

My Report

Last Modified: 10/12/2010

1. 1. Department of the person(s) completing the survey. (If you have a team working on filling out the survey, please check all the departments that apply):

#	Answer	Bar	Response	%
1	Admissions		19	19%
2	Registrar		62	62%
3	Distance Education		30	30%
4	Information Technology		3	3%
5	Other		13	13%

Other
continuing education
Enrollment Services
Student Services
Enrollment Management
Dean School of Education
Education
Student Services
Institutional Research
academic dean
Academic Lead
compliance
VPAA
Dean of Student Affairs

Statistic	Value
Min Value	1
Max Value	5
Total Responses	100

2. 2. Institution information

a. Name of institution (This will not be published in the survey results but will be used to correlate answers from the same school.)	b. What is the size of the distance education student population?	c. How many students go through the prospect process at one time?	d. If your institution offers both traditional and distance education degrees, are your student credentials (user-name/password) maintained and administered: i. Together ii. Separately iii. Other (please explain)Please enter either i, ii or iii in the box on the right	e. If your institution offers both traditional and distance degrees, are the admission and registration functions:i. Combined/consolidated into one unit.ii. Separate.iii. Other (please explain) Please enter either i, ii or iii in the box on the right.	f. Please provide your email address if you agree to be contacted regarding questions about your survey (if any):
Seattle University	0	NA	iii	iii	jallen@seattleu.edu
Dallas Christian College	69		together	combined	cladacker@dallas.edu
Oral Roberts University	350		i	i	dfulmer@oru.edu
Sul Ross State University	200	25	ii	i	rcullins@sulross.edu
Carnegie Mellon University	250		i	i	jp7p@andrew.cmu.edu
University of Alabama	1800-2000	Am not sure	i	i	rpow@ccs.ua.edu
Pennsylvania College of Technology	300	?	i	i	dcorrell@pct.edu
Indiana University School of Continuing Studies	20,000	n/a	ii	ii	eballiet@indiana.edu
University of Miami	>500	varies	i	ii	marcy@miami.edu
Crossroads College	25		1	1	
Park University	10,000+	3,000 annually	i	ii	nancy.eastman@park.edu
University of Minnesota, Crookston	500+ degree seekers	100+/semester	i	iii; Admission is consistent in one unit however registration varies for online degree seekers within the Center for Adult Learning	mchristo@umn.edu
Charleston Southern University	350	75	Separately	Combined yet separate tabulation	jjones@csuniv.edu
Southern Polytechnic State University			I	I	dstone@spsu.edu
Holy Names University	50-75	10-15	i	i	caixto@hnu.edu
Rocky Mountain University of Health Professions	350	100	i	i	jegbert@rmuohp.edu
Amarillo College	3000	Unknown	Together	Combined	rcaustin@actx.edu
Colorado State University	5400		together	Separate	christopher.seng@colostate.edu
Garrett-Evangelical Theological Seminary	50	unknown	iii, we do not offer separate degrees. online courses can be taken as an optional part of a traditional degree.	i (with the caveat as outline above)	vince.mcglathin-eller@garrett.edu
Covenant Theological Seminary	100-125	25-50	i	i	
Erikson Institute	35	80-100 online prospects	i	i	mfrendian@erikson.edu
Marian University	101	15	ii	i	sstoddart@marianuniversity.edu
Marylhurst University	670	400	i	iii	ghyatt@marylhurst.edu
Whitworth University	100		i	i	rlong@whitworth.edu
Oregon State University	~3600 Unduplicated Headcount	400-500 per month	i	i	Rick.DeBellis@oregonstate.edu
The University of North Carolina at Greensboro	18,000	5,000	i	iii. depending on the funding	karowett@uncg.edu
Allegheny College	0	0	iii Traditional only	iii Traditional only	
Fort Lewis College	0				
Hebrew College	100		i	i	mjaye@hebrewcollege.edu
Elgin Community College			i	i	
University of Medicine & Dentistry of New Jersey	200+		ii	i	nelsonsu@umdnj.edu
Norwich University	1300	300	i	ii	
Northern Seminary	40	75	i	i	
Multnomah	91	unk	i	i	
Multnomah University	20		i	ii	jmayner@multnomah.edu
Virginia Commonwealth in Qatar	0	0			rmontijo@qatar.vcu.edu
Mississippi	1607	30 or more	i	ii	vbrown@aoc.msstate.edu
Baptist Bible College & Seminary	255	unlimited	i	i	adreyer@bbc.edu
University of Southern California	1500		i	ii	serviske@usc.edu
George Mason University	2000		i.	i.	jmcdanie@gmu.edu
University of Southern California	about 1300	unknown	i	ii	serviske@usc.edu
Eastern Idaho Technical College	0	N/A	N/A	N/A	
Washington State University	5721	3000 last year	iii. Same process but considered a different campus	ii	korolyn_pogue@wsu.edu
University of Wisconsin-Platteville	2200	3000-3500	i	ii	drake@uwplatt.edu
Vatterott College	200	1 at a time	ii	i	darrell.joy@vatterott-college.edu
Ohio Northern University					
Patrick Henry College	70	210	i	ii	
Roane State Community College	1500		Together initially then must change password	combined	rectorbw@roanestate.edu
Averett University	56	10	i	ii	srowland@averett.edu
Toccoa Falls College	50	120	i	ii	whyndman@tfc.edu
Herzing University	2800		i	i	
TCU	300	80	i	i	p.miller@tcu.edu
United Theological Seminary	100-150 approx. more if counting persons taking just one class	55 full time students each year approx 150 max	i	i.	pjennist@united.edu
Ancilla College	0				sharon.blubaugh@ancilla.edu
UW Stout	2,000 +	?	i	iii Admission is combined, registration separate	wardda@uwstout.edu
University of La Verne			i	i	daviesm@laverne.edu
Eternity Bible College	30	30	ii	i	ncarstensen@eternitybiblecollege.com
Scripps College	0	0			
Sacred Heart School of Theology	0	0	NA	NA	
Gonzaga University	1282		ii	ii	
Alvernia University	500-1000 (depending on what you consider distance education)	?	i	i	carrie.fitzpatrick@alvernia.edu
Harvey Mudd College	0	0	NA	NA	janel_hastings@hmc.edu
Southern Oregon University	100 in full time online programs	10 - 20	together	combined	
St John's College Springfield IL	In development	10-30	i	i	casey.schumacher@stjohnscollegespringfield.edu
University of La Verne	550	75	i	ii	slesniak@laverne.edu
Monroe County Community College	1000		iii	iii	
George Fox University			i	ii	tmorgan@georgefox.edu
Technical College of the Lowcountry	Fall 2009, Spring 2010, and Summer 2010=135 students				bthomas@tcl.edu
Dakota Wesleyan University	20		i	i	kaknoell@dwu.edu
Boston University	3,000		ii	ii	
Nebraska Methodist College	180	375	i	ii	melinda.stoner@methodistcollege.edu
Saint Joseph's University	approx. 1,000	unknown	i	ii	gdonahue@sju.edu
Blackfeet Community College					
Anthem Education Group	920	continuous	ii	ii	kbigelow@anthem.edu
Harding University	350		Together	Separate	mspears@harding.edu
mills college	na				
Naval Postgraduate School	800	n/a	i	ii	Registrar@nps.edu
Covenant College	20	25	i	i	miller@covenant.edu
Trinity Bible College	35	50	i	ii	
Lincoln University	1200		i	i	saler@lincolnu.edu
Friends University	113		i	ii	heidi_hoskinson@friends.edu
Arizona State University	3,000	100	i	i	
Thunderbird School of Global Management		460	i	i	
Southern California Seminary	40	30-40	ii	i	
Graceland University	1000	200	i	ii	testern@graceland.edu
Embry Riddle Aeronautical University					
UNC Charlotte	1,000	250	i	i	comartin@uncc.edu
American University of Kuwait	0	0	iii only offer traditional	iii only offer traditional	crosscott@auk.edu.kw
Southwestern College	1200	200 traditional, 300 distance	ii	ii	stacy.townsley@sckans.edu
Butler Community College	7,500 per year	2,500+ per semester	together	Combined	megmcg@butlercc.edu
George Mason University					
LSU Health Sciences Center	0	5000	iii n/a	iii n/a	
Iowa State University	2,611		i	i and ii. If the student is new they are currently required to fill out an initial distance education registration form that contains non-degree seeking admissions information. We are hoping to combine this into one process in the near future.	drupp@iastate.edu
Southeast Technical Institute	75	100	i	i	
Rush University	most of our courses have a online component but the number of students in pure distance education is probably around 100	?	i	i	daniel_r_weber@rush.edu

Statistic	Value
Total Responses	95

3. 3. How do you begin your recruiting process? (Check all that apply.)

#	Answer	Bar	Response	%
1	Internal aggregation of "suspects" (inquiries, camp attendees, etc)		60	80%
2	Obtain potential "suspects" from third Party		38	51%
3	Other (Please explain)		19	25%

Other (Please explain)

Web Site

Internet

marketing/public relations/advertising

both advertising and recruitment activities

Advertising in market

Web

Send emails to principals advertising the programs, attend graduate fairs and conferences, mail/email printed brochure explaining the programs

Ads, marketing, promotions, vendors

Develop marketing campaigns to drive prospects to website

Referrals from churches and other governing bodies

NA

NA

websites

advertising

referrals

referrals; legacies

grad fairs, conventions, recruiting events

Each individual college markets their own distance education programs.

media

Statistic	Value
Min Value	1
Max Value	3
Total Responses	75

4. 4. When do you first learn about prospective students? (Check all that apply.)

#	Answer	Bar	Response	%
1	a. Test Score Referrals		23	30%
2	b. High School Meetings		22	29%
3	c. Alumni/other gatherings		36	47%
4	d. Phone inquiries		61	80%
5	e. Other		46	61%

e. Other	
Web Inquiries	
web inquiries	
web	
web inquiries	
Online or Email	
web inquiries	
web peer advertising, and word of mouth	
Through Inquiries	
outreach at hospitals, parishes (depending on program)	
Website info requests	
website inquiries	
web site inquiries, lead generation	
web site inquiry	
Web	
Calls to our office, graduate fairs or conferences, mailed/emailed brochures to schools across the state	
e-mail inquiries/website	
email inquiries	
web site applications	
web	
Internet inquiries, email inquiries, church meetings	
Web site	
e-mail	
Web sites	
Web inquiries, recruiting events, current student referrals	
e-mail inquiries	
e-mail, online, in-person inquiries	
Electroninc Inquiries	
on-line inquiries	
Email Inquiries	
NA	
outside vendor	
NA	
email inquiries from the student	
advertising/ area hospital need	
request for information on our web site	
Recruitment partner	
from 3rd party	
corporate relationships	
MBA Fairs, Internet marketing	
web hits	
internet	
web inquiry	
e-mail inquiries	
varies by college	
online inquiry	

Statistic	Value
Min Value	1
Max Value	5
Total Responses	76

5. 5. How do prospective remote students make initial contact? (Check all that apply.)

#	Answer	Bar	Response	%
1	a. Submit an application		60	80%
2	b. Email inquiry		67	89%
3	c. Inquiry through campus recruiting portal		45	60%
4	d. Phone inquiries		64	85%
5	e. Request for site visit		30	40%
6	f. Response to Customer Relations Management (CRM) campaign		24	32%
7	g. Other		13	17%

g. Other	
Online Inquiry	
recruiter at hospital or parish (depending on parogram)	
print and web advertising	
Personal contact at conferences	
NA	
outside vendor	
NA	
Website	
via 3rd party recruiter	
referral	
varies by college Distance Education Unit	

Statistic	Value
Min Value	1
Max Value	7
Total Responses	75

6. 6. How do you establish an initial communications channel with the prospect?
(Check all that apply.)

#	Answer	Bar	Response	%
1	a. Use the user-supplied email address.		66	89%
2	b. Establish/use institutional email address.		15	20%
3	c. Use the parent/guardian email address.		10	14%
4	d. Send by US Postal Service		36	49%
5	e. Contact by voice (phone)		58	78%
6	f. Contact through personal appearance		27	36%
7	g. Other		9	12%

g. Other

personal inquiry

Nearly all accepted students are met in person

NA

NA

advertisement/word of mouth/

Recruitment partners

via 3rd party recruiter

facebook

Varies

Statistic	Value
Min Value	1
Max Value	7
Total Responses	74

7. 7. At what point is the first login credential chosen or assigned (e.g. email address, user id/password pair, etc.)?

#	Answer	Bar	Response	%
1	a. First contact from prospect and request for information		1	1%
2	b. Initial application		20	27%
3	c. Completed application portfolio		3	4%
4	d. Admitted		26	35%
5	e. Received deposit/earnest money		9	12%
6	f. Registration completed		11	15%
7	g. We don't assign initial login credentials. We accept existing credentials from services like Google, Facebook, Twitter, CollegeNet, etc.		0	0%
8	h. Other		4	5%
Total			74	

h. Other

Initial application Collegenet

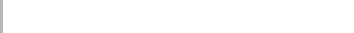
NA

NA

during registration

Statistic	Value
Min Value	1
Max Value	8
Mean	4.01
Variance	2.86
Standard Deviation	1.69
Total Responses	74

8. 8. For what purposes are this initial login credential used? (Check all that apply.)

#	Answer	Bar	Response	%
1	a. Admissions		40	54%
2	b. Financial aid		38	51%
3	c. Housing		19	26%
4	d. Course enrollment		49	66%
5	e. Learning management system access		50	68%
6	f. Distance education services		44	59%
7	g. Testing/assessment		20	27%
8	h. Campus services (portal, calendar, email, etc.)		47	64%
9	i. Other		6	8%

i. Other

printing, library

NA

NA

to get into the portal that gives them full access to their accounts and allows them to register

still in development

Statistic	Value
Min Value	1
Max Value	9
Total Responses	74

9. 9. Is your initial login credential assigned by a system or chosen by the user?

#	Answer	Bar	Response	%
1	Assigned by the system		56	75%
2	Chosen by the user		15	20%
3	Other		4	5%
Total			75	

Other

Initially assigned by the system, student may later change to personal preference

Assigned by the IT department

NA

NA

Statistic	Value
Min Value	1
Max Value	3
Mean	1.31
Variance	0.32
Standard Deviation	0.57
Total Responses	75

10. 10. If the initial login credential is assigned by a system, how do you communicate the credential to the remote person? (Check all that apply.)

#	Answer	Bar	Response	%
1	a. Send via US Postal Service		25	46%
2	b. Send to a prospect-provided mobile number		1	2%
3	c. Send via email to a prospect-provided address		31	57%
4	d. Send a one-time link to a password selection page (via US Mail or email or mobile)		4	7%
5	e. Ask a prospect to access a webpage and choose/obtain login credentials (user id/password)		10	19%
6	f. Other		4	7%

f. Other

- Send via email to campus email address
- In person, providing credentials
- Send temporary one that must be changed in person by phone contact

Statistic	Value
Min Value	1
Max Value	6
Total Responses	54

11. 11. Is the initial login credential replaced by a different, permanent login credential at some point?

#	Answer	Bar	Response	%
1	Yes		30	43%
2	No		39	57%
	Total		69	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.57
Variance	0.25
Standard Deviation	0.50
Total Responses	69

12. 12. If permanent login credentials are chosen or assigned, please indicate at what point the permanent login credentials are established?

#	Answer	Bar	Response	%
1	a. Initial application		2	6%
2	b. Completed application portfolio		1	3%
3	c. Admitted		11	35%
4	d. Received deposit/earnest money		3	10%
5	e. Registration completed		9	29%
6	f. Other		5	16%
Total			31	

f. Other

At 1st login to the system
 student initiated
 student may change password for account
 Immediately after initial log-in
 When login to portal first time

Statistic	Value
Min Value	1
Max Value	6
Mean	4.00
Variance	2.07
Standard Deviation	1.44
Total Responses	31

13. 13. How do you communicate the permanent login credential to the remote individual? (Check all that apply.)

#	Answer	Bar	Response	%
1	a. Send via US Postal Service		6	21%
2	b. Send to a user-provided mobile number		0	0%
3	c. Send via email to user-provided address		12	41%
4	d. Send via email to an institutionally-provided address		7	24%
5	e. Send a link to a password selection page		4	14%
7	f. Other		8	28%

f. Other

Student determines permanent login.

User is informed when they change it

original credentials are created; student may change password upon account initiation which requires social security information and birthdate

System prompts student to create permanent password

They receive an email with their student ID and are directed to set up login credential

Are instructed to login to portal for the information

User chooses new password

in person by phone

Statistic	Value
Min Value	1
Max Value	7
Total Responses	29

14. 14. Upon first login with permanent credentials, is the person required to change the password?

#	Answer	Bar	Response	%
1	Yes		27	87%
2	No		4	13%
	Total		31	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.13
Variance	0.12
Standard Deviation	0.34
Total Responses	31

15. 15. At what point is supporting documentation about an individual received from external third parties (e.g., testing service, etc)? (Check all that apply.)

#	Answer	Bar	Response	%
1	a. Prior to first contact from person		21	31%
2	b. First contact from person and request for information		24	35%
3	c. Initial application		46	68%
4	d. Completed application portfolio		38	56%
5	e. Admitted		23	34%
6	f. Received deposit/earnest money		10	15%
7	g. Registration completed		15	22%
8	h. Never		5	7%

Statistic	Value
Min Value	1
Max Value	8
Total Responses	68

16. 16. If supporting documentation is received, does the new information result in increased confidence about the identity of the person?

#	Answer	Bar	Response	%
1	Yes		57	89%
2	No		7	11%
	Total		64	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.11
Variance	0.10
Standard Deviation	0.31
Total Responses	64

17. 17. Do you provide access to more sensitive information and services based on the increased confidence resulting from the documentation received from external third parties?

#	Answer	Bar	Response	%
1	Yes		7	13%
2	No		49	88%
	Total		56	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.88
Variance	0.11
Standard Deviation	0.33
Total Responses	56

18. 18. At what point do you perform primary identity proofing of the individual? (Identity proofing is the process used to verify the physical identity of an individual by having them present identifying documents such as a passport or drivers license or through challenge-response questions that contain information about the individual being "proofed" that would not be available to the general public.)

#	Answer	Bar	Response	%
1	a. First contact from prospect and request for information		2	3%
2	b. Initial application		7	10%
3	c. Completed application portfolio		6	9%
4	d. Admitted		10	14%
5	e. Received deposit money		1	1%
6	f. Registration completed		5	7%
7	g. None of the above. We don't do identity proofing.		25	36%
8	h. Other		13	19%
Total			69	

h. Other

only for international students do we require proofing

proctor-supervised exams

proctored exams

Upon student request for password re-set

During orientation when a school ID is made.

Orientation Process

email correspondence needs to match email listed on app

Upon first request for any information classified as confidential

NA

NA

Student ID

Proctored exams in courses

Traditional students are required to show drivers license etc in order to receive their ID Card. Off campus students are not required to show any proof and receive a non-photo ID card.

Statistic	Value
Min Value	1
Max Value	8
Mean	5.62
Variance	4.77
Standard Deviation	2.18
Total Responses	69

19. 19. Which business office is involved in doing the identity proofing of remote individuals? (Check all that apply.)

#	Answer	Bar	Response	%
1	a. Admissions		24	57%
2	b. Registrar		16	38%
3	c. Bursar		8	19%
4	d. Identity/Campus Card		9	21%
5	e. Orientation		2	5%
6	f. Academic Unit		6	14%
7	g. Distance Education		13	31%
8	h. Other		8	19%

h. Other

IT
 we do not currently have a system in place to proof remote students
 School of Education does its own.
 Vendor
 None
 NA
 Financial Aid
 None

Statistic	Value
Min Value	1
Max Value	8
Total Responses	42

20. 20. Does the identity proofing process result in any of the following (Check all that apply):

#	Answer	Bar	Response	%
1	a. Password reset requirement		7	23%
2	b. Issuance of an identity card		16	53%
3	c. Issuance of a new/permanent login credential		7	23%
4	d. Other		6	20%

d. Other

optional identity card

None

NA

none of the above

Proctored exams in courses

None

Statistic	Value
Min Value	1
Max Value	4
Total Responses	30

21. 21. Why did you choose this point to perform primary identity proofing?

Text Response

Identity is established in admissions process and then confirmed at multiple times throughout student's education.

Right now, proctors/supervisors are the only folks who actually see the person and compare that person to a government-issued picture ID

It is the only point where every distance student comes f2f and must show id.

University Policy

We provide verification of person with the email after registration has been completed as it presents soem degree of confirmed knowledge about who the student might be. There is really not absolute confirmation without additional verification via photo and other evidence provided through federal or state identification. We do this also but again in a distance learning setting, this is always a challenge.

We want to have identity information prior to making an admissions decision.

All other steps up to this point are relatively automated.

As Id cards are issued during orientation, it is often the easiest time to track the majority of students at one time.

Our program is for teachers only. The proof of identity is provided by the public or private school in which the teacher is employed.

This is the way the system has emerged over time.

That is when the school policy requires.

unk

Because it occurs before they are actually enrolled in courses.

This followed most closely to our standard operating procedure already in place.

Best Practices

This is when a person is admitted to a program and will begin taking classes.

Access to confidential information

Our office handles them from inquiry to rregistration so it was natural to have identity verification become part of the process. We verify them through pastoral references as we are a Bible College. We require the same verification for our face-to-face students as well.

Our admissions staff brings the student in, it was the logical place for our organization.

This is the first and best time to get sensitive data. This is the most secure time in the process.

NA

unsure - the practice has been in place for a while - the folks who established it aren't here any more to ask

Need to verify identity at beginning of program

Use Versign for validation and FA would note any conflicting information which must be resolved

Admissions officers and faculty and staff in academic unit have the most contact with the student, and are best able to validate identity.

Compliance with Federal regulations regarding financial services initiated the process to require identity proofing. Once the Bursar started it, the Registrar, Financial Aid office and other academic units on campus began checking ID credentials.

Chosen by others at university.

Linked to actual performance of the individual

Statistic

Value

Total Responses

28

22. 22. What information do you have about the remote person at this point?
(Check all that apply.)

#	Answer	Bar	Response	%
1	a. Name		64	98%
2	b. Address		64	98%
3	c. Birth date		62	95%
4	d. Email address		64	98%
5	e. High school transcript		39	60%
6	f. Test scores		43	66%
7	g. Parent/guardian name		36	55%
8	h. Parent/guardian address and contact information		35	54%
9	i. Academic interest		54	83%
10	j. Academic term in which the student expects to enroll		57	88%
11	k. Financial aid information		37	57%
12	l. Credit card number or bank account number		14	22%
13	m. Post-secondary institution (if transfer student)		52	80%
14	n. Other notable		14	22%

n. Other notable

- CV (adult students for noncredit program)
- copy of nursing license
- Driver's License Number, SSN
- social security number
- SSN, pastor name/address/contact information
- SSN
- Degree Transcript
- Pastoral and Personal References and a Pastor/Mentor Contract with a person committed to meeting with them thrice monthly.
- NA
- official transcript w/ bachelor degree posted
- Undergraduate Transcripts
- SSN
- Post-secondary transcripts
- notarized licenses

Statistic

Value

Min Value

1

Max Value

14

23. 23. What document-related evidence do you require from the person to prove their physical identity and how is it sent to you?

#	Question	Email	Fax	US Postal Service	File Upload	Video/Skype	Responses
1	Government picture ID	10	15	14	4	1	44
2	Credit card	2	4	4	4	0	14
3	Physically notarized documents	4	6	13	2	0	25
4	Electronically notarized documents	8	4	5	4	0	21

Statistic	Government picture ID	Credit card	Physically notarized documents	Electronically notarized documents
Min Value	1	1	1	1
Max Value	5	4	4	4
Total Responses	23	10	16	11

24. 24. What other methods do you use to prove the physical identity of the person? (Check all that apply.)

#	Answer	Bar	Response	%
1	In-Person appearance at notary office		3	7%
2	In-Person appearance on campus		35	76%
3	Third-party vendor to validate identity. Please identify.		12	26%
4	Other		11	24%

Third-party vendor to validate identity. Please identify.	Other
	<p>Picture ID from applicant's is uploaded in Faculty Portal system. During online courses, the student may have a variety of assignments or tasks in which they must appear via web cam to present an assignment. The professor can confirm identity by comparing with student's ID.</p> <p>Drivers License and Social Security Card</p> <p>word of on-site adjunct</p> <p>References</p> <p>None</p> <p>Minister Chaplain - military</p> <p>versign Clinical Hospital verifies identity</p> <p>government issued ID</p> <p>phone conversation</p> <p>In-person appearance at proctored exams</p> <p>Exam proctor/supervisor</p> <p>Principal of school where teacher is employed.</p> <p>transcripts</p> <p>Learning Management Vendor</p> <p>Pastor/Mentor</p> <p>background checks</p>

Statistic	Value
Min Value	1
Max Value	4
Total Responses	46

25. 25. Do you record the act of providing evidence for the identity proofing?

#	Answer	Bar	Response	%
1	Yes		19	32%
2	No		41	68%
	Total		60	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.68
Variance	0.22
Standard Deviation	0.47
Total Responses	60

26. 26. Do you capture the image of the evidence and link it to the person's record?

#	Answer	Bar	Response	%
1	Yes		22	37%
2	No		38	63%
	Total		60	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.63
Variance	0.24
Standard Deviation	0.49
Total Responses	60

27. 27. If changes were proposed to the identity proofing process for distance education students, who would be involved in the decision? (Check all that apply).

#	Answer	Bar	Response	%
1	a. Campus-wide governance board		22	34%
2	b. Admissions/Registrar Office		62	95%
3	c. Audit Office		8	12%
4	d. Identity/Card Office		22	34%
5	e. Office of General Council		20	31%
6	f. Security Office		11	17%
7	g. Privacy Office		10	15%
8	h. Distance Education Office		42	65%
9	i. IT Management Team		39	60%
10	j. IT Technical Staff		23	35%
11	k. Other		9	14%

k. Other

Academic Affairs

Academic Affairs

academic departments running distance programs

School of Education where the programs are offered.

Faculty Committee on Academic Policies and Procedures

Graduate Dean and Appropriate College Deans

College Adm/Faculty

academic unit

Senior management

Statistic	Value
Min Value	1
Max Value	11
Total Responses	65

28. 28. Please indicate any concerns with this process (e.g. having unauthorized individual obtain financial aid or gain access to FERPA-protected data, labor intensive, inconvenient for prospects and students):

Text Response

We constantly woory about it from the area of records management, but rest of institution doesn't semm to concerned.

Why aren't we having the same discussion regarding f2f students? How do we know that every student sitting in a large lecture hall and taking exams is who s/he says they are?

This information is extremely confidential, just as SS information is confidential. I am not sure anyone should look at this data except for key representatives within an assigned admission area. It is labor intensive to be sure but automation is very expensive and often hard for smaller schools to utilize these complex systems.

It's important to enhance the identity proofing process at our Institution.

labor intensive, time consuming, will potentially slow down the process to enroll for classes.

Prior to enrollment there seems to be little concern with proving the identity of the student, only concern is getting them here. we have separate admissions and registrar's office and it appears that it is not until they reach the level of actual matriculation that there is a concern with proof of identity. However, our current process only accounts for students who actually show up on campus. we have not developed a process to attend to identity proofing for those who take classes only at a distance.

We currently don't do identity proofing, but are in the process of developing our policies and procedures related to this.

When applying for financial aid, the FAFSA process has certain requirements and that is the documentation for most students.

With over seven different admitting offices, coordinating this process would be cumbersome.

All of these.

Doing something beyond what we currently do would be extremely inconvenient for students and prospects. It would also be very labor intensive for staff.

My concern is access students allow parents, spouse and significant others without completing the proper consent to disclose forms for this access.

There has only been one instance where we received unreliable information. we caught the person before they were accepted into the program so there was no harm done. We used a social networking site to discover their pastoral reference's true identity and were able to confront them with their attempt to deceive us.

As stated above, also possible fraud, identity theft,there is much to learn

Not having the students prove identity defies any common-sense. I believe we are open to all sorts of difficulties by not mandating identity proof.

It is cumbersome but the reality is that identity theft is the number one White collar crime in the United States and it is our obligation to ensure the identity of the applicant, the active student, and graduates. What is worrisome is that as fast as technology may cover the exposure the dishonest individuals respond just as quickly to the security changes.

Charges, by faculty and others, that we don't necessarily require the same kinds of identify proof of students attending class on-campus. Logistics to be sure it is done consistently, fairly, and reasonably.

Statistic	Value
Total Responses	17