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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

Student Services

Password Self-Service Committee Notes
10/10/2019

Phase I:

Security Questions Changes:
Simplify the security question (by 10/18/2019):
- CS to provide to HR for feedback by 10/16. HR to provide feedback by 10/18.
- Reduce 5 to 3 security questions
- What is the security question answer requirements? (e.g. number of characters)

Wishlist (For Spring Registration – 11/12/2019):

Change password reset process to have the following options:

1. **[Nov 12 Wishlist]** User supplied email address in PeopleSoft, when user submits a password reset request, will send a temporary code, once entered will allow students to create a new password
   - Give the user an option to pick the email address for users that are both employees and students, the user will be given the option to reset password by either using their personal email or SDCCD email.
   - Default "preferred" email for employees is the SDCCD email.
     (example *****re@gmail.com)

Phase II:

2. User supplied phone number in PeopleSoft, when student submits a password reset request will send a temporary code, once entered will allow students to create a new password
   - Have a disclaimer: "I authorize text messages to the telephone number above, and accept responsibility for any charges that result."

3. As a third option, provide users with security questions if they do not have access to a SMS enabled phone and/or email address
   - Allow students to create their own custom security questions

What's my User ID
- Require SSN as a way to verify the user's identity
- CAPTCHA

Security Questions Revisions

Security Question Considerations and Concerns

From the small group sampled (n=6), the compound questions such as "What was the year and name of the first company you worked for?" are difficult to answer in an organized manner. Some may want to form a full sentence, some may use two words, and capitalization is a concern. Most questioned admitted to lying or leaving "funny" answers that they forget in the long run.

General Concerns

- Use of "first/last name" is a distinctly Western concept; recommend use of "given name" and "family name/surname" in conjunction on those questions that feature such usage
- Questions related to family ties/lines of consanguinity can lead to very complicated answers in certain cultural contexts and are best avoided (e.g. "oldest cousin," "maiden name," etc.)
- Questions related to intimate relationships or concepts are very uncomfortable for certain cultures and can lead to student reluctance to progress further (e.g. "first boy/girl kissed," questions about spouses or significant others)
- Questions which indicate primary or secondary school levels are inaccessible to many populations where the concept of "sixth grade," "elementary school," "high school mascot," etc. are not relevant or applicable
- Questions on childhood concepts that are not universal – heroes, nicknames, etc. – may be difficult for some student populations to relate
- The simpler the phrasing of a question, the better, especially for low-level English-language learners

New Questions:
1. What city where you born in?
2. What is your favorite holiday?
3. What is your favorite sport?
4. What was the color of your first car?
5. What is your favorite movie?
6. What is/was the name of your first pet?
7. What is the name of your favorite restaurant?
8. In what city or town did your parents meet?
9. What is your favorite sports team?
10. What is your favorite hobby?
11. What is your favorite place in San Diego?
12. What is your spouse or partner's middle name?
13. What is your favorite food, snack or candy?
14. What was your childhood nickname?
15. What was your first job?
16. What is your oldest sibling's middle name?
17. What was your high school mascot?
18. What is the name of the street you grew up on?
19. What is your favorite cartoon character?
20. What is your favorite game?

Security Question Answer Requirements:

- Must be a minimum of four characters in length
- Reduce to three security questions
- Require that users answer two of the three security questions to retrieve password
- Answers cannot be the same for more than 1 security question.