Welcome Back!
The IT Department welcomes students, staff and faculty to a brand new school year! Whether this is your first time at GRCC or you are returning, we are glad to have you here. The IT Department is here for your technology needs and can be found in Sneden 130 or 76 G2 Main. If you don’t have time to stop by, feel free to call the Support Desk at 616-243-4357. Best wishes for this ‘18-’19 school year!

What is FERPA?
The Family Educational Rights and Privacy Act (FERPA) is a Federal law protecting the privacy of student education records. GRCC is subject to federal regulations under FERPA and is committed to student privacy and access to their educational records as defined under the law.

For more information, such as what a student’s rights and protections are under FERPA, go to grcc.edu and search “Policies”. You will find it under Policies>Students>8.6 FERPA. The FERPA document is also called Privacy and Access to Student Records.

Data Security and FERPA Compliance Training

In a few short weeks, faculty and staff will have access to required training regarding phishing, data breaches, sensitive information, and FERPA. Videos and documentation will soon be available in Blackboard in an effort to bring about awareness dealing with the need to keep sensitive information secure per FERPA. This training will not only help to keep end-users safe from phishing attacks and compromised credentials at GRCC but in their personal lives too.

Please contact IT_Security_Team@grcc.edu with any IT Security questions or concerns.

Squishing Smishing

Smishing occurs when you are sent a SMS message (text) that urges you to reply or click on a link. Clicking on the link could lead to stolen identity, bank information, or other scams.

If you receive a suspicious text, beware of the following:

- **Urgency** - Attackers want your info NOW
- **Appears from a friend** - If it doesn’t ‘sound’ like them, try calling or contacting them a different way
- **Do NOT** reply to the message
  1. This validates that your number/account is active; you are likely to receive more messages
  2. You may have just allowed them to subscribe you to a monthly fee. (Fees can range from $2-15/month!)

**Note:** You may get similar smishing messages on social media sites like Twitter, Instagram, and Snapchat. The same information from above applies to smishing messages you may get while using these apps.

Dear Readers,

Remember! Use unique passwords that you will be able to easily recall on the various accounts you have. No matter how strong your password might be, an attacker could potentially crack it.

The use of different passwords for different accounts helps to prevent multiple accounts from being compromised in the unfortunate event that you are hacked.

Sincerely,

Y0urOldFr1endP@SSw0rd