OFFICE OF THE REGISTRAR
MEMORANDUM

To:	Members of Academic Council
From:	Andra Drinkwalter, Director, Student Financial Assistance and Enrolment Services
CC:	
Date:	March 28, 2023
SUBJECT:	Campus ID Card Response to Feedback

In April 2021, the university's campus identification services, administered by Enrolment Services in the Office of the Registrar, moved primarily to a digital identification card for faculty, staff and students, with the exception of proximity access cards and program-specific badge requirements. The digital UCard is available within the university's mobile app.

Students taking tests, mid-terms and exams may need to show their mobile devices in order to verify their identity through their UCard. Some concerns were expressed regarding the university's policies and the security of using mobile devices for digital identification at the November 2022 Academic Council meeting.

Below is some additional information and/or features to help mitigate some of those concerns:

Security features to prevent fraudulent digital IDs

There were concerns that students may be able to create fraudulent digital IDs and/or share images.

Enrolment Services and Communications and Marketing have been in discussion with the vendor to add a moving time clock and an orange animation bar. This will allow for proof of identity in real-time, and limit the ability to take and modify stagnant screenshots for verification purposes.

More information will be communicated when the new feature is launched.

Changes to the default photo for invalid IDs

There were concerns that students were not aware that the Hunter the Ridgeback default avatar meant their digital ID was not valid.

We are working with Communications and Marketing and the vendor to change the default to make it clearer to the student and any verifiers that a digital ID is not valid without an approved photo.

As part of the policy review, the Office of the Registrar may recommend policy changes to address the validity of identification.

In addition, we have enhanced our communication to remind students to download the mobile app and confirm that they have uploaded a photo for student UCard, particularly prior to the examination period each semester.

Policy updates to address the use of cell phones at exams

The current policy references the digital IDs, but did not address the use of mobile devices. The university policy and procedures will be reviewed and updated where appropriate to address the use of mobile devices for the purposes of digital identification.

Impacted policies include:

- [Procedures for Final Examination Administration](#)
- [Final Examination Chief Invigilator Directives](#)

Any proposed policy changes will follow normal consultation and approval processes.

Additional information on privacy and data retention

There were some concerns expressed about the privacy of the data, particularly around the retention of photos and government ID. The university's contract with CloudCard and TouchNet were reviewed and approved by the university's legal team prior to implementation.

Government issued photo IDs are deleted entirely from the CloudCard system once they have been reviewed and validated by an Enrolment Services staff member.

Ucard photos are stored in CloudCard and are then downloaded into TouchNet's OneCard system where UCard profiles and accounts are managed.

More information on user data and security can be found in the CloudCard [Support Center](#) or on the TouchNet Privacy Policy.