DIVISION OF STUDENT AFFAIRS

TWARDOWSKI
CAREER
DEVELOPMENT
CENTER

# Ram Career Network
# Privacy Policy

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## Introduction to Ram Career Network

The Twardowski Career Development Center (TCDC) at West Chester University contracts with Symplicity Corporation to provide West Chester University with a web-based career services platform which we have branded as *Ram Career Network*. Students and alumni utilize this platform for many career-related purposes which include searching for job and internship listings, participating in the on-campus interviewing program, accessing employers/registrants for career fairs, and learning about events and programs.

*Ram Career Network* collects certain user information. This privacy statement outlines and describes the conditions and terms on how this information is gathered and how it is used. Please review this privacy policy carefully so that you understand what is collected, how the information is used, and how changes can be made by users.

## Privacy

The TCDC is committed to protecting the privacy of all its users and will collect, maintain and disseminate information solely for the purpose and in support of users' professional development and their search for employment. Student and alumni profile data, resumes, cover letters, writing samples, reference letters, video, audio, or any other information provided in support of their efforts to secure employment will reside on Symplicity secure servers. Policies governing this data are covered in the Symplicity Privacy Policy (https://www.symplicity.com/support/privacy-policy).

Collection and access to student information is governed by campus and federal policy under the Federal Family Educational Rights and Privacy Act (West Chester University FERPA statement), as well as the West Chester University Acceptable Use Policy. Information collected is used to provide and tailor services to our users. It is also used to construct aggregate reports that assist us in program planning. Any reports shared outside of the TCDC will only be shared in aggregate form and will not compromise any privacy issues.

## Use of Personally Identifiable Candidate Information

Through *Ram Career Network*, available via the TCDC website, students and registered alumni can upload resumes, cover letters, and other job-search documents, view and apply for jobs, and schedule on-campus interviews. The information in a user's profile is used by the TCDC for job search guidance, promoting programs and services, notifying users of employment opportunities, and referring qualified candidates to employers. Notifications to users are via email or in-system Announcements.

Third party recruiters, such as employment agencies or search firms, do not have access to Resume Books and are only allowed to post vacancy announcements for their organization. Students/alumni may choose to provide their resume to these employers via direct employment applications.

Only the resumes of students/alumni who have given permission to have their resumes released to employers are shared with prospective employers. Students/alumni can grant permission by including their resume in a resume book and/or by submitting their resume to a particular job posting.

Resumes are selected based on objective, legally-permissible requirements. Employers do not have general access to view information or resumes directly from the *Ram Career Network* database. Employers may only see the resumes that have been shared by the candidate and published in a resume book, if a candidate

specifically applied to a particular employer's job announcement, or if the candidate gave permission to allow their resume to be referred to a potential employer.

The TCDC may conduct searches on resumes and candidate profiles to notify candidates of educational or employment opportunities through email communications. By entering data into the *Ram Career Network*, students/alumni may have data included in aggregate reports used for evaluation of employment activities, educational programs, reports developed for institutional studies, and salary surveys.

The TCDC and Symplicity are not permitted to use or sell individual candidate data.

## Security

Personally identifiable information is protected both online and offline. The data of students, alumni, and employers are password protected. Symplicity has technical, administrative, and physical security measures and safeguards in place to protect against the loss, misuse, or alteration of information under Symplicity's control.

## Job/Internship Postings

Symplicity does not review opportunities posted at *Ram Career Network*. Site users are urged to validate job/internship postings.  The TCDC will endeavor to review all job/internship postings but may not be able to validate them all based on information available.  Use caution and common sense when applying.

**Do not disclose social security numbers, credit card information or bank account numbers to unknown employers.**

Legitimate employers do not usually need users' bank account numbers (see exception below). One of the ways a fraudulent employer will attempt to get consumers' bank information is by stating that they will only pay via direct deposit of a paycheck. While direct deposit of a paycheck is a convenience, if that is the only option an employer offers, then users should be cautious about accepting the job unless they have carefully evaluated the potential employer. Most employers will give you the option of direct deposit, but not demand that it is used. Ideally, you should wait until you have met the employer in person and begun your employment before agreeing to a direct deposit option. Any employer who wants your bank account information up front is an employer you should check out as carefully as possible.

Note: The U.S. government typically does require that employees agree to direct deposit. Make sure you are genuinely dealing with a government agency when conducting these interviews. Also, if you have been working for an employer for a while and you are sure about their legitimacy, then agreeing to a direct deposit is usually fine. However, "Work from home" and telecommuting jobs are most at risk when agreeing to direct deposit, especially from brand new employers. Use caution and common sense.

Regarding payment transfers, while some jobs may require an employee to make transfers for employers, legitimate employers making this request will go to extraordinary efforts to background check the job seeker prior to making the hire. This would usually involve meeting the jobseeker in person and conducting rigorous interviews. This kind of job hire would not usually be made via email or even the telephone or a single meeting. And a legitimate employer would typically ask their new employee to make transfers from their business accounts, not your personal accounts or from PayPal. Any applicants to these positions should draw a line and understand that transferring money for employers from their personal bank account or personal PayPal account is off-limits, period.

The World Privacy Forum https://www.worldprivacyforum.org/2008/07/jobscamtipspayforwarding/ provides more information on how to avoid these scams.

## International Opportunities

It can be challenging to evaluate the trustworthiness and effectiveness of a job search site's protection against fraudulent job ads. Students/alumni should conduct appropriate research before applying to any and all positions posted in *Ram Career Network*, but especially those positions that are posted internationally. The TCDC is not able to evaluate the legitimacy of all of these opportunities. Red flags that should alert you to the presence of a job scam include but are not limited to:

- Request for bank account numbers.
- Request for SSN (Social Security Number).
- Request to "scan the ID" of a jobseeker, for example, a drivers' license. Scam artists will say they need to scan jobseekers' IDs to "verify identity." This is not a legitimate request.
- Descriptive words in job postings that are tip-offs to fraud: "package-forwarding," "money transfers," "wiring funds," "eBay," and "PayPal." World Privacy Forum researchers also found that the term "Foreign Agent Agreement" often appears in fraudulent contracts and emails sent to jobseekers.
- For more detailed information on how to avoid these scams and what actions to take if you are a victim of these scams, contact the World Privacy Forum http://www.worldprivacyforum.org/jobscamreportpt1.html

Here are some suggested questions that you should ask all international organizations that offer teaching opportunities:

- Do you provide help to students/alumni in terms of the paperwork necessary to obtain the proper visas?
- Do you insist that students/alumni have the correct paperwork in place before arriving to teach?
- Do you encourage students/alumni to arrive and obtain paperwork afterwards?
- Do you have a website that provides this type of information?

## Resume Books

Because user authentication on the Internet is difficult, the TCDC cannot confirm that each user is who they claim to be. Because we do not and cannot control the behavior of participants on our web site, West Chester University (and our agents and employees) assumes no responsibility for claims, demands, and damages (actual and consequential, direct and indirect of every kind and nature, known and unknown), arising out of or in any way connected with disputes among users.

Students/alumni who submit their resume to any service in *Ram Career Network* including, but not limited to, the On-Campus Interviewing program and any Resume Book, authorize the TCDC to forward their resume to selected employers. Student/alumni primary resumes are viewable in the resume book/database search by employers who specifically recruit at West Chester University. Students/alumni who do not want employers to view their resume from this search should change their selection to "No" next to the question *"Include in Resume Books."* They can select this preference in *My Account > Privacy preferences*.

## Updating Account Information

Users may change or correct personal information at any time. To do so, simply login to your Account, go through your profile to locate options for editing this information.

If you have any questions, concerns, or comments regarding this Privacy Policy or privacy issues relating to *Ram Career Network*, please contact the Director of the Career Development Center at 610-436-2501.