

IAM Online

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Provisioning Remote Users

and the Impact of the HEOA Legislation on Distance Education

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Questions via Adobe Connect chat

Audio via Adobe Connect – preferred

Conference phone bridge also available (listen-only)

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IAM Online: Hot Topics and Current Issues in Identity and Access Management

Provisioning Remote Users and the Impact of the HEOA Legislation on Distance Education

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Introduction

What we're going to talk about...

1. There are more Questions than Answers
2. Some Definitions
3. Provisioning of Remote Students
4. How Distance Education is impacted by HEOA
5. Technologies and Options

Definitions

- **Authentication:** The process of identifying an individual, usually based on a username and password or pass phrase. Authentication ensures that the individual is who he or she claims to be, but says nothing about the access rights of the individual.
- **Credentialing:** The process whereby users are given electronic credentials to ensure that they are coupled with the correct digital identity information.
- **Digital Identity:** The electronic representation of a human identity that is used in online interactions with other people or machines. The purpose of the digital identity is to establish the level of comfort and confidence in a digital environment that is associated with face-to-face human interactions.

Definitions Cont.

- **Identity:** A unique set of characteristics or attributes held by no other person or thing.
- **Identity Proofing:** The process by which an individual is tied to their electronic record by validating sufficient information to uniquely identify a person. “In Person” identity proofing usually requires the presentation of a government issued photo ID.
- **Identifier:** A “user ID”. This could be a number (SSN, EmployeeID, StudentID, etc.) or a “username” (NetID, generated combination of attributes)
- **Provisioning:** (1) The process of providing users with access to data and technology resources. (2) The process of providing [users] with accounts, the appropriate access to those accounts, all the rights associated with those accounts, and all of the resources necessary to manage the accounts.
[webopedia.com]

Some Challenges

- How does credentialing take place for the remote student?
- What impact does FERPA have on the identity-proofing process?
- What “level of assurance” does an institution need to have that the student is who they say they are?

The Proofing Process

- Using widely available information to authenticate is not reasonable (FERPA – DoEd review of guidelines 12/2008)
 - Name, DOB, SSN, Student ID, Addresses
- Is help available from external sources?
- What other information is available for incoming students that could be used to validate their identity when issuing credentials?
- Should the admissions process specifically capture data that can be used in identity-proofing? (and if so ... when in the process?)

Distance Ed vs. Traditional

- Similar processes exist during the admissions process for both traditional and DE students
 - Application process
 - Issuance of an initial credential (prior to any on-campus visit)
 - Access to admissions-related services (e.g. application, email, financial aid)
- Differences begin to occur once the traditional student arrives on campus (e.g. photoID, in-person instruction)
- DE students may never set foot on campus or have a face-to-face meeting with an instructor
- The HEOA legislation only applies to Distance Education



Questions?

Higher Education Opportunity Act

... processes in place through which the institution establishes that the student who registers in a course or program is the same student who participates in and completes the course or program and receives the academic credit.

Higher Education Reauthorization Act

- Accreditation requirement
- Online courses
- Correspondence courses
- Student privacy
- Notification of expense

Academic Dishonesty

- Plagiarism
- Fabrication
- Falsification
- **Misrepresentation**
- Misbehavior

Higher Education Opportunity Act

- Secure logins and pass codes
 - **or** -
 - Proctored testing
 - **or** -
 - Authentication technologies

Secure Logins & Pass Codes

- Reframe security conversation
- Address distance education in security policies
- Student privacy

Proctoring

- Academic decision that must include faculty members
- Limited pedagogy
- Traditional proctoring vs. digital proctoring (new technologies)
- Student expense

Authentication Technologies

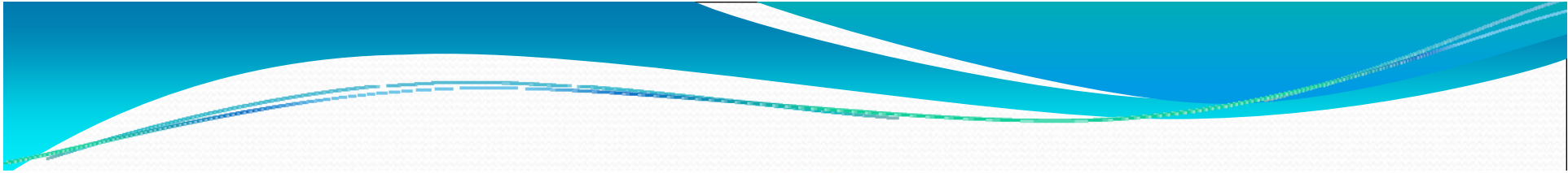
“... use, at minimum, a secure login and pass code or proctored exam and, as they become available and widely accepted, new identification technologies and practices.”

Authentication Technologies

- Biometrics (usually fingerprint scanners)
- Mouse/keyboard pattern matching
- Challenge questions
- Monitoring
- Combinations

DE Technology Implementation

- Authentication vs. Proctoring vs. Both
- First authentication
- Frequency of authentication
- Types of assessments
- Data management
- Implementation for just online



Best Practice Strategies to Promote Academic Integrity in Online Education Version 2.0, June 2009

This list of best practice strategies is based on "Institutional Policies/Practices and Co... Academic Integrity in On... WCET in February 2009... May 2009, the Instructio... surveyed its membership... strategies to enhance the WCET work. This June 2009 document reflects the combined contributions of WCET, the UT TeleCampus of the University of Texas System, and ITC. This work is licensed under a Creative Commons Attribution-Noncommercial-Share Alike 3.0 United States license

CURRICULUM AND INSTRUCTION

www.wcet.info
then "Academic Integrity"

ty/academic honesty policy
environment and discuss it
nt with the academic
e:
a. Ask students for their input on how to create a community of integrity at the start of the course. This establishes the students as stakeholders in the community and the process of its formation.
h. Develon and ask students to commit to a class



Questions?



Summary and Options

For Remote Provisioning of Credentials

- Perform a Risk Analysis of services provided
- Secure process for delivery of an initial credential
- Work with your auditor

Summary and Options

For Distance Education

- Work with your accreditor to understand and meet their requirements
- Username/Password **OR** Proctored Assessments **OR** New Technologies
- Assess new technologies and plan well for their implementation
- Create a culture of integrity

Last Points

- Username/Password may be all that's required (for now), but evaluate your process for securely communicating this information and take advantage of new technologies as they become available or more affordable
- Possibility of changing the admissions process (form, information asked, etc.) so that you have data to pose random challenge-response questions to authenticate the issuing of the initial credential(s)
- Possible use of vendor services (e.g. verification questions, notary)

Last Points Cont.

- Use of state systems (Universities, Community Colleges) for issuing credentials through member institutions
- Opportunity to use a Federal Government credential at some point to authenticate a remote user? (e.g. FAFSA authentication)
- Use of InCommon Federation as participation grows (a credentialing application for In Person ID-Proofing?)

Questions?

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IAM Online

Please take a few minutes and complete the survey about today's IAM Online:

<http://www.surveymonkey.com/s/VB98RGT>

Upcoming IAM Online:

April 8, 2010, 1 p.m. (EDT) "Making Federation Happen," by Joel Cooper, Carleton College; and John O'Keefe, Lafayette College

May 13, 2010, 1 p.m. (EDT) Advanced Topics in Federated Identity Management

[Security Professionals Conference](#) – April 12-14, 2010 – Post-conference seminar is Identity Management for Security Professionals: Leveraging Federations. www.educause.edu/sec10

Go to CAMP! June 21-23, 2010 – InCommon CAMP – Raleigh, North Carolina
"Exploring and Supporting Federated Access" www.incommon.org/camp

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