The meeting was called to order at 1:05 p.m.

**Agenda Item: Fraud in Higher Education**

Gary Norton updated the group on the latest fraud trends in higher education. Education is one of the top five industries affected by fraud.

Common fraudulent activities in Education include:

- Fake Vendor Fraud
- Employee Expense Report Fraud
- P-Card Fraud
- Wire Fraud
- Donation Fraud
• Multiple Check Deposits
• Contract and Procurement Fraud
• Financial Aid Fraud
• Conflict of Interest
• Off-Site Cash, Check and Credit Card Fraud

Stronger internal controls minimize the risk of fraud. Tips are the most common detection method. Audit relies heavily on tips from the community to detect fraud. The whistleblower hotline has proven to be very effective for reporting. Fraud losses are 50% smaller at organization with hotlines. Audit also reaches out to vendors who were not selected in the bidding process to find out if any collusion or unethical bidding practices took place.

The #1 threat in today’s environment in external fraud trends impacting higher education is business email compromise schemes. This is the use of deception to manipulate individuals into divulging confidential information. ITS encourages the campus community to reporting phishing emails or the like immediately.

Tips to minimize fraud risks:
• Acknowledge that fraud exists
• Encourage open and candid discussion
• Continuously assess the risk of management and control override
• Openly display your skepticism to set the tone at the top and spread awareness
• Take swift action when a fraud event occurs and make the event of action (not the details) known internally
• Understand key fraud areas committed in higher education and develop controls to detect and/or prevent and minimize loss
• Develop Whistle Blower policies and establish an easily attainable fraud hotline.
• An anti-fraud oversight group must be established to address both external and internal fraud
• Ensure a current robust Cybersecurity Program is in place and tested
• Ensure all computer and electronic access to the organization’s network is immediately disabled when employees/volunteers leave
• Ensure regular training is provided to all employees, staff and volunteers

Those interested can access the 2018 Global Fraud Study here:

Agenda Item: New Human Resources Preferred Name Practice Directive

Andrea Whipple-Samuel updated the group on HR’s new Preferred Name Practice Directive. This practice directive allows SF State employees to use name, other than their legal names, to identify themselves at work. In order to provide the campus community with a safe, inclusive, and nondiscriminatory environment, HR has implemented a self-service option for employees to update their Preferred Name through Gateway.

HR vets each request to ensure they meet three criteria. Legal names are required on legal documents.

Agenda Item: Records Requests “Ins-and-Outs”

Andrea provided the group with a little more background around the nature of Public Records Act Requests (PRA) and the legwork that goes into responding to them. Examples of requests that the University receives includes:

- Current or former employees and students request email communications that contain key words.
- Journalists will request topics of interest
- Third parties will request student information. Typically the CSU does not give this type of information because of the importance we place on student privacy rights.

When the University receives PRA requests or subpoenas, the Compliance and Policy Coordinator may reach out to various departments to ask for documents that include emails, electronic files, and/or hard files. Departments may also be asked to confirm information. The University receives an average of 2 to 3 subpoenas per week.

Key takeaways for University employees:

- All records requests should be promptly forwarded to the Compliance & Policy Coordinator.
- Subpoenas, California Public Records Act requests, and other requests have important legal deadlines that the University must comply with.
- Faculty and staff should check email on a regular basis for requests, including departmental email accounts.
Other points of discussion:

- Personnel files cannot be requested under PRA requests.
- On a case by case basis, the University can charge for hard copies of records up to $0.20 per page under the Public Records Act.
- The University currently does not have a record retention policy specifically pertaining to emails. If employees’ email accounts are not on litigation hold then employees can always delete their emails.
- Systemwide Record Retention schedules can be found here: [http://www.calstate.edu/recordsretention/](http://www.calstate.edu/recordsretention/)

**Agenda Item: Annual Insurance Costs Update & Claims Improvement Group**

Michael Beatty provided an overview of the University’s claim trends over the last 5 years. The largest increase since FY 14/15 is in the University’s Liability Program.

Claim costs have been trending upward resulting in financial resources being allocated away from initiatives that support SF State’s mission. Identification and implementation of risk mitigation strategies is imperative to managing our claims experience. Claims arise from the operations and personnel of every cabinet area. Thus, input and support from leadership across all campus areas is essential to achieving the long-term goal of reducing the frequency and severity of claims. The Claims Improvement Group has been established to fulfill this need and will have a report outlining trends and recommendation by December 15, 2018.

**Agenda Item: Campus Safety Week**

Campus Safety Week will be held from Sep. 17 through Sep. 21. This week-long event will include various safety-related trainings, discussions, workshops and more. The full schedule for this event as well as the link to register can be found here:

[http://erm.sfsu.edu/content/safetyweek](http://erm.sfsu.edu/content/safetyweek)