

ACCESS CARD IMPLEMENTATION

Q & A REFERENCE

GENERAL QUESTIONS (STAFF)

How should I handle a situation when the photo existing in iTendance or Banner doesn't look like the student in front of me?

Ask for a valid photo ID before taking any additional photos or proceeding with the transaction. If the student is unable to provide a valid photo ID, mark the student as unverified and provide them with an Access Schedule Bill from Argos.

When do we stop asking to take a photo?

If a verified photo exists, or if the decline indicator has been checked, there is no need to continue asking for a photo. If a student has been marked with a decline indicator, the indicator will remain visible for one year.

When do I check "skip photo" indicator?

In the following instance the "skip photo" indicator should be used: technical issues with the camera, or if the student currently has the decline indicator marked.

How do I change an unverified photo to a verified photo?

You can change an unverified photo to verified by simply re-checking the appropriate indicator in iTendance.

Should I ask the student to take their sunglasses or hat off prior to taking the photo?

Yes, it's appropriate to politely ask the student to remove any accessories for the purposes of taking the photo.

Should I ask the student to remove what appears to be a religious clothing article prior to taking the photo? What if the article of clothing completely covers their face?

No, it is not appropriate to ask the student to remove religious clothing articles under any circumstances.

What if the religious clothing articles are not worn in the valid form of identification provided?

You should mark the student as "unverified" in iTendance and proceed with the unverified student process.

How should I handle situations when there is a glare and the student photo is not clear?

You may ask the student to move where the glare is reduce or eliminated, or adjust the camera carefully.

How should I handle a situation when there is someone standing behind the student and they appear in the photo?

Please ask the person politely to move out of the camera's view.

How do I delete a photo?

If the "Send to photo ID system" link has not been clicked, simply navigate to the main iTendance page by clicking on the word iTendance in the upper right corner and start the process again from the beginning. If you have already clicked "Send photo to ID system," please contact Diane Mendoza or Beverly Heasley for assistance.

KIDS' COLLEGE STUDENT PROCESSES (STAFF)

Do I take a photo of a KIDS' College student?

No, at this time we are not taking a photo of KIDS' College students.

Do we need to ask for an updated Emergency/Medical Release Waiver Form?

Beginning with the Winter 201025 term the Emergency Contact form has been revised to collect additional information and entered in to Banner and a new form should be completed. If the emergency contact tab on SPAIDEN is already populated and last updated after November 9th, 2010 beginning of current term, you can verbally confirm the information is still up to date. If not, ask that a new form be completed.

How often should the Emergency/Medical Release Waiver be updated?

As in the past, the form should be updated annually once a new revised Emergency/Medical Release Waiver has been completed.

KIDS' COLLEGE STUDENT QUESTIONS (STUDENT)

Can I have a photo taken of my child for KIDS' College?

Unfortunately we only take photos of adult students at this time.

Why do you need my Childs SSN?

Providing a social security number is helpful to parents who use myGateway, the online registration system. It can be used as the user ID in place of the student ID number when logging onto the system.

GENERAL STUDENT QUESTIONS

Staff Introduction of why a photo is being taken:

Mrs. Smith, I'd like to take your photo as part of the registration process. Can you please look into the camera for a brief moment and give me a smile! Thank you! It will just be a moment and I can provide you with a class schedule.

Why are you taking my photo?

Student is unable to provide a valid photo ID: We are asking to take your photo to help us be better prepared in the event of an emergency (such as an earthquake). A photo will allow for emergency response staff to better account for students on our campus.

Student provides a valid photo ID: This will eliminate the need to show a valid photo ID during each interaction with staff when a release of confidential information is provided, such as a schedule bill, transcript, or picking up a certificate.

(If a student is able to provide a valid photo ID their photo will be uploaded into Banner.)

Why did you stop issuing photo identification cards to students?

The cost factor involved in issuing photo ID cards became too high to support given the current budget climate.

Can I have my photo re-taken?

Sure. (Follow the same process used when taking the first photo unless the previous photo was verified and the student resembles the current photo, then there is no need to ask for a valid form of identification. Otherwise ask for a valid photo ID and proceed accordingly.)

Can I have a copy of my photo?

Unfortunately, we do not have a means to produce a copy of the photo at this time.

Can I have my photo deleted that has been previously taken?

Yes, I'd be happy to delete your photo. (See process above)

Will my Access Card be accepted at the Cypress and Fullerton Colleges Libraries and Student Centers?

Yes, students will be able to check materials out at Cypress and Fullerton College libraries by scanning their Access Card which displays their Banner ID number AND showing a valid photo ID.

Will my access card be accepted at the movies?

You will need to check with the local business as each establishes their own policies related to accepting cards for discount purposes.

Why do the colleges issue photo ID's and SCE does not?

The campus photo ID card is the preferred source of photo identification on campus. Additionally the California Education Code allows the colleges to charge a fee for a student ID card which covers the cost of the card.

Can I pay for a student photo ID?

Unfortunately, California Education Code specifically defines under what scenarios a fee can be charged, and we do not meet the criteria. Given the cost associated with maintaining a photo ID card system and materials, we are no longer able to fund ID card services.

Why doesn't the access schedule bill disclose an ACCESS ID?

It was not necessary to assign you an Access ID number when you applied for a student ID number given you were able to provide a valid photo ID.

Why are you unable to give me a schedule of my classes?

Your student record is marked confidential which prohibits directory information from being disclosed without written consent of the student. In order to confirm the person requesting the information is the student, a valid photo ID must be provided. Your request for non-disclosure of directory information will remain in effect until rescinded in writing.

My record is/is not marked confidential? How do I change my records?

You must provide a written statement that you wish to rescind the non-disclosure block of directory information to the Registrar's office at: 315 E. Wilshire St., Fullerton, CA 92832

Students who have additional questions may contact the School of Continuing Education Registrar, Diane Mendoza at 714-992-9502.