

# WVU DATA SECURITY AS THEY PERTAIN TO BANNER

## Enterprise Standards for Use of Information Technology & Data Security Best Practices



# PREPARATION

- WVU collects and maintains personal information from employees and students
  - Access and use of this data is governed by federal and state laws, and WVU Policies and Standards
  - WVU employees have a shared responsibility to secure this data
  - You can be held liable for security breaches due to direct action or inaction



# APPLICABLE LAWS, POLICIES, STANDARDS: FEDERAL LAW

## Family Educational Rights and Privacy Act (FERPA)

- **Pertains to the protection & privacy of education records**

- **Access is on a need to know basis:**

Staff and instructors who need the information to fulfill tasks, responsibilities, or for educational purposes

- **Directory Vs Non Directory:**

Distinguishes records that may be disclosed vs those held confidentially

- **Confidentiality:**

Students may withhold directory information. This requires written consent from the student before information disclosure except to the extent FERPA permits without consent.

Students may grant specific third-party access through the Parent/Student Guest Portal.

For more information visit [FERPA.WVU.EDU](https://FERPA.WVU.EDU) and [parent-guest.portal.wvu.edu/](https://parent-guest.portal.wvu.edu/)



# DIRECTORY INFORMATION

Directory Information is information contained in a student's education record that would not generally be considered harmful or an invasion of privacy if disclosed.

Directory Information Includes but is not limited to:

- Student's Name
- Address
- Telephone Listing
- Place of Birth
- Major

Limited Use Directory Information

- Email Address
- Photographs or videos containing student images

Directory Information DOES NOT include:

- Date of Birth
- Social Security
- Student ID Number

Opt Out

- Students may refuse to let an institution release directory information.



# APPLICABLE LAWS, POLICIES, STANDARDS: WVU BOARD OF GOVERNORS POLICY

- Academics Rule 2.5
- Important information detailing student rights and responsibilities
- Section 1.1. This Rule sets forth the understanding that students at West Virginia University are entitled to certain academic rights and, in exchange, students shall fulfill certain academic responsibilities.

For more information visit

<https://policies.wvu.edu/finalized-bog-rules/bog-academics-rule-2-5-student-rights-and-responsibilities>





# APPLICABLE LAWS, POLICIES, STANDARDS: WVU ITS POLICIES AND PROCEDURES

- Policy 1.0 Acceptable Use of Data and Technology Resources
- Information to be reviewed in the following slides

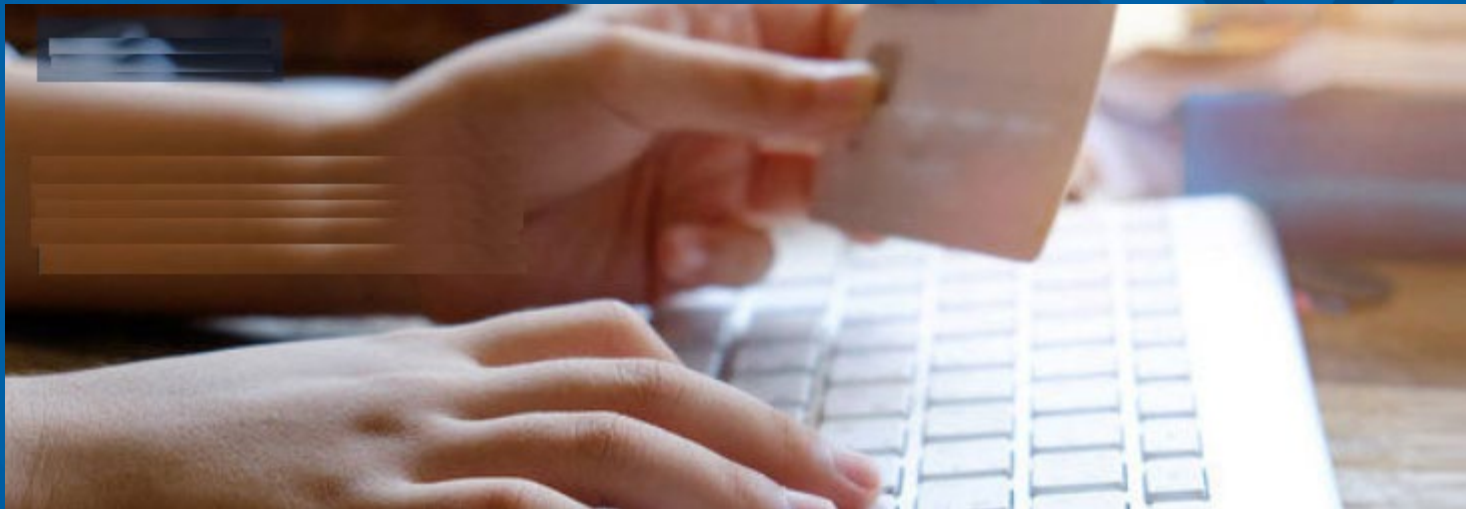
For more information visit

<https://it.wvu.edu/policies-and-procedures/acceptable-use/au>



# IT GOVERNANCE

- “All ITS Policies, Standards, and Procedures **apply to all WVU employees**, students, and third parties. These standards define the minimum requirements for each area at WVU.  
<https://it.wvu.edu/policies-and-procedures>



# IT GOVERNANCE

- “All ITS Policies, Standards, and Procedures **apply to all WVU employees, students, and third parties.**”
  - Access, Security and Control of Data
    - Users are responsible for the protection, privacy, and control of all data, regardless of the data storage medium
      - Passwords and user ids may not be shared with anyone under any circumstances
    - Individual Accounts
      - Users must not give their username(s) and passwords to anyone or permit anyone else to use their Individual Account(s) after personally logging in.

<https://it.wvu.edu/policies-and-procedures/security>





# ACCESSING SYSTEMS

- Accessing systems will require agreeing and signing the WVU Security Responsibility Statement:
- WVU Login credentials are assigned to all WVU faculty, staff and students to provide access to University information technology resources, systems, applications and physical areas. Users must agree to the following responsibilities to ensure University technology resources and data remain secure and private.
- I understand I am being granted access to University-owned data and technology systems and agree that: I must NEVER share my WVU Login credentials with anyone or use another person's WVU Login credentials to gain access to University technology or data sources. I must not access data in any system that is not directly relevant to my job or coursework duties. I must not use systems for unacceptable activities such as personal commercial gain.



# ACCESSING SYSTEMS CONTINUED

- I will use and reproduce departmental, personal and/or confidential data stored in University systems for approved purposes only. I understand that Information Technology Services monitors University technology resources to ensure compliance with applicable laws and University policies; therefore, I have no expectation of privacy in anything I create, store, send or receive using University-owned systems or applications for business, academic or personal use. Social Security and credit card numbers must be secured in an institutionally-approved location and never sent via email or stored on a computer. If this information is inappropriately disclosed and individuals are put at risk for identity theft or other harm, I will notify Information Technology Services and the General Counsel's Office within 24 hours of the discovery.
- I must not release any University data without appropriate approval. Unapproved release or misuse of University data may be in violation of federal regulations such as the Federal Privacy Act, the Family Education Rights and Privacy Act (FERPA) or the Health Insurance Portability and Accountability Act (HIPAA). I will not intentionally destroy, damage, disrupt, or impair University technology in ways that adversely affects the work or academic endeavors of others.
- I must abide by all WVU policies and procedures, including but not limited to Human Resources policies, Student Conduct Code and IT policies.



# DO NOT REUSE YOUR WVU CREDENTIALS

- Keep your WVU login credentials secure.
  - Do not re-use them on private accounts
  - The most common security issue reported by WVU users is a simultaneous hack of Facebook and email accounts because the same login credentials were used on both.





# INFORMATION SECURITY SERVICES

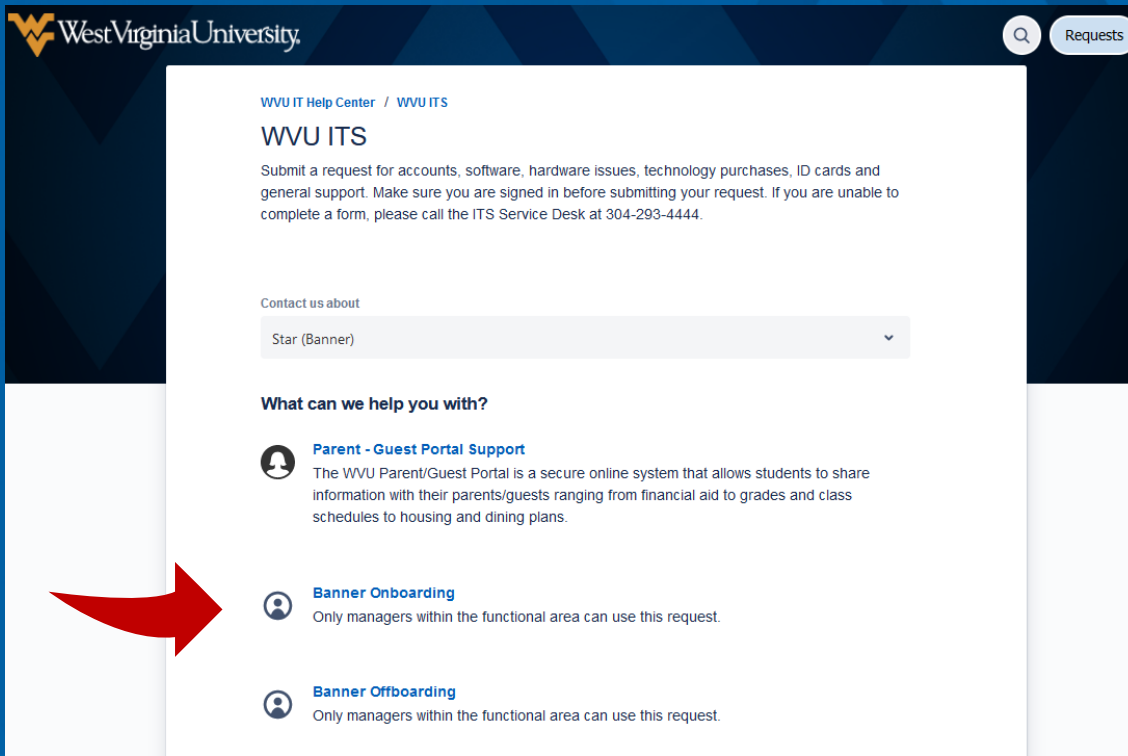
- For more information about *Enterprise Standards for Use of Information Technology & Data Handling at WVU*, and methods to protect your PC and keep your personal identity secure, contact the WVU Information Security Services at:

[defendyourdata@mail.wvu.edu](mailto:defendyourdata@mail.wvu.edu)



# BANNER DETAILS

- Banner is WVU's Information System
- For Banner access, Supervisors visit ITS Help Center for Star (Banner)  
<https://wvu.atlassian.net/servicedesk/customer/portal/5/group/242>
  - For account creation or adding access, select “Banner Onboarding”
  - For account deletion or removing access, select “Banner Offboarding”.



The screenshot shows the WVU ITS Help Center interface. At the top left is the West Virginia University logo and name. A search bar and a 'Requests' button are in the top right. The main content area is titled 'WVU ITS' and includes a brief description of the service. Below this is a dropdown menu labeled 'Contact us about' with 'Star (Banner)' selected. Underneath, a section titled 'What can we help you with?' lists three options: 'Parent - Guest Portal Support', 'Banner Onboarding', and 'Banner Offboarding'. A red arrow points to the 'Banner Onboarding' option.

West Virginia University

WVU IT Help Center / WVU ITS

## WVU ITS

Submit a request for accounts, software, hardware issues, technology purchases, ID cards and general support. Make sure you are signed in before submitting your request. If you are unable to complete a form, please call the ITS Service Desk at 304-293-4444.

Contact us about

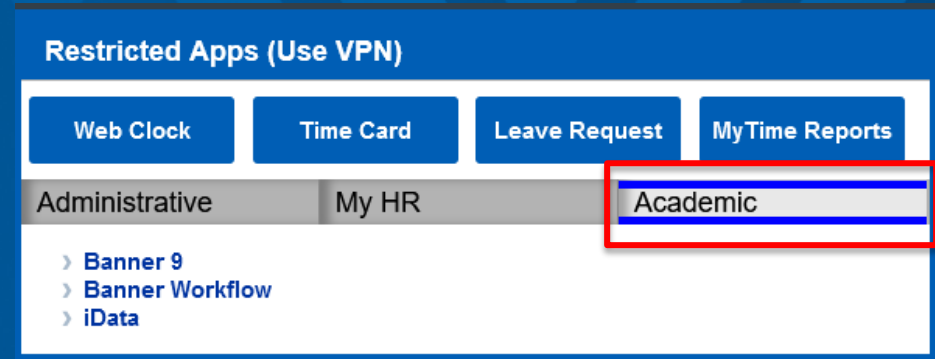
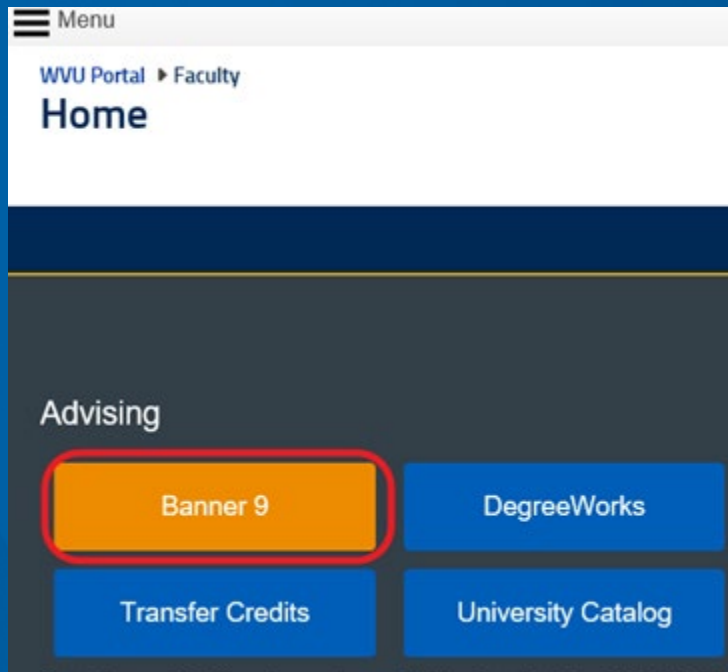
Star (Banner)

### What can we help you with?

- Parent - Guest Portal Support**  
The WVU Parent/Guest Portal is a secure online system that allows students to share information with their parents/guests ranging from financial aid to grades and class schedules to housing and dining plans.
- Banner Onboarding**  
Only managers within the functional area can use this request.
- Banner Offboarding**  
Only managers within the functional area can use this request.

# LOGGING IN

- Go to <https://portal.wvu.edu>
- Click the Banner 9 Access Button
- For password help call ITS at (304) 293-4444



# FOR MORE INFORMATION PLEASE CONTACT:

Office of the University Registrar

Degree Works Team

304.293.5355

[degreeworks@mail.wvu.edu](mailto:degreeworks@mail.wvu.edu)

