

Good afternoon, USC!

Here are your updates for the week of February 7th-11th

Important Information:

USC Return to In-Person Learning Plan: Please see attached the link to the email sent out by Jeff on Friday regarding more updates on working in the office.

https://docs.google.com/document/d/1Je-m04l88WP6ewziYrT-LB8-zs85ThTBZgl-o7_D54g/edit?usp=sharing

Departmental Updates:

PEOPLE AND DEVELOPMENT:

Wellness Program:

Just a friendly reminder that if you would like access to a Headspace account you can enroll for free using this link! Headspace is a wonderful app that has guided meditation sessions, workouts, podcasts, and playlists created to help you focus while doing work!

<https://work.headspace.com/universitystudentscouncilofwesternuniversity/member-enroll>

FINANCE: Please check your mailbox in the 340 suite when in office for AP invoices to be approved and submitted to Tanee for processing. If possible, please scan your signed (account # listed) to Tanee and leave the hard copy in her 340 suite mailbox. AR payments to Sheli. Similarly cheques can be left in her 340 suite mailbox. Please follow up with an email to Sheli. AP cheques will be mailed, please include an address on the request for payment form. If you need a fillable copy of the form, please reach out.

Staff expense reimbursements will be added to your next payroll for depositing.

January month end is here, we need your documents! Please forward, if possible, by email. Or the 340 mailboxes.

COMMUNICATIONS:

INFORMATION SYSTEMS:

Most system hacks, data breaches and ransomware lockouts occur not because of bugs in software, but “glitches” in people that criminals are able to exploit. Psychologists refer to these behaviours as cognitive biases - “a systematic error in thinking that occurs when people are processing and interpreting information in the world around them and affects the decisions and judgments that they make.” (<https://www.verywellmind.com/what-is-a-cognitive-bias-2794963>)

Here are the top five cognitive biases that result in successful phishing attacks...

1. **Halo Effect:** The tendency to have a positive impression of a person, company, brand, product, or service. Cybercriminals often impersonate trusted entities like a bank or a reputable organization leading people to open malicious attachments, clicking on malicious URLs or visiting malicious websites.
2. **Hyperbolic Discounting:** The inclination to choose smaller rewards over larger rewards that come later in the future. For example, most of us tend to fall for “free trials” or “free coupons” and happily give away our credit card information without considering possible long-term negative outcomes.
3. **Curiosity Effect:** Curiosity works like an itch that the victim needs to scratch. People are naturally curious and often indulge in risky behavior to satisfy a craving. Cybercriminals manipulate readers on email and social media by crafting messages (news headlines, advertisements, and other clickbait campaigns) that arouse curiosity.
4. **Recency Effect:** The tendency to remember the most recent events that can result in poor judgements and bad security behavior. For example, most security teams admit to ignoring one-third of all security alerts since a majority of them are false positives.
5. **Authority Bias:** People are unconsciously more influenced by those who are in a position of authority. Business email compromise (BEC) scams are one of the most financially damaging cybercrimes (nearly \$2 billion 2020) and uses authority bias as a means to defraud users. For example, employees in the finance department will suddenly receive a fraudulent email from the CEO with instructions to transfer large sums of money.

<https://www.scmagazine.com/perspective/cybercrime/the-five-most-popular-cognitive-biases-that-result-in-phishing-attacks>)

So the next time you receive an email that looks like it is from someone in authority, a text from a delivery company when you are expecting a package, or the lure of a good deal, remember to pause and consider if **you** are the system that is being hacked.

PRODUCTIONS: Thank you to everyone for noting which supplies are being taken from the Community Room. I recently completed a full inventory of everything in storage and so everyone completing the sign-out procedure will help me save a ton of time in inventorying and monitoring supply levels. If you find yourself in need of more supplies please just let yourself into the Community Room for contactless pickup and note which items you take - your keycard should let you in!

INFOSOURCE: It's alive! IT'S ALIVE!!! Yes, The Purple Store is back... sort of. Come check out our new boutique selection, located at the front of InfoSource. Don't forget, that little round

sticker on your Western ID card gets you 15% off any purchase!

We will be having club curbside pickups at InfoSource as well as Free the Dot. menstrual product pickups. All curbside requests have to fill out the "pickup request form" in the staff hub and we will ensure a timely pickup. There will be a lot of pickup activity at InfoSource for the next little while. Thank you for submitting your requests so we can expedite pickups efficiently.

Please continue to use the office supply request form in the staff hub for any WFH supplies needed. They will be ordered and delivered to your home the next day after manager approval. If you need any items while on campus, please email Karen and she can arrange to have it in your mailbox or the main office.

RESERVATIONS & BUILDING SERVICES: