

Strategy Optimization of Network Ideological and Political Collaboration Model in Handling Telecom Fraud Incidents in Universities

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Abstract

This article aims to explore the strategy optimization of the network ideological and political cooperation mode in the handling of telecommunications fraud incidents in universities. In response to the complexity and frequency of telecommunications fraud incidents in universities, a network ideological and political cooperation processing mode based on collaborative governance theory is proposed. Based on the theory of collaborative governance, a cross departmental and cross domain collaborative processing model is constructed, utilizing advanced technologies such as big data and cloud computing to promote efficient information flow and resource sharing. This model strengthens the linkage between multiple parties inside and outside the school, ensuring intelligent early warning, diversified technology, and efficient processing, and enhancing the network security education and prevention capabilities of college students. By utilizing a joint information exchange mechanism, we can break down information silos, achieve precise coverage of prevention knowledge and early warning information, and effectively respond to the telecommunications fraud crisis. This article not only enriches the theory of crisis event management in universities, but also provides theoretical basis and practical guidance for building a solid crisis prevention mechanism in universities, demonstrating the important value and potential of online ideological and political education in the context of the information age.

Keywords

Network Ideological and Political Education; Collaborative Governance; Telecom Network Fraud; Crisis Management in Universities; Information Exchange.

1. Introduction

University crisis events refer to situations that occur suddenly or potentially within a university campus, with college students as the core, endangering personal safety and property interests, and are difficult to predict. They are complex, sudden, collective, and spreading [1,2]. Among them, telecom network fraud, as a typical crisis, relies on the Internet, uses false information or conceals the truth to seize illegal property against college students. Its main forms include online shopping fraud, recharge traps, transfer fraud, part-time brushing scams, routine loans, and campus loans, etc. [3,4], which have occurred frequently with the rise of e-commerce. Such incidents not only lead to property damage, but also cause psychological trauma to students, highlighting the importance of strengthening network security education and prevention capabilities for college students [5,6].

At present, Chinese universities still rely on traditional models in crisis prevention and handling, especially in telecommunications and network fraud, with scattered handling mechanisms, weak prevention awareness, and a lack of prevention paths and organizations. Although there has been some accumulation of research [7-9], research on preventive management still needs to be deepened, especially the insufficient application of online ideological and political processing systems. As the country promotes the construction of online education platform and emphasizes the integration of ideological and political work and information technology, colleges and universities need to seize the opportunity of informatization and use the Internet to expand the public space for crisis prevention and management. It is imperative for traditional governance models to transform towards informatization and systematization, in order to enhance the prevention and response capabilities of universities to crisis events such as online fraud.

As the Internet extension of social ideological and political education, online ideological and political education not only feedback the true face of the reality of ideological and political education, but also stimulate students' interest in the form of online courses, promote the flow of information and ideological exchanges, and improve students' predictability of crisis events. This model optimizes departmental collaboration in crisis response by enhancing content dissemination, public opinion guidance, and social influence, achieving efficient handling. To effectively prevent and manage online fraud in universities, this article focuses on building an efficient network ideological and political processing model, aiming to solve existing bottlenecks, propose rational countermeasures and suggestions, strengthen the systematic, forward-looking, and effective crisis management of online fraud, and provide theoretical support and practical paths for universities to build a solid crisis prevention mechanism and plan.

2. Theoretical Framework and Model Design of Network Ideological and Political Collaborative Processing Model for Telecom Fraud Incidents in Universities

Based on the collaborative governance theory, this paper innovatively constructs the collaborative processing model of university telecom network fraud, aiming to strengthen the cross sectoral and cross domain collaboration mechanism through the enabling role of the Internet, and achieve rapid response and efficient processing of fraud information. At the same time, we are also committed to building a university anti-fraud early warning system, integrating convenience and practicality, not only improving the ability of teachers and students to prevent fraud, but also optimizing the overall experience of campus life, ensuring that universities can quickly adapt and effectively respond in complex and changing network environments, and maintain campus security and stability.

2.1. The Construction Foundation of Network Fraud Prevention Education Model in Universities from the Perspective of Collaborative Governance

The theory of collaborative governance originated in the 1980s, founded by German scholar Hermann Haken, emphasizing the generation of collective effects within the system. Robert Agranov and Michael McKell further elaborated that collaboration is a collective action among multiple departments based on common goals and mutually beneficial values, achieving cross departmental collaboration. This theory advocates for the government to shift from comprehensive control to collaborative control, transcending simple cooperation and pursuing deep synergy in governance [11], aiming to optimize resource allocation, improve governance efficiency, reduce governance costs, build an efficient management model, and promote the maximization of public interests and social harmony.

Integrating the theory of collaborative governance into ideological and political education in universities, especially in the prevention and handling of telecommunications network fraud, means building a new management model for cross departmental resource sharing and high-speed information flow. This model aims to break through the traditional barriers of fragmented governance, achieve scientific formulation of prevention strategies and rapid implementation of emergency response through close cooperation among various units and departments, build a solid network of network fraud protection for university teachers and students, and ensure the harmonious, stable, and sustainable development of the campus environment.

2.2. Building a Network Ideological and Political Collaborative Processing Model for Telecom Fraud Incidents in Universities

Currently, the governance of telecommunications fraud in universities faces challenges such as information blockage, functional fragmentation, and insufficient collaboration. The application of collaborative governance theory, the integration of advanced technologies such as big data and cloud computing, and the construction of a collaborative innovation model for network ideological and telecommunications fraud governance are the key to improving early warning intelligence, technological diversification, and efficient processing. This model is based on the university network platform, strengthens collaboration among multiple parties inside and outside the school, achieves rapid information flow and resource sharing, effectively responds to the telecommunications fraud crisis, and promotes the upgrading and efficiency leap of the university governance system.

As shown in Fig.1, on the basis of collaborative governance theory, combined with the current characteristics of crisis event processing in colleges and universities, based on big data, cloud computing and other technical analysis, the university Internet application platform is used as a collaborative basis, and multiple parties inside and outside the university are interconnected and coordinated to deal with the university telecommunications network fraud events in a timely manner.

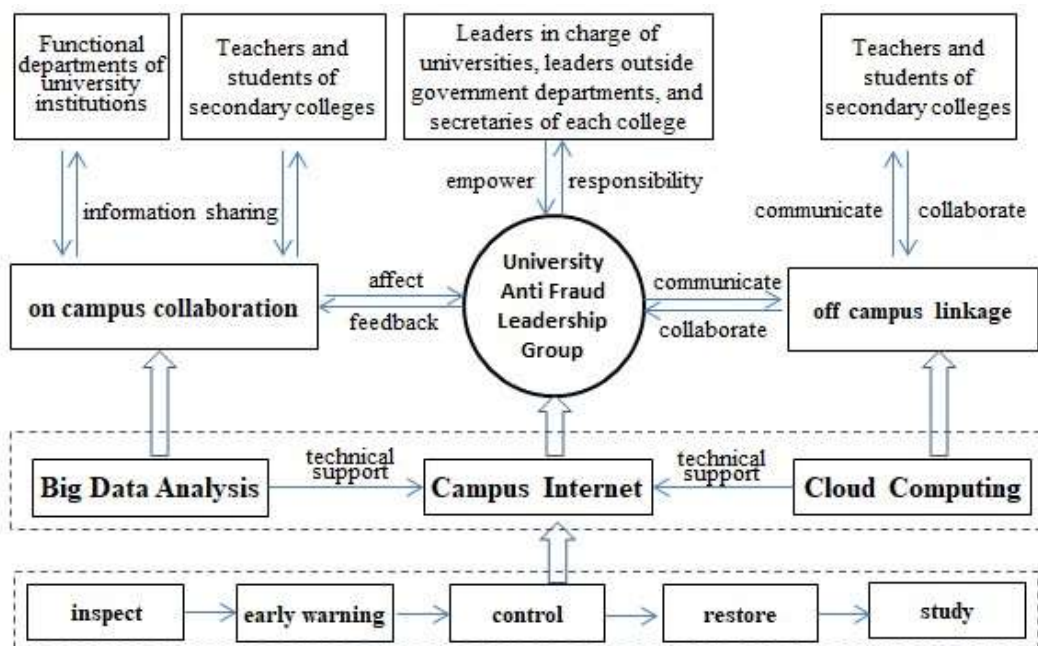


Figure 1. Network ideological and political collaborative processing model for telecom fraud incidents in universities

2.2.1. Joint Information Exchange is the Internal Engine Driving the Collaborative Handling of Ideological and Political Issues in telecommunications Fraud Networks in Universities

In the wave of informatization, the joint information exchange mechanism [12] has become the internal driving force for the network ideological and political collaborative processing mode of telecommunications fraud incidents in universities. Through the support of information technology, the construction of a diversified online system of "big data+campus Internet+cloud computing" has not only realized the seamless connection and efficient circulation of information, but also greatly improved the intelligence and accuracy of university management services. This model is student-centered, and through the collaboration between university functional departments and secondary colleges, as well as external linkage through communication and collaboration with local public security organs, it breaks through traditional information silos. Under the leadership and coordination of the school's anti-fraud leadership group, telecommunications fraud prevention knowledge and warning information can be quickly and widely covered to every teacher and student, effectively improving their self-protection ability. The deepening application of joint information exchange not only strengthens the educational function of network ideological and political education, but also provides solid technical support and internal motivation for building and improving the collaborative processing mode of telecommunications fraud in universities, promoting the in-depth development of "safe campus" construction.

2.2.2. Efficient Information Processing is a Significant Symbol of the Collaborative Ideological and Political Processing Model for Telecommunications Fraud Networks in Universities

Internet ideological and political education stands out in the governance of telecommunications fraud incidents in universities due to its efficient and convenient information processing capabilities. According to the theory of public crisis management, telecommunications fraud incidents have undergone cyclical evolution from incubation, prevention, outbreak, development to recovery [13], and each link can be quickly responded to and efficiently dealt with on online platforms. Deepening comprehensive network governance is the core strategy of network ideological and political education, aiming to ensure the ideological and political security of the network, promote the transformation of governance models from offline to online, and achieve deep integration of technology and ideology. This collaborative model not only accelerates the summary and application of experience in handling online fraud, but also constructs efficient information circulation channels to effectively prevent and resolve the risk of online fraud. Universities rely on this model to strengthen bottom line thinking, enhance the awareness and prevention ability of teachers and students, and accurately grasp the pulse of public opinion. Through timely, in-depth, and proactive public opinion guidance, they respond to concerns, clarify doubts, and effectively alleviate emotions, demonstrating the efficient governance ability and academic value of online ideology in dealing with complex network environments.

2.2.3. Overall Collaborative Governance is the Core Requirement of the Ideological and Political Collaborative Processing Model for Telecommunications Fraud Networks in Universities

In dealing with the complex challenges of telecommunications fraud incidents in universities, overall collaborative governance has become the core requirement of the network ideological and political collaborative processing model. This model emphasizes coordination and cooperation among multiple stakeholders within and outside the school, as well as within leadership groups, to build a governance framework of shared responsibility and collaborative action, aiming to maximize public interests. Its core is not only reflected in the overall integrity

between entities, but also runs through every aspect of crisis management, ensuring the orderly and reasonable governance process. Collaborative governance of online ideological and political education aims to establish an online ideological and political education platform, popularize anti-fraud knowledge and crisis management strategies, closely connect various departments of universities under the same command center, achieve integrated guidance of teaching and management, and break the fragmented and fragmented state of traditional management. This model reduces hierarchical barriers, integrates online and offline resources, accelerates information flow, improves work efficiency, promotes horizontal collaboration between secondary colleges and management departments, forms a complete organizational cooperation network for efficient response to telecommunications fraud incidents, and demonstrates the key role of overall collaborative governance in improving the governance efficiency of universities.

2.2.4. Online Network Processing is the Operational Foundation of the Collaborative Ideological and Political Processing Model for Telecommunications Fraud in Universities

In dealing with the complex challenges of telecommunications fraud incidents in universities, online network processing forms the cornerstone of the network ideological and political collaborative processing model. This mode makes full use of the Internet platform to realize the real-time collection, accurate retrieval and wide dissemination of information, and provides an efficient path for event prevention, early warning and subsequent processing. Through online ideological and political education, not only have teachers and students deepened their understanding of online fraud, but also promoted the popularization of prevention knowledge and the improvement of protective skills. This operating mode seamlessly integrates the five key links of fraud event handling - signal detection, prevention preparation, loss control, recovery improvement, and reflective learning - into the cyberspace, effectively shortening crisis response time, reducing the frequency and depth of fraud events. The real-time and interactive nature of online network processing has laid a solid foundation for building a comprehensive and multi-level anti-fraud system, highlighting the unique value and far-reaching significance of the network ideological and political cooperation model in responding to telecommunications fraud incidents in universities.

3. Opportunities and Challenges in the Application of Network Ideological and Political Collaborative Handling Model for Telecom Fraud Incidents in Universities

Given the significant effectiveness of the collaborative processing model of online ideological and political education in preventing telecommunications fraud in universities, improving response efficiency, improving processing mechanisms, and reducing costs, its importance is self-evident. However, the current model also faces a complex situation of both opportunities and challenges, mainly reflected in how to accurately grasp the opportunity of deep integration of technological innovation and ideological and political education, in order to cope with practical problems such as the increasing renovation of fraud methods and the uneven awareness of student groups in prevention. At the same time, it is necessary to overcome the obstacles of information asymmetry and uneven resource allocation in the construction of collaborative mechanisms to ensure the maximization of model efficiency and lay a solid foundation for subsequent strategy optimization and model innovation.

3.1. The Collaborative Processing Mode Reduces the Controllability and Dominance of Education Due to its Decentralized Characteristics

The network ideological and political collaborative processing mode of university telecom fraud events is rooted in the decentralized characteristics of the Internet, which significantly weakens the controllability and dominance of the traditional ideological and political education in universities. This model constructs an decentralized educational information dissemination network through the theory of pan media and interaction layers, making the flow of educational information tend to be virtualized, and the dissemination subject presents a state of no fixed center. Although this transformation has promoted equal communication and interaction between teachers and students, it has also led to an increase in the complexity of the educational environment, and the educational subject has shifted from absolute dominance to interdependent interactive subjects. In this context, the controllability of ideological and political education is challenged, and the orientation of educational content and the difficulty of regulating the educational process are increased. At the same time, the decentralized characteristics encourage college students to form a more autonomous cognitive psychological structure and behavioral value model in the online space, further weakening the dominant effect of traditional ideological and political education. Therefore, how to strengthen the controllability and dominance of education while maintaining the advantages of the online ideological and political collaboration model has become an important issue that urgently needs to be solved in current ideological and political education in universities.

3.2. The Collaborative Processing Mode Makes the Crisis Prevention Education Environment in Universities Exhibit Spatial Generalization Characteristics

The rise of the network ideological and political collaborative processing model for telecommunications fraud incidents in universities has broadened the boundaries of crisis prevention education in universities, but it has also led to a spatial and generalized educational environment [14]. The widespread application of online platforms such as WeChat and QQ has built a ubiquitous and mixed ideological and political education space, and the transformation of information carriers has intensified the complexity of the educational environment. Here, the incompleteness of online platforms has become a breeding ground for information proliferation, with harmful information, advertising waste, and negative news mixed together, making it difficult to distinguish and posing a potential threat to the value choices of college students. This generalized educational environment not only disrupts students' learning focus, but may also erode their stable and correct value construction, weakening the educational effect of online ideological and political education in preventing online fraud. Therefore, how to effectively respond to the challenges brought by the generalization of the educational environment in the context of the information age, and improve the accuracy and effectiveness of online ideological and political education, has become a key issue that urgently needs to be solved in crisis prevention education in universities.

3.3. The Collaborative Processing Mode Has Led to the Fragmentation and Inefficiency of Crisis Event Management in Universities

At present, although college counselors are the main body of crisis management in universities, their lack of experience in the field of online fraud and ideological and political management has led to a fragmented phenomenon of unclear responsibilities and unclear division of labor in the management system when facing crises. The fragmentation of the administrative system in universities has further exacerbated this problem, with poor coordination among departments at all levels, low cooperation, and low efficiency in emergency response. In addition, the lack of systematic planning for the prevention and handling mechanism of online ideological and political education, inadequate construction of emergency management and

prevention facilities, and overlapping responsibilities further weaken the coherence and effectiveness of crisis management. Therefore, universities need to deeply reflect on the existing management models, clearly define the responsibility boundaries of relevant departments in the handling of online fraud and ideological and political incidents, optimize resource allocation, strengthen cross departmental cooperation mechanisms, and overcome the challenges of fragmentation and inefficiency. This will promote the efficient operation of the collaborative model for online ideological and political governance and ensure the scientific and effective crisis management in universities.

3.4. Lack of Main Capacity in the Collaborative Processing Mode of Network Ideological and Political Education in the Prevention and Control of Telecommunications Fraud in Universities

The integration of modern technology has put forward higher requirements for the ideological and political treatment mode of online fraud in universities, highlighting the bottleneck of the literacy of the handling and teaching personnel. Currently, the separation between technology and management capabilities has become a major problem, and there is a lack of versatile talents who are proficient in both management and technology application. The group of counselors lacks the ability to apply online ideological and political technology when dealing with online fraud, exposing the imperfect admission, training, and assessment mechanisms. In addition, the lack of cohesion in university management culture, poor collaboration between teachers and students during crisis response, and a lack of sense of responsibility further exacerbate the shortcomings of subject literacy. In view of this, universities urgently need to build a comprehensive training system, strengthen the business learning, systematic guidance, and communication and cooperation of key personnel such as counselors, in order to comprehensively enhance their ability to cope with telecommunications fraud through network ideological and political cooperation, and ensure the effective operation and continuous optimization of the processing mode.

4. Strategies and Path Optimization for Improving the Efficiency of Handling Telecommunications Fraud Incidents in Universities based on the Collaborative Model of Network Ideological and Political Education

In the context of the Internet era, optimizing the network ideological and political collaborative processing mode of university telecommunications network fraud events is the key to promoting the innovation of prevention and response mechanisms. The optimization path can be divided into three stages: first, pre warning and rapid response. Through online ideological and political courses, emergency command centers are established to collect information using big data [15], accurately connect resources, and achieve efficient intervention. The second is to build a cross-border collaborative network, relying on online ideological and political platforms, strengthening the linkage with external support systems such as the government and community, achieving data sharing and real-time feedback, and enhancing the synergy of crisis management. The third is multi-agent integrated governance, introducing cutting-edge technologies such as artificial intelligence and cloud computing, breaking the traditional internal cycle, building an external cycle governance system that deeply integrates internal and external resources, improving the intelligence and precision level of prevention and handling, and comprehensively enhancing the ability and efficiency of universities to respond to telecommunications network fraud incidents.

4.1. Deeply Integrate Internet Information Technology Resources, Strengthen the Construction of Ideological and Political Platforms and the Innovation of Regulatory Mechanisms

In response to university telecom network fraud, the primary task of strengthening the construction of network ideological and political information platform is to deeply integrate Internet information technology resources. This requires universities to actively embrace digital transformation, fully utilize cutting-edge technologies such as big data, cloud computing, and artificial intelligence [16], and build a comprehensive network ideological and political information platform that integrates information collection, analysis, early warning, and intervention. By using intelligent algorithms to analyze student online behavior patterns, identify potential fraud risks, achieve fraud detection of fraudulent information [17-18], quickly capture and accurately push, and effectively enhance students' awareness of prevention. At the same time, the platform should integrate diverse educational resources, such as online courses, case studies, interactive Q&A, etc., to provide students with a comprehensive and three-dimensional experience of ideological and political education.

Innovation in regulatory mechanisms is crucial to ensure the healthy operation of online ideological and political information platforms. Universities should establish a sound network ideological and political information review and supervision system, adopt mechanisms such as multi-level review and cross review, and ensure the political correctness and value orientation of platform content. For discovered online fraud [19,20], negative information, and political ideological deviations, emergency response mechanisms should be quickly activated, promptly cleared, and severely cracked down on to maintain a clean online environment. In addition, it is also necessary to strengthen network information technology training, improve the information literacy and technical ability of the ideological and political work team, and ensure that they can skillfully use Internet tools to effectively screen and supervise information. By innovating regulatory mechanisms, we aim to achieve efficient, orderly, and secure operation of the online ideological and political information platform, providing solid support for the prevention and handling of telecommunications fraud incidents in universities.

4.2. Deepen the Application of Online Ideological and Political Information Platforms, Promote Diversified Communication and Interactive Mode Innovation between Teachers and Students

With the rapid development of Internet technology, online ideological and political information platforms such as WeChat, QQ, official account and online course system have become important carriers of ideological and political education in colleges and universities. To deepen its application, universities need to fully utilize the real-time and interactive nature of these platforms, combine current affairs and course content, and carry out online live streaming, thematic discussions and other activities to make ideological and political education more vivid and specific. This not only breaks the physical boundaries of traditional classrooms and optimizes the allocation of educational resources, but also provides students with more diverse learning experiences, stimulating their interest and initiative in learning.

Furthermore, in order to promote deeper communication and interaction between teachers and students, universities should have the courage to explore and practice diverse communication models. Create a series of short videos of anti-fraud ideological and political education using social media platforms, such as Xiaohongshu and Tiktok, which are popular with students. Through storytelling and situational methods, the complex anti-fraud knowledge is transformed into easily accepted content, so that students can enhance their anti-fraud awareness in a relaxed and pleasant atmosphere. At the same time, building a network "community" that includes schools, families, and off campus commercial institutions, forming a good situation of information sharing, resource complementarity, and collaborative

governance, ensuring that ideological and political education can cover all aspects of student life in a comprehensive and multi angle manner. This innovative communication and interaction mode not only enhances the effectiveness of ideological and political education, but also creates a healthier and more positive online environment for students, laying a solid foundation for the prevention and handling of telecommunications network fraud in universities.

4.3. Building a Standardized Governance System for Online Ideological and Political Education, Strengthening the Professional Construction and Institutionalized Management of Online Ideological and Political Teams

To address the fragmented challenges of managing online fraud incidents in universities, it is necessary to establish a standardized governance system for online ideological and political education. This system should establish a clear governance framework, clarify the goal orientation, content system, and implementation path of online ideological and political education, and ensure that ideological and political education can quickly adapt to and effectively respond to various crisis events in a complex and ever-changing network environment. At the same time, risk assessment and early warning mechanisms should be embedded within the system to identify potential risks of online fraud in advance and provide timely and accurate prevention guidance for teachers and students. The construction of this system is not only a deepening and expansion of existing online ideological and political education, but also an important exploration of modernizing the governance capacity of universities.

On this basis, strengthening the professional construction and institutionalized management of the network ideological and political team has become crucial. Universities should strive to cultivate a high-quality and professional network ideological and political work team, and through systematic training and practical exercises, enhance the network literacy, ideological and political theory level, and information technology application ability of teachers. At the same time, establish and improve the organizational structure and management system of online ideological and political work, clarify the division of responsibilities, optimize resource allocation, and form a scientific and efficient working mechanism. In addition, it is necessary to strengthen communication and collaboration among teams, promote knowledge sharing and experience exchange, and provide strong support for the continuous innovation and development of online ideological and political work.

5. Conclusion

This article constructs a theoretical framework and model design based on collaborative governance theory by studying the strategy of network ideological and political cooperation mode in the handling of telecommunications fraud incidents in universities. The research conclusion indicates that the collaborative model of online ideological and political education has significant advantages in improving the prevention and handling capabilities of telecommunications fraud in universities. This model achieves rapid response and efficient processing of fraudulent information through joint information exchange, cross departmental collaboration, and the integration of technologies such as big data and cloud computing, effectively enhancing the prevention awareness and self-protection ability of teachers and students. The model proposed in this article not only enriches the theoretical system of crisis management in universities, but also provides a feasible operational path for practice. In terms of application methods, this article verifies the applicability of the integration of collaborative governance theory and information technology in the governance of complex social problems, demonstrating its powerful potential for resource integration and efficiency improvement. Meanwhile, the contribution of this article lies in providing theoretical support and practical

guidance for universities to build a systematic and forward-looking telecommunications fraud crisis management mechanism, which helps to promote the modernization process of university governance system. Looking ahead to the future, with the continuous development and popularization of information technology, the application of network ideological and political collaboration mode in telecommunications fraud governance will be more extensive and in-depth. Further research is suggested to explore the applicability and differences of this model in different types of universities, as well as the potential impact of technological upgrades on collaborative efficiency, in order to continuously optimize and improve the crisis management mechanism in universities and contribute to the construction of a harmonious and stable campus environment.

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