



Policy Title: Student Identity Verification Policy

Policy Number: DED.101

Policy Owner: VP for Academic Affairs

Responsible Office: Distance Education

Revision Date: 9/5/2017

1. Purpose and Scope

North American University (NAU) Student Identity Verification Policy describes the procedures and methods of verifying and protecting distance education student identity. The purpose of this policy is to ensure that NAU 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. The HEOA requires that institutions offering distance education or correspondence courses or programs have processes in place through which the institution establishes the identity of a student who registers in a distance education course or program is the same student who participates in and completes the course or program and receives the academic credit. In verifying the identity of students who participate in distance education programs or courses, HEOA 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.

This policy applies to all credit-bearing distance education courses or programs offered by the North American University (NAU), beginning with the application for admission and continuing through to a student's graduation, transfer, or withdrawal from study.

2. Policy

North American University utilizes a secure login process to determine that a student who registers in a distance education course is the same student who participates in, completes, and receives credit for the course. NAU delivers distance learning courses over the internet utilizing Moodle as the online course management system (NAU Moodle). The delivery of instruction and all user activities including viewing course content, assignments, quizzes, and discussion forums require every user to log in to the NAU Moodle.

3. Procedures

Secure Login and Passcode

Upon admission, new students receive a unique user ID and a unique user-determined password to access NAU Office 365. User accounts are stored inside NAU Active Directory. NAU Moodle system is accessible through Office 365 portal with an authentication method that recognizes the credentials that are stored in the Active Directory in order to protect and verify user identity. No 'Guest' or any other third-party accounts are allowed to log in to NAU Moodle system.

The password must meet the following complexity requirements to enhance security:

- Passwords must have a minimum of 7 characters.
- Passwords cannot contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Passwords must contain characters from three of the following four categories:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, #, %)

Students are not allowed to change their user ID for any reason. Complexity requirements are enforced when passwords are changed or created. In addition, the following measures are enforced to enhance security:

- Passwords must be changed at least twice a year (maximum password age is 200 days; minimum password age is 1 day).
- Passwords must be changed significantly and cannot repeat more frequently than every two years (Past 5 passwords are kept in the system).
- Passwords that are written down or stored electronically must not be accessible to anyone other than the owner and/or issuing authority.
- Passwords must not be shared unless explicitly permitted by the issuing authority.

NAU self-service portal requires that the students create three secure questions and answers to be used in the event that students need to change/reset their password on or off campus on their own. NAU self-service portal can be reached at: <https://passreset.na.edu/>. If students are not able to reset their password by their own, they can request password reset via email, phone call, submitting a help ticket, or in person with a valid photo ID or verification. Personally identifiable information collected by the university may be used, at the discretion of the institution, as the basis for identity verification. For instance, a student requesting that their password be reset may be asked to provide two or more pieces of information for comparison with data on file, or to come to the NAU IT office in person with a valid photo ID or verification. Students are responsible for providing their complete and true identity information in any identification verification process. All NAU Moodle users are responsible for the protection of their unique username and password as well as prevent disclosing such data to unauthorized party.

Proctored Exams

Faculty may require to use up to two proctored examinations per course. It is the instructor's responsibility to clearly state in the course syllabus if proctored exams will be required. Instructors must also include the dates and times, exam duration, and special instructions (specify to the proctoring center/proctor what items are allowed/prohibited, i.e. open book, calculators, formula sheet, etc.) in the syllabus.

Students are responsible for making the arrangements for proctoring and any proctoring center exam fees. The exams can be proctored at one of the following locations:

1. a testing center at a university or a community college;
2. a testing center approved by the National College Testing Association Consortium of College Testing Centers. Please visit <http://www.ncta-testing.org/interactive-map> to find a certified test center.

Students are required to inform the instructor following items no later than the date indicated in the syllabus prior to exam:

- Name of the proctoring center;
- Name and title/position of the proctor;
- Proctor's phone number and email address;
- Date and time requested for the exam

4. Who Should Read This Policy

- Distance Education Students
- Faculty and Staff

5. Related Documents and References

- Higher Education Opportunity Act
- Academic Catalog