



# Data Entry Standards

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## REASONS FOR DATA ENTRY STANDARDS

The effectiveness of a set of standards may be measured in terms of its purpose. It is the purpose of this set of data entry standards to:

- Reduce duplicate personal identification records through reliable search for existing records.
- Promote search capability through uniform data entry, and
- Promote reporting efforts based on presentation, retrieval and joins of the data

## GENERAL GUIDELINES

Names and addresses in Banner should have a customer-friendly appearance. The objective is to enter names and addresses with mixed case (both upper and lowercase letters) so that when a name or address is printed on correspondence, it looks contemporary and professional.

- Never store the percent symbol (%) in a data field.
- Never store the ampersand symbol (&) except in an address or business name.
- Enter all data using mixed case and standard capitalization rules.
- Spell out all data unless it is necessary to abbreviate words to fit lines into the appropriate fields. Exceptions are made for items in addresses, such as directions.
- Enter punctuation in a name only when it is a part of the official name, or for a single character first name, or for an empty first name.

## AVOIDING DUPLICATE RECORDS

Creating a duplicate record for a person or organization for which a record already exists in Banner can lead to loss of data or incorrect results. It is extremely important to avoid creating duplicate records of this kind.

Before creating a new record for a person or organization, conduct an identification and name search to make sure the person or organization has not already been entered into the Banner system. Search for a person using social security number, birth date, and all current and previous names, and also do a "soundex" search. Then verify that the correct record has been found by checking the birth date and address. Only if no record is found should you add a new record.

Example: To find Mac Donald, you must account for McDonald, Mc Donald, MacDonald, and Mac Donald. A search on M%D% will retrieve all of these records.

## DATA INTEGRITY ACROSS MULTIPLE MODULES

A common institutional database offers the potential for better service and convenience to our constituents and greater accuracy across the Institution. Simultaneously, each administrative position must be cognizant of data integrity requirements of other Institutional departments in its practices. Name change practices are a key example where specific policies must be followed depending on the type of record. Whenever a constituent requests a name change it is necessary to determine (using GUASYST) in which modules the record occurs. The uniform name change policies are outlined below.

## CREATION OF NEW PERSON OR NON-PERSON RECORD

Person and non-person records are created the first time someone enters them in Banner. The following offices have the ability to create a new student or general person or non-person record.

OFFICE	TYPE of ENTITY
Recruiting Office	Prospective
Office of Admissions	Applicants
Office of the Registrar	Students & Military Non-Faculty Members
Student Accounting Services	Third Party Vendor, Non-Person
Accounting	Vendor (Non-Person), Person
Human Resources	Employees (Faculty and Staff Members)
Financial Aid	Financial Aid Prospect, Financial Aid Non-Person

## SEARCHING FOR MULTIPLE RECORDS

A complete search must be done before entering a new person or non-person in Banner. There should only be one record for each entity. Any entities that are in Banner more than once must go through the "multiple PIDM" process.

- SOAIDEN – General Person Search
- SOACOMP – Non-Person Search
- GUIALTI – Alternate ID Search
- ROAIDEN – Person Name/ID Search
- ROIASIQ – Applicant Status Inquiry

## HOW TO DO A COMPLETE SEARCH

Search on any portion of the name or ID that is known. Remember that names in Banner are case sensitive.

- Use the “soundex” feature if you are not sure of the spelling.
- Use a wildcard (% or \_).
- This precaution may take a few minutes to perform, whereas fixing a multiple PIDM may take several weeks to complete. The cost for IS to fix it -priceless!

## NAME CHANGE POLICIES

Informed professional judgment (i.e., common sense), must be used to determine what constitutes a name correction (i.e., data entry spelling error) rather than a name change. In a name correction, the current name should be "typed-over". No previous or alternative name record is kept and no documentation is required. The following chart summarizes policies and procedures for making name changes for person and non-person entities in Banner.

Use the System Identification Form (GUASYST) to determine the department that 'owns' the record.

PERSON/NON-PERSON	PROCEDURES
Employee (faculty or staff) – whether or not any other record type exists	Human Resources/Payroll will make the change. Use Name Change Form and require the following: <ul style="list-style-type: none"> <li>• Social Security Card</li> </ul> See Name Change Form for procedure.
Admitted, Current Student, and Military Science non faculty members (excluding faculty or staff who should follow “Employee” guidelines above)	Registrar will make changes. Use Name Change Form and require the following: <ul style="list-style-type: none"> <li>• Social Security Card</li> <li>• Clear copy of picture ID</li> </ul> See Name Change Form for procedures.
Current Student Employees	Registrar will make the change, will use Name Change Form and require the following: <ul style="list-style-type: none"> <li>• Social Security Card</li> <li>• Clear copy of picture ID</li> </ul> See Name Change Form for procedures.
Accounting Vendors	Accounting will make change if no other records exist for vendors
Applicant, not a current student or employee	Admissions Office will make change upon request of individual via the Admission application.
Prospects, not current students or employees	Recruiting Office will make change to correct data entry errors according to recruiting name cards.
Financial Aid Recipient, and third Party Financial Aid Lenders	Financial Aid Office will make changes for Financial Aid Prospect, Financial Aid Non-Person, and all third party entities that are used in the FFELP loan processing procedures along with making changes in ISIR Records..
Third Party, Vendor, Non Person	Student Account will make changes upon request of individual or company.
Prospects	Recruiting Office will make changes via Recruiting Cards..

## **MULTIPLE PIDMs MANAGEMENT**

Numerous times per academic year (e.g., prior to rolling classes into academic history), the Registrar's office will initiate an audit of general person and general student records to search for duplicate records. The results will identify the modules in which possible duplicate records exist (e.g., Recruiting, Admissions, Financial Aid, and Registrar). Based on the results of the audit, the concerned offices will meet with the purpose of resolving the problem, by following the necessary procedure to combine the duplicates into one record for the student or person.

An audit report of name changes will run weekly by Human Resources, Payroll, Student Accounting, Registrar's Office, and Accounting to reconcile name change activity and documentation. If a name change has been made that requires additional documentation, it is the concerned department's responsibility to follow up with the department implementing the change and/or the person whose name has been changed as appropriate.

## **DUPLICATE BANNER IDs & SSNs MANAGEMENT**

Policy and procedures will be provided by Ellucian.

## **NAMES**

### ***Standards for Adding a New Record***

Enter the last, first and middle names of the person. Always use mixed case letters for names. The person's legal name is as it appears on the social security card. If legal documentation is not available when the person record is created, enter the full name, including the full middle name. Do not change a full name to an initial. One exception is Human Resources – HR must always use the legal name when creating a person.

The entry of the Social Security Number (SSN), Date of Birth, Gender and Address is mandatory. These fields are used during the Common Matching process and entry of this data will greatly reduce the possibility of multiple PIDM records in Banner. Furthermore, the SSN and Date of Birth are used extensively in Human Resources and Financial Aid.

### **Case**

If the person has submitted paperwork with their name written in all upper-case letters, enter the name with mixed case letters. If the person's name starts with a lower case



letter, enter the first letter in lower case (duBois, for example). When in doubt of the correct format to enter, request legal documentation from the person.

*Note: Legal documentation is the students' social security card.*

### **Initials**

Do not use an initial for the first name unless the name appears as such on legal name documentation. Do not enter periods in a name unless the person indicates that they are required or in the following circumstances: in an empty **First or Last Name field.**; or when in doubt of the correct format to enter, request legal documentation (social security card) from the person.

### **Spaces**

Spaces are permitted if the legal spelling and format of the name includes spaces. When in doubt of the correct format to enter, request legal documentation (social security card) from the person.

Examples:

L Christine Johnson

Mac Pherson De La Rosa

Mc Donald Van Husen

St John Van der Linden

McDonald De La Rosa

Cooper-Smith Anderson

### **Punctuation**

- Use hyphens, apostrophes, dashes, or periods exactly as the person indicates in writing or on the legal documentation.
- Use hyphens to separate double names (sometimes used in ethnic names or by persons who wish to use their maiden and married names), when indicated by the person that a hyphen is part of the legal spelling of their name.
- Use apostrophes (') when the symbol is part of the proper, legal name or address, (e.g., O'Leary, O'Connor, Sam's Wholesale Club).
- **Since many special characters are now used in programming languages, etc., Ellucian strongly recommends to not use special characters other than those defined in this Data Standards document.**

Do not add punctuation where there is none. When in doubt of the correct format to enter, request legal documentation (social security name) from the person. In the following examples, any could be correct:

Examples:

O'Donnell, Odonnell

Dell'Acqua, DellAcqua, Dellacqua

Al-Hassan, Al Hassan, al\_hassan, alHassan, al Hassan

St Denis, StDenis, St-Denis, SaintDenis, Saint-Denis, Saint Denis

### ***Previous Names***

With the exception of corrections made due to data entry errors, it is our policy to maintain previous name information in Banner. Forms used by some offices may ask for a person's previous name or names (for example, admission applicants). Enter the earliest name first. Previous name will appear in the previous identification block.

### ***Legal Name***

The **Legal Name** field is not used by the institution except for all employees. Do not add, delete or modify any data in this field.

### ***Social Security Name***

In order to use a different name other than the one appearing on the Identification Form for the W-2 Employee Name, then complete the fields in the Social Security Name block on the U.S. Regulatory Information window of the Employee Form (PEAEMPL). If a name is not specified in this field, then the name that prints on the W-2 (and all other W-2 reporting) will be taken from the Identification Form (SPAIDEN/PPAIDEN?).

### ***Last Name***

The **Last Name** is a required field. When in doubt of the correct last name format, request legal documentation (social security card) from the person.

- Enter the legal spelling and format of the last name, using standard capitalization rules.
- Do not enter titles, prefixed (Dr, Mr, Mrs) or suffixes (III, Jr) in this field; this information is stored in the prefix and suffix fields.

### ***First Name***

The **First Name** is a required field. When in doubt of the correct first name format, request legal documentation (social security card) from the person.

- Enter the legal spelling and format of the first name, using standard capitalization rules. If there is no first name, enter a period (.) to satisfy the required field.
- Spaces and hyphens may be included in double first names (e.g., Mary Ann, Bobbie Jo). Enter both names in the first name field only if it is legally a two-name first name.
- If the person prefers to be addressed using both first and middle names, but these are not the legal names, use the preferred first name field to enter this information.
- Do not include titles, prefixed or suffixes in either the **First Name** or **Preferred First Name** fields. This information is stored in the **Prefix and Suffix** fields.

### ***Preferred First Name***

If a preferred name exists enter this name (also known as a nickname) in the **Preferred First Name field**. This is an optional field.

Examples:

William Knight prefers to use the name 'Bill'. Enter 'Bill' in the **Preferred First Name field**.

D Mark Wilson prefers to use middle name 'Mark'. Enter 'Mark' in the **Preferred First Name field**.

Alexander James Jones prefers to use the initials 'AJ'. Enter 'AJ' in the **Preferred First Name field**.

Mary Ellen Smith prefers to use her first and middle name. Enter 'Mary Ellen' in the **Preferred First Name field**.

### ***Middle Name***

The **Middle Name** is not a required field.

- Enter the legal spelling and format of the middle name in mixed case using standard capitalization rules or the capitalized middle initial.
- If the middle initial is used, it should not be followed by a period.
- If there is no middle name, leave the field blank.

### ***Prefixes and Suffixes***

Do not enter prefixes and suffixes (such as Mr, Ms, Rev, Jr, IV, or Esq) in the **Name fields** of the current identification block on the Banner IDEN forms. Enter prefixes and suffixes in the respectively named fields on the General Person forms.

### Name Prefixes

Enter the name prefixes given by the person. If no prefixes are provided, do not enter any. Enter the prefix to be associated with the person's name using mixed case and standard capitalization rules.

Brig.General	Honorable	Mrs.
Bishop	Judge	Ms.
Capt.	Lt.	Rabbi
Cmdr.	Lt. Col.	Rev.
Col.	Maj.	Sgt.
Dr.	Miss.	Sister
Father	Mr.	

### Name Suffixes

- Enter name suffixes given by the person. If no suffixes are provided, do not enter any.
- Enter the suffix code to be associated with the person's name using mixed case and standard capitalization rules.
- The suffix may be up to 20 characters in Banner and multiple suffixes may be entered.
- Separate multiple suffixes with commas.

Jr.	III
Sr.	IV
Ph.D.	V
II	VI

**Name Type and Description** *(Currently not in use)*

The "current" name in Banner does not require a type to be identified. In other words, if there is only one name, it is current and the type can be left blank. If a designation other than current is needed, here are examples of name descriptions to be used:

ADV N	Advancement Name	GRAD	Name at Time of Graduation
ALIA	Alias Name	LEGL	Legal/Official Name
ALUM	Alumni ID	MAID	Maiden Name
BRTH	Birth Name	PROF	Professional/Stage Name
EVNT	Event Guest	SPSE	Spouse (with no record) Name
FORM	Former Name		

### ***Non-Person Name***

All information is typed in mixed case format. If an "article" (a, an, or the) is used as an adjective in the full legal name of a non-person entry, it should be included when entering the name in Banner.

Examples:

The Boeing Company  
Kansas Independent College Fund  
New York State Department of Education  
United States Postal Service

- Enter company name in the **Corporation field** (on the FTMVEND form) as listed on an invoice or other company document.
- Other non-person records that are not Finance Vendors should be entered on SPAIDEN/PRAIDEN in the **Non-Person field**. Other sources: the phone book, web site, NCHELP website (for FFELP lenders).
- Punctuation in the name and address of a company should be entered only when it is part of the official name.
- Determine spacing by using the vendor's invoice or other company documents as a guide. Generally, acronyms do not have spaces between the letters, e.g., FOCUS, IBM, AES of Roanoke Inc. Includes spaces between initials and the company name, e.g., A B Dick Products Inc or E C Geiger Inc.
- If the official name includes a numeral such as 47<sup>th</sup> Street Photo, enter the numeral rather than spelling the number out.

### ***Abbreviations in Company Name***

In general, company names should not be abbreviated unless the company has done so, such as IBM. If space limitations require that a name be abbreviated, abbreviate the latter part of the name rather than the former.

### ***Before Adding a New Company to Banner***

It is important that SOAIDEN and SOACOMP be searched thoroughly to ensure that the company does not already exist in the vendor or other non-person files. If a company already exists, use the appropriate maintenance form to activate in the applicable module. If required, add an additional address type and address particular to the module.

Only one company record and company identifier, with multiple addresses and types as required should exist for each business unit. Where large corporations operate under different business units with independent tax identification numbers, only then should the business units be established as separate entities with separate identifiers.

The only exception to this rule is the Financial Aid FFELP Lenders, Guarantors and Service Agents. In order to process CommonLine Loans within Banner, the appropriate NCHELP name and code are required. If that same entity exists for purposes other than CommonLine Loans, a second record is appropriate as separate business units exist.

- All area Wal-Mart stores, K-Mart stores, etc. would be a single company with one identifier and multiple business addresses.
- Nationally affiliated moving companies such as North American Van Lines, would be a single company with one identifier and multiple addresses containing the name of the individual agent, because these are all centrally billed under the parent company.
- General Electric Aerospace, General Electric Medical Systems, and General Electric Credit Corporation would all be separated companies with separate identifiers since they operate as separate business units even though they are the same parent corporation.
- An example of when a non-person may exist more than once is when Bank of America is a vendor but is also a FFELP lender. Then Vendor ID will be generated whereas the FFELP lender ID will be specified by the Federal Government.

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## **ADDRESSES**

### ***General***

Institution-wide conventions are critical for shared data such as addresses; we should be mindful of the purposes for which the data are entered. For example, departments with marketing

responsibility (such as Advancement and Admission) must be able to produce individualized correspondence conforming the formal addressing rules. Departments such as Student Account Services and Accounting may have less stringent formatting requirements. These standards must balance three considerations:

- Banner system requirements:
  - ✓ US Addresses – Street line 1, City, State, and Zip Code
  - ✓ International Addresses – Street line 1, City, and Nation
- Accepted standards for formal communications;
- U.S. Postal Service guidelines.

All addresses must meet U.S. Postal Service addressing requirements. The guidelines expressed herein are designed to convey the minimum standard requirements to be used throughout the Institution.

### ***Address Types***

The following address types are available for use based on the Address Type Code Validation (STVATYP) form. The delivered address types should be reviewed and a determination of the following should be made.

- Hierarchy used in mailings
- Purpose of address type
- Can the address be viewed/updated within self service
- Removal of unwanted address types

<b>Address Type</b>	<b>Description</b>
AP	Accounts Payable
BI	Billing (Do not use)
BU	Business (do not use)
EM	Emergency Contact (Do not use)
FA	FAFSA Address (Do not use)
HR	Human Resources
L	Local (Residence Hall) (Do not use)
MA	Mailing (Do not use)
N	NOK or Guardian 1 (Do not use)
N2	NOK or Guardian 2 (Do not use)
P	Permanent

P1	Parent 1 (Do not use)
P2	Parent 2 (D not use)
PA	Parents (Do not use)
PO	Purchase Order
RR	Residence Reporting
S	Student Local Address
XX	Reserved for TGRFEED Use Only (Do not use)

It is our desire to maintain a standardized list of address types based on their purposes, rather than separate addresses for each department as this will reduce redundant data entry. Thus, an individual may appear in accounting, be an alumnus, employee and a current student, and only have a single address. The Advancement Office can put a "preferred indicator" on any address type in the Alumni module. This indicator cannot be viewed in any module except Alumni.

Each Banner application (e.g., recruitment mail, billing, grades, award letters, and gift solicitations) will look for a valid address in a prescribed sequence. For example, the grade mailing routine might look for addresses in this order: P and then S. Admissions might typically search for a mailing address in this order: S and then P.

**Identical addresses should not be keyed in as different address types.** The address types and descriptions as approved are listed below. Note that the use made of a particular address type is really part of its definition.

#### P –Permanent Address

*Permanent Address* is the address that changes rarely for a person. In the case of a student, this may be a post office box or a parent address.

#### S –Student’s Local Address

The *Student’s Local Address* is the address type to be used if it is different from the P address type. The local address is often used when the person resides in the local area during the school year and elsewhere during the summer.

#### ***U.S. Street Standards***



All information is typed in mixed case format (e.g., not all caps or all lower). Street names should be spelled out in their entirety whenever possible.

Note that the post office reads address from the bottom up. Thus, the most general information (country, state or province) is at the bottom of the address, while the most specific (apartment or room number) is at the top.

### ***Punctuation & Symbols***

- Punctuation (periods, commas and apostrophes) should be used. Symbols should never be used in the first position of an address field.
- The percent symbol “%” should never be used.
- The designation for "in care of" should be abbreviated as "c/o" when necessary and should be entered on the first street address line.
- Although USPS standards prefer uppercase letters for the presentation of all lines of the address block, address data should be entered in mixed case using standard capitalization rules.
- Use hyphens and slashes in addresses when needed for clarity or designated fractions.

Examples:

Mid-Island Plaza

101 ½ Main St

- Use the Ampersand '&' instead of the word 'and' only if that is the proper spelling or if it is used on individual or business letterhead.

Example:

1500 Kings & Queen Way

The standard layout for the Delivery Line is:

Primary address number	numerical, not word
Predirection	N (North), E (East), SW (Southwest)
Street Name	normally not abbreviated
Suffix	St, Dr, Cir

Postdirectional	N (North), E (East), SW (Southwest)
Secondary address identifier	Apt, Rm, Ste
Secondary number	numerical, not word

The USPS prefers use of pre-direction and post-direction abbreviations without period. These describe the geographic direction before and after the street name. Directions should be spelled out only when they are part of the street name.

**Examples:**

- 1501 Southwest Freeway
- 101 West St
- 202 Country Road NE
- 303 Bay West Dr
- 500 Bay Drive W

The preferred delivery line for the Rural Route designations is RR.

**Example:**

RR 2 Box 18

***Compass Directions***

If appropriate, compass directional words may be abbreviated at the beginning and/or end of the street name.

East	E
Northeast	NE
West	W
Northwest	NW
North	N
Southeast	SE
South	S
Southwest	SW

### ***Abbreviations for Street Designators***

Refer to the U.S. Postal Service Address Standards publication for abbreviations of designators not listed below. Abbreviations for Street Designators are defined by the USPS.

Avenue	Ave
Boulevard	Blvd
Branch	Br
Center	Ctr
Court	Ct
Circle	Cir
Drive	Dr
Estate	Est
Highway	Hwy
Lane	Ln
Parkway	Pkwy
Place	Pl
Road	Rd
Square	Sq
Station	Sta
Street	St

### ***Address Unit Designators***

Secondary designators, such as suite or apartment numbers, should be on the same line as the street address and at the end to the right.

Examples:

1356 S Executive Dr Ste 202

1624 W Donner St Apt 101

102 Main St Apt 101  
102 Main St Ste 101  
102 Main St Rm 101

If the primary address uses all available characters, the secondary unit designator should be on the first address line-preceding the primary address. The unit designator should never be on the line following the primary address. Remember, the post office reads an address from the bottom up.

Example:

Mr. Michael Murray  
Apt C  
5800 Springfield Gardens Cir  
Natchitoches, LA 71457-1234

Always use the USPS standard abbreviations for secondary unit designators as follows:

<b>Secondary Unit Designator</b>	<b>Approved Abbreviation</b>
Apartment	Apt
Basement	Bsmt*
Building	Bldg
Department	Dept
Floor	Fl
Front	Frnt*
Hangar	Hngr
Lobby	Lbby*
Lot	Lot
Lower	Lowr*
Office	Ofc*
Penthouse	Ph*
Pier	Pier
Rear	Rear*

Room	Rm
Side	Side*
Slip	Slip
Space	Spc
Stop	Stop
Suite	Ste
Trailer	Trlr
Unit	Unit
Upper	Uppr*

\*Does not require secondary range number to follow.

### ***Attention Line***

If possible, avoid using an attention or "care of" line. Reorganizations or turnover can make them obsolete quickly. The designation for "in care of" should be abbreviated as "c/o" when necessary and should be entered on the first street address line.

If an attention line is necessary, try to use only an office or title rather than a name. Thus, "Attention: Treasurer" is preferable to "Attention: Joseph Deters, Treasurer" because the former does not become obsolete when a new treasurer is elected.

If an attention line is necessary, enter the address as provided by the company or organization.

### ***P.O. Box***

- Always abbreviate Post Office Box as PO Box
- Change "Caller", "Lockbox" and "Drawer" to PO Box
- Dual Addresses
- Banner address formats allow three lines of street address information. If a mailing file contains both a physical address (street number and name) and delivery address (PO Box), place the PO Box immediately above the last line.
- Do not enter data into the second address line until data has been entered into the first address line.

Example:

Mr. John Doe

1201 Broad St  
PO Box 1001  
Natchitoches, LA 71457-1234

### ***Sources for Additional Information***

There are style manuals that deal with formal addressing style. There are several U.S. Postal Service publications dealing with addressing. The most comprehensive and accessible publication is Postal Addressing Standard, Publication 28. This publication is available from the U.S. Postal Service as well as in a portable document format (PDF) on the World Wide Web at: <http://pe.usps.gov/cpim/ftp/pubs/pub28/pub28.pdf>.

The U.S. Postal Service National Customer Support Center has a very useful web site that provides extensive address and zip code information. <http://www.usps.gov/ncsc/>.

The Canadian Postal Service (Canada Post) also offers a very useful web site: <http://www.canadapost.ca/personal/tools/pg/manual/PGaddress-e.asp>.

### ***City***

- All information is typed in mixed case format, (i.e., not all caps or all lower). Spell out city names in their entirety. If it is necessary to abbreviate city names to fit within 20 characters, use abbreviation standards described herein or in the US Postal Service Postal Addressing Standards (System generated from zip code entry).
- State and Province
- State codes **MUST** be entered for all U.S. and Canadian address. The appropriate code may be selected using Banner software. For additional information, refer to the Postal Service Address Standards publication. The State and Province values are validated based on the State/Province Code Validation (STVSTAT) form.

Canadian Provinces are entered in the **State/Province field**, NOT in the **City field**. Canadian Provinces include Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland, Northwest Territories, Nova Scotia, Ontario, Prince Edward Island, Quebec, Saskatchewan, and Yukon and have their own code for entry into the **State field**. Note: Canadian addresses must include the city in the **City field** and the Province in the **State field**. (System generated from zip code entry).

## **County**

The County will be system generated from the zip code entry. Do not enter county code for international addresses.

## **Zip or Postal Code**

Zip or postal codes **MUST** be entered for all U.S. and Canadian addresses. For all US addresses, enter the five-digit zip code before entering the city, county, or state. If the zip code is entered correctly the city, county, and state are automatically displayed in the appropriate fields. This not only eliminates the need to key this information, but also ensures that it is correct. Note that you must enter the five-digit zip code only, then press the ENTER key (or the TAB key), which will cause Banner to fill in the city, county, and state. You can then return to the zip code to add the remaining digits.

### United States

A Hyphen must be entered when the entire 9 digit (zip plus four) zip code is available. If the last four digits are unavailable, enter the first five digits in the first five positions of the field without the hyphen.

Examples:

97203  
97203-5798

### Canadian

Enter the six-character postal code by keying in 3 characters, a space, and the last 3 characters.

Examples:

T2T 2Y5  
R2L IN4

Note: only US zip codes are included within the Banner Database. Canadian zip postal codes may be entered in to the GTVZIPC validation form.

## **Country**

A country code is required for all non-U.S. addresses. Do not enter "United States" in the country name field for United States addresses. Banner maintains a list of all the current code options available and the default country designation is "US".

## **International Addresses**

International State and Provinces (excluding Canada) are entered in the **City field**, NOT in the **State/Province field**. This field should be blank for all International addresses.

Use the Nation validation values to enter nation or country codes. This way the Institution can better control the printing of international addresses on letters and forms.

International information is typed in mixed case format, (e.g., not all caps or all lower). Enter city name, province or state and postal code. The city field has been expanded to 50-characters and the postal code has been expanded to 30-characters to more easily enter international address information. Spell out names in their entirety.

Enter street address information in the 3 street address lines and enter the city and province (or equivalent) in the **City field**. (For Canadian addresses, enter the province in the **State/Prov field**.) Finally, enter the postal code (if any) in the **ZIP Code field**.

Although Canadian postal codes should be entered in the **ZIP Code field**, Canadian postal codes were not purchased with Code 1 (the Address Management Software) and are not populated in GTVZIPC.

Examples:

Street address	Pekto Medtodiev Kitanov POB 140
City	Balgoevgrad, Hyderabad
Zip Code	2700
Nation	BU

## **Military Address**

### Overseas Locations

- Enter the APO or FPO code into the **City field**.



- Enter the military 'state' code (AA, AE, or AP) into the **State field**.
- AA for units in the Americas-other than Canada
- AE for mail going to Europe, the Middle East, Africa, and Canada
- AP for mail destined to the Pacific

**Examples:**

SSGT Dennis Becker	Sgt Cher Downey
Unit 2050 Box 4190	PSC 802 Box 2625
APO AP 96522-1215	APO AE 09777-0010
Seaman Duane Reeves	
B Division	
USS North Dakota	
FPO AA 34093-2344	

**Domestic Locations**

All domestic military mail must have a regular street style address.

**Example:**

Col Margaret Henry  
 Fort Polk  
 8202 E Sixth Ave Apt 405  
 Leesville LA 71459

***Address Source***

The following table describes address source codes defined for the Banner system.

CALL	Phone call from individual
CARD	Contact Card
CONV	Information from Conversion
EDI	Electronic Data Interchange
INFR	Information from relative
PHON	Phonathon received change

POST	Post Office change
RETD	Returned, no forwarding address
SELF	Self reported by individual
WEB	WEB Self Service

### ***Adding a New Address Type***

The following guidelines should be observed if a new address type should be needed:

Department	Only the following departments can add and/or change an address type
Student	Student Accounting Services Admission's Office Registrar's Office Financial Aid
Faculty/Staff	Human Resources
Non-Person (Vendors)	Student Accounting Accounting Financial Aid

### **Telephone Numbers**

An entity (person or non-person) may have multiple telephone numbers within the Banner system. Telephone numbers should be accurate and reflect the most recent data received. Enter the ten-digit number without inserting a hyphen.

Telephone numbers may be tied or linked to a specific address. The 'Address Type' and 'Seq No' fields are used to link the telephone number to a specific address. It is possible to have more than one telephone number for a single address.

### ***Telephone Numbers***

All regional and local telephone numbers, including on-campus phone numbers, need to be entered using the ten-digit format. Enter all three parts in the appropriate field, using no parentheses or hyphens. Do NOT enter the standard '1' code for long distance dialing.

Example:

3162955000

### ***International Numbers***

There is a 4 character telephone Country code field, a 6 character Area code field, and a 12 position Phone Number to accommodate entry of **International Phone Numbers**. Enter all three parts in the appropriate fields.

Example:

81037599311

As an example, the number would be entered for a telephone number in Japan as 81 for the country code, 03 for the area code, and 7599711 for the phone number.

### ***Phone Number Extension***

If an extension number is provided, enter only the digits of the extension. Do NOT enter EXT or X into the **Extension field**. The extension number has been expanded to 10 positions.

Examples:

7300

1764

All regional and local telephone numbers, including on-campus phone numbers, need to be entered using the ten-digit format.

### ***Telephone Types***

A telephone type distinguishes each telephone number entered in the Banner system. The Institution uses the following codes:

BI

Billing

BU	Business
CA	Campus Phone
CEL	Cell Phone
EM	Emergency Contact
FAX	Fax
L	Local Phone
MA	Mailing
N	NOK or Guardian 1
N2	NOK or Guardian 2
P	Permanent
P1	Parent 1
P2	Parent 2
PA	Parents
RH	Residence Hall Phone
SC	School Campus
SE	Seasonal
TE	Temporary Phone
TT	Teletype

Multiple phone numbers may be stored for each mailing type, using sequence numbers.

### ***E-Mail***

Students, faculty and staff at the Institution are eligible to receive internet access and e-mail services. Use of these privileges requires establishing an account with the Institution's Information Services. Registered students automatically receive a username and password which includes a Institution specific e-mail address.

All e-mail addresses entered should be evaluated for case sensitivity and spelling. Some e-mail systems are case sensitive before the @. E-mail addresses consist of a login name followed by the @ sign, followed by the domain name. A domain name contains between two and four elements separated by periods.

#### E-Mail Address Types

BUS	Business Work E-Mail	Used for vendor or alumni email address
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<b>CAMP</b>	<b>University Campus E-Mail</b>	<b>Used for institution-assigned email address</b>
<b>EMR1</b>	<b>Emergency Contact 1</b>	<b>Used to contact person in the event of an emergency</b>
<b>EMR2</b>	<b>Emergency Contact 2</b>	<b>Used as back-up to contact a person in the event of an emergency</b>
<b>FAFS</b>	<b>From Financial Aid application</b>	
<b>LUM</b>	<b>Luminis (old legacy value)</b>	
<b>PERS</b>	<b>Home/Personal E-Mail</b>	<b>Used for student, staff, or faculty email address that is different than the CAMP or BUS email type.</b>

This email address type is most commonly used as the default for electronically loading New records from an external source or when updating existing records from an electronic load.

One e-mail address can be marked as the preferred e-mail address. If e-mail is stored, then the preferred indicator must be checked to indicate the preferred e-mail address. If the preferred indicator is not checked then the e-mail address may be omitted from selection.

Examples:

[helpdesk@college.edu](mailto:helpdesk@college.edu)  
[alumni@college.edu](mailto:alumni@college.edu)

### ***Calendar Dates***

Dates are entered on a variety of screens for various purposes. The Institution prints dates in the format dd-mmm-yyyy. Dates may be entered in any format. The system will re-display the date in the dd-mmm-yyyy format.

Examples:

<b>Date Entered As</b>	<b>Date Displayed</b>
January 17, 1999	17-JAN-1999
4/17/99	17-APR-1999
060899	08-JUN-1999
06	06-current month-current year

**Gender**

The U.S. Department of Education requires that the Institution reports gender information.

Male	A male person, man or boy
Female	A female person, woman or girl
Not Available	The gender information is not available or if the gender cannot be determined by the name, e.g., Chris, Pat, Terry, etc.

Note: All employees and students **MUST** be classified as a male or female.

**Social Security Number**

- Enter the entire (nine) 9-digit number, omitting dashes and spaces between numbers (e.g. 555491133).
- The SSN is required for students, employees, and independent contractors.
- The SSN is not required for constituents who are friends of the Institution.
- A SSN is not required for international students, unless the student is employed at the Institution.
- Change to Social Security Number
  - A person making a social security number change request must present a new social security number card. Good professional judgment should be used when making error corrections to Social Security Numbers. The following guidelines should be observed if a change must be made to the Social Security Number.

Student	Student Accounting Services Registrar's Office
Faculty/Staff	Human Resources
Non-Person (Vendors)	Purchasing Department

**DATE OF BIRTH**

The **Date of Birth** is required for employees and students.

**Changes to Date of Birth**

An employee or student making a date of birth change request must present a birth certificate.

When a birth date is required, but none is available, Human Resources uses the holder code date 07-JUL-1864 to allow processing an employee. Periodically, records containing this date will be identified and corrected. When the year of birth is known, but not the specific month or day, Institution Relations will use the code 01-JAN-60, where "60" is the year of birth and will vary with the constituent, to associate a birth date with constituent's record.

Student	Registrar's Office
Faculty/Staff	Human Resources
Non-Person (Vendors)	Purchasing Department

### ***Marital Code***

This information may be collected for students, employees and constituents of the Institution.

- C Companion/Partner
- D Divorced
- M Married
- O Other
- P Separated
- S Single
- W Widowed

### ***Ethnicity Code***

This field **MUST** be entered for students and employees who are U.S. citizens or U.S. permanent residents. This field **MUST** be entered for international students or employees (non-U.S. citizens residing in the U.S. on a visa). This field is optional for constituents who are friends of the Institution.

- 1 ASIAN OR PACIFIC ISLANDER
- 2 AMERICAN INDIAN OR ALASKAN NATIVE
- 3 BLACK, NON-HISPANIC
- 4 HISPANIC
- 5 \* ALL OTHER AMERICAN MINORITIES
- 6 WHITE, NON-HISPANIC
- 7 FOREIGN STUDENT

## 8 REFUSE TO INDICATE

For international students or employees (non-U.S. citizens residing in the U.S. on a visa), leave this field BLANK.

### ***OTHER PERSON DATA***

#### ***U.S. Citizen Type***

If the person is a prospect, student or employee, this information is required. If the person is a constituent and not a student or employee, this field may be left blank to indicate the U.S. citizenship is not known.

#### ***Veteran File Number***

The Office of the Registrar keeps and maintains this information for students.

#### ***Legacy Code***

A *Legacy Code* identifies a relative or employee with whom the Institution had or has a relationship. For example, if your mother were an alumna of the Institution, your legacy would be Alumni relative. The Alumni Office will collect/maintain the legacy codes.

- A Aunt Attended
- B Brother Attended
- C Cousin Attended
- F Father Attended
- G Grandparent Attended
- M Mother Attended
- O Other Affiliation
- P Patents Attended
- S Sister Attended



- U     Uncle Attended
- X     Multiple Family Attended
- Y     Parent is Alum

### ***Religion Code***

The Institution will/will not collect and/or maintain religion data if known and needed.

### ***Driver's License Information***

The Institution will maintain driver's license data. Financial Aid will collect but not maintain this information. However, it is not maintained on a commonly accessible form. Human Resources will collect/maintain driver's license information for driving Institution vehicles.

### ***Confidential Records***

#### **Confidential Information Indicators**

If a person completes a "Request to Withhold Information" form then no data about the student will be shared with any person other than the student without expressed written permission from the student. The permission must be obtained in writing and identify the person(s) who are allowed access to the record and the type of information that may be shared (registration, grades, financial aid, etc.)

This confidentiality does not apply internally where information is needed for daily Institution business purposes.

### ***Deceased Information***

- Due to sensitivity of this issue, prompt attention is important if future mailings from Institution offices are discontinued. Deceased status must be verified information, not just perceived information.
- For employees of the Institution, **ONLY** the Human Resources department will enter and change this information based on prevailing policies.
- For Students, only the Registrar's Office will enter/change deceased information.

## **DISCLOSURE OF STUDENT INFORMATION**

Northwestern State University General Disclosures on Accreditation, Cost of Attendance, Crime Rate Statistics, Degree Programs, Disability Services, Graduation Rates, Refund Policy, Resignation Policy, Return of Title IV Funds, Student Athlete Graduation, and the Family Educational Rights and Privacy Act may be accessed online at <http://righttoknow.nsula.edu/> or <http://registrar.nsula.edu/>.

## **FERPA STATEMENT**

### **What is FERPA?**

The Family Educational Rights and Privacy Act (FERPA) is a federal law that sets forth requirements regarding the privacy of student records. FERPA governs the release of these records (known as education records) maintained by an educational institution and access to these records. When a student turns 18 years old, or enters a postsecondary institution at any age, the rights under FERPA transfer from the parents to the student. The FERPA statute is found at 20 U.S.C § 1232g and the FERPA regulations are found at 34 CFR Part 99.

<http://www.ed.gov/policy/gen/guid/fpco/faq.html>

### **What constitutes an education record?**

An education record is any record that contains information directly related to a student that is maintained by the institution. This includes, but is not limited to, grade information, disciplinary documentation, billing, financial aid data, and medical records.

### **What are the rights of students?**

The Family Educational Rights and Privacy Act of 1974, as amended, protects the privacy of student education records. It gives students the right to inspect and review their education records; the right to request the amendment of their education records that students believe are inaccurate or misleading; the right to consent to disclosure of personally identifiable information contained in the education records, except to the extent that FERPA authorizes disclosure without consent; and the right to file a complaint with the U.S. Department of Education concerning alleged failures by the university to comply with the requirements of FERPA. Ultimately, an institution's failure to comply with FERPA can mean the withdrawal of federal funds by the Department of Education.

### **What is not an education record?**

Records not considered part of an education record include, but are not limited to, records of the law enforcement unit of an education institution, and records that only contain information about an individual after he or she is no longer a student at the institution.

### **Under what circumstances may an institution disclose information from education records without consent?**

There are several exceptions to FERPA's general prior consent rule that are set for in the statute and the regulations. See § 99.31 of the FERPA regulations. One exception is the disclosure of "directory information" as set forth in FERPA guidelines. (34 CFR § 99.31(a) (11).)

**What is directory information?**

FERPA defines "directory information" as information contained in the education records of a student that would not generally be considered harmful or an invasion of privacy if disclosed. Northwestern State University defines directory information as the following: student's name; mailing address; e-mail address; photograph; telephone number; dates of attendance; enrollment status (e.g., undergraduate or graduate, full-time, or part-time); major field of study; participation in officially recognized activities and sports; weight and height of members of athletic teams; degrees, honors and awards received, including naming to honor rolls; and the most recent educational agency or institution attended.

**How do students notify the university that they would like their directory information handled as confidential information?**

Students may choose to have their directory information marked confidential at any time by printing the form, completing, signing, dating, and mailing or faxing the form to the University Registrar's Office.

**What do students do if they would like one or more of their parent(s) or guardian(s) to have access to the information contained in their education record?**

Students can print the "FERPA Student Consent for Access to Education Records" form, complete, sign, date, and mail or fax the form to the University Registrar's Office.

**Can the consent form be submitted online?**

No. Students can print the "FERPA Student Consent for Access to Education Records" form, complete, sign, date, and mail or fax the form to the University Registrar's Office.

**How long will the consent be in effect?**

Consent will remain in effect until a student submits a notification in writing revoking their consent.

**How do students revoke their consent to release information?**

Students can print the "FERPA Student Consent for Access to Education Records" form, complete, (including the revocation section), sign, date, and mail or fax the form to the University Registrar's Office.

**Do parents or guardians of college students have the right to see their children's education records? Does it make a difference if they are paying the tuition?**

As noted above, the rights under FERPA transfer from the parent to the student once the student turns 18 years old or enters a postsecondary institution at any age. Parents or guardians may have access to their student's education record if the student has completed, signed, dated, and submitted the "FERPA Student Consent for Access to Education Records" form as described above. It does not make a difference if the parent/guardian is paying the tuition.

**What if my child is a minor and he or she is taking classes at the University while still in high**

**school – do I have rights?**

As indicated above, if a student is attending a postsecondary institution – at any age – the rights under FERPA have transferred to the student.

**May a postsecondary institution disclose to a parent, without the student’s consent, information regarding a student’s violation of the use or possession of alcohol or a controlled substance?**

Yes, if the student is under the age of 21 at the time of the disclosure, FERPA was amended in 1998 to allow such disclosures. See § 99.31(a) 15 of the FERPA regulations.

**Can information be disclosed without consent for registered sex offenders?**

The new regulations allow disclosure without consent of any information concerning registered offenders provided to an educational agency or institution under 42 U.S. C. 14071 and applicable Federal guidelines.

**Are instructors permitted to post grades by social security numbers/CWID?**

No. A student’s social security and campus wide identifications numbers are, by definition, “personally identifiable information” under FERPA and may not be disclosed without consent in any form.

**Is a signed consent form still needed if a student and family members have an appointment with faculty or staff to review the student’s academic progress?**

Yes. By signing the "FERPA Student Consent for Access to Education Records" form, students give universities the authority to share information contained in their educational record to their parent or guardian. FERPA does not allow for information to be released on the assumption that if the student is in the room, the student has given their consent.

**Can education records (grades, billing, medical, and financial data) be sent to students via email?**

Yes. It is O.K. for faculty and staff members to share the student's academic progress in courses, account balances, medical, financial aid, and admission information with students via their official NSU e-mail addresses but not with a third party. In other words, all communications that you would normally send via the student’s mailing address can also be sent to the student’s official NSU e-mail address.

**Are education records of student athletes covered by FERPA?**

The education records of student athletes are covered by FERPA. Without a signed consent form, personally identifiable information may not be disclosed from the education records of student athletes nor may they appear on the published team roster.

**Do student account balances and medical records meet the definition of education records under FERPA?**

Yes. Records that are directly related to a student and maintained by an educational agency or institution or by a party acting for the agency or institution are “education records” under FERPA. 34 CFR § 99.3.

### **Where can I get more information regarding FERPA?**

This guide has been developed based upon information that has come mainly from the U.S. Department of Education's Family Compliance Policy Office's (FPCO) website.

- The FPCO's main site is: <http://www.ed.gov/policy/gen/guide/fpc>
- FPCO Frequently Asked Questions page is: <http://www.ed.gov/policy/gen/guid/fpc/faq.html>
- On campus, please contact Lillie F. Bell at 318-357-6171.

### **The Name and address of the office that administers FERPA is:**

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Ave., SW  
Washington, D.C. 20202-5920

## **FERPA Questions and Answers for Faculty and Staff**

### **When does the coverage of FERPA begin and end?**

Coverage begins at NSU when a student submits an application for admission. The coverage of FERPA is effective until death for records concerning the individual's status as a student of the institution. FERPA does not cover other individual records maintained by Northwestern, such as personnel or alumni records.

### **What do you do when a third party asks you for a student's schedule?**

- Third party requests for a schedule are not honored unless the request falls within an emergency exception to FERPA, and then refer requestor to the Office of University Police.
- Requests to locate a student are referred to the Office of University Police. That office will get a message to the student.

### **What do you do when students ask for a copy of their schedule of classes?**

- Provide a student with a copy of his or her schedule upon the presentation of a photo ID.
- Advise students that they can print a copy of their schedule from the Web for Students system.

### **Where is the notice of FERPA rights to students located?**

- Notice of FERPA rights is available on NSU Main Web page at <https://www.nsula.edu>; Registrar's Office web page at <https://registrar.nsula.edu>; FERPA Web page at <https://registrar.nsula.edu/ferpa-infoguide>; and Student-Right-to-Know Web page at <https://righttoknow.nsula.edu>

### **What about letters of recommendation?**

- Statements made from the recommender's personal observation or knowledge of the student does not require a written consent.
- If personally identifiable information obtained from the student's education records is included, such as grades, GPA, etc., the writer is required to obtain a signed release from the student. The release should specify the records to be disclosed, the purpose of the disclosure, and to whom the records may be disclosed.

### **How does FERPA apply to faculty and staff?**

**The law requires faculty and staff to treat student's education records in a legally specified manner.**

**Grades:** Students' scores or grades should not be displayed publicly. Even with names obscured, numeric student identifiers are considered personally identifiable information and must not be used. Grades, transcripts, or degree audits reviewed for purposes of advisement should not be placed in plain view in open mail boxes located in public places.

**Athletes:** The education records of student athletes are covered by FERPA. Without a signed consent form, personally identifiable information may not be disclosed from the education records of student athletes, nor may they appear on the published team roster.

**Class Rosters/Grade Sheets:** These and other reports should be handled in a confidential manner and the information contained on them should not be re-disclosed to third parties.

**NSUConnect (SSB) & INB Records Systems:** Faculty are deemed to be "school officials" and can access data in the NSUConnect SSB & INB Records Systems if they have a "legitimate educational interest." A legitimate educational interest exists if the faculty member needs to view the education record in order to fulfill his or her professional responsibility.

**Disclosing or confirming directory information:** An institution may not disclose or confirm directory information without meeting the written consent requirements in §99.30 if a student's social security number/CWID or other non-directory information is used alone or combined with other data elements to identify or help identify the student or the student's records.

## **General Faculty/Staff Do's and Don'ts**

Good practice by faculty and staff members requires that they maintain, use, and report student data in compliance with the requirements of FERPA and the University's Policy. The following statements provide practical guidelines to follow:

**Do** refer requests for student record information to the Registrar.

**Do** check a student's directory restriction on screen 011 before answering any questions.

**Do** keep only those individual student records necessary for the fulfillment of your teaching or advising responsibilities.

**Do** keep any personal records relating to individual students separate from their educational records. Private notes of a professor/staff member concerning a student that are intended for professor's/staff member's own use are not part of the student's educational record.

**Do** ask for only the last four digits of the CWID on exams and other documents, if needed, to identify different students with the same name.

**Do** maintain a record of all requests for access to Personally Identifiable Information, whether those requests are honored or not.

**Do** properly dispose of (shred) all papers and documents that contain the CWID/SSN.

**Do not** release non-directory information over the telephone.

**Do not** disclose, confirm, or verify directory information by asking for non-directory information, including, but not limited to, student's SSN, CWID, place of birth, date of birth, gender, race, residency status, class schedule, etc.

**Do not** release personal information such as SSN/CWID, grades, GPA, billing, or financial aid data via the telephone.

**Do not** include the CWID in the subject line of an email message. In no case should the students' full Social Security Number be provided.

**Do not** include the CWID on documents mailed by surface mail where the CWID is visible on the outer document or in a window envelope.

**Do not** display student scores or grades publicly in association with the student name, CWID, social security number, or other personal identifier.

**Do not** put paper or lab reports containing student names and grades in publicly accessible places. Students may not have access to the scores or grades of others in the class.

**Do not** request information from the educational record custodian without a legitimate educational interest and the appropriate authority to do so.

**Do not** share student educational record information with other faculty or staff members of the University unless their official responsibilities provide for a legitimate educational interest.

**Do not** ask for the CWID on any document that will be viewed by anyone other than a University employee with an educational need to know. Examples:

- On exams, homework assignments, and attendance rosters – if other students may view these documents.
- On questionnaires, surveys, and other documents soliciting additional personal information.
- On checks payable to the University or to the student.
- On non-academic documents or an appointment sign-in sheet.

## **General Faculty/Staff Do's and Don'ts (Continued)**

**Do not** leave graded tests in a stack for students to pick up by sorting through the papers of all students.

**Do not** circulate printed class lists with student name and SSN/CWID or grades as an attendance roster.

**Do not** discuss the progress of any student with anyone other than the student (including parents) without the consent of the student.

**Do not** provide anyone with lists of students enrolled in your classes for any purpose.

### **Where can I get general information about FERPA?**

General information about student privacy rights can be found above in the General Information section of the FERPA

FAQs.

**Important Note:** The above information is intended to give general information about FERPA and to acquaint faculty and staff with some of the privacy issues surrounding students' education records. It is not intended as, nor is it a substitute for, legal advice on any particular issue.

**Note:** This is not a comprehensive list.

- In compliance with a judicial order or subpoena (contact Registrar's Office).
- Health or safety emergency (contact Health Services and University Police).

## **The Two Categories of Information:**

**Directory Information** - (May be disclosed, unless student requests otherwise; a pop-up message on the Banner System will let you know if the student has request non-disclosure of his/her Directory Information.

- Student's name
- Mailing address
- E-mail address
- Photograph
- Telephone number
- Dates of attendance
- Enrollment status (e.g. undergraduate or graduate; full-time or part-time)
- Major field of study
- Participation in officially recognized activities and sports
- Weight and height of members of athletic teams
- Degrees, honors, and awards received, including naming to Honor rolls
- Most recent educational agency or institution attended

**Non-Directory Information** - (Personally Identifiable Information - any other data that can be linked to a specific student's identity):

Including, but not limited to:

- Academic status (academic probation or suspension)
- Campus wide ID
- Date of birth
- Religious preference
- Gender
- Race
- Ethnicity
- Grades
- GPA
- Residency status
- Student's class schedule



- Student social security number
- Test scores
- Billing information (account balances)
- Financial aid information (financial awarded)