

Interview with Cheng Khoo and Steve Taylor
1/18/08, 1 p.m.
203 Chitwood

Interview start time: 12:58 p.m.

Roy Nutter: Explained Jan Boyles' role as recorder.

RN: Describe overview of service at West Virginia University.

Cheng Khoo: Served as systems development director at University of Kansas for 10 years. Supervised financial aid and orientation. Came to WVU in 1998. Serve as director of Admissions and Records. For past 10 years, have worked to improve functions in office. Increased enrollment and applications to University over 10 years.

RN: Has your title remained the same?

CK: Yes. However, student system development has been reassigned to Donna Hylton. Unit oversees Banner/STAR, MIX. Reassigned as result of Deloitte & Touche audit.

RN: When did that audit occur?

CK: September 2007.

RN: Asked Steve Taylor to provide same background information.

Steve Taylor: Came to WVU in 1970. Served as recruiter. Worked on computer terminals. Appointed assistant director. Worked on assessing fees, registering students, maintaining records. Then, title changed to Associate Director/Registrar. Been at WVU for 37 years.

RN: Do you report to Khoo?

ST: Yes. Marilyn Potts is the other Associate Director. Her job responsibilities encompass admissions.

RN: From your viewpoint, what has occurred here?

CK: Steve [Taylor] received call for degree verification.

RN: Is that normal?

CK: Quite normal. The degree that a student receives is part of directory information. It's a routine call.

RN: So that's not a breach of FERPA.

CK: No.

ST: No, it's directory information.

Michael Lastinger: Do you remember the specific day that you received the call? And who the call was from?

ST: Before the first story hit. Not sure about date. Call was from Pittsburgh Post-Gazette.

CK: Offered to check on date of call. Was out of the office that day on a recruiting trip in Bridgeport. Received a call to verify the status of [Bresch's] graduation.

RN: Do you know why you received the call?

CK: I did not receive the initial call. I was out of the office. It was forwarded to my cell.

RN: Do you know why they contacted Admissions/Records?

CK: Jen Fisher called about status.

ST: She called after the newspaper called.

ML: Was that routine for Jennifer to call?

CK: Yes, it would be routine. Jen called me. I was out at Bridgeport, and did not have access to records. I referred her call to Steve [Taylor].

RN: Have you been contacted since then?

ST: We haven't been contacted again at all.

ML: So the newspaper called. And Jen Fisher called. Did you touch base outside your office?

ST: The newspaper called to check what degrees she had earned. "We usually have good staff, and they know if something's up." Employee noticed her maiden name. Referred called to Steve.

ML: So a staff member received the call?

ST: Yes. The newspaper was "pushy. But we have seasoned employees. I looked at her record. I told them that she had earned an undergrad and had credit toward a graduate degree. I told them they would need to contact the student to talk about the grad work."

RN: So you can say 'yes or no'?

ML: So you gave an answer on the grad and undergrad degree?

ST: "I told them, 'In my eyes, no graduate degree had been awarded.' If they had other questions, they could contact the student."

ML: Under normal circumstances, would you be able to tell if she had earned the graduate degree?

ST: Yes.

ML: How did Jen Fisher get involved?

ST: Not sure. Khoo called Steve. Referred additional calls to Fisher.

RN: Who is Jen Fisher?

CK: She was President [David C.] Hardesty's chief of staff.

ML: But she still has an important role.

CK: Not atypical that she would be involved in that type of matter.

ST: Amy Neil also received phone calls. Received phone calls at home.

RN: Amy works for WVU News/Information Services, right?

ST: Yes. If receive call about that type of case, it is referred to Amy Neil.

RN: Did you receive any further calls?

CK, ST: No.

(ML, RN, CK, ST start going through A/R submission to the panel).

(Review graduate transcript)

(Review tuition/fees payment)

RN: Do we know who paid for her tuition/fees?

ST: We would not know. Need to ask Office of Student Accounts. Can see if check or credit card payment.

(Review tuition/fees assessments)

ST: Describes screen prints. Explains how to read term, assessment.

CK: No registration on system for student after Summer 1998.

(Review additional tuition/fees assessments)

(Had question on how to read student accounts record; specifically why some records were added, then deleted. Taylor believed was when imported data from student accounts system. Will check on record and return information to panel)

(Review student audit reports)

CK: The student audit report shows the trail of user information behind the scenes. Would not appear on STAR/Banner screens. Fall 1998 record. Shows student registered for term on July 17. Records were deleted Sept. 5.

RN: Why would a student record be deleted?

ST: Typically for non payment of fees.

(Had question on why activity was noticed on account on May 30, 2004. Thinks when information was moved to new computer. Will check on record and return information to panel)

RN: Do you know who these user IDs are?

CK: Yes.

RN: Asked A/R for list of user IDs. Do you know when individuals access specific records?

CK: No. The only activity noted is when records are created.

ML: Who has access to creating records?

CK: Our staff.

(Reviewed registration report. No registration for Summer 1998. A negative amount would show a course was deleted).

(Reviews instructor grade reports).

RN: Why aren't there grade reports for other classes?

CK: The reports were submitted late. If an instructor submitted a report late, then there is nothing to print because the paperwork arrived late.

RN: Why would there be a whole class of NRs?

CK: Grades for the entire class were submitted late.

RN: Why isn't there a bubble sheet for the other classes?

CK: Submitted late.

ML: If the reports were submitted late, wouldn't there still be a bubble sheet report?

CK: We didn't find it.

ST: We wouldn't know how to find it.

ML: It's an important point. We are dealing with two types of documents – those that existed and were lost and those that never existed at all.

(Look at additional fee assessments. Courses were deleted for Fall 1998)

RN: Why is there a late payment assessment that still appears on the account?

ML: Thanks Khoo and Steve for patience. "We need to understand this clearly."

RN: On Aug. 31, she was assessed a late fee payment, which was removed on Sept. 15.

ST: The fee was assessed and removed.

RN: Do we know why?

ST: Normally it's for nonpayment of fees.

ML: Are there any other reasons that would cause that fee?

CK: Sometimes a student calls and says they are not attending for the semester. That still happens today.

RN: If the student's tuition was paid by a company, would the student know if the company had not paid?

ST: Ask student accounts.

RN: Does the student get the bill or someone else?

CK: Depends if it was third party billing.

ST: Ask student accounts. Contact Michael Beto. Even though not in office anymore, still would know answers.

ST: We assess fees. [Office of] Student Accounts collects.

CK: We are in charge of registration and deletion.

RN: When a student is deleted from classes, are they notified?

CK: Today, we send an e-mail.

ST: Thinks letters were sent out to request payment with cards to mail back.

RN: Can you verify that a letter was sent out to this student?

ST: No. Would have been done by hand. No computer system at that time.

RN: Would there have been a form letter?

ST: Maybe at student accounts. But wouldn't have it.

ML: How is the instructor notified?

ST: Back then, notices sent on class list. Students removed for nonpayment.

ML: Now, receives e-mail.

CK: Will be out of country Jan. 30-Feb. 21 or 22. Will be gone 2.5 weeks.

(Review Bresch's transcript requests)

CK: Only transcript request since became grad student.

ML: Is that normal or exceptional?

ST: Normal.

CK: Many students leave and then have no further communication with us. Need official signed request before release transcript. Don't use official transcript paper to fax.

ST: Called to verify that Bresch's transcript request was legitimate.

ML: Do we know what her [Bresch's] transcript looked like before Fall 2007? Can we get a copy of that transcript?

CK: In the Banner system, what you have today is what is in the system. A copy of what is in the database is captured every semester. Doesn't know how to restore backups.

ML: Do you have an audit record of the changes that were made to her record in Fall 2007?

ST: Yes. We can see where the grades were changed from [REDACTED] to [REDACTED]

RN: We'd like to know who, where, when these changes were made. Is there anyone else who would have access to these records?

ST: Do you mean can you tell when someone comes in to look at a record?

CK: There is "nothing that captures that you came in to look at the record."

ML: So if someone just looks at the record...

ST: There's no record of who has looked at the screens.

CK: We don't want to restrict access to the system.

ML: Do you have that feature that you could add to your software? That would allow you to see what inside people were doing?

CK: "We tried to implement Banner vanilla. We didn't implement any system-level type changes."

RN: Do you know if you can restore those backups?

CK: Don't know if can restore. Would have to restore whole system. Will work with OIT.

ST: But could bring back audit trail.

ML: From that audit trail, is there any way that you can reconstruct a picture of what her transcript would have looked like before the Fall of 2007?

CK: Yes. We could provide a marked up copy of what it would have looked like.

(Look at copies of commencement bulletin)

ML: Shows list of Bresch's cohort. Could A/R pull the transcripts for all the students in the cohort and determine how many were incomplete and how many had graduated?

CK: Asked for clarification on definitions regarding complete and incomplete.

ML: Anyone who had less than 48 hours toward the degree. Asked Khoo to highlight graduation status on the transcripts.

General discussion about release of other student records. ML offers to give CK, ST copy of Provost's charge. Will confer with Margie about request.

Interview ending time: 1:51 p.m.