



Administrative Policy Student Passwords

Approved By: President

Date Approved: December 6, 2018

1. **Summary:** This policy establishes the requirements for resetting a student's Student Information System (SIS) password.
2. **Rationale:** This policy is necessary to ensure the protection of student information when assisting students with logging into their accounts. The policy is also necessary for accreditation purposes.
3. **Entities Affected:** Distance Education staff and students
4. **Definitions:** Not applicable
5. **Policy:** Students who are unable to log into their student information system (SIS) or institutional email accounts may request a password change from the Campus Software Manager. Students must confirm their identity, either in person or by phone by accurately providing their student identification number, the last four digits of their social security number, and their mailing address and phone number the college has on file. Once the student provides this information, the Campus Software Manager resets their SIS or institutional email password in consultation with the student.
6. **Procedure:**
 - a. **Implementation:** The Campus Software Manager is responsible for maintaining procedures for the implementation of this policy.
 - b. **Responsibility for Compliance:** Vice President of Academic Affairs
 - c. **Notification:** This policy will be posted on the college website and will be published in the college's *Catalog* and *Student Handbook*.
 - d. **Policy Review:** This policy will be regularly reviewed according to the college's policy review procedure.

For the Office of Institutional Effectiveness and Research only:

Policy version: 1.0

Policy number: 2.058

Related policies:

Policy History

Version 1.0

December 6, 2018