

	<b>Phone Registration</b>	<b>Automated System</b>
RLC Highland	NO (& no online) Yes	No
John Wood	Yes, minimal	No
Rock Valley College	Yes, considering elimination	Yes
Kaskaskia	No	Working on it.
Elgin	No	No.
McHenry	Eliminated 2 - 3 years ago	For monitoring length of telephone holds, not registration
Southwestern Illinois	Yes	
Lincoln Land	Yes	No
Kankakee	Yes	No

**Record Calls Verification of identity**

No Series of questions including Student ID #

No Through our Career and Advising Office. Students are asked questions to verify their identity. We continue to work on getting more students to utilize web registration.

No Automated system, student must enter ID number and DOB (DOB is changing)

If required to work over the phone, ask these Questions:

1. Correct spelling of First, Middle, Last name
2. SS#
3. DOB
4. Current address
5. Driver license number
6. Year of high school graduation

No If any of the questions were answered incorrectly the student was asked to go to the closest education center with photo id to register for classes. They were told to do this for there on security and to update their record with us.

No 70% of registration done online

student identification number and birthdate or SSN and birthdate and address verification.

No

Provide either a student ID or a SS#, we verify their address and program information

No

The advisor is required to call the student back and at that time verifies info on file.

No