Narrative/Description: Once a student is accepted in SIS, a SIS routine assigns a random PIN number to the student record. When a undergraduate/graduate student is accepted, they are sent a letter that includes the initial Personal Identification Number assigned to them. The student may accept the number, change it via Web for Students, or contact the Registrar’s Office for a new/different number.

At the insistence of students and the Administration, if the student calls the office, there is an extensive line of questions that are asked of the student in order to confirm identity. Once we are comfortable with the responses given buy the person, they are given their PIN or the number is changed in SIS to whatever they specify. If the student has been blocked from WFS due to too many incorrect attempts, then the appropriate field in SIS is re-set to zero.

Electronic Inputs: System is programmed by OIT to assign random PINs to new student records.

Manual/Paper Inputs: None

Key Decision Points (list all): How a caller answers a series of question about themselves is critical.

Related Policy(s): Data Standards policy

Interface to Other Systems: May be used by Library system, Blasckboard, and Campus IDs.

Web Features: Required to access web services.

Electronic Outputs: None

Manual/Paper Outputs: None

Customer(s): Students, prospective students

Regulatory Items: Privacy Acts, Open Records Act

Frequency/Volume: Continual on daily basis

Potential Break Points: Student no able to answer key questions.
Automation: System automatically assigns initial PIN

Issues: Continual concern about privacy issues when student call on phone, submits e-mail, or other correspondence requesting info about PIN. Access is not restricted enough as far as staff is concerned. Real problems with potential violation of individual’s privacy. Issue with possible identity theft.

NOTE: In all the narratives the term “Registrar” may represent the Registrar in Alpine or the Director of Admissions and Records at Rio Grande College. The term “associate Registrar” may represent the Associate Registrar in Alpine and/or the Records Administrator at Rio Grande College.