TEXAS TECH UNIVERSITY
Office *of* the Registrar

Authentication (Verification of Identity) Process

IN PERSON VERIFICATION:

Current Students:

- Must present valid photo ID:
    - Student ID with Rnumber
        - Check photo against photo on Dashboard
    - Driver's License
        - Review license:
            - Does signature seem to match name?
            - Is the address listed anywhere on SPAIDEN?
            - Check photo against photo on Dashboard

Former Students:

- Must present valid photo ID:
    - Driver's License
        - Review license:
            - Does signature seem to match name?
            - Is the address listed anywhere on SPAIDEN?
            - Check photo against photo on Dashboard*
                - Should see a resemblance
                - *Depending upon how long ago student was here, they may not have a dashboard photo to compare against.*

Third Party:

- **General Information/Questions:** May be answered without verification. Example: *How does a student withdraw from the university?*
- **Specific Record Questions/Requests:** (Example: *Please update Raider Red's address to 123 Downton Abbey; What grade did Raider Red make in Chemistry?*)
    - Advise the third party that only a student may authorize action on their record. FERPA authorization only gives access to information, not the authority to act.
    - For requests for specific information from the student record, ask them to provide the information the student provided in the authorization request. (Pin number, etc.) so that we may verify their identity before releasing any information.
    - If the information they provide is confirmed, ask for a valid photo ID, and make a copy. You may provide the information, however, notate on the copy of the ID what information was released and scan to Xtender.

EMAIL/FAQ VERIFICATION:

Current Students:

- o **General Information/Questions:** May be answered without verification. Example: *What is the last day to drop? How do I withdraw from the university?*
- o **Specific Record Questions/Requests:** (Example: *Please update my address to 123 Downton Abbey*)
  - • Verify that the student submitted the request via their TTU email account.
    - o If they did, that process requires them to sign in via their eraider credentials, and they may be considered authenticated.
    - o If they did not, respond that the student must submit any requests for education record information or update/action through their TTU email or dashboard.
      - ▪ Example of response: *"Thank you for contacting our office. To protect your records and identity, your request must be submitted using an authenticated account such as your TTU email address or the Registrar Dashboard."*

Former Students:

- o **General Information/Questions:** May be answered without verification. Example: *How do I order a transcript?*
- o **Specific Record Questions/Requests:** (Example: *Please update my address to 123 Downton Abbey; Please complete the attached verification and send back to me.*)
  - o Respond that we will need to authenticate their identity before we may provide any information.
    - ▪ Example of response: *"Thank you for contacting our office. To protect your records, we must ask some questions to verify your identity before we may fulfill your request."*
      - • *Please provide at least three of the following:*
        - o Your student ID number:
        - o Dates of attendance
        - o A course you enrolled into and the instructor or grade received
        - o Date and degree received
        - o An address you lived at during your enrollment
        - o High school from which you graduated
        - o Year you graduated high school
        - o List any other institutions attended
    - ▪ If correct answers are provided, you may provide assistance.
    - ▪ If incorrect answers are provided, please decline the request with a simple statement such as: "I am sorry, but the information you have provided does not match our records."

Third Party:

- General Information/Questions: May be answered without verification. Example: *How does a student withdraw from the university?*
- Specific Record Questions/Requests: (Example: *Please update Raider Red's address to 123 Downton Abbey; What grade did Raider Red make in Chemistry?*)
    - Advise the third party that only a student may authorize action on their record. FERPA authorization only gives access to information, not the authority to act.
    - For requests for specific information from the student record, respond to them asking them to provide the information the student provided in the authorization request. (Pin number, etc.) so that we may verify their identity before releasing any information.
    - If information is confirmed, information may be released. Scan the email containing the verification information, third party email address, and information released to the student's Xtender record.

PHONE VERIFICATION:

Current Students:

- General Information/Questions: May be answered without verification. Example: *What is the last day to drop? How do I withdraw from the university?*
- Specific Record Questions/Requests: (Example: *Please update my address to 123 Downton Abbey; What grade did I make in Chemistry?*) Please advise the student on how to sign into raiderlink or their dashboard to access the information. Explain that we do not release that information by phone.

Former Students:

- General Information/Questions: May be answered without verification. Example: *How do I order a transcript?*
- Specific Record Questions/Requests: (Example: *Please update my address to 123 Downton Abbey; What grade did I make in Chemistry?*)
    - Please advise the student that they must contact us in writing.
    - Provide the registrar email address, and let them know that we will send them a response asking for them to provide additional information to verify their identity before we will release any information.

Third Party:

- General Information/Questions: May be answered without verification. Example: *How do I order a transcript?*
- Specific Record Questions/Requests: (Example: *Please update Raider Red's address to 123 Downton Abbey; What grade did Raider Red make in Chemistry?*)
    - Advise caller that only a student may authorize action on their record. FERPA authorization only gives access to information, not the authority to act.

- For information from the student record, advise the caller that they must contact us in writing to registrar@ttu.edu as we will not release information over the phone.
- Let them know that we will send them a response asking for them to provide additional information to verify their identity before we will release any information.