Policy 4.0(d) Practices for Verification of Student Identity

Compliance Evidence
CSU verifies the identity of its distance and correspondence students and protects their privacy.

CSU offers distance and correspondence courses as tabulated in the Appendix to section (a) -- Worksheet for Use by Institutions on the Assignment of Credit Hours.

The University verifies the online identity of all students through a robust electronic ID (eID) system of logins and passwords. All CSU students who participate in distance and correspondence education for credit must be admitted to the University through the regular campus admissions process. The admitted student is issued a student identification number (CSUID) and directed to create an electronic identification (eID), which consists of an eName and ePassword, using the CSUID and a limited amount of personal verification information. The eName (login) must be unique and the ePassword must adhere to certain security rules, including periodic changes. Password information is kept confidential and is not accessible by anyone, including network administrators (passwords can only be reset but not recovered). The eID provides access to the student portal (RAMWeb), the learning management system (RamCT), email, and other restricted services such as the library.

RAMWeb provides online access for students to obtain grades at the end of the semester, view their student account expenses and balances, and access and update their personal information, all of which is private information protected by both the technological tools described above, and by the institution’s policies such as those on FERPA, IT Security, and Personal Records Privacy and Security, among others.

All distance education courses are offered through RamCT which requires the use of the secure, authenticated eID to gain access to authorized course sections. To facilitate security and privacy, access to RamCT will timeout after two hours of inactivity. In accordance with the Higher Education Opportunity Act, CSU continues to improve and strengthen its student verification process. The governing policy is the IT Security Policy, currently in version 13.

Students who are not seeking official transcript credit for courses offered through the Division of Continuing Education (DCE) are admitted by DCE through a non-credit process. These students must complete a registration similar to the regular admissions process with the exemption of residency requirements. Each student is issued an eID, which is used for access to RamCT as well as other restricted university services as authorized.

All for-credit distance and correspondence courses require proctored examinations. Students taking proctored exams for distance and correspondence courses are required to present a photo ID for verification of the student’s identity, and personal belongings must be secured. Proctors are required to complete a signed Proctor Agreement Form prior to the first exam being administered. DCE reserves the right to verify a proctor’s identity, require additional proof of eligibility, or require the selection of a different proctor. For online examinations, the proctor will receive a password to access and release the exam to the student. For some online courses, students utilize ProctorU, an online proctoring service that uses a webcam and microphone. Students are not charged an additional fee for this service. Some online courses may utilize timed random quizzes and writing assignments, which further familiarize the professor with the abilities and writing style of the student as an aid to authentication of student work.

For written assignments, the external proctor is sent the assignments and allows student access only upon verification of the student's identity by photo ID. DCE offers free proctoring services at Denver, Fort Collins, and Loveland locations, but students who choose other external proctors are responsible for any cost associated with using a proctoring service. This cost is brought to the students’ attention at the time of registration for the course.

Sources

About eIdentity

Colorado State University