Identity & Address Verification

At various times during the semester, students will be asked to verify their identity through the MyCharterOak Student Portal using the Lexis Nexis verification system. Students will be asked three questions to verify their identity. If the student is unsuccessful and does not pass the verification test, the student will need to contact the Registrar's Office for verification and authorization into the student portal. Students are not permited to share usernames, passwords, and/or login information at any time.

If during the verification process above, or during the annual review, it is determined that the College does not have a student's current permanent home address on file, the student will have to provide the Registrar's Office with proof of residency. Proof of residency can be established by supplying the Registrar's Office with a copy of a utility bill and a copy of a mortgage bill, rental property agreement, valid Connecticut driver's license, credit card statement, or recent pay stub. A hold will be placed on the student's record during which time the student has the opportunity to provide proof of residency. If a student fails to provide proof of residency, the student will be will remain on hold without the option to register for courses or obtain an official transcript.

*Any student who submits a Change of Address form or submits a change of address in the student portal, must also provide proof of residency.

Multi-Factor Authentication

Charter Oak requires Multi-Factor Authentication (MFA), also known as 2-Step Authentication, when logging into Office 365. It is a required Microsoft feature that protects a student’s account by requiring additional steps when signing in to their college email account, as well as to other third-party websites the College partners with. The first time a student attempts to log into their Charter Oak Office 365 account, they will be prompted to set up MFA.

Student Location Disclosure

In accordance with federal regulations [34 CFR § 600.9(c)], [34 CFR §668.43(a)(5)(v)], and [34 CFR §668.43(c)], and to ensure compliance with state authorization and professional licensure disclosure requirements, Charter Oak State College must determine and document the primary physical location of each prospective and enrolled student.

Student location is determined by the permanent home address on file and verified through the address verification process. Students must notify the College promptly of any change in their physical location, especially when relocating to another state, as this may impact eligibility for specific academic programs or licensure pathways.

Per Connecticut General Statutes § 10a-28, “residency” is governed by state definitions and requirements. Charter Oak uses residency information to determine in-state or out-of-state tuition classification, but also maintains and monitors student location data separately for regulatory purposes. Military students, spouses, and children residency is covered under File No. 203 For Substitute House Bill No. 7248.

Students who relocate to a different state must update their address and may be required to submit additional documentation to confirm the new location. Failure to provide accurate and updated address information may result in a registration hold and ineligibility to participate in certain programs.