



From: Alumni & Parent Engagement parents@clark.edu

Date: April 26, 2023

(4/26/23) Update on Cyberattack Investigation

Dear Parents,

The following message was shared with students on Wednesday, 4/26/23, and we would like to share it with you to keep you informed.

The following action items are for students, faculty, and staff only, and no additional action is required on your part.



Dear faculty, staff, and students,

We are writing to provide an update regarding the investigation into the cyberattack.

The compromised data is currently being analyzed by an external firm in an effort to find and identify any protected personal information that may be in it. It appears that the compromised data was retrieved from LC Files, which is the network drive that offices across campus use for storage of documents and other files.

There is no evidence to suggest that data from other systems was compromised beyond LC Files, such as Workday, the system that maintains employee and payroll data; Colleague, our general ledger and student information system; or Nelnet, the tuition payment system. It is encouraging that the investigation to date suggests that data from these major college systems were not compromised.

We are aware that some are experiencing fraudulent use of their personal information, including a number of employees who have reported that tax returns were filed using their social security numbers. These are truly distressing situations. We want to acknowledge the unsettling nature of these events and the major inconvenience of having to spend time trying to remedy them.

Faculty, staff, and students, signing up for credit monitoring, identity restoration services, and identity insurance remains the best action you can take to protect yourselves. If you have not done so already, we urge you to sign up for this service, which includes an Experian credit report at signup, active monitoring for indicators of fraud with the three major credit bureaus, and identity restoration services.

If you suspect an identity theft event, Experian's Identity Restoration team will work with you as part of the services provided. They can assist throughout the fraud resolution process including by providing support to freeze credit files, contacting creditors to dispute charges, close accounts, compile documents, and contact relevant government and law enforcement agencies. Identity insurance is also included with the services and will cover certain costs and unauthorized electronic fund transfers.

Any individual whose private personal information was confirmed to have been acquired during the attack will receive written notification.

We remain committed to the safety and wellbeing of the LC community and will provide further updates as information becomes available.

Sincerely,

The Executive Council

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