Identity Management Survey Log

Initially, there were 115 surveys initiated on-line but for analysis purposes, 89 were considered complete. Of the 89 surveys, 76 surveys meet the criteria of offering on-line programs and have responded to the questions regarding the identity management practices (questions 3 and on).

1. There were initially 115 surveys collected. After removing all surveys that had nothing to say after the name of the institution, there were 92 viable surveys to summarize.

Two institutions UCS and Univ of La Verne have two responses (responses were different for each record).

1a.) Department of person completing survey (can select multiple categories) (n=92 responses = 118):

|  |  |
| --- | --- |
| Admissions | 17 |
| Registrar | 44 |
| Distance Education | 27 |
| Information Technology | 2 |
| Other: | 12 |
|  |  |
|  | Continuing Education |
|  | Enrollment Services |
|  | Student Services (2) |
|  | Enrollment Management |
|  | Dean School of Education |
|  | Education |
|  | Institutional Research |
|  | Academic Dean |
|  | Academic Lead |
|  | Compliance |
|  | VPAA |

1b.) Size of DE program. Initially there were 65 different responses that I have recoded into 5 categories.

|  |  |
| --- | --- |
| 0 | 10 |
| <=100 | 20 |
| >100-500 | 15 |
| >500 - 1000 | 10 |
| 1001 + | 21 |
| **Grand Total** | **76** |

1c). How many students go through the prospect process at one time? The 40 response categories were compressed into these 6 categories

|  |  |
| --- | --- |
| 0 | 2 |
| <=100 | 21 |
| <500 | 9 |
| >500 | 5 |
| Unknown | 39 |
| **Grand Total** | **76** |

2a,) If your institution offers both traditional and distance education degrees, are your student credentials maintained administered i: Together, ii. Separately or iii. Other.

|  |  |
| --- | --- |
| Together | 60 |
| Separately | 9 |
| Other | 7 |
| **Grand Total** | **76** |

2b.) If your institution offers both traditional and distance degrees, are the admission and registration functions, combined/consolidated into one unit, separate or other?

|  |  |
| --- | --- |
| Combined | 39 |
| Separate | 27 |
| Other | 10 |
| **Grand Total** | **76** |

1. How do you begin the recruiting process?

|  |  |
| --- | --- |
| Inquiries, camp attendees | 59 |
| Third Party | 37 |
| Other | 19 |
| Grand Total (duplicated) | 115 |

1. When do you first learn about prospective students?

|  |  |
| --- | --- |
| Test Score | 22 |
| High School Meetings | 21 |
| Alumni/other gatherings | 35 |
| Phone inquiries | 60 |
| Other (32 were online, e.g., email, web) | 46 |
| Grand Total (duplicated) | 184 |

1. How do prospective remote students make initial contact?

|  |  |
| --- | --- |
| Submit an application | 60 |
| Email inquiry | 67 |
| Inquiry through camps recruiting portal | 45 |
| Phone inquiries | 64 |
| Request for site visit | 30 |
| Response to Customer Relations Management (CRM) | 24 |
| Other (3rd party?) | 13 |
| Grand Total (duplicated) | 303 |

1. How do you establish an initial communications channel with the prospect?

|  |  |  |
| --- | --- | --- |
|  | Total | Q 5 Application |
| User supplied email address | 66 | 56 |
| Establish/use institutional email address | 15 | 13 |
| Use the parent/guardian email address | 10 | 9 |
| Send by US Postal Service | 36 | 36 |
| Contact by voice (phone) | 58 | 52 |
| Contact through personal appearance | 27 | 27 |
| Other | 9 | 4 |
| Grand Total (unduplicated) | 221 | 197 |

1. At what point is the first login credential chosen or assigned?

|  |  |
| --- | --- |
| 1 - First contact from prospect and request for information | 1 |
| 2 – Initial Application | 20 |
| 3 – Completed application portfolio | 3 |
| 4 – Admitted | 26 |
| 5- Received deposit/earnest money | 8 |
| 6 – Registration completed | 11 |
| 7 – We don’t assign initial login credentials. We accept esisting credential from services like Google, Facebook, Twitter, CollegeNet, etc. | 0 |
| 8 – Other | 4 |
| (blank) | 3 |
| **Grand Total** | **76** |

1. For what purposes are this initial login credential used?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Total (n=76) | Q 5 Application (n=60) | Q5 No App (n=16) | Q7 Response 2 (Initial app) (n=20) | Q7 Response 4 (admitted) (n=26) |
| Admissions | 40 | 31 | 9 | 19 | 11 |
| Financial Aid | 38 | 31 | 7 | 13 | 16 |
| Housing | 19 | 16 | 3 | 8 | 7 |
| Course enrollment | 48 | 39 | 9 | 13 | 23 |
| Learning management system access | 49 | 40 | 9 | 12 | 18 |
| Distance education services | 44 | 35 | 9 | 10 | 20 |
| Testing/assessment | 20 | 17 | 3 | 8 | 6 |
| Campus Services (portal, calendar, email, etc.) | 46 | 39 | 7 | 12 | 20 |
| Other | 6 | 2 | 4 | 0 | 2 |
| Grand Total (duplicated) | 310 | 250 | 60 | 95 | 123 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question 8** | **Total (n=76)** | *Q 5 Application (n=60)* | *Q5 No App (n=16)* | *Q7 Response 2 (Initial app) (n=20)* | *Q7 Response 4 (admitted) (n=26)* |
| Admissions | **13%** | *12%* | *15%* | *20%* | *9%* |
| Financial Aid | **12%** | *12%* | *12%* | *14%* | *13%* |
| Housing | **6%** | *6%* | *5%* | *8%* | *6%* |
| Course enrollment | **15%** | *16%* | *15%* | *14%* | *19%* |
| Learning management system access | **16%** | *16%* | *15%* | *13%* | *15%* |
| Distance education services | **14%** | *14%* | *15%* | *11%* | *16%* |
| Testing/assessment | **6%** | *7%* | *5%* | *8%* | *5%* |
| Campus Services (portal, calendar, email, etc.) | **15%** | *16%* | *12%* | *13%* | *16%* |
| Other | **2%** | *1%* | *7%* | *0%* | *2%* |
| Grand Total (duplicated) | **100%** | *100%* | *100%* | *100%* | *100%* |

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

|  |  |
| --- | --- |
| 1-Assigned by the system | 55 |
| 2-Chosen by the user | 15 |
| 3-Other | 4 |
| (blank)  *\*Initially assigned by the system, student may later change to personal preference*  *\* Assigned by the IT department* | 2 |
| **Grand Total** | **76** |

1. If the initial login credential is assigned by the system, how do you communicate the credential to the remote person?

|  |  |
| --- | --- |
| **Next Best** - Send via US Postal Service | 25 |
| **Not so Good** - Send to a prospect – provided mobile | 1 |
| **Not so Good** - Send via email to a prospect – provided address | 30 |
| **Best** - Send a one-time link to a password selection page (via US Mail or email or mobile) | 4 |
| **Best** - Ask a prospect to access a webpage and choose/obtain login credentials (user id/password) | 10 |
| Other | 4 |
| |  |  | | --- | --- | | **Next Best** - in person by phone contact |  | | **Best** - In person, providing credentials |  | | **Next Best** - Send temporary one that must be changed |  | | **Not so good** - Send via email to campus email address |  | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Q7 x Q10 - Point in time credential is assigned x how is credential communicated** | **Best Method** | **Next Best Method** | **Not so Good Method** | **Grand Total** |
| 1 - First contact from prospect and request for information |  | 1 |  | 1 |
| 2 – Initial Application | 4 | 6 | 10 | 20 |
| 3 – Completed application portfolio | 1 |  | 2 | 3 |
| 4 – Admitted | 6 | 8 | 12 | 26 |
| 5- Received deposit/earnest money |  | 3 | 5 | 8 |
| 6 – Registration completed | 2 | 1 | 8 | 11 |
| 7 – We don’t assign initial login credentials. We accept esisting credential from services like Google, Facebook, Twitter, CollegeNet, etc. |  | 1 | 3 | 4 |
| (blank) |  |  | 3 | 3 |
| **Grand Total** | **13** | **20** | **43** | **76** |

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

YES 30

No 38

Blank 8

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

|  |  |  |
| --- | --- | --- |
|  | Total | Q11 – Yes |
| Initial Application | 2 | 2 |
| Completed Application portfolio | 1 | 1 |
| Admitted | 11 | 11 |
| Received deposit/earnest money | 3 | 3 |
| Registration completed | 9 | 7 |
| Other   |  | | --- | | *At 1st login to the system* | | *Immediately after initial log-in* | | *student initiated* | | *student may change password for account* | | *When login to portal first time* | | 5 | 5 |
| Blank | 45 | 1 |
| Grand total | 76 | 30 |

1. How do you communicate the permanent login credential to the remote individual?

|  |  |
| --- | --- |
| Send via US Postal Service | 6 |
| Send to a user-provided mobile number | 0 |
| Send via email to user-provided address | 12 |
| Send via email to an institutionally-provided address | 7 |
| Send a link to a password selection page | 4 |
| Other | 8 |
| |  | | --- | | \*Are instructed to login to portal for the information | | \*in person by phone | | \*original credentials are created; student may change password upon account initiation which requires social security information and birthdate | | \*Student determines permanent login. | | \*System prompts student to create permanent password | | \*They recieve an email with their student ID and are directed to set up login credential | | \*User chooses new password | | \*User is informed when they change it | |  |
| Blank | 47 |

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

|  |  |
| --- | --- |
| Yes | 27 |
| No | 4 |
| Blank | 45 |
| Grand Total | 76 |

1. At what point is supporting documentation about the individual received from external third parties (e.g., testing series, etc) Check all that apply.)

|  |  |
| --- | --- |
| Prior to first contact from person | 21 |
| First contact from person and request for information | 24 |
| Initial application | 46 |
| Completed application portfolio | 37 |
| Admitted | 23 |
| Received deposit/earnest money | 10 |
| Registration completed | 15 |
| Never | 5 |

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

|  |  |
| --- | --- |
| Yes | 56 |
| No | 7 |
| Blank | 13 |
| Grand Total | 76 |

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?

|  |  |
| --- | --- |
| Yes | 6 |
| No | 49 |
| Blank | 21 |
| Grand Total | 76 |

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 identyrying documents such as a passport or drivers license or though challenge-response questions that contain information about the individual being ‘proofed’ that would not be available to the general public.)

|  |  |
| --- | --- |
| First contact from prospect and request for information | 2 |
| Initial application | 7 |
| Completed application portfolio | 6 |
| Admitted | 10 |
| Received deposit money | 1 |
| Registration completed | 5 |
| None of the above. We don’t do identity proofing | 25 |
| Other   |  | | --- | | *\*email correspondence needs to match email listed on app* | | *\*NA* | | *\*only for international students do we require proofing* | | *\*Orientation Process* | | *\*proctered exams* | | *\*Proctored exams in courses* | | *\*proctor-supervised exams* | | *\*Student ID* | | *\*Traditional students are required to show drivers lecense 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.* | | *\*Upon first request for any information classified as confidential* | | *\*Upon student request for password re-set* | | 12 |

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

|  |  |
| --- | --- |
| Admissions | 24 |
| Registrar | 16 |
| Bursar | 8 |
| Identity/Campus Card | 8 |
| Orientation | 2 |
| Academic Unit | 6 |
| Distance Education | 13 |
| Other   |  | | --- | | *Financial Aid* | | *IT* | | *NA* | | *None (2)* | | *School of Education does its own.* | | *Vendor* | | 7 |

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

|  |  |
| --- | --- |
| Password reset requirement | 7 |
| Issuance of an identity card | 15 |
| Issuance of a new/permanent login credential | 7 |
| Other   |  | | --- | | *NA* | | *None (2)* | | *none of the above* | | *optional identity card* | | *Proctored exams in courses* | | 6 |

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

|  |
| --- |
| Access to confidential information |
| Admissions officers and faculty and staff in academic unit have the most contact with the student, and are best able to validate identity. |
| All other steps up to this point are relatively automated. |
| Because it occurs before they are actually enrolled in courses. |
| Best Practices |
| Chosen by others at university. |
| 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. |
| Identity is established in admissions process and then confirmed at multiple times throughout student's education. |
| It is the only point where every distance student comes f2f and must show id. |
| Linked to actual performance of the individual |
| NA |
| Need to verify identity at beginning of program |
| Our admissions staff brings the student in, it was the logical place for our organization. |
| Our office handles them from inquiry to rregistration so it was natural to have identity verification become part of theprocess. 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 program is for teachers only. The proof of identity is provided by the public or private school in which the teacher is employed. |
| Right now, proctors/supervisors are the only folks who actually see the person and compare that person to a government-issued picture ID |
| That is when the school policy requires. |
| This followed most closely to our standard operating procedure already in place. |
| This is the first and best time to get sensitive data. This is the most secure time in the process. |
| This is the way the system has emerged over time. |
| This is when a person is admitted to a program and will begin taking classes. |
| University Policy |
| Unk |
| unsure - the practice has been in place for a while - the folks who established it aren't here any more to ask |
| Use Versign for validation and FA would note any conflicting information which must be resolved |
| We provide verification of person witht 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 idenfication. 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. |
| (blank 49) |

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

|  |  |
| --- | --- |
| Name | 63 |
| Address | 63 |
| Birth Date | 61 |
| Email address | 63 |
| High School Transcript | 39 |
| Test scores | 42 |
| Parent/guardian name | 36 |
| Parent/guardian address and contact information | 35 |
| Academic interest | 53 |
| Academic term in which the student expects to enroll | 56 |
| Financial aid information | 36 |
| Credit card number or bank account number | 14 |
| Post secondary institution (if transfer student) | 51 |
| Other notable   |  | | --- | | *copy of nursing license* | | *CV (adult students for noncredit program)* | | *Degree Transcript* | | *Driver's License Number, SSN* | | *NA* | | *notarized licenses* | | *official transcript w/ bachelor degree posted* | | *Pastoral and Personal References and a Pastor/Mentor Contract with a person committed to meeting with them thrice monthly.* | | *Post-secondary transcripts* | | *social security number* | | *SSN* | | *SSN, pastor name/address/contact information* | | *Undergraduate Transcripts* | | 14 |

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 |
| Government  picture ID | 10 | 15 | 14 | 4 | 1 | 44 |
| Credit card | 2 | 4 | 4 | 4 | 0 |  |
| Physically notarized documents | 4 | 6 | 13 | 2 | 0 |  |
| Electronically notarized documents | 8 | 4 | 5 | 4 | 0 |  |

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

|  |  |
| --- | --- |
| In person appearance at notary office | 3 |
| In-person appearance on campus | 34 |
| Third party vendor to validate identity. Please identify   |  | | --- | | *background checks* | | *Exam proctor/supervisor* | | *Learning Management Vendor* | | *Minister* | | *Pastor/Mentor* | | *Principal of school where teacher is employed.* | | *transcripts* | | *versign* | | 12 |
| Other   |  | | --- | | *Chaplain - military* | | *Clinical Hospital verifies identity* | | *Drivers License and Social Security Card* | | *government issued ID* | | *In-person appearance at proctored exams* | | *None* | | *phone conversation* | | *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.* | | *References* | | *word of on-site adjunct* | | 11 |

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

|  |  |
| --- | --- |
| Yes | 19 |
| No | 40 |

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

|  |  |
| --- | --- |
| Yes | 22 |
| No | 37 |

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).

|  |  |
| --- | --- |
| Campus-wide governance board | 21 |
| Admissions/Registrar Office | 61 |
| Audit Office | 8 |
| Identity/Card Office | 22 |
| Office of General Counsel | 20 |
| Security Office | 11 |
| Privacy Office | 10 |
| Distance Education Office | 41 |
| IT Management Team | 38 |
| IT Technical Staff | 23 |
| Other   |  | | --- | | *Academic Affairs* | | *academic departments running distance programs* | | *academic unit* | | *College Adm/Faculty* | | *Faculty Committee on Academic Policies and Procedures* | | *Graduate Dean and Appropriate College Deans* | | *School of Education where the programs are offered.* | | *Senior management* | | 9 |

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).

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | *All of these.* | | *As stated above, also possible fraud, identity theft, .....there is much to learn* | | *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.* | | *Doing something beyond what we currently do would be extremely inconvenient for students and prospects. It would also be very labor intensive for staff.* | | *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.* | | *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.* | | *My concern is access students allow parents, spouse and significant others without completing the proper consent to disclose forms for this access.* | | *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.* | | *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.* | | *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.* | | *We constantly woory about it from the area of records management, but rest of institution doesn't semm to concerned.* | | *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.* | | *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?* | | *With over seven different admitting offices, coordinating this process would be cumbersome.* | |

Here are the universities that responded to the survey:

|  |
| --- |
| Alvernia University |
| Amarillo College |
| Anthem Education Group |
| Arizona State University |
| Averett University |
| Baptist Bible College & Seminary |
| Boston University |
| Carnegie Mellon University |
| Charleston Southern University |
| Colorado State University |
| Covenant College |
| Covenant Theological Seminary |
| Crossroads College |
| Dakota Wesleyan University |
| Dallas Christian College |
| Elgin Community College |
| Embry Riddle Aeronautical University |
| Erikson Institute |
| Eternity Bible College |
| Friends University |
| George Fox University |
| George Mason University |
| Gonzaga University |
| Graceland University |
| Harding University |
| Harvey Mudd College |
| Hebrew College |
| Herzing University |
| Holy Names University |
| Indiana University School of Continuing Studies |
| Iowa State University |
| Marian University |
| Marylhurst University |
| mills college |
| Mississippi |
| Multnomah |
| Multnomah University |
| Naval Postgraduate School |
| Nebraska Methodist College |
| Northern Seminary |
| Norwich University |
| Ohio Northen University |
| Oral Roberts University |
| Oregon State University |
| Park University |
| Patrick Henry College |
| Pennsylvania College of Technology |
| Roane State Community College |
| Rocky Mountain University of Health Professions |
| Sacred Heart School of Theology |
| Saint Joseph's University |
| Southeast Technical Institute |
| Southern California Seminary |
| Southern Oregon University |
| Southern Polytechnic State University |
| St John's College Springfield IL |
| Sul Ross State University |
| TCU |
| Technical College of the Lowcountry |
| The University of North Carolina at Greensboro |
| Thunderbird School of Global Management |
| Toccoa Falls College |
| Trinity Bible College |
| UNC Charlotte |
| United Theological Seminary |
| University of Alabama |
| University of La Verne |
| University of Miami |
| University of Minnesota, Crookston |
| University of Southern California |
| University of Wisconsin-Platteville |
| UW Stout |
| Washington State University |
| Whitworth University |