



Miles College
Policy and Procedure Library

Miles College Online Education Privacy Policy and Procedures
Approval Authority: Office of the President
Responsible Executive: Vice-President of Strategic Initiatives
Responsible Office(s): Dean of Online Education
Effective: March 9, 2017

Miles College Online Education Privacy Policy and Procedures

Policy and Procedures Statement

Miles College online education understands the importance of privacy and security for distance education students. To protect student privacy and security, Miles College adopted an online privacy policy and procedures. This policy explains how the College collects, uses, and safeguards the personal information provided by our students, faculty, staff, and administration. Miles College's Online Privacy Policy and Procedures are continually assessed against new technologies and business practices. The College uses several methods for protecting the privacy of students, including authentication procedures through the Miles College Student ID system, proctoring services, Blackboard Learning Management System (LMS), and live audio and video features within Blackboard LMS.

Some personally identifiable information will be used by Miles College for the purpose of contacting students regarding requested information and for improving our educational services, marketing, and online services. By using this website, visitors expressly consent to the use of personal information for the purpose of marketing. No confidential, fiduciary, contractual, or other relationship is created between visitors to the website and the College, other than pursuant to this privacy policy and procedures.

Collection of personal information

Miles College collects personally identifiable information that students voluntarily choose to disclose and aggregates information that is automatically collected when the website is visited. Personally identifiable information refers to information that is specific to an individual and is collected when information is requested from the College. This information can include the name, address, phone number, current email address, programs of interest, and other information that is provided. Email addresses and messages may be retained from correspondence with the College.

Like many websites, the College uses "cookies." Cookies are small programs that are used to identify website visitors. These programs are stored on the visitor's hard drive, enabling the College to recognize visitors and pass information to different portions of the College's website. Users must be aware that aggregate information that is automatically collected can be tied back to them. Cookies can be disabled by going to the toolbar and clicking on the "help" button. Users can then follow the instructions given to prevent the browser from accepting cookies.

Use of personal Information

Personal information is used to contact students regarding educational opportunities and products offered by Miles College. Miles College may store collected information for the purpose of communicating with students about the programs and services offered by the College.

Additionally, the College uses personal information for purposes of administering business activities and providing customer service to our students. Occasionally, the College may also use the information collected to notify students about important changes to the website, new services, and other opportunities.

Sharing information with third parties

Miles College may share collected information with third-party service providers for the limited purposes of communicating with students regarding the educational programs and services offered. The College cannot and does not make any representations about the practices and policies of these companies which are not subject to the Miles College privacy policy.

Protection of personal information

Miles College may utilize encryption/security software to safeguard the confidentiality of personal information collected. This software provides a limited degree of protection against unauthorized access or disclosure, as well as accidental loss, alteration, or destruction.

Legally compelled disclosure of information

Miles College may release any private information about students when the College believes release of information is appropriate to comply with the law; to enforce or apply the College's privacy policy and/or other agreements; or to protect the rights, property, or safety of faculty, staff, students, and others.

Sites linked to this website

Users should be aware that upon navigating from the College's website to another site, the College's privacy policy is no longer in effect. The College is not responsible for the privacy practices employed by other sites, nor the information or content contained therein. Please read over the rules and policies of these other sites before proceeding.

Family Educational Rights and Privacy Act (FERPA)

Miles College complies fully with the provisions of the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. 1232g. This act protects the privacy of student education records by requiring, with certain limited exceptions, that the student's consent must be obtained before disclosing any personally identifiable information in the student's education records.

The Registrar has been designated as the FERPA officer for the College. Further information about policy and procedures with respect to privacy of student records may be obtained from the Office of Academic Records. The Office of Academic Records will inform college division chairs, deans, and administrative officers when changes to the policy are made.

Miles College Student ID Number

Prospective students, both distance education and traditional on-ground, are assigned a randomly selected 5-digit M-Number, formally known as a student identification number, after acceptance to the college. The number is created by the College's Client Relationship Management System and is maintained by the College's Information Technology Department. The M-Number is the student's official college identification number used to access the student's information and other College resources.

College Student Portal (Bears Den)

Bear's Den is the college's official student portal to a variety of self-service tools. Students are granted access to Bear's Den after the student ID number is assigned. To access Bear's Den, students will use their M-Number as the User ID and their six-digit date of birth for their pin number, in the form of two digits for the month, two digits for the date of birth, and the last two digits of their birth year. After the initial sign in, students are prompted to create a new password. The student-created password can be reset at any time back to the date of birth, if necessary.

College Email Account

Official college email accounts are available to validated students. Student's college email addresses are in the form of student's first initial, student's full last name and the last 4 digits of the student's M-Number, from their student account number, @miles.edu. The official college email address will be maintained by the college's Information Technology Department and is automatically generated by the college's Client Relationship Management System.

Entities Affected by the Policy

Current Students, Prospective Students, Faculty, Staff, and Administration

Policy Background

This privacy policy is necessary in order to explain how Miles College collects, uses and safeguards the personal information provided by our students, faculty, staff, and administration. The College's privacy policy will be continually assessed against new technologies and business practices.

Responsibilities

Dean of Online Education

Vice President of Office of
Strategic Initiatives

Interpreting Authority

Dean of Online Education

Statutory or Regulatory References

Family Educational Rights and Privacy Act (FERPA)

Policy Adoption Review and Approval

| <u>Date</u> | <u>Entity</u> | <u>Action</u> |
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| March 9, 2017 | Miles College Board of Trustees | Approved |