



DISTANCE LEARNING STUDENT VERIFICATION, PRIVACY/SECURITY AND NOTIFICATION PROCEDURES

In accordance with the College's [Distance Learning](#) policy, courses offered through distance learning must meet the same requirements and quality standards as those established in credit courses offered through traditional means. As the majority of distance learning credit-bearing coursework is offered when there is a physical separation of the teacher and learner and when communication and instruction take place through, or are supported by, any technological means, additional policies and procedural requirements are in place that include but are not limited to student verification, privacy and security, and notification of potential additional costs associated with specific distance learning course and testing requirements.

Responsibilities

- **All Users**

All users of the College's learning management systems are responsible for any and all uses of their accounts in accordance with the College's [Information Technology Security Policy](#). Users are responsible for maintaining the security of usernames, passwords and any other access credentials assigned. Access credentials may not be shared or used by anyone other than the user to whom they were assigned to for any reason. Users are responsible for changing passwords periodically to maintain security. Users assume responsibility for understanding all Delgado Community College official policies, including the information contained within the most recent [College Catalog](#) and [Student Handbook](#). Failure to read College guidelines, requirements and regulations will not exempt users from responsibility. Students are responsible for providing complete and true information about themselves in any identity verification process, in accordance with the [Student Code of Conduct](#).

- **Faculty**

Faculty teaching courses through distance education methods hold primary responsibility for ensuring that their individual courses comply with the provisions of this policy. Faculty are responsible for informing the Office of Academic and Student Affairs of any new technologies being used to verify student identity. This to ensure that published information on student privacy can be maintained appropriately, and so the College can coordinate resources and services efficiently. Because technology and personal accountability may not verify identity absolutely or ensure academic integrity completely, faculty are encouraged, when feasible and pedagogically sound, to design courses that employ assignments and evaluations unique to the course and that support academic integrity.

- **Academic Division Deans**

Academic Division Deans are responsible for ensuring that their division faculty are aware of this policy and comply with its requirements and provisions. Academic Division Deans are also responsible for ensuring that academic awards and degree programs within their units comply with the requirements and provisions of this policy.

- **Office of Academic and Student Affairs**

The Office of Academic and Student Affairs is responsible for ensuring college-wide compliance with the provisions of this policy and for informing Academic Division Deans of any changes in a timely fashion. The Office of Academic and Student Affairs is responsible for publishing college-wide information on how identity verification processes protect student privacy, as well as additional costs associated with verification of student identity. Additionally, the Office of Academic and Student Affairs is accountable for coordinating and promoting efficient use of College resources and services, and for ensuring that college level processes (e.g., admissions, registration, etc.) also remain in compliance with this policy.

Verification of Student Identity

The College is committed to ensuring the student who registers in a distance learning course or program is the same student who participates in and completes the course or program. To accomplish this, Delgado has implemented procedures to verify the identity of each student who participates in a distance learning course and coursework. This is achieved through secure login credentials required for each student to participate in the distance learning class.

Unique usernames and secure passwords in the LoLA (Log on Louisiana) Banner Student Information System are required for students to access all secure online and network college resources. These online resources include, but are not limited to, access to the College's learning management system. As security measures, [LoLA Password requirements](#) must be met, passwords cannot be re-used, and passwords expire and must be reset every 180 days. User account credentials are protected and authenticated in accordance with established statewide and industry standards to protect information from unauthorized access, modification and destruction.

In addition, Delgado distance learning classes may require proctored (supervised) exams or learning activities associated with verification of the student's identity. Where possible, distance learning students may have the option to go to a Delgado Community College campus/site or to a convenient off-campus location as approved by the instructor. Some courses require use of technology and a proctored testing software or service to verify the student's identity. Distance learning students are responsible for presenting a Delgado ID or government-issued picture ID when requested. The College reserves the right to implement new or other technologies and practices for verifying the identity of students participating in learning activities or examinations when deemed appropriate for the course. Delgado students are responsible for checking with the instructor before the distance learning course begins to ensure that any projected additional costs and the student's schedule and location allow for successful completion of all course and testing requirements.

Privacy and Security

In accordance with Delgado Community College's [Student Records policy](#), the College is committed to ensuring the privacy, security and integrity of its student records and the personal information of all students, including those enrolled in all distance learning courses and programs. The College has established rules for maintaining and disclosing information on students at the College. Delgado does not actively share personal information gathered from its students, including students enrolled in distance learning courses and programs.

In fulfilling this mission, the College is committed to providing a secure yet open network that protects the integrity and confidentiality of information resources while maintaining its accessibility. To accomplish this, the College has developed comprehensive, written procedures in its [Information Technology Security Policy](#), which constitutes a College-wide program to address security issues related to the safety and integrity of information maintained on Delgado's computerized information systems through technology resources.

Notification of Projected Additional Charges for Online Course and Testing Requirements

As some distance learning courses may require use of technology and proctored testing software or services, additional fees may be assessed. Delgado ensures that students are notified regarding the tuition and fees for distance learning courses, as well as the potential for additional student charges associated with verification of student identity, at the time of registration or enrollment through the respective *Student Handbook* for that semester or session. [Estimated proctoring charges](#) are published in the *Student Handbook* for courses in which online monitoring is required. However, as course and testing requirements may vary by course, Delgado students are notified in the *Student Handbook* regarding their responsibility for checking with the instructor before the distance learning course begins to ensure that any projected additional costs and the student's schedule and location allow for successful completion of all course and testing requirements.

Cancellation:

Academic Procedures- Distance Learning Student Verification, Privacy/Security, and Notification Procedures, dated November 6, 2014

Policy Reference:

Delgado Policy and Procedures Memorandum, [Distance Learning](#)

Delgado Policy and Procedures Memorandum, [Student Records](#)

Delgado Policy and Procedures Memorandum, [Information Technology Security Policy](#)

Review/Approval:

Ad Hoc Distance Learning Accreditation Compliance Subcommittee 10/10/14

Instructional Technology Committee 10/30/14

Distance Learning and Instructional Technology Council 10/30/14

Academic Affairs Council 11/6/14

Deans' Council 2/24/21

Academic Affairs Council 3/10/21

Vice Chancellor for Academic and Student Affairs Approval 3/10/21