UTAH VALLEY UNIVERSITY

YEAR SIX |

Policies, Regulations, and Financial Review (PRFR)
Northwest Commission on Colleges and Universities

AUGUST 2023

UVU

2.G.7

> The institution maintains an effective identity verification process for students, including those enrolled in distance education courses and programs, to establish that the student enrolled in such a course or program is the same person whose achievements are evaluated and credentialed. The institution ensures that the identity verification process for distance education students protects student privacy and that students are informed, in writing at the time of enrollment, of current and projected charges associated with the identity verification process.

Identification Verification Process for All Students

UVU maintains an effective identity verification process for all students enrolled in courses and programs at the university. At the time of admission, new students provide their identification information to the Office of Admissions so they may be assigned a unique student identification number. Students use their student identification number and a self-selected password to log into the myUVU student portal, access their email accounts in Outlook, and conduct official student-related transactions such as registering for classes and accessing the Canvas LMS. The Canvas LMS is the only LMS supported and approved by UVU for academic purposes. No other LMS has been through the university's stringent compliance review process, which includes analyses performed by persons representing the Office of General Counsel, Digital Transformation Division, Contracts Office, Office of Accessibility Services, and the Academic Technology Steering Committee. Additionally, students who use testing services provided by the Office of Student Assessment Services must present current government-issued photo identification at the time of check-in.

Identification Verification Process for Students in Online Courses and Programs

UVU maintains an effective identity verification process for students enrolled in online courses at the university. Students who enroll in online courses access course content through the Canvas LMS, which may only be accessed through the use of a student's identification number and self-selected password. The university also maintains a subscription with Proctorio, an online third-party service that allows for proctored exams and quizzes in the Canvas LMS to be taken remotely. Students access Proctorio at any time at no cost to them and must show photo identification to verify their identity. Proctorio records sessions, alerts faculty members of suspicious behavior, and locks down browsers to prevent students from accessing other digital files. Information about Proctorio is housed on a webpage maintained by the Office of Teaching and Learning.

Protection for Student Privacy

In cases where students are accessing sensitive data protected by FERPA, UVU uses multi-factor authentication through Microsoft Authenticator. The use of multi-factor authentication assures that the university is safeguarding information protected by federal and state laws and regulations delineated in USHE Policy R345 and Utah Code 63G-2. Protection for student privacy is also outlined in UVU Policies 446 and 541, as students have the right to protection against the university's improper disclosure of educational records. When students are required to use third-party instructional materials within a course, they are notified of privacy protection by the terms of service of that third-party vendor. The Contracts Office maintains signed agreements with all third-party services that are consistent with FERPA, university policy, and

local law. Additionally, the University Compliance Office maintains a current General Data Protection Regulation Privacy Notice and Privacy Statement on its website.

Regular and Substantive Interaction
In accordance with the Higher Education Opportunity Act, the Office of Teaching and Learning supports regular and substantive interaction between the students and the instructors, synchronously or asynchronously, in courses offered online. The Office of Teaching and Learning provides information to department chairs at their annual retreat and uses internally developed resources to assist faculty members during the instructional design of online courses. Internally developed resources include a course design plan that contains a prompt concerning how regular and substantive interaction will be achieved, a flexible course design rubric that incorporates two evaluation criteria focused on regular and substantive interaction, and a video that explains regular and substantive interaction and how faculty members achieve compliance. Additionally, the Office of Teaching and Learning is available to assist faculty members with any questions they may have regarding regular and substantive interaction through their established communication channels noted on their website.

Required Evidence for 2.G.7	
Policies and procedures for ensuring the student who registers in a distance education course and program is the same student who participates in the course and receives credit	▪ *Code of Federal Regulations*: (*Title 34, Part 602, Section 17*) ▪ *Higher Education Opportunity Act*
Policies and procedures make it clear that these processes protect student privacy	▪ *FERPA* ▪ *General Data Protection Regulation Privacy Notice* ▪ *Multi-Factor Authentication* ▪ *Policy Manual* (*446*, *541*) ▪ *Privacy Statement* ▪ *USHE Policy* (*R345*) ▪ *Utah Code* (*63G-2*)
Notification to students at the time of registration of any additional charges associated with verification procedures	▪ Not applicable, as students are not charged additional fees since the university maintains institutionally funded contracts with Canvas by Infrastructure and Proctorio.

Required Evidence for 2.G.7 (continued)	
Academic policies and procedures for instructors to implement requirements for *regular and substantive interaction* in distance education courses and programs	▪ *2023 Course Design Plan* ▪ *Higher Education Opportunity Act* ▪ *Office of Teaching and Learning* ▪ *Presentation for Regular and Substantive Interaction at 2022 Department Chair Retreat* ▪ *Regular and Substantive Interaction Video* ▪ *UVU Flexible Course Design Rubric 2023*

Supplemental Evidence for 2.G.7
▪ *Canvas by Instructure* ▪ *myUVU Student Portal* ▪ *Proctorio*