



# Administrative Policy Student Passwords

**Approved By:** President

**Date Approved:** September 13, 2023

**Effective Date:** 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.
3. **Entities Affected:** Information Technology staff, students
4. **Definitions:** not applicable
5. **Policy:** If students are unable to successfully request a PIN/Password reset for their student information system (SIS) or institutional email accounts, they may request a password change from Information Technology staff. Students must confirm their identity — either in person or by phone — by accurately providing at least one, or all, of the following pieces of information: their student identification number, the last four digits of their social security number, their mailing address, and/or phone number the College has on file. Once the student provides this information, the Information Technology staff member will either reset their SIS or institutional email password or assist the student through the correct process on how to submit these requests.
6. **Procedure:**
  - a. **Implementation:** The Director of Information Technology 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 *Academic 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 the President only:

Policy version: 2.0

Policy number: 2.058

Related policies:

## Policy History

Version 1.0

December 6, 2018

Version 2.0

September 13, 2023