Cybersecurity Risk Awareness and Training
Division of Information Technology

Step 1: Student Learning Outcome

The University will experience a robust and secure next-gen cyber infrastructure.

Step 2: Methods and Measures

A robust and secure next-gen cyber infrastructure lays the foundation for all information technology services the University provides to its constituents. One of the major cybersecurity risks is towards the end users. Creating a risk aware culture within CSUF is an important way to protect and secure the campus' cyber infrastructure. To help reduce cybersecurity risks, raising awareness and educating the campus community on what they can do to avoid security attacks is a priority.

All campus employees are required to complete Data Security and FERPA training annually. The annual training helps increase and/or reinforce user cybersecurity knowledge. The data to be collected is the training completion record from the Employee Training Center, CSUF's employee training platform.

Cybersecurity events are also held to supplement training and increase campus awareness. Post-event surveys capture campus affiliation (e.g., students, faculty, staff), and attendees' engagement level. Qualitative data is also captured regarding what attendees liked most about the session.

Step 3: Criteria for Success

50% of campus users will be trained on university cybersecurity procedures.

70% of cybersecurity attendees will report their level of engagement as "Very" or "Extremely."

Step 4: Results

A total of 6,482 users were assigned Data Security and FERPA training, with 73% (4,717) completing the training within the assigned deadline. Results indicated an increased percentage of users who completed data security and FERPA training from previous years (2020-21, 63% (3,741 out of 5,943 assigned).

Based on the improvement action plan from the previous year, the division hosted cybersecurity events to increase campus awareness. Attendance records and survey results show that respondents were extremely engaged. Three cybersecurity events were hosted with a total of 569 attendees, which included students, faculty, and staff. Overall, 87% of attendees reported they were "Very" (50%) or "Extremely" (37%) engaged.

Level of engagement per event follows:

- Cyber Security Awareness event with two sessions (Careers in Cybersecurity and Cybersecurity Trends) - October 8, 2021; 295 attendees; 95% of survey respondents were "Very" (57%) or "Extremely" (38%) engaged.
- Cyber Threats to Higher Education - February 18, 2022; 176 attendees; 82% of survey respondents were "Very" (49%) or "Extremely" (33%) engaged.
- Women in Cybersecurity - March 11, 2022; 98 attendees; 98% of survey respondents were "Very" (47%) or "Extremely" (50%) engaged.

Step 5: Improvement Actions

Continue to foster a culture of risk awareness through cybersecurity events and increase completion rates of Data Security and FERPA training.