

**ACADEMIC AFFAIRS COUNCIL**

**AGENDA ITEM: 6 – D**

**DATE: October 6, 2020**

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**SUBJECT**

**Student Self Service Access**

**CONTROLLING STATUTE, RULE, OR POLICY**

[BOR Policy 1:1](#) – General Authority, Powers, and Purpose of the Board

[BOR Policy 1:7:6](#) – Technology and Telecommunications Council

**BACKGROUND / DISCUSSION**

The legacy student information system will be sunsetted as of March 2021. Therefore, a special committee that consists of both academic functional staff and security information technology staff have been meeting to discuss access to our current student information system.

1. The legacy system allows past and current student to access past course grades and academic history.
2. The current system allows access to students current and limited past students based on Active Directory managed by the campuses.
3. In some cases, campuses remove students within six months from the self-service system.

This team has been requested to provide options for access to self-service. The Attachment is a TAC item that will be shared with TAC on October 1, 2020. There are dual needs expressed by this team. One is functional access and customer service and the other is securing the data to ensure access is limited.

No decision or recommendation has been provided to date.

**IMPACT AND RECOMMENDATION**

This is an informational item for the AAVPs.

**ATTACHMENTS**

Attachment I – TAC Item on Self Service Access

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**INFORMATIONAL ITEM**

## TECHNOLOGY AFFAIRS COUNCIL

**AGENDA ITEM: 13**

**DATE: October 1, 2020**

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**SUBJECT: Student Self-Service to Academic History**

**PREPARED BY: Paul Kern**

In March of 2021, WebAdvisor will be retired as we move our applications and databases to Linux/Exadata. RIS has been working with the universities to identify areas where WebAdvisor is still being used so those needs can be addressed prior to the decommissioning of Colleague UI and WebAdvisor. The needs are being addressed primarily through reporting, but there is an additional concern that with the end of WebAdvisor alumni will not be able to access their unofficial transcripts, class listings, and grades.

The Network & Security Team has had several meetings with members of the Academic Records module team in order to identify and understand the requirements for this alumni access. We need to find a way to provide former students who are no longer affiliated with the SDBOR (as an employee, or otherwise), as well as those students who are currently enrolled with a means of accessing their academic records via self-service for a period of not less than five years. Students should be able to reset their own passwords without needing to contact support.

When WebAdvisor is deactivated in March of 2021, former and current students will lose their ability to access these records via self-service if an alternate solution is not put in place. The following potential solutions have been identified by the ARR and Network and Security groups and currently being evaluated with the goal of bringing a recommendation forward in December 2020:

**1. Banner Baseline**

Banner9 has a built-in solution that could solve this problem. The problem with using this method is that it relied on a PIN and ID method for authentication and cannot support multi-factor authentication (MFA) out of the box. This can be somewhat mitigated by requiring strong, alpha-numeric PINs and enforcing account lockouts, but these steps raise additional concerns about supporting customers that we would need to address. The other concern is about requirements for protecting data. If we are only exposing academic data, then an ID with a strong PIN may be adequate protection. It should be possible for us to only allow access to academic data, but work needs to be done to verify what types of information would be included.

**2. Outsourcing this Service to Parchment or Clearinghouse**

Another option could be to outsource Academic History to Parchment. Today, students have the option of obtaining information about single classes at no cost. If we chose to outsource to Parchment, the students would get a full transcript each time they made a request, which may be more than they want. Additionally, there would be a charge per order that the student would need to pay. Alternatively, the system could absorb that cost. In 2019 there were 24,500 unofficial transcript requests. This would also require effort on the RIS side to implement (estimated 50 hours).

**3. Azure Active Directory Business to Customer (B2C)**

Azure Active Directory B2C (Azure AD B2C) is an identity management service that enables custom control of how your customers sign up, sign in, and manage their profiles when using iOS, Android, .NET, single-page (SPA), and other applications. This would allow current and former students to use their preferred social, enterprise, or local account identities to get single sign-on access to their applications and APIs, which multi-factor authentication could be utilized. We could use this service to provide former students with access to the Banner9 Academic History module. There would be cost associated with this, both in terms of licensing from Microsoft as well as man-hours from RIS. This would also require on-going support and maintenance. RIS may also not have the time to implement such a solution, given its current workload.

**4. Active Directory Segregation**

The existing Active Directory infrastructure could be used to segregate former student accounts and restrict access accordingly. This could take the form of a separate domain that only contains the accounts of former students and has access restrictions in place. Alternatively, each campus could maintain a standardized Organizational Unit (OU) on their individual Active Directories that would be applied to former students.

**RECOMMENDATION:** Information only