College Fraudulent Business Process Survey ⠦

A systemwide Fraudulent Application Sub-Group of college admissions staff, registrars, IT staff, and business analysts has been convened to work on fraudulent application activities. Part of this work includes defining required global common business processes for all colleges.

The Fraudulent Application Sub-Group would first like to learn more about local college business processes for activities related to:

- Investigating potential fraudulent students
- Reporting fraudulent students
- Verifying student identities

Survey Instructions

This survey requests fraudulent business process information related to admissions, student financials, faculty, and financial aid. It consists of both multiple choice and free text responses. The end of the survey will include an open question for colleges to provide any additional information they would like to include.

We seek only ONE submission per college. Please make sure you are your college's designated submitter before sending in your survey response.

For a list of all possible questions included in this survey, please go to:

Deadline

Please complete the survey by **February 2, 2024.**

College Service Indicator Use

In this section, we ask questions related to the following global Service Indicators:
SXI - Under Investigation for Fraud
SXF - Fraudulent Student
SVR - Verified Student

Please note: This section uses smart logic. Additional questions may appear based on responses.

1. Does your college assign the SXI Service Indicator when investigating students?

   ◯ Yes

   ◯ No

2. Prior to assigning the SXI, does your college contact the student?

   ◯ Yes

   ◯ No

3. What contact methods do you use for this purpose?

- [ ] Email

- [ ] Phone

- [ ] Message Center

- [ ] Other

4. What information does your message typically include?

5. After contacting the student, how much time do you wait before assigning the SXF Service Indicator?

○ 1-5 days

○ 1-2 weeks

○ 3-4 weeks

○ Other

6. Does your college assign a local Service Indicator in addition to the SXI when investigating students?

○ Yes

○ No

7. What is the local Service Indicator code you assign?

8. What is the purpose of assigning the local Service Indicator in addition to the SXI?

[   ]

9. Why doesn't your college assign the SXI Service Indicator?

- [ ] We did not know about it

- [ ] We don't understand its purpose

- [ ] We use a local Service Indicator instead

- [ ] We do not "flag" the student until we confirm they are fraudulent and assign the SXF at that time

- [ ] Other

10. Does your college assign the SXF Service Indicator?

- ( ) Yes

- ( ) No

11. Please select the most applicable description for the population of students you assign the SXF Service Indicator to.

○ Students we have confirmed as fraudulent to the best of our ability

○ Students we suspect as fraudulent and are investigating

○ Other

12. Prior to assigning the SXF, does your college typically contact the student?

○ Yes

○ No

13. What contact methods do you use for this purpose?

☐ Email

☐ Phone

☐ Message Center

☐ Other

14. What information does your message typically include?

15. After contacting the student, how much time do you typically wait before assigning the the SXF due to no response?

○ 1-5 days

○ 1-2 weeks

○ 3-4 weeks

○ Other

16. Does your college assign a local Service Indicator in addition to the SXF?

○ Yes

○ No

17. What is the local Service Indicator code?

[   ]

18. What is the purpose of assigning the local Service Indicator?

[   ]

19. Why doesn't your college assign the SXF Service Indicator?

○ We did not know about it

○ We don't understand its purpose

○ We use a local Service Indicator instead

○ Other

20. Does your college submit tickets to SBCTC to assign the SVR Service Indicator for verified students?

○ Yes

○ No

21. Prior to submitting the ticket, how does your college contact the student to verify their identity?

- [ ] Email

- [ ] Phone

- [ ] Message Center

- [ ] Other

22. What information does your message typically include?

[   ]

23. What methods do you use do verify a student's identity?

☐ Student can bring documentation to campus

☐ Student can display documentation via Zoom or equivalent virtual meeting platform using a webcam

☐ Students can submit images of themselves holding identification documents next to their person

☐ Students can submit documents using an .edu or business email

☐ Other

24. Some colleges have reported students showing what appear to be fraudulent identification documents during Zoom (or equivalent) virtual meetings. With this in mind, do you think students living within a certain radius of campus should be required to present documentation in person?

○ Yes

○ No

○ Not sure - I would like to hear more from these colleges

25. How many documents do you require a student to provide to verify their identity?

☐ 1

☐ 2

☐ 3

☐ 4 or more

26. What identity verification documents do you receive and accept?

27. Why doesn't your college submit SVR Service Indicator requests to SBCTC?

○ We did not know about it

○ We don't understand its purpose

○ We use a local Service Indicator instead

○ Other

Investigative Processes

In this section, we ask what college staff typically take part in investigating fraudulent students, as well as what those investigative processes are.

Please note: This section uses smart logic. Additional questions may appear based on responses.

28. Do admissions staff investigate fraud at your college?

○ Yes

○ No

29. Please explain their investigative process

30. Do faculty/instructors investigate fraud at your college?

○ Yes

○ No

31. Please explain their investigative process

32. Do enrollment staff investigate fraud at your college?

○ Yes

○ No

33. Please explain their investigative process

34. Do advising staff investigate fraud at your college?

○ Yes

○ No

35. Please explain their investigative process

36. Do cashiering staff investigate fraud at your college?

○ Yes

○ No

37. Please explain their investigative process

[text input field]

38. Do financial aid staff investigate fraud at your college?

○ Yes

○ No

39. Please explain their investigative process

40. Do business analyst staff investigate fraud at your college?

○ Yes

○ No

41. Please explain their investigative process

42. Are there any other staff who take part in your college's investigative process?

○ Yes

○ No

43. Please explain which staff and their investigative process

44. What data points/criteria does your college typically look at when you suspect a student is fraudulent?

45. What queries do you use during fraudulent investigative processes?

46. What data would be helpful for you to have that you cannot find within ctcLink when investigating suspected fraudulent students?

Advising Orientation

Please note: This section uses smart logic. Additional questions may appear based on responses.

47. Does your college require mandatory asynchronous or synchronous advising orientations for new and/or transfer students?

    ○ Yes - Asynchronous

    ○ Yes - Synchronous

    ○ Yes - Both asynchronous and synchronous options are available

    ○ We do not offer an advising orientation to students

    ○ We offer an advising orientation but it is not required of all students

48. Does your college verify the student's identity prior to, or during the advising orientation?

    ○ Yes

    ○ No

Fraudulent Enrollment Trends

Please note: This section uses smart logic. Additional questions may appear based on responses.

49. Has your college noticed fraudulent students typically applying to certain academic plans more often that others?

   ○ Yes

   ○ No

   ○ Not sure

50. What academic plans are they typically applying to?

   [   ]

51. Has your college noticed fraudulent students enrolled in certain classes more often than others?

○ Yes

○ No

○ Not sure

52. Do these classes typically have prerequisite requirements?

○ Yes

○ No

○ Not sure

Student Financials Questions

53. Has your institution experienced fraudulent student accounts that result in a balance owed to your institution?

- ◯ Yes

- ◯ No

- ◯ Other

54. What is the ctcLink CS Pillar process used to write off student account fraudulent charges?

55. What item type(s) do you use to clear any balance owed on a student account that has been deemed fraudulent?

56. What are the item type debit and credit chart strings (Fund/Class/Account #s) used for the previous question?

Financial Aid Questions

57. What internal business processes has your college leveraged to ensure financial aid / refunds do not get disbursed?

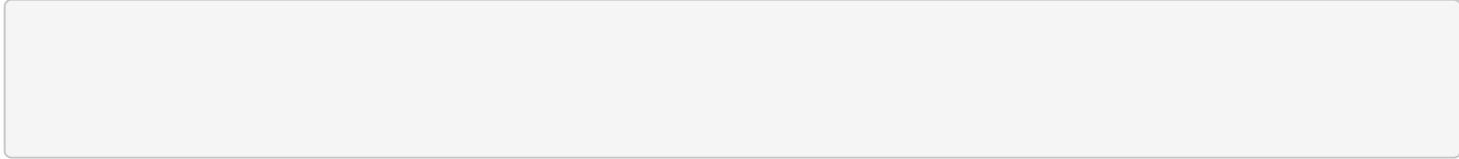58. How often does your college run the QCS_SR_SHARED_RPT_FRAUD_STDNTS query?

59. After you've run the QCS_SR_SHARED_RPT_FRAUD_STDNTS query, what are your internal business steps to inform stakeholders in other departments on your campus?

60. What steps does your college take to check if there is an ISIR at your college?

61. What steps does your financial aid office take to ensure funds are not erroneously disbursed to fraudulent students?

62. How often does your college run QCS_SR_FRAUD_INDICATOR_LIST query? Question

63. After you've run the QCS_SR_FRAUD_INDICATOR_LIST query, what are your internal business steps to inform stakeholders in other departments on your campus?

Additional Information

64. Is there any additional information you would like to share regarding your college's fraudulent business processes?

Submitter Information

We seek only ONE submission per college/district so PLEASE make sure you are your college's designated submitted before sending in your survey response. Thank you!

65. First and Last Name *

66. College *

67. Email address *