

IN THE SUPREME COURT OF THE STATE OF ARIZONA
ADMINISTRATIVE OFFICE OF THE COURTS

In the Matter of:)	
)	
ARIZONA CODE OF JUDICIAL)	Administrative Directive
ADMINISTRATION § 7-205)	No. 2018 - <u>12</u>
IDENTITY VERIFICATION QUESTIONS)	
)	
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On May 2, 2018, Administrative Order No. 2018-38, amending ACJA § 7-205: Defensive Driving was issued. As amended, ACJA § 7-205 provides the Director of the Administrative Office of the Courts (AOC) authority to establish curriculum and IT standards.

Online schools are required by ACJA § 7-205(F)(5)(m) to present courses that contain identity verification questions to ensure the individual that is taking the online class is the individual who received the citation. The purpose of this directive is to establish the curriculum and software requirements of identity verification questions and establish the method to determine whether a student has failed the identity verification questions. Therefore,

IT IS DIRECTED that all online schools shall:

1. Verify a student’s identity before the student begins the course and the course must contain identity verification questions at least once every 60 minutes for the duration of the course.
2. The method of verification is not mandated, but the school’s method must ensure proper identification and be approved by the Board and the Division. The use of readily available information such as name, address, birthdate, driver’s license number or citation information does not ensure verification.

IT IS FURTHER DIRECTED that:

1. If a student incorrectly answers an identity verification question, the school shall provide the student with a second identity verification question. If the student answers the second identity verification question correctly, the student shall be allowed to continue and complete the course.
2. If the student incorrectly answers the second identity verification, the student must contact the school and the school shall verify the identity of the student prior to allowing the student to restart the class from the beginning. The school shall document the steps taken to determine the identity of the student.

Dated this 26th day of November, 2018.

DAVID K. BYERS
Administrative Director of the Courts