

Best Practices for Identity Authentication

In Person	
<p>Self-Request</p> <ol style="list-style-type: none"> 1. Provide full name or UK student ID number 2. Verify student via valid photo ID 	<p>Third-Party Request</p> <ol style="list-style-type: none"> 1. Provide student's full name or UK student ID number 2. Verify third party is listed on the student's FERPA release. 3. Verify third party via valid photo ID
By Email	
<p>Self-Request via UK Student Email</p> <ol style="list-style-type: none"> 1. Provide UK student ID number 2. Use of official UK email address serves as PII verification <p>Self-Request via Personal Email</p> <ol style="list-style-type: none"> 1. Provide full name 2. Provide UK student ID number 3. Provide two PII answers (examples below) or a copy of a valid photo ID 	<p>Third-Party Request with Personal Email</p> <ol style="list-style-type: none"> 1. Provide student's full name or UK student ID number. 2. Provide third party's full name. 3. Verify third party is listed on student's FERPA release. 4. Provide two PII answers (examples below) or a copy of a valid photo ID 5. CC response to student's official UK email address
By Phone	
<p>Self-Request with UK student ID number</p> <ol style="list-style-type: none"> 1. Provide full name and UK student ID number 2. Provide one PII answer (examples below) <p>Self-Request <u>without</u> UK student ID number</p> <ol style="list-style-type: none"> 1. Provide full name 2. Provide two PII answers (examples below) 	<p>Third-Party Request with UK student ID number</p> <ol style="list-style-type: none"> 1. Provide student's full name and UK student ID number 2. Provide third party's full name 3. Verify third party is listed on the student's FERPA Release form 4. Provide one PII answer (examples below) <p>Third-Party Request <u>without</u> UK student ID number</p> <ol style="list-style-type: none"> 1. Provide student's full name 2. Provide third party's full name 3. Verify third party is listed on the student's FERPA Release form 4. Provide two PII answers (examples below)

Verification Questions using Personal Identifiable Information (PII)

Do not confirm if a question is answered correctly or otherwise. You may ask additional questions if the individual answers incorrectly. If they cannot meet the PII confirmation requirement within 3-4 questions direct them to use other methods of contact/confirmation of identity. Diversify your questions, do not use the same two questions each time.

- Name a course that was taken in the Fall 2021 semester.
- Name an instructor from one of this semester's classes.
- Name a course that was taken at UK, and the grade received.
- What was the student's address at the time they attended UK?
- When did the student begin at UK?
- What is/was the student's major?
- When did the student graduate?
- What degree did the student earn?
- What are some other post-secondary institutions the student has attended?

IMPORTANT REMINDERS:

Social Security Number should never be asked for or accepted to authenticate an individual's identity. FERPA prohibits institutions from disclosing or confirming student information if the requestor provides a student's SSN as it is considered a threat to the student's identity.

UK Student ID numbers give the student access to protected information and should never be given out without ensuring proper verification of identity as outlined above.

DIRECTORY INFORMATION:

The below information is classified as Directory Information and may be released at the institution's discretion. Students may opt-out of having directory information released. If a student has opted-out they will have a privacy flag. An appropriate response when inquiries are made about students that have opted-out of directory information release is to simply state, "I have no record of that individual".

- *Address(es)*
- *Telephone number(s)*
- *E-mail address(es)*
- *Photograph*
- *Major field of study*
- *Dates of attendance*
- *Enrollment status*
- *Degrees and awards received by student*
- *Most recent previous educational institution attended by the student*
- *Participation in officially recognized activities and sports*
- *Weight and height of members of athletic teams*