

BERKELEY COLLEGE

Online Student Identity Verification Policy

Purpose

The purpose of this Policy is to verify online student identity in an effort to prevent fraud and preserve academic integrity.

Scope

This Policy applies to all Berkeley College students, faculty, and staff.

I. SAFEGUARDS AND PROCEDURES

Berkeley College verifies the identity of online students and preserves academic integrity by utilizing the following methods:

- A. Secure Accounts.** The College assigns students a secure account for all systems that its students require, including, but not limited to, Berkeley email and the College Learning Management System. These accounts are secure by virtue of the College's adherence to industry best practices.
- B. Passwords.** Students are required to change their passwords at the intervals indicated by the Information Systems department at the College and use multi-factor authentication at the College as part of industry best practices.
- C. Authentication Service.** The College utilizes a multi-factor authentication system when granting students access to its digital resources and services, including, but not limited to, the Berkeley College email, the Learning Management System and digital course materials. Some courses use approved student authentication services for proctoring online assessments. A student's identity may be verified by such services, at no cost to the student, when a student accesses the Learning Management System. The information collected will only be used to authenticate a student's identity for class assignments and will be encrypted using secure connections. Student responses to authentication questions will be handled in accordance with the Berkeley College Privacy Policy (available at: <https://berkeleycollege.edu/pdf/berkeleycollege-internet-privacy-policy.pdf>).
- D. Academic Integrity.** All students shall be made aware of the College's Academic Integrity Policy (available at: <https://berkeleycollege.edu/pdf/academic-integrity-policy.pdf>), included in the Graduate and Undergraduate Catalogs and Student Handbook, which applies to all students, including those enrolled in online courses.
- E. Monitoring Student Participation.** Berkeley College Online faculty and staff shall regularly monitor and track students' academic participation. Students who fail to demonstrate an

appropriate level of academic engagement shall be withdrawn from the course(s). Faculty shall remain alert to drastic changes in students' communication styles, participation, and academic performance as well as any suspicious behavior.

- F. Faculty Training.** Berkeley College shall evaluate emerging best practices and make faculty aware of them. Such best practices may include, but are not limited to, those provided in the *Interregional Guidelines for the Evaluation of Distance Education Programs* by the Council of Recognized Accrediting Commissions (C-RAC) (available at: <https://www.nc-sara.org/sites/default/files/files/2019-08/C-RAC%20Guidelines%282011%29.pdf>). Select best practices shall be incorporated into mandatory training for online faculty.
- G. Duplicate Records.** When a new application is submitted, College administrators will check Peoplesoft for any duplicate records. In the event a duplicate record exists, the College will then investigate the matter in order to identify whether the individual previously applied, resides with a relative, or if there is any suspicious activity or pattern(s) of activity. In the event of a name change, the College will request that the student provide official supporting documentation and submit it to the Registrar's Office for clearance, in accordance with the College Name Change Policy (available at: <https://berkeleycollege.edu/pdf/student-namechange-policy.pdf>).
- H. New Technology.** Berkeley College shall evaluate and consider adopting new and emerging technology, such as online identity authentication software with objective challenge capabilities, on an ongoing basis to minimize opportunities for successful identity theft or related fraud.

II. STUDENT INFORMATION AND PRIVACY RIGHTS

The activities set forth in this Policy shall be subject to the Berkeley College Student Records (FERPA) Policy (available at: <https://berkeleycollege.edu/pdf/ferpa-notice.pdf>) and are not expected to affect students' privacy rights at this time. Prior to the implementation of any new processes or technologies intended to identify or prevent academic or financial fraud in connection with distance learning at Berkeley College, the College shall review and address any potential privacy issues regarding students' personally identifiable information and education records.

III. FEES

This Policy is not expected to result in any additional student fees. As new processes and technology are developed, the College will notify students in advance if any fees are to be charged directly to students for verifying their identities under this Policy; and any such fees will be reflected in public disclosures to the extent required by law.

IV. POLICY REVIEW

This Policy shall be reviewed annually by the Provost's Office and revised as appropriate.