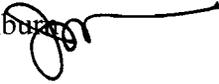


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MEMORANDUM

Code: AA-2008-16

Date: April 18, 2008
To: Recipients of ELM/EPT Results
From: James Blackburn 
Subject: Reports of ELM/EPT Scores

Federal and State legislation make it clear that personal data (e.g., social security numbers, birthdates, etc.) must be collected, used, and disposed of with great care.

For several years, CSU campuses and the Office of the Chancellor have received Entry Level Mathematics (ELM) and English Placement Test (EPT) results via the media of paper and CD-ROM. These test results include personal data for which there are increasing security and privacy concerns.

The purpose of this memorandum is to provide a course of action that will help reduce the CSU risks associated with managing ELM/EPT test data. This action plan includes the following:

- In the future, ELM/EPT test results will not be made available from Educational Testing Service (ETS) via paper or CD-ROM;
- Campuses may use an alternative method for transmitting and receiving test scores;
- Campuses must inventory existing reports and/or CDs that contain test results and dispose of data that is no longer needed; and
- The Chancellor's Office will review the data elements included in the ELM/EPT score reports

An alternative method for receiving ELM/EPT data

In addition to the ELM/EPT Score Report website provided by ETS at <https://ept-elmsr.ets.org>, there is the Electronic Score Report (ESR) service, which permits ETS to provide score report data directly to campuses in a secure manner using encryption. Many campuses already receive other testing results (e.g. SAT) results electronically through a secure means.

Many campuses already upload ELM/EPT results electronically to the PeopleSoft product or their legacy student information system. CMS staff can assist CMS campuses in enabling such functionality.

CSU Campuses

Bakersfield • Channel Islands • Chico • Dominguez Hills • East Bay • Fresno • Fullerton • Humboldt • Long Beach • Los Angeles • Maritime Academy • Monterey Bay
Northridge • Pomona • Sacramento • San Bernardino • San Diego • San Francisco • San José • San Luis Obispo • San Marcos • Sonoma • Stanislaus

Recipients of ELM/EPT Results

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Disposition of existing ELM/EPT score reports

Since the “hardcopy” and CD-ROM versions of the ELM/EPT score reports include personal data, it is essential that score reports be kept in a safe and secure location. Additionally, these reports should only be made available to individuals based on a “need-to-know” used only for their intended purpose, and destroyed as soon as that purpose has been achieved. Campus officials, if they have not already done so, should locate and secure and properly dispose of any existing placement test reports (or CDs containing test results) that are no longer needed. Campuses are encouraged to work with their Information Security Officers (ISO) to develop and implement a data management program that includes appropriate safeguards designed to protect test results.

Next Steps

In light of growing security and privacy concerns associated with ELM/EPT score reports, staff of the Office of the Chancellor will initiate a re-consideration regarding which data elements should be included in future ELM/EPT score reports. Efforts will be made to include all of the relevant stakeholders including test officers, admissions and records officers, as well as ISOs.

Student Academic Services, Information Technology and Educational Testing Service staff will be engaged in “follow-up” activities to insure with regard to ELM/EPT score reports that:

- There is a timely cessation of hardcopy and CD-ROM distribution;
- Future distribution is accomplished via encrypted and secure media;
- Existing files of score report data are properly secured or destroyed, and
- Only essential data are included in future reports.

As always, coordinated and careful attention to these matters is much appreciated. Questions regarding the matters mentioned above may be directed to Jim Blackburn at (562) 951-4726 or at jblackburn@calstate.edu.

cc: Executive Vice Chancellor Gary Reichard
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