4.8.1 DISTANCE/CORRESPONDENCE EDUCATION: (STUDENT IDENTIFICATION)

An institution that offers distance or correspondence education demonstrates that the student who registers in a distance or correspondence education course or program is the same student who participates in and completes the course or program and receives the credit by verifying the identity of a student who participates in class or coursework by using, at the option of the institution, methods such as (a) a secure login and pass code, (b) proctored examinations, or (c) new or other technologies and practices that are effective in verifying student identification. (Distance/Correspondence Education: Student Identification)

Judgment of Compliance

| ✔ Compliance | Partial Compliance | Non-compliance | Not Applicable |

Summary
Richmond Community College (RCC) is in compliance with this federal requirement. RCC uses a secure data-management infrastructure requiring login credentials created and maintained by campus personnel. Online course-management systems use built-in security features ensuring student identity. Video-conferencing classes use an on-campus facilitator to ensure student identity and to proctor exams. The Academic Success Center (ASC) provides further options for proctored testing on the main campus.

Narrative
RCC uses Moodle as its Web-based learning-management system and Google Apps for Education for student e-mail accounts. Both resources are used for distance-learning courses.

Instructors use Moodle to accomplish a variety of tasks. For instance, instructors use Moodle to post course materials and links to other online resources. Faculty also use Moodle to communicate with students securely through email notifications and messaging; to receive student assignments; to administer online exams and post grades securely; and to provide opportunities for student collaboration through discussion-board, peer-review, or chat-room activities.

Secure Logins
Procedures are in place to properly identify students enrolled in distance learning courses through the use of secure usernames and passwords.

Each student must provide a unique username and password before accessing Moodle or student e-mail. Using these credentials, students have access to their personal information only. Students are advised not to share their credentials with anyone except upon request of authorized RCC personnel.

Student usernames include the initial of the individual’s first name, the first letter of the middle name, and the entire last name. In some cases, a number appears after the student’s last name, especially in cases of common surnames such as Smith. Students create their passwords for
Moodle and student e-mail by using the letters "rcc" paired with the individual’s seven-digit, RCC student-identification number. Students are advised to change their passwords immediately after their initial access of Moodle and student e-mail to protect all login information.

Verification for Help Request
Students requiring password resets must contact authorized personnel to request this action. Students may submit their requests in one of three ways: through the Student Help Request System found on the RCC website, by telephone, or in person. To maintain security, students must provide verification of identity before account information is released. Students must provide a minimum of two out of the three forms of identification to verify identity. These forms of identification include date of birth; home address listed with the College; or a seven-digit, RCC student-identification number.

North Carolina Information Highway Distance Learning
RCC offers courses in a traditional classroom setting, but with instruction delivered through the North Carolina Information Highway (NCIH) distance-learning format. NCIH courses are scheduled in a video-conferencing classroom with traditional meeting times. The course instructor teaches the class from a video-conferencing classroom and interacts in real time with students who are either seated in the actual video-conferencing classroom or viewing the course from other locations.

NCIH classes use a facilitator who is present during classes and exams. The facilitator also proctors exams.

Proctored Exams
In addition to the proctoring services provided by the NCIH facilitator, the Academic Success Center (ASC), located on the main campus, proctors exams. Faculty teaching distance learning courses may elect to administer exams through the ASC.

RCC certifies compliance with Federal Requirement 4.8.1 with the use of secure logins and passwords. The College will continue to investigate and consider additional forms of enrollment verification as technology advances.

Referenced Documents
1. Moodle at RCC (Screen Capture)
2. Google Apps for Education (Screen Capture)
3. RCC Distance Learning Faculty Manual, "Verification of Student Enrollment in Distance Learning Courses"
4. RCC Resource and Support Manual for Distance Learners, "Student Login Information"
5. Student Help Request System (Screen Capture)
6. RCC Resource and Support Manual for Distance Learners, "Student Identity"
7. 2010-2012 Catalog and Student Handbook, "Distance Learning Options"
8. Academic Success Center Proctor Procedures (Screen Capture)
Other Supporting Documents
1. RCC’s Moodle Website (Live Web Link)
2. Google Apps for Education (Live Web Link)
3. Student Help Request (Live Web Link)
4. Academic Success Center Proctor Procedures (Live Web Link)