

Identity Authentication Process

In-person contacts:

To verify identity during in-person contacts request one of the following forms of current, valid, and unexpired picture identification documents:

- a. Campus ID
- b. State-Issued Driver's License
- c. State-Issued ID Card
- d. Passport

Once you have received the document:

- Physically examine the photograph on the identification form/card and visually compare the picture with the individual.
- Verify the Colleague ID number and first and last name of the student then copy the document before returning it.

Additional steps to validate identity of in-person contacts:

If you question the validity of the identification documents provided, utilize the following additional verification techniques:

- Compare the physical descriptors of the person with the documentation provided (i.e. height, weight, hair and eye color, age, etc.);
- Request the individual to verbally provide date of birth, major, and student ID and check this against the identification forms used and the information available on Colleague.

*****If an individual does not have a picture ID, it is permissible to utilize the telephone identity verification protocol (see below).***

Telephone Contacts:

To verify identity via telephone contacts request a minimum of three items from the student and compare against the corresponding academic record information in Colleague:



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Identity Authentication Process

Begin with:

- a. Name (First, Last and Middle initial) **OR**
- b. Campus ID

Then verify the following:

- a. Date of birth
- b. Last four digits of the Social Security Number
- c. Mailing Address

And any additional question(s) from below if still unsure of identity:

- a. Major
- b. Telephone Number
- c. GPA
- d. Former name (if applicable)

****Always remember you have the right to refuse to give out or take information if you do not believe you are speaking to the person. You may request they come to the office to complete the request.**