iHEDD

Higher Education Degree Datacheck

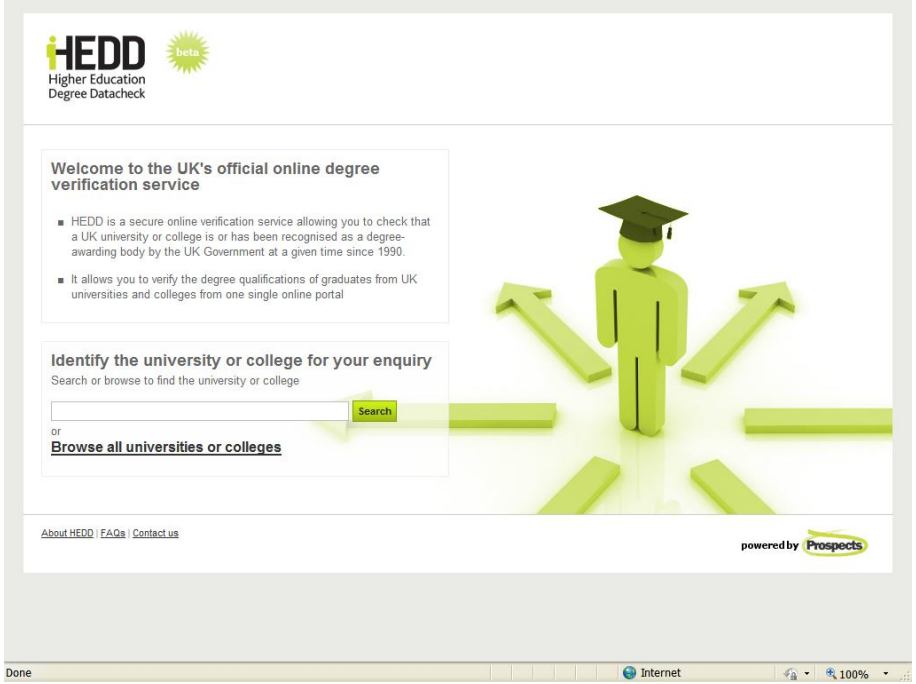
Jayne Rowley
November 29th 2012

Graduate Prospects

Who we are:

- Agency of Universities UK and GuildHE
- HECSU – the charity
- Formed in 1972
- All UK HEIs are members/stakeholders
- Central services to HEIs
  - Careers services
  - Postgraduate admissions departments
  - Registries - New

HEDD.ac.uk



‘An official, sector-owned suite of web services around qualification verification’

What is HEDD? - Background

- Shared Services Programme
- £2.1m – annual resource cost to English HEIs
- Confusion among employers about legitimacy of institutions and degrees
- No standardised process for checking
- Fraud – reputational damage to UK
- Successful model in the USA

Studentclearinghouse.org

NATIONAL STUDENT CLEARINGHOUSE

User Login | FTP Login | Careers | Contact Us

About The Clearinghouse | Colleges & Universities | High Schools | Education Finance Providers | Degree & Enrollment Verifiers

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What We Do

The Clearinghouse helps educational institutions improve efficiency, reduce costs and workload, and enhance the quality-of-service they provide to their students and alumni, lending institutions, employers, and other organizations. We provide our services as an aligned agent to our participating institutions, supporting their administrative, student access, accountability, and analytical needs. Through our one-of-a-kind access to national student outcomes data and educational research services, the Clearinghouse also serves as a valuable source for longitudinal and other studies on educational progress.

Clearinghouse services comprise three areas:

- **Compliance:** Most U.S. institutions provide access to their current enrollment and graduation data to the Clearinghouse. As their trusted and authorized agent, the Clearinghouse reports enrollment status and deferment information for financial aid students on behalf of participating institutions to the education finance industry and Department of Education. Our compliance reporting services are provided to colleges and universities at no charge.
- **Back-Office Support:** The Clearinghouse offers a suite of services specifically designed to help institutions streamline a number of administrative areas, including academic verification, transcript ordering, and more. Our institutional services are available to colleges and universities at no charge or for a minimal fee. By participating in our full complement of back-office support services, institutions can virtually eliminate the administration of these functions and the associated costs while regaining the use of staff resources for other tasks.
- **Academic Support:** Only the Clearinghouse offers FERPA-compliant access to a nationwide coverage of postsecondary enrollment and degree records. Through our educational research service, StudentTracker, the Clearinghouse enables educational institutions and researchers to study postsecondary enrollment and success.

  Additionally, the National Student Clearinghouse Research Center supports and enables the nationwide effort to use accurate longitudinal data outcomes reporting to make better informed educational policy decisions leading to improved student outcomes. As part of this important effort, the National Student Clearinghouse Research Center collaborates with postsecondary and secondary institutions, K-12 school districts, educational organizations, state education offices, and the U.S. Department of Education.

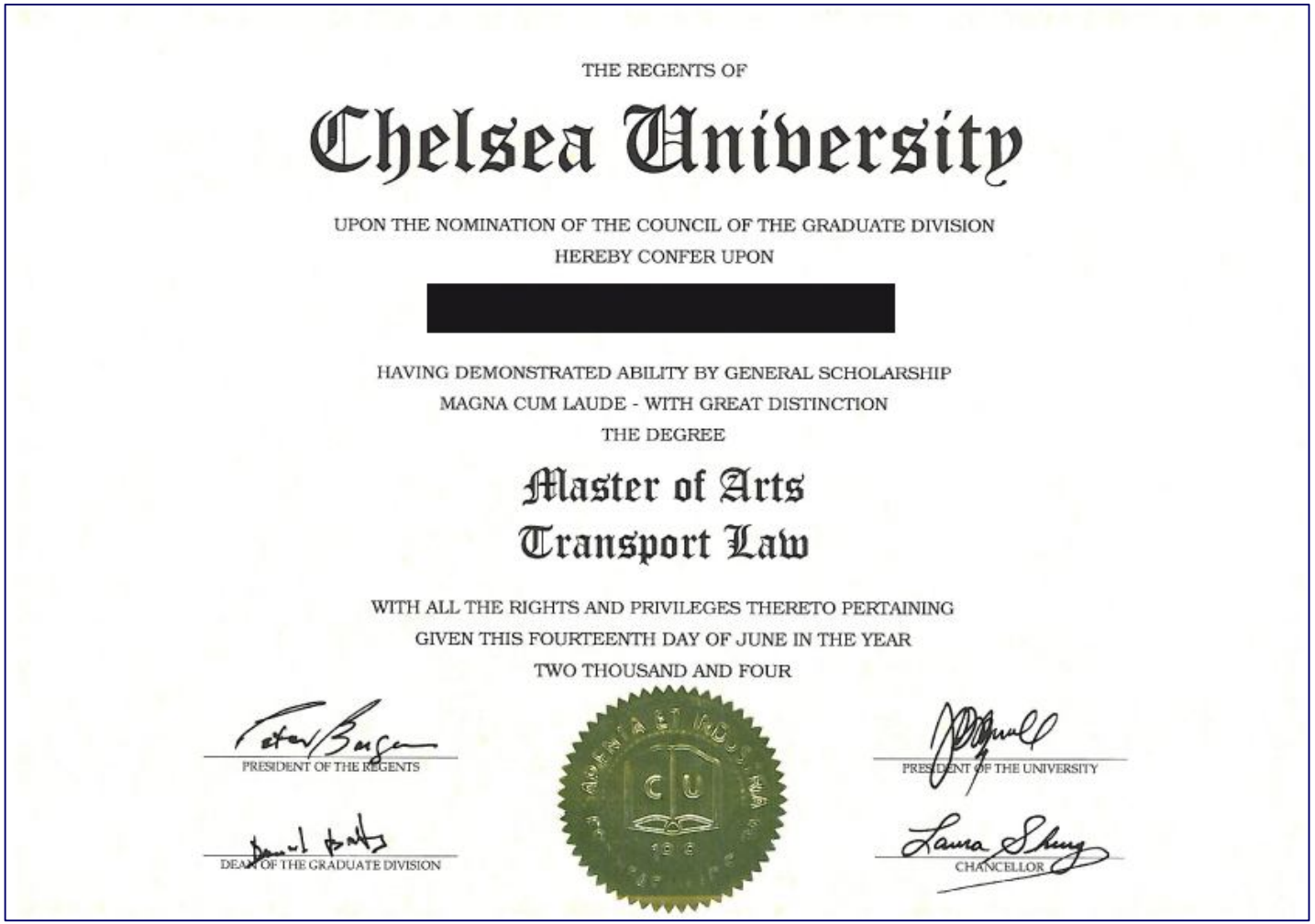
All Clearinghouse services comply with the Family Educational Rights and Privacy Act (FERPA), which protects students'

http://www.studentclearinghouse.org/about/who_we_work_with.php | Internet | 100%

Let's Talk About Fraud

‘ *Britain is the European Capital for bogus universities with more than twice as many unaccredited institutions in the UK as genuine ones’*

Fraud



THE REGENTS OF

Chelsea University

UPON THE NOMINATION OF THE COUNCIL OF THE GRADUATE DIVISION
HEREBY CONFER UPON

[redacted]

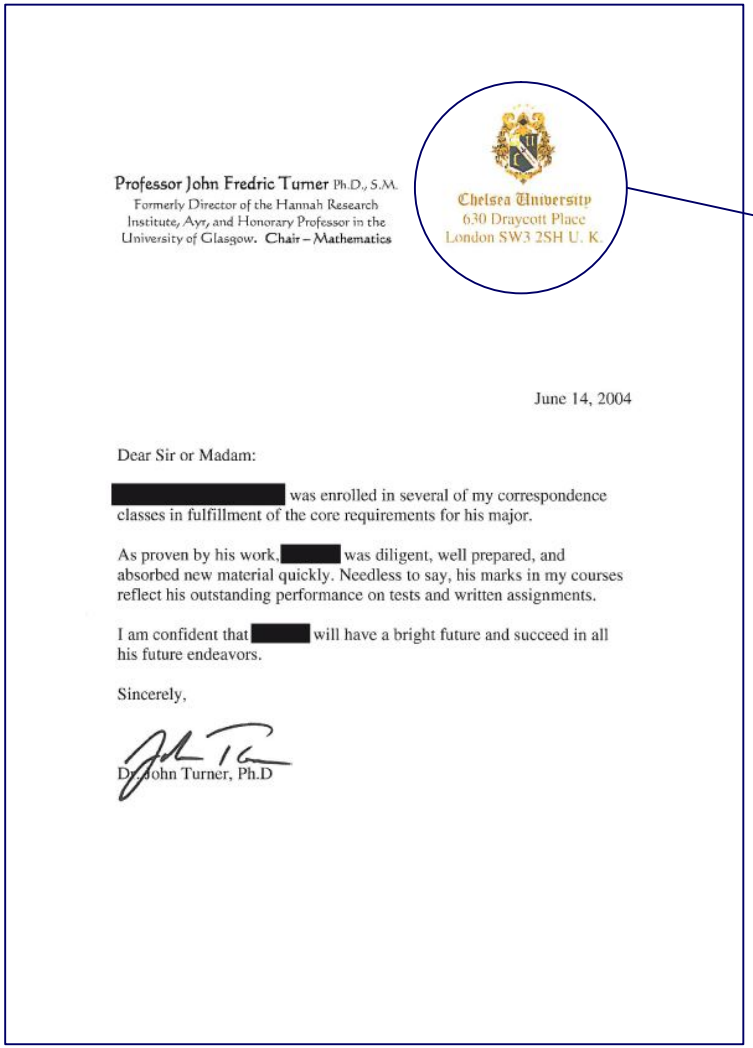
HAVING DEMONSTRATED ABILITY BY GENERAL SCHOLARSHIP
MAGNA CUM LAUDE - WITH GREAT DISTINCTION
THE DEGREE

Master of Arts
Transport Law

WITH ALL THE RIGHTS AND PRIVILEGES THERETO PERTAINING
GIVEN THIS FOURTEENTH DAY OF JUNE IN THE YEAR
TWO THOUSAND AND FOUR

PRESIDENT OF THE REGENTS
PRESIDENT OF THE UNIVERSITY
DEAN OF THE GRADUATE DIVISION
CHANCELLOR

Fraud



Professor John Fredric Turner Ph.D., S.M.
Formerly Director of the Hannah Research Institute, Ayr, and Honorary Professor in the University of Glasgow. Chair – Mathematics

Chelsea University
630 Draycott Place
London SW3 2SH U. K.

June 14, 2004

Dear Sir or Madam:

[redacted] was enrolled in several of my correspondence classes in fulfillment of the core requirements for his major.

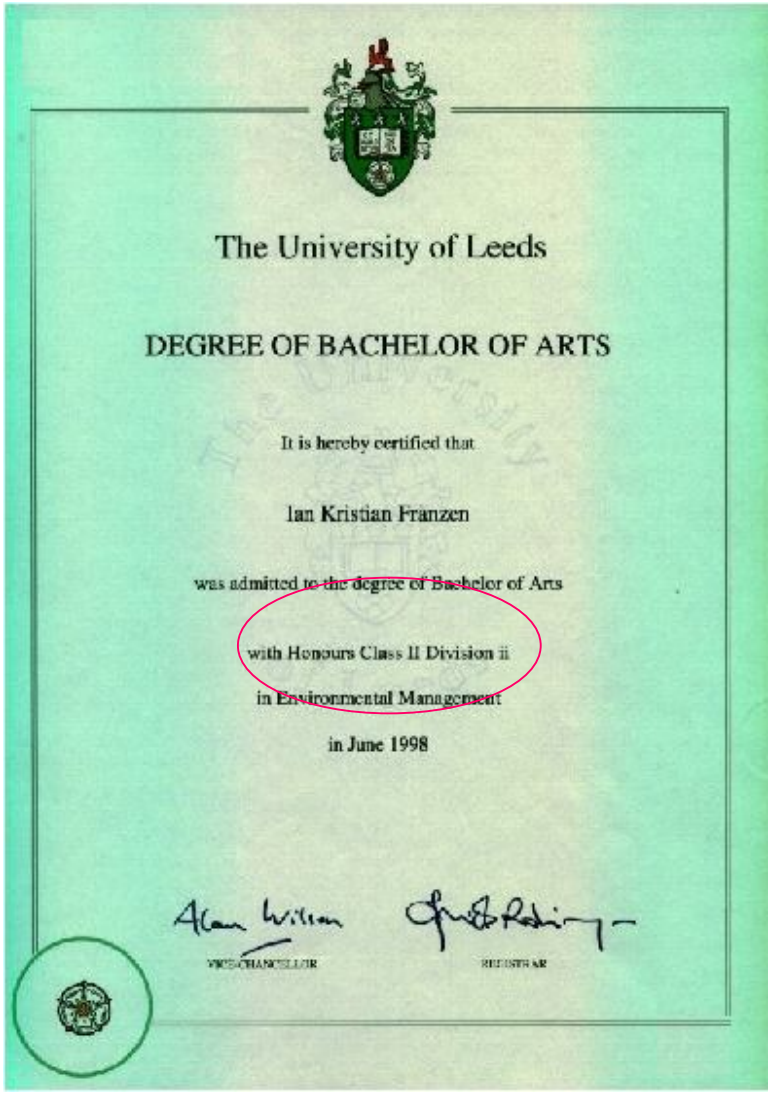
As proven by his work, [redacted] was diligent, well prepared, and absorbed new material quickly. Needless to say, his marks in my courses reflect his outstanding performance on tests and written assignments.

I am confident that [redacted] will have a bright future and succeed in all his future endeavors.

Sincerely,

Dr. John Turner, Ph.D

Fraud


The University of Leeds

DEGREE OF BACHELOR OF ARTS

It is hereby certified that

Ian Kristian Franzen

was admitted to the degree of Bachelor of Arts

with Honours Class II Division ii

in Environmental Management

in June 1998

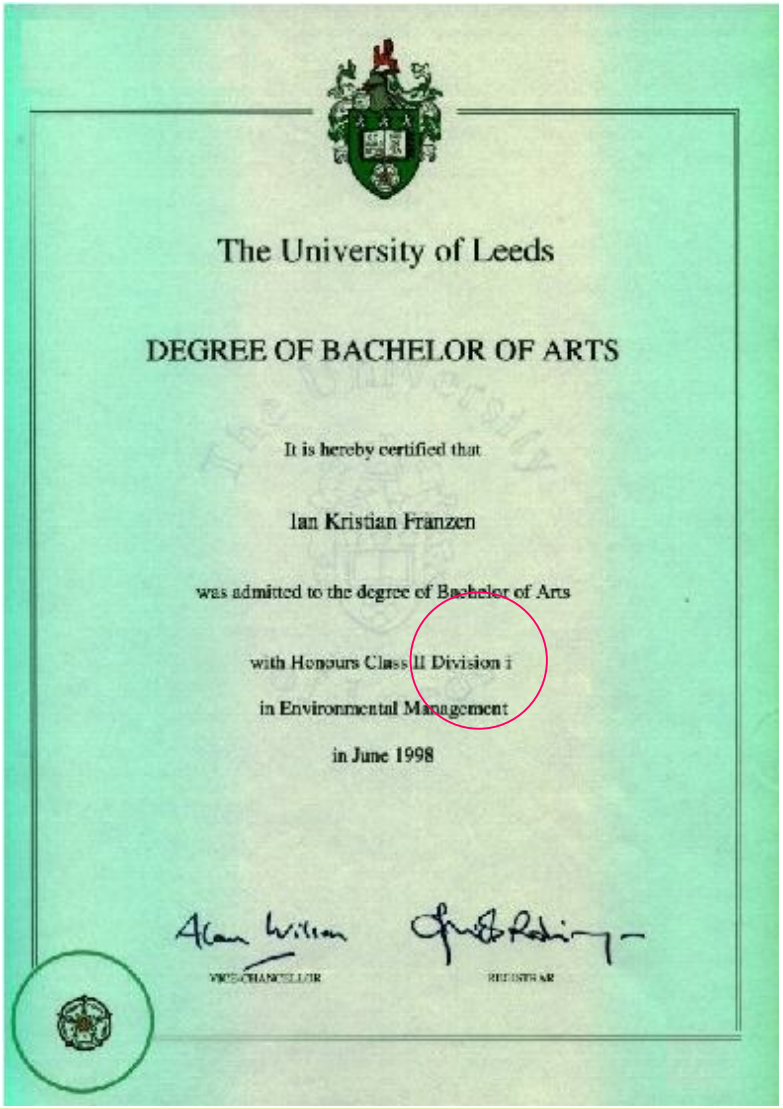
VICE-CHANCELLOR

REGISTRAR

‘ One-third of applicants admit to lying or embellishing on their CVs’

‘The most common exaggeration is lying about degree classifications’

Fraud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Almost half of students think higher tuition fees will make graduates more likely to lie on CVs

Two-thirds said buying a fake degree would be more tempting.

HEDD.ac.uk

- Look-up database of valid UK degree-awarding bodies – past and present
- Database of known bogus institutions
- Details of how to make an enquiry
- Online, real-time student verification service for enquirers – including other HEIs
- Will verify HEAR data for adopting HEIs
- Suite of flexible enquiry management tools
- Developed and owned by the sector for its member HEIs.

Benefits to HEIs

- Academic Registry, Admissions Departments, HR departments,
- Online enquiry handling system for all
- Savings and efficiencies
- Protection from fraud – course and employment applications
- Protection of reputation
- MIS – assign, track, audit, report, evaluate
- Revenue share

Benefits to Students and Graduates

- Improves the Student Experience – enhanced service from HEIs
- Exposes bogus candidates – fairer employment and study opportunities
- Exposes bogus institutions – exploiting candidates
- Protects the investment of genuine individuals both time and money

Benefits to Recruiters

- One central place to make, manage, audit and report on verification enquiries to HEIs
- Cost-effective – small admin charge
- Increased speed of service
- Identifies the correct institution and department quickly
- More checking means less fraud
- Lower corporate risk – financial, reputational

Benefits to UK

- Reduction in fraud
- Exposes bogus institutions and degree mills
- Reassures domestic and international students and applicants to HE
- Competitive edge in a global HE marketplace
- Shared Service for HEIs – saves public money

Manchester Case Study

Background

MANCHESTER 1824
The University of Manchester

- Requests for verification of awards to University of Manchester increased by 100% in 4 years
- Enquiries handled by fax or email
- Very limited tracking/reporting
- Duplication of effort
- Overworked staff – high stress
- HEAR pilot – little impact on enquiries

Manchester Case Study

MANCHESTER 1824
The University of Manchester

Why HEDD?

- Ease of use
- Low set-up cost + low cost of ownership
- Sector initiative – shared service
- HR and Admissions staff able to check candidates
- Revenue share

Manchester Case Study

MANCHESTER 1824
The University of Manchester

Outcome

- Deployed May 2012
- Instant drop in enquiries
- Customer service through HEDDhelp
- Turnaround time on award enquiries halved
- Other services – e.g. transcripts, also faster

Manchester Case Study

MANCHESTER 1824
The University of Manchester

Outcome

- No temp staff required
- Remote access
- ‘No persecution by enquirers’
- Increased use of student system
- Estimated saving of 100 days per year

Manchester Case Study

Advice

MANCHESTER 1824
The University of Manchester

- Consider doing this sooner rather than later – the benefits are instant and measurable
- Don't wait for the IT team to be ready, but once the system is in place, work with IT on improvements to encourage auto-verifications
- Further benefits to the wider institution when more universities are using the system

Progress

- 150+ HEIs engaged with HEDD so far
- 60 visits and demonstrations
- 40 positive – but it will take time
- Sheffield Hallam, Manchester, Essex live
- Nottingham, Imperial, Swansea, Greenwich, Sussex, Winchester next
- 130 bogus universities flagged
- Formal endorsement from BIS, NUS, CBI, UUK

The Big Picture

- Integration with Project DARE
  - Single front-end interface for enquirers
  - Control in the hands of the data subject
  - Secure document access including HEAR
- University Look-up database for Europe
  - And beyond
- Searchable database of Tier 4 Sponsors
- 'HEAR Lite'
- Extension to HE Colleges

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