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CSUSM INFORMATION SECURITY OFFICE ADVISORY

DATE ISSUED:
August 22, 2012

SUBJECT:
Technical Advisory – Using Adobe products to send attachments

OVERVIEW:
Recently there was an accidental release of FERPA protected data. In this incident there were a number of students who received FERPA information intended for other students. The intent of this advisory message is to provide information sufficient to avoid similar mistakes in the future.

DESCRIPTION:
In this particular instance someone was using the "send by email" feature of Adobe Acrobat to attach a document that contained student information. Rather than send the single displayed page, the entire collection of student records was sent as an attachment.

RECOMMENDATIONS:
Therefore, when sending information to students, please verify that your attached file contains only the information you wish to provide to the individual. Verify the attachment before sending it, or send yourself a test message if you believe there may be an issue.

In you have any questions please contact the campus ISO office at x4787.