



Protocols for Processing Owl Life Community Access Requests

1. Purpose

This document outlines the requirements and considerations for granting and revoking request for Community Access to the Campus Labs Engage (branded locally as Owl Life) system submitted to Strategic Planning, Assessment, and Analysis (SPAA).

2. Background

The Division of Student Affairs has been entrusted with access to sensitive student-level institutional data, accessible via the Campus Labs Engage platform. As such, the Division of Student Affairs has developed protocols through which access to that data is reviewed and approved.

3. Scope

These protocols apply to Division of Student Affairs staff requesting Community Access to the Campus Labs Engage (Owl Life) system.

4. Definitions

- a. *Owl Life (Campus Labs Engage)*: Software used in the collection and management of student engagement and institutional data that is pertinent to work within the Division of Student Affairs. Campus Labs Engage is branded at KSU as Owl Life.
- b. *Community Access*: Denotes users who have access to administrative tools within the Campus Labs Engage system. Community Access is granted to provide access to administrative tools based on a user's job function. Community Access is available at the following levels:
 - i. *Full*: Users who have administrative permissions over the entire Owl Life system, including the ability to generate and view data that contains sensitive user information, approve all types of requests and submissions, and create, change, or delete any content in the community.
 - ii. *Branch*: Users who have the ability to approve all types of requests and submissions, and create, change, or delete any content within a Branch for which they have been given access.
 - iii. *Limited*: Departmental-Level Users who have access to a specified set of administrative tools based on a business need. This level of access may or may not include the ability to generate and view data that contains sensitive user information, depending on the administrative tools to which the user is granted access.

Note: A glossary of Owl Life terminology may be found on the SPAA website, accessible at studentaffairs.kennesaw.edu/assessment.

- c. *Institutional Data*: Those data, regardless of format, maintained by Kennesaw State University (KSU) or a party acting on behalf of KSU for reference or use by multiple University units. Institutional Data currently accessible via the Community Access to the Campus Labs Engage (Owl Life) system:

- i. Demographic Data: name, sex, birthdate, citizenship status, commuter status, university affiliation
- ii. Contact Information: address, KSU email address
- iii.

Exceptions to the provisions established in these protocols may be granted in cases where lack of access would interfere with legitimate academic or business needs.

8. Associated University Policies

Policies are available via the KSU Policy Portal at policy.kennesaw.edu

- a. Data Security Policy
- b. Information Technology Acceptable Use Policy
- c. Enterprise Information Security Policy