



OFFICE *of the*
REGISTRAR

Student Services Phone Verification Process

Asking for a UIN to locate a record is fine.

Using UIN only as a way to be certain the person is who they claim to be in NOT fine. Do not give out any information about a student's educational record until the student's identity is authenticated or unless a signed FERPA release form from the student allowing release to the specific caller has been processed. If the Office of the Registrar has a signed FERPA release on file, it will be noted in the Comments tab of the SGASTDN record.

Once a record is located using UIN, Banner users must authenticate the student with questions that the student should know.

Listed below are suggested questions using Banner forms that are available to many Banner users. You can use one or more of these questions depending on the sensitivity of the Banner data a student requests:

- 1) Using SPAIDEN
 - a) What is the student's date of birth?
 - b) Address at time of application to Illinois?
 - c) Current Mailing address?
 - d) Current Permanent address?
 - e) Emergency contact(s)?
 - f) E-mail address used at time of application to Illinois?
- 2) Using SGASTDN
 - a) What is the student's major?
 - b) Student's college?
 - c) Class level?
- 3) Using SFAREGQ
 - a) What courses is the student registered for this term?
 - b) Name(s) of instructors(s)?

Banner users may wish to vary the Banner forms used to check identity for phone callers so that the same questions are not asked of each caller. Thanks for your assistance in this important safeguard of student data. If there are questions on the phone verification process, you can contact the Registration Help Line at 217-333-6565, Monday through Friday, 8:30am to 5:00pm.