Guidelines:

1. **Methods of Regular and Substantive Interaction:**
   - Interaction methods may include, but are not limited to:
     a) Scheduled virtual office hours
     b) Participation in online discussions and forums
     c) Submission and feedback on assignments or assessments
     d) Individualized feedback on student progress and performance
     e) Engaging students in collaborative projects or group activities
     f) Direct instruction
     g) Synchronous sessions
   - Other instructional methods approved by the institution's accreditor
2. **Communication:** Establish clear channels of communication between instructors and students, including scheduled office hours, email correspondence, and real-time messaging platforms. Encourage active participation and engagement in course discussions and collaborative activities. Refer to the Course Syllabus Guideline for reference.
3. **Course Design:** Design distance education courses with interactive elements that promote regular and substantive interaction. Incorporate discussion forums, live sessions, group activities, and/or feedback mechanisms to engage students in active learning.
4. **Feedback and Assessment:** Provide timely and constructive feedback on student work to facilitate learning and academic progress. Use assessment methods that encourage critical thinking, problem-solving, and application of course concepts.
5. **Monitoring and Support:** Monitor student participation and engagement in distance education activities. Identify students who may be struggling or disengaged and provide additional support and resources to help them succeed.
6. **Documentation:** Maintain records of interactions between instructors and students, including communication logs, feedback reports, and records of student participation. Document efforts to promote regular and substantive interaction in course design and delivery.

For more guidance on Regular and Substantive Interaction for your Distance Education courses, please see the Instructional Designer.

Monitoring and Enforcement: Conduct regular reviews and assessments to ensure compliance with federal regulations regarding regular and substantive interaction in distance education. Provide faculty and staff with training and support to facilitate effective interaction in online learning environments.

This section shall be subject to periodic review and revision to ensure alignment with changes in federal regulations, ACCJC requirements and best practices in distance education. Feedback from faculty, administrators, and other stakeholders shall be considered in the review process to enhance compliance efforts.

Student Authentication in Distance Education

Objective:
The aim of the procedures regarding student identity verification, also referred to as student authentication, is to establish procedures for confirming that a student who enrolls in a distance education course or program is the same student who academically engages in the course. Authentication is done using personal identifiable information through the student portal at mygcc.guamcc.edu.

Responsibility:
The responsibility for student authentication in distance education lies with faculty, instructional designer, administrators, and support staff. Collaboration among these stakeholders is essential to implement effective authentication measures.

Background:

The Code of Federal Regulations 602.17(g) requires that:
Institutions that offer distance education or correspondence education have processes in place through which the institution establishes that the student who registers in a distance education or correspondence education course or program is the same student who participates in and completes the course or program and receives the academic credit. The agency meets these requirements if it
    1. Requires institutions to verify the identity of a student who participates in class or coursework by using, at the option of the institution, methods such as
        i. A secure login and pass code;
        ii. Proctored examinations; and
        iii. New or other technologies and practices that are effective in verifying student identity; and
    2. Makes clear in writing that institutions must use processes that protect student privacy.

The GCC student authentication procedure ensures that GCC operates in compliance with 34 CFR 602.17(g)(1)&(2) in reference to student identity verification in distance and correspondence education. The methods used to verify a student's identity in distance education courses, as well as over the phone, are established to protect the privacy of the student's educational record as well as to verify that the student who registers for a distance education course or program is the same student who receives the academic credit.

Guidelines:

Student Identification Verification for Distance Education and Electronic Record Access:

The Guam Community College uses the MyGCC (student portal) as the College's identity and single sign-on system. The system is powered by Ellucian and requires a secure login and complex password to ensure the student who registers for a course is the same student who participates in the course. The safeguard also ensures that a student who accesses the student portal for other purposes (email, grades, financial aid information, course registration, etc.) is indeed the student who should have access to their information for privacy purposes. The process for assigning a secure login, password, and verification is as follows:

    • During the admission process, each student who makes an application to the College is assigned a unique student identification number.
    • Upon acceptance to the College, each student receives a unique User ID which allows them to access the different systems on a single sign-on.
    • First time users must establish their identity and create their password in the MyGCC portal.
    • Should a student need assistance, the MIS will provide the technical support. They will be asked to provide personal information based on their student record.
    • Students are required to enter their username and password every time they wish to access the student portal.

Identification Cards:

Students are also required to obtain a student ID card that displays the student's photograph from the Student Support Service office. The ID card is used to access different services offered by the College. The student's photo is synced to the student's record in the Banner system and the Moodle Learning Management system for attendance verification purposes.

Should any student account photos be found missing within the Moodle Database, the Instructional Designer will attempt to sync the student's records with the Banner system database. If the photo is still not found, the database will be checked by the AIER office to verify if the photo is missing. If it is missing, the Admissions and Registration office or the Student Support Services office will contact the student to obtain an identification photo.

Fees Associated with Student Identification Verification: