



FLETCHER TECHNICAL COMMUNITY COLLEGE  
Policy # 3.001

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**Distance Learning Student Verification, Privacy, and Security Policy**

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Authority:	Academic Affairs	Effective Date:	08/01/2020
	Fletcher Global Online Division	Last Revision:	08/21/2020

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**PURPOSE:**

The purpose of the following policy is to communicate the following distance learning student verification, privacy, and security policy.

**POLICY STATEMENT:**

In accordance with the [LCTCS Electronic Learning Policy 3.001](#), Fletcher ensures that all 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.

**Verification of Student Identity**

Fletcher 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, Fletcher has implemented procedures to verify the identity of each student who participates in a distance learning course and coursework. This is achieved through a secure login and passcode required for each student to participate in the distance learning class. In addition, Fletcher distance learning classes may require proctored (supervised) exams or learning activities associated with verification of the student's identity. Fletcher has implemented test proctoring software, Respondus, which records a video capture of the student while taking the exam remotely and identifies any identity risk and/or plagiarism risk while taking the exam. Fletcher may 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.

## **Costs**

Fletcher distance learning courses do not require any additional cost for online students that are directly related to the class, testing or identity verification, and the student's schedule and location allow for successful completion of all course and in class testing requirements.

## **Privacy, Security and Notification**

In accordance with Fletcher's [Student Records policy](#), Fletcher 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. In addition to adhering to FERPA regulations, Fletcher has established rules—outlined in the [Confidentiality of Student Records Policy 1.510](#)—for maintaining and disclosing information on students at Fletcher. Fletcher does not actively share personal information gathered from its students, including students enrolled in distance learning courses and programs.

In fulfilling this mission, Fletcher 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, Fletcher has developed comprehensive, written procedures in its Information Technology Security Policies—to include Fletcher's [Computing Resources Use Policy](#) and the LCTCS [Software Licensing Compliance Policy](#)—which constitutes a College-wide program to address security issues related to the safety and integrity of information maintained on Fletcher's computerized information systems through technology resources.

Fletcher Technical Community College's website uses Google Analytics software to identify those parts of our site that are most heavily used and which portion of our audience comes from within the Fletcher network. While aggregate statistical reports may be generated based on site usage, no personally identifiable information will ever be disseminated to any unaffiliated third party.

### **Security and Backup of Student Records (Ref: [Confidentiality of Student Records Policy 1.510](#))**

Students access their records on Banner through a secure web portal, unique usernames, and strong passwords. Fletcher requires all end users to utilize strong passwords by means of the Security Administration of Banner as outlined in the [Password Policies and Reset Procedures: IT Policy 4](#). These passwords are less likely to be compromised by unauthorized access. Instructions on how to log into the system are available to students at the log-in landing page:

<https://ethos.lctcs.edu/authenticationendpoint/lctcs/login.jsp>. Since the implementation of the shared Banner system among all colleges within the Louisiana Community and Technical College System (LCTCS), all electronic student records are replicated to a back-up data center site nightly.

### **Confidentiality and Integrity of Student Records (Ref [Confidentiality of Student Records Policy 1.510](#))**

Fletcher complies with the Family Educational Rights and Privacy Act (FERPA) of 1974, which prevents the release of information without the students' written consent and protects the privacy of educational records. Access to student records is strictly controlled and limited, and individuals must have legitimate educational reasons to view student records. An outline of student rights related to the release of a student's directory information is found [here](#).

### **Accessing Student Records (Ref: [Confidentiality of Student Records Policy 1.510](#))**

Any college employee requesting access to student records in Banner must first complete the Banner Access Request Form that is maintained by LCTCS's Information Technology Security Administrator, as outlined by the [LCTCS Banner Authorization Access Rules](#) and [LCTCS Banner Security Access Procedures](#). Requests for student records access are sent first to the Registrar. The Registrar then determines whether access should be granted and assigns the appropriate security class access. Levels of access, including query-only and update-access, are assigned to individuals based on their employee role. The Registrar then forwards the request to the Office of Information Technology for application of the assigned security class.

Paper records are located in a locked storage room that is only open during regular office hours. Access to the records is limited to the Registrar's office. Faculty and staff may gain as-needed access through the Registrar. Paper records are periodically scanned and stored electronically. All electronic records stored on the Fletcher server are backed-up locally and offsite by using Verma System's Contego Backup and Disaster Recovery services. The backed-up data is stored locally and in GreedCloud's servers located in Houston, TX. Each semester's enrollment data is sent to Louisiana Board of Regents to be recorded into the [BOR Student Credit Hour Reporting System](#) and [Statewide Student Profile System](#) by the [LCTCS Network Account Password Management Policy—Banner ERP Policy PS.4.002](#).

**Termination of Access** (Ref: [Confidentiality of Student Records Policy 1.510](#))

A user's Banner access will be terminated when: his/her employment status terminates, he/she no longer needs it to perform job responsibilities or when his/her continued access constitutes a risk to the information technology resources of Fletcher and LCTCS.

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**Distribution:** Distributed Electronically via College's Internet.

**APPROVAL:**

Reviewing Council/Entity	Approval Date
Policies and Procedures	8-17-2020
College Council	8-18-2020
Executive Cabinet	8-18-2020

Kristine Strickland

Kristine Strickland, Ph.D.

Chancellor

Aug 24, 2020

Date

**Signature:**   
Kristine Strickland (Aug 24, 2020 14:07 CDT)

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# 3.001 Distance Learning Student Verification Policy - Edited 8-24-2020

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