SESSION OVERVIEW

Online programs pose a challenge for ID card offices that are tasked with printing cards for students who may never come to campus. How do you ensure that these online students are who they say they are? Learn how the University of Florida tackled these issues and built a robust program serving over a thousand students last year. Attendees will learn about how the policies, processes, and technologies were developed, and gain insights that can help create or enhance similar programs at their institutions.
PRESENTERS

• Wilcley Lima, IT Manager
• David Looney, Associate Director
• Corry Moore, Operations Manager
ABOUT UF

• Land Grant University
• About 90 thousand people on campus
  • 38 thousand undergraduates
  • 17 thousand grad students
  • 26 thousand FTE faculty/staff
  • 9 thousand hospital system staff
• 2013: Preeminent State Research University
  • Required to offer online degrees
• Before: Colleges had some online courses / programs
• Now: 18 full Bachelor degree programs
• Shifting student expectations: more online
GATOR 1 CARD PROGRAM

• University policy: every student must have an ID card

• Traditional card program:
  • Students come to office, present government-issued ID
  • Take Picture
  • Get Card
IDENTITY VERIFICATION

• For University community, presenting a card means that the bearer has been identified
• Registrar, Identity and Access Management rely on card office for positive ID
• Advising, Financial Aid, etc.: sharing of protected information
HOW ABOUT THE ONLINE STUDENTS?

• Card office still has responsibility to validate identity when issuing card
• But students may never be near Gainesville or Florida or the US
VIDEO CHAT

• Advising, test proctoring requires video chat
• Card office would be first touch point with video
  • Ensures student has working video tech before they ever get to classes, advising, etc.
VERIFICATION PROCEDURES

• Look at in-office ID verification procedures
• Translate process into an online format
TECHNOLOGY

• All UF Students have Office 365
  • Microsoft Skype for Business (formerly Lync) used for video interview
• Workflow process developed in-house
  • Built on an earlier in-house photo submission application
IN-OFFICE PROCEDURE

• Student self-identifies
• Provides secondary government issued ID
• Match picture and name
• Pay for card at cash register
• Proceed to picture taking and card production
ONLINE PROCESS

• Student self-identifies
  • Authenticate
  • Complete ID request: verify address
  • Submit a photo
  • Submit a government-issued ID

• Card office staff reviews application
  • Photo guidelines
  • Government issued ID image match with directory data

• Student schedules an interview time
  • During regular office hours
  • Off-hours by special request
ONLINE PROCESS (CONT)

• Video interview
  • Card office staff initiates call to student
  • Talk to a real, live person
  • Show ID submitted earlier
  • 3-way verification: Person on video, photo submitted, ID submitted
  • Identity verification questions

• Student pays for ID card online

• Card is produced and mailed
  • Regular or expedited
  • International
STUDENT APPLICATION PROCESS
UF Online Gator 1 Card

Welcome to the Gator 1 Card application for UF Online students. You may begin the process any time after you have registered for orientation. However, you will not be able to receive your Gator 1 Card unless you have successfully completed orientation.

What will I need?

To complete the Gator 1 Card validation process you will need the following:

1. Document

A digital image of your valid US State-issued identification (Driver's License, etc.). Must be a JPEG (.jpg) file with dimensions of at least 310 pixels x 195 pixels. 

OR

A digital image of the picture/signature pages of your valid passport. This page must contain an English translation of the information. Must be a JPEG (.jpg) file with dimensions of at least 630 pixels x 447 pixels.

2. Picture

A photo of yourself taken from the shoulders up, facing upright, head straight, and eyes forward into the camera. Photo must be a JPEG (.jpg) file with dimensions of at least 222 pixels x 234 pixels. See some picture examples.
3. Skype for Business for Video Conference

You will submit your photo and document through our secure online system. After our staff has approved your submissions and you have completed orientation, you will schedule a video conference. A webcam and microphone are required.

Skype for Business will be used for the video conference and is provided as part of the Office 365 ProPlus package available for free to UF Students. Click here to learn how to install the Skype for Business client. Please contact the UF Help Desk if you have trouble installing Skype for Business.

4. Payment

Once you have completed the videoconference, you will be prompted to pay for the card and shipping. The cost of the Gator 1 Card is $15.00. You may choose standard shipping for $5.00, or expedited shipping for $25.00.

Got everything ready? Click here to begin!
Please verify the information below is correct. It is very important that this information is correct, as this is the email address that all correspondence will be routed to regarding your Gator 1 Card.

If it is not correct, please go to [http://my.ufl.edu](http://my.ufl.edu) to update your UF Directory information.

Address: 1863 GATOR WAY
City, State and Zip Code: GAINESVILLE, FL 32611
Business Email: algator@ufl.edu
Read the following rules for photo uploads.

if you do not see the guidelines then go here: Photo Upload Guidelines

Gator 1 Card Picture Guidelines

Photo must be taken from the shoulders up, facing upright, head straight, and eyes forward into the camera. Photo must be a JPEG (.jpg) file with dimensions of at least 222 pixels x 234 pixels. Some examples:

![Good example](image)

You may click next only if you acknowledge reading the picture guidelines and check the box below. Your application may not be approved if you fail to upload a proper photo.

☑ Check that you read and understand the picture guidelines for photo uploads.
Gator 1 Card Picture Guidelines

Photo must be taken from the shoulders up, facing upright, head straight, and eyes forward into the camera. Photo must be a JPEG (.jpg) file with dimensions of at least 222 pixels x 234 pixels. Some examples:

Good

Appropriate facial expressions only: No scowling, sticking out of tongue, puckering lips, etc.
No hands should be visible.

Unacceptable
Unacceptable
No sunglasses or hats/headgear are permitted. Hijabs are allowed, although a veil is not

Unacceptable
Photo needs to be solely of the individual with no evidence of others

Photo should not be cropped from group shot

Unacceptable
Photo must be in focus and with appropriate lighting.

Unacceptable
Good
You must upload a scan of your US State-issued photo identification document (e.g. Driver's license) or the picture page of your passport.

The scan must be in the JPEG image file format.

Please upload an image of your document

Browse... No file selected.
Hello, ALE GATOR
UFID: 0123-4567 Sign Out

1. Verify Info
2. Acknowledgement
3. Upload Document
4. Upload Image
5. Crop Image
6. Confirm
7. Application Submitted

You must upload an image of yourself that will be printed on your Gator 1 Card for identification purposes. Please be aware that the image must meet the normal standards of a photo for a Gator 1 Card. After you upload your photo, on the next step in the process you will be able to crop it to fit the Gator 1 Card picture box.

The photo should be a head shot, facing the direction of the camera. Avoid photos with a “busy” or complicated background. A photo against a solid color or plain surface is best. Do not submit photos that feature you wearing sunglasses, hats, or other garments. The photo must be in the JPEG image file format.

Please upload an image for your Gator 1 Card

Browse... No file selected.
On the photo below, please use the crosshair cursor to drag, from upper left to lower right, the portion of the photo you would like to crop to be used on your Gator 1 Card. The crop area will auto-size to the appropriate size of the photo box on the Gator 1 Card. Beside the original source photo, you will see a smaller representation of the cropped area that will be printed on the card. Once you have cropped the photo, please click the Next button beneath the crop area.
Hello, AL E GATOR
UFID: 0123-4567 Sign Out

1. Verify Info
2. Acknowledgement
3. Upload Document
4. Upload Image
5. Crop Image
6. Confirm
7. Application Submitted
Hello, AL E GATOR  
UFID: 0123-4567  Sign Out  

Thank you for submitting your distance Gator 1 Card application. Please allow 1 to 2 business days for it to be reviewed by our staff.  

You will be contacted with an email to algator@ufl.edu when your application has been approved and is awaiting payment, or if there is a problem with your application.
# APPLICATION APPROVAL PROCESS

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**Comments**

**Optional Line 1**

**Optional Line 2**

**Image**
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<td>Document</td>
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<tr>
<td>Change Status</td>
<td>Dony  Cancel  Ready for Interview</td>
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INTERVIEW TIME SELECTION

Schedule Your Video Conference

Select a time:
- Friday, March 10, 2017 from 4:40 PM to 5:00 PM Eastern
- Monday, March 13, 2017 from 9:00 AM to 9:20 AM Eastern
- Monday, March 13, 2017 from 9:20 AM to 9:40 AM Eastern
- Monday, March 13, 2017 from 9:40 AM to 10:00 AM Eastern
- Tuesday, March 14, 2017 from 10:00 AM to 10:20 AM Eastern
- Tuesday, March 14, 2017 from 10:20 AM to 10:40 AM Eastern
- Tuesday, March 14, 2017 from 10:40 AM to 11:00 AM Eastern
- Tuesday, March 14, 2017 from 2:00 PM to 2:20 PM Eastern
- Tuesday, March 14, 2017 from 2:20 PM to 2:40 PM Eastern
- Tuesday, March 14, 2017 from 2:40 PM to 3:00 PM Eastern
Video Conference Scheduled

Thanks for scheduling your video conference! Please be online on Skype for Business during the entire time slot and we will call you.

Your video conference is scheduled for **Friday, March 10, 2017 from 4:40 PM to 5:00 PM Eastern**

Click here to reschedule your interview
Hello and welcome to this short interview. Can you hear me alright?

Please note that this call, audio and video, may be recorded. We'll be asking a few minutes to ask you some questions to verify your application.

Can you please show me the ID you submitted with your application?

Verify the following matches:
- Person on camera matches the displayed ID.
- Displayed ID matches the document submitted.
- Picture submitted matches the person on camera.
- Picture submitted matches the submitted document.

If any of these do not match, do not proceed.

Everything looks good.

Can you please answer the following questions.

Follow the Student Verification link to verification questions.
Have the interviewee answer 3 correctly, ask as many questions as this takes.

The following statement is for your information from the University Bureau.
University Bureau and Student Financial Affairs departments are responsible for your financial record.
Once you are revealed financial information is given only to the student.
Hello and welcome to this short interview. Can you hear me alright?

Please note that this call, audio and video, may be recorded. We'll be taking a few minutes to ask you some questions to verify your application.

Can you please show me the ID you submitted with your application?

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If any of these do not match, do not proceed.

Everything looks good.

Can you please answer the following questions.

Follow the Student Verification link to verification questions.

Have the interviewee answer 3 correctly, ask as many questions as this takes.

The following statement is for your information from the University Bursar.

University Bursar and Student Financial Affairs departments are responsible for your financial record.
Can you please answer the following questions.
Follow the Student Verification link to verification questions.
Have the interviewee answer 3 correctly, ask as many questions as this takes.

The following statement is for your information from the University Bursar.

University Bursar and Student Financial Affairs departments are responsible for your financial record. Once you are enrolled, financial information is given only to the student. UF is responsible for following the federal privacy law; Family Educational Rights and Privacy Act referred to as FERPA and cannot provide your financial information to others without your written permission.

You may give written permission to any family member to contact the University Bursar or Financial Affairs office regarding only your financial record. This would include any type of charge or payment and any scholarship, grant, or loan showing on your student record.

Do you understand by giving written consent to discuss your financial records with authorized family members, this will allow the listed family member to contact either office by telephone or email?

The University Bursar office will send an email to your Gatorlink address with instructions to complete this form online.

You will be receiving an email with instructions for payment.

Thank you and have a wonderful day.
CARD PRINTED AND MAILED

• Paid cards appear on a list
• Cards are printed and mailed
UF ONLINE CARD VARIANT

- Card has different background
- Smaller set of services available to online students
CARD VARIANTS

• [PIC]
EXPANSION

• Online submission process now available to all students, faculty, and staff
• Orientation: in-person orientation attendees have option of online submission
  • ID verification at orientation check-in
  • Saves time, shorter lines
KEY TAKEAWAYS

• Buy-in from wider university community
• Maintains high level of assurance
• Know-how enabled improved services for on-campus users
DISCUSSION

• Does your institution issue cards for remote students?
• What are the policies in place at your institution that govern remote card issuance?
• What challenges have you faced when issuing cards to remote students?
• How have you tackled these issues?