systemwide Subgroup

### Next steps

Some colleges follow the guidance and make their own interpretations. However, the need to define globally required college business processes around guidance has become clear. A systemwide subgroup of admissions staff, registrars, IT staff and business analysts has been convened to work on fraudulent application activities. Meetings are monthly on first Thursdays.

### Activities

• Working to deploy Okta in front of the Online Admissions Application Portal (OAAP). This will assist in password reset options and provide additional technical information behind the scenes. Timeline under development for early 2024.

• Working on defining required global common business processes for all colleges.

• Working to implement the OAAP security and flagging options that Kastech (vendor) has provided.

### Membership

* Jill Hammitt, Business System Analyst, Highline
* Douglas Haub, Lead Business & Data Analyst, Shoreline
* Clay Krauss, Director of Information Technology, Tacoma
* Nicole Oh, Admissions Specialist, Tacoma
* Dave Ortega, Business Analyst, Bellevue
* Stephanie Baker, Business Analyst, Bellevue
* Amy Rovner, Director of eLearning Services, Shoreline
* Maria Larsen, Interim Associate Dean of Enrollment Services, Everett
* Andre Betita, Enrollment Services Manager, Renton
* Linda Bui, Student Success Specialist / Entry & Support, Renton
* Magnus Altmayer, Director of Registration, LCC
* Krystal Blair, Business Applications Coordinator, Lake Washington
* Rick Mahaffey, IT System Admin, Bellevue
* Dennis Deitchman, Director of Infrastructure, Bellevue
* Emily Terry, Enrollment Services Information Specialist, Renton
* Luis Puga, Institutional Research Consultant, Renton
* Lia Homeister, Director of Institutional Research & Effectiveness, Renton
* Christine Taylor, Director Financial Aid & Veteran Services, Bellevue
* Anneke Hercules, Director of Enrollment Services, Bellevue
* Lauren Hibbs, Director of Student Services, SBCTC
* Chirstine McMullin, Policy Associate, Student Services, SBCTC
* Yokiko Hayashi-Saguil, Policy Associate, Student Services, SBCTC
* Shelia Sloan, ctcLink Security Associate Director, SBCTC
* Kyrsten Catlin, Facilitator, ctcLink Associate Director Campus Solutions, SBCTC
* Dani Bundy, Facilitator, ctcLink Customer Support Director, SBCTC