Policies Regarding Online Student IDs

Questions:

2016

We are wanting to issue IDs for our online students. If you do that, can you either share the link that describes the process or share the process with us all?

– Janet Hurn, Senior Director Regional E-Learning, Miami Regionals E-Campus

2015

How does your school issue student IDs for online students? Do they have pictures on them? If so, how do you verify identities before you issue the card?

– Justin R Louder, Assistant Vice Provost, Texas Tech University

2013

At DeSales University we are wondering if we should be asking our online students to have school IDs. We are looking at using these IDs with our authentication software applications such as proctoring. I am wondering if any of you have photos of your online students? Do they have student IDs? If "yes" to either of these, what methods are you using? What's the process the students use for obtaining your IDs? Do they have choices to either come to campus or do it all remotely?

– Tonya B. Amankwatia, Director, Distance Education and Instructional Technology Dept. (former), DeSales University

Answers:

We struggle with this issue and have not found a solution. Our ID center considers a college ID too close

to a state issued ID and insists on following the standards for receiving a state issued ID. We have tried to negotiate a picture-less option without any success.

Has anyone else had this issue? Have you found a resolution?

– Laura Widenor, Faculty Services Coordinator, Kansas State University

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At the University of Missouri (Mizzou Online) this site describes the process: http://online.missouri.edu/studentresources/resources/id-card.aspx. Students complete the form on our site, a staff member gets the request and verifies that the student is enrolled, then forwards the request to the university's ID office. That office creates the card and mails it back to that staff member.

– Evan Smith, University of Missouri

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At Ferris State we are in the process of developing a new procedure to address this. Conceptually, we will use a live skype session with the student to verify their identity, and take a screen shot of them for their picture. However, we have yet to test out all the issues that will raise. Currently, the student is issued an ID (without picture) when they request one and only after they are registered in a class.

– Deb Thalner, Ferris State University

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Students at Webster University can request an ID through Online Student Services. They must be currently enrolled in an online class and enrolled in our online commons. They need to provide a clear photo and a state or federally issued ID.

– Katherine O'Connor, Online Student Retention Coordinator, Webster University

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We just went through this discussion here. Interestingly at URI, Dining Services controls ID cards and they were adamant that only pictures taken on campus were acceptable for ID cards. Therefore, we agreed that online students would have an ID card without a picture, but with their ID and library code.

– Diane Goldsmith

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At University of Western States we have not had a satisfying way of producing ID cards for online students. They have been created on an "as requested" basis. However, when we've asked students to send photos, many were not appropriate for an ID (photos with their kids, pets, or at the beach!). We are in the process implementing ProctorU's new UCard service to verify online student identification. Part of

the process is taking a photo of the student during a web session with them. We will have access to the photo files and will use these to build IDs for online students – initially on request, but moving to issuing to all students enrolled in our online programs.

– Jim Friscia, Director, Academic Support and Training, University of Western States

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At Rutgers, we issue a letter in lieu of an ID card. The letter is sent as soon as the student is enrolled. It is to be used in conjunction with a government-issued ID, and is valid for the duration of the degree program. Not a perfect solution. We, too, are considering ProctorU/UCard as a better way to deal with the issue.

– Antonius Bittmann, Associate Vice President, Online Programs, Rutgers University

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At The New School, ID cards are issued on request to online students. Like everyone else, online students who want to take advantage of certain on-campus facilities and programs must have an ID card with a photo. They can obtain one when they come to the campus.

For more on that, click on the first FAQ on this page.

http://www.newschool.edu/card/

– Jim O'connor, Director of Distributed Education, The New School

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While we don't require students to have photo ID cards here at Mississippi State, we very strongly encourage them to do so. From our perspective, this is a security issue. We've had instances of online students harassing faculty and students, and without a photo, there is no way to identify that student were s/he to show up outside a faculty member's office.

As for the process of getting photo ID cards, we send students instructions about the type of photo they must send us. We forward the photos (and copies of a government issued ID) that the students send us to the ITS folks to make the cards. Once the cards are made, we send the cards to the students. We make a "big deal" out of this by sending the card in a special holder and envelope as part of a "welcome to MSU" package.

– Steve Taylor, Executive Director, Center for Distance Education, Mississippi State

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Webster University does not collect photos of online students for any official purposes, though students can upload profile pictures to our online learning environment.

Online students can also obtain a Webster student ID card by going to our online student center/virtual student union space inside the LMS to collect the necessary documents and information: http://www.webster.edu/campus-life/student-services/student-id-cards.html. We require that the student provide some basic information along with a copy of a government-issued photo ID. We compare that ID photo against the photo they submit to be printed on the ID card. All information is then sent to our Public Safety department, which is the card issuing authority on campus, for processing via a secured FTP site.

– Elizabeth Stacey, Manager of OLC Administration & Student Services, Webster University

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Utah State University online students are not required to get a student ID but they can obtain one by doing the following:

First the student would fax or email a copy of his/her driver's license to the USU card office so that they can verify his/her identity. Next, the student sends the card office an email with his/her name, address, and student ID number. The student would also need to attach a digital picture, preferably a head shot with a plain background. After that, the student will call the card office to pay the $15 fee by credit card. The card office would then send the student the ID card after it is made.

– Chris Dayley, Distance Education and Student Services Coordinator, Utah State University

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At the University of North Dakota, our students are asked to provide a Biographical Sketch and photo on a community BB site prior to starting the program. These are then placed in a booklet that is provided to each instructor teaching that cohort.

– Carol Schneweis, University of North Dakota

Additional Examples:

Here's how we do it here at Kent: http://www.kent.edu/flashcard/distance-learning-flashcard-application-0

– Paul Creed III, Technology Project Director, Kent State University

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Here is link to our process at WGU: https://cm.wgu.edu/t5/Frequently-Asked-Questions/How-do-I-request-a-WGU-student-ID-card/ta-p/353

– Fred Hurst, Vice President, Institutional Advancement, Western Governors University

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At Temple, we use the Owlcard system: http://online.temple.edu/legal/verification

– Daniel L. White, Associate Vice Provost & Director, Office of Digital Education, Bell Atlantic Building - Tech Center

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UCF has been accommodating this for many years… https://ucfcard.ucf.edu/distance-learning/

– Robert G.S. Reed, Associate Director, University of Central Florida

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