	UNIVERSITY OF PASADENA (UPAS) Operational Procedures		
	Doc # :PO-AC-08.3	Title: Student Identity Verification Policy	
	Rev # : 07	Approved By: Chief Executive Officer (CEO)	Date : 06 Sep 2021

REVISION HISTORY			
Rev No	Description of change	Author	Effective Date
1	New Procedure	Chief Academic Officer (CAO)	12 Oct 2015
2	No change	Chief Academic Officer (CAO)	10 Oct 2016
3	No change	Chief Academic Officer (CAO)	09 Oct 2017
4	No change	Chief Academic Officer (CAO)	08 Oct 2018
5	Proctored exams – The proctor will check the student’s government photo identification as part of student identity verification process before proceeding with online examination.	Chief Academic Officer (CAO)	07 Oct 2019
6	Added step by step process for the policy. Added more details for each step. Clarified on the cost and FERPA provisions.	Chief Academic Officer (CAO)	16 Nov 2020
7	No change	Chief Academic Officer (CAO)	06 Sep 2021



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1. Purpose

11 The purpose of this policy is to ensure that the Institution operates in compliance with the provisions of the United States Federal Higher Education Opportunity Act (HEOA) concerning the verification of student identity in distance education.

12 The HEOA requires that Universities offering distance education or correspondence courses, or programs have processes in place to ensure that the student registering for a course is the same student who participates in the course or receives course credit. The Act requires that institutions use one of the following three methods:

- A secure login and pass code;
- Proctored examinations; and
- New or other technologies and practices that are effective in verifying student identification.

2. Scope

2.2 This policy applies to all credit-bearing distance education courses or programs offered by the University of Pasadena, beginning with the application for admission and continuing through to a student’s graduation, transfer, or withdrawal from study.

3. Definitions

3.1 Distance Education/Online Course: A method of education or a single course that relies on the internet for part or all communication, collaboration, participation, and assignment submission.


4. Responsibility

4.1 The Chief Academic Officer is responsible for the effective implementation of the policy.

5. Procedure/Process

5.1 Student identity verification


- 5.1.1 The student identity verification ensure that processes are in place to ensure that the student registering for a course is the same student who participates in the course work and/or receives course credit.
- 5.1.2 The university uses a secure login and pass code and proctored examinations system.
- 5.1.3 Personally, identifiable information collected by the university is used as the basis for identity verification. This information includes a combination of the following:

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- Student ID number
- Student Driver’s License or passport
- Copy of Birth certificate
- Last 4 digits of the student’s Social Security Number
- student’s email address on file
- date of birth and address

52 Identity verification process

- The verification of a student's identity begins at the time of admission and the first course registration. After a student has been through the admission process and is accepted to attend, University LMS department is responsible for creating secure, unique login and password for the accepted student using a FERPA compliant procedure.
- Students are responsible for providing their complete and true identity information in any identification verification process.
- If the student forgets their password, students may reset their password by visiting the “password reset” link in the LMS Portal.
- Students are responsible for maintaining the security of their login information and password. This information may not be shared or given to anyone other than the person to whom they were assigned. Users are responsible for any use and activity of their account.
- Attempting to discover another user’s password or attempts to gain unauthorized access to another person’s files or mail is prohibited and might lead to dismissal.
- University’s distance learning classrooms use video conferencing technologies to deliver instruction. This technology provides visual identification as well as the secure username and passwords.
- The OpenLMS learning management system also provides student photos associated with their account and this is visible in areas of the course including the discussion.
- As technology and personal accountability are not absolute in determining a student’s identity, faculty members are encouraged to use these technologies and to design courses that use assignments and evaluations that support academic integrity.
- Faculty teaching courses through distance education methods hold primary responsibility for ensuring that students comply with the university identity verification policy.

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- Proctored exams – The proctor will check the student’s government issued photo identification as part of student identity verification process before proceeding with online examination.
- LMS manager is responsible for having and implementing an up to date LMS system, Network Security and robust password management protocols.
- All methods of verifying student identity in distance learning protect the privacy of student information under the Family Educational Rights and Privacy Act (FERPA). The privacy of students who enroll in online courses at University of Pasadena is protected under the institution’s policies regarding student privacy.
- The University does not charge a fee for student identity verification. Students would be notified of additional fees, if any, prior to and during the registration process through various publications i.e., Catalog, and on the website.

6. Review

The University of Pasadena reviews its student identification and verification policy every year.