

Version

4.0

DATA STANDARDS AND INFORMATION ACCESS (DSIA)
OVERSIGHT GROUP

University of Central Arkansas

Data Standards Manual: General



Data Standards Manual: General

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UCA
201 Donaghey
Conway, AR 72035

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Record of changes since publication of v 3.3:

- Update DSIA-OG roster
- Updated references of International Engagement to Center for Global Learning and Engagement
- Updated general owner
- Updated GTVEMAL
- Removed Appendices
- Updated information about Name Change Report

Data Standards and Information Access (DSIA) Oversight Group

Roster updated February 2023

Name	Position
Amber Hall, Chair	Director, Institutional Research
Judy Kinnison	Programming, Information Technology
Terry Brewer	Senior Director, Information Technology
Kimberly Stubbs	Director, Student Financial Aid
Jannette Nance	Payroll Manager, Human Resources
Vicky Summers	University Registrar
Courtney Bryant	Director, Admissions and Enrollment Services
Sandra Ott	Director, Student Accounts

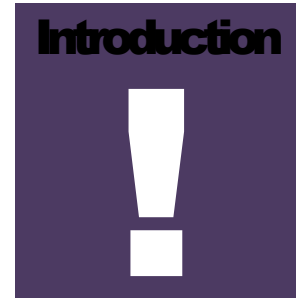
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Important -- This section must be read first.



Requirements for Accurate Records

- **NEVER SHARE PASSWORD(S):** Data integrity begins with control over access to the database. A user ID and password is linked to an identity within the Banner system. Protecting password safeguards the validity of the data held in the system and the personal information of students and staff. It also protects a person's identity from being misused within the system by someone else.
- **SEARCH FIRST:** Before a new record is created for any entity ("Person" or "Non-Person"), please make sure that the entity has not already been entered in the Banner database. **Each user must conduct a thorough search to prevent entering a duplicate and/or multiple records.** Duplicate and/or multiple records create problems in many parts of the system and may take many hours of staff time to locate and remove.
- **NEVER REMOVE:** Never delete a record in Banner.
- **NEVER USE:** In **creating** a record, **never use** the pound sign (#), the percent sign (%), the asterisk (*) or the underscore (_). The pound sign can cause Banner database errors and the percent sign has a special use within the search functions of the system. The asterisk and the underscore can cause Oracle errors.
- **ABBREVIATIONS:** There are specific ways to abbreviate words that are shown throughout this document. Please use only these approved forms when entering data.
- **PUNCTUATION: Do not add punctuation where there is none.** For "Person" names, use hyphens or apostrophes exactly as the person indicates in writing. Do not use commas or periods in any name field. Do not use punctuation in abbreviations, prefixes or suffixes such as Dr, PhD or Jr. Punctuation for address fields should only be used if specifically required for the address number and should be limited to periods, slashes and hyphens.
- **DATA CHANGES:** Please do not make any data changes **unless** the appropriate responsibility and authority has been given. When making changes, please follow the procedures established by the Data Owner of the data needing to be changed.
- **REMEMBER:** Many data fields have specific data entry rules. These specific rules are outlined in this manual and should be carefully followed.
- **REMEMBER:** Never maintain the same information in more than one place. If Banner has a place defined for the information needed, then Banner should be the source for that information.

General Information

Electronic data is owned by the University of Central Arkansas(UCA) and is a vital asset for the institution. UCA utilizes the Banner integrated database system to maintain its electronic data. The standardization of all data within the University’s ERP database system is crucial in protecting the data assets of the University by maintaining consistent and accurate data for use in all areas of the University.

The Data Standards and Information Access (DSIA) Oversight Group was formed to establish, maintain, and communicate University of Central Arkansas data standards; to promote data quality both retrospectively and prospectively; to establish, maintain, and communicate consistent reporting standards; and, thus, to facilitate timely access to consistently reliable university information over time.

This Data Standards Manual is a work in progress. As UCA’s usage of Banner continues to evolve or as other situations dictate, additional material may be added or content may be revised. Any changes must be approved by the DSIA Oversight Group. See Appendix A for the form and instructions on requesting changes. Approved changes will be reflected in subsequent versions of the standards manual which will be posted to the Banner Team Channel accessible through the University portal myUCA.

1.1 Purpose

This manual provides data standards requirements for the protection, access, maintenance, and use of University of Central Arkansas (UCA) data that is electronically maintained on the Banner system. This manual defines the responsibilities of users who input and access that data. Divisions/departments may have individual requirements that supplement, but do not replace or supersede the requirements outlined in this manual. The Standards outlined in this manual are authoritative for the Banner System.

1.2 Data Owner

A Data Owner is the director or designee of the University or department. The Data Owner may make data within their charge available to others for the use and support of the division or department's functions.

GENERAL INFORMATION

Before granting access to data, the Data Owner must be satisfied that appropriate protection requirements have been implemented and that a “need to know” is clearly demonstrated. By approving user access to University data, the Data Owner consents to the use of that data within the normal business functions of administrative and academic offices or departments.

Data Owners are responsible for the accuracy and completeness of data in their areas. Data Owners also are responsible for the maintenance and control of the Banner validation and rules tables. These tables, and processes related to their use, define how business is conducted at the University of Central Arkansas. Data Owners hold the following organizational positions:

Finance – Controller, Director of Purchasing, Budget Director
Human Resources – Associate Vice President of Human Resources
Financial Aid – Director of Financial Aid
Student – Registrar
Student Accounts – Director of Student Accounts
General – Senior Director of User Support, Operations, ERP (Information Technology)

The Data Owners may appoint someone with appropriate authority as a proxy agent who approves access in their absence. Access will be granted only with receipt of a formal Banner Security Request from a data administrator or their proxy via electronic mail. The Data Owner must be satisfied that sufficient protection requirements have been implemented and that a “need to know” was clearly demonstrated before granting access. By approving end-user access to institutional data, the module manager/Data Owner consents to the use of this data within the normal business functions of administrative and academic offices.

Misuse or inappropriate use by individuals will result in revocation of the user’s access privileges.

1.3 Data Administrator

A Data Administrator is responsible for the accuracy and completeness of data files in their areas as part of their day to day job duties. Data Administrators hold the following organizational positions:

Finance – Controller, Director of Purchasing, Budget Director
Human Resources – Associate Vice President of Human Resources
Financial Aid – Director of Financial Aid
Student – Registrar, Director of Admissions, Graduate School Dean, Associate Vice President for Global Learning and Engagement, Director of Academic Advising Center, Director of University Testing
Student Accounts – Director of Student Accounts
General – Database Administrator, Security Administrator

1.4 Administrative Responsibility

By law, certain electronic institutional data—whether in digital or printed form— is confidential and may not be released without proper authorization. Disclosure of information is restricted to data owners or their authorized representatives. Contact a data owner or their direct representative (the Registrar or a representative of the Registrar for student information, for example) prior to disclosure of information. Employees should adhere to all applicable federal and state laws and University policies concerning storage, retention, use, release, and destruction of electronic or printed data.

All levels of management shall ensure that, for their areas of accountability, each information system user knows his/her responsibilities. Each system user shall read and understand this section on administrative responsibility before accessing the system.

Institutional data is owned by the University and is a vital University asset. All institutional data, whether maintained in the central database, copied into other data systems including local computers or other devices, or output in printed form remains the property of the University of Central Arkansas. Access to data is not approved for use outside an individual's official University responsibility.

Institutional data, whatever its format, shall be used only for the legitimate business of the University of Central Arkansas. Administrative computing services and facilities shall be used only as required in the performance of job functions.

Supervising administrators shall ensure a secure office environment with regard to all institutional information systems. Administrators shall validate the access requirements of their staff according to job functions before submitting requests for the provision of access.

Under no circumstances shall anyone use institutional data (in detail or summary) in any publication, seminar, or professional presentation, or otherwise release data, in any form, outside the University without prior written approval from the appropriate data owner. Data should never be left on any system to which access is not controlled by the university. The security of printed data must likewise be assured, particularly when it includes sensitive information subject to FERPA, HIPAA, or other applicable legal or policy restrictions.

As a general principle of access, University data (regardless of who collects or maintains it) shall be shared among those employees whose work can be done more effectively by knowledge of such information.

All procedures and data systems will be constructed to ensure that:

1. All data is inputted accurately.
2. Accuracy and completeness of all data is maintained.

1.5 Data Access

1.5.1 General Person Form Access

General Person access is awarded only after appropriate training is received. Entries to Banner general entity tables (person or non-person) affect the overall integrity of the database used by all Banner systems.

GENERAL INFORMATION

Failure to abide by the guidelines outlined in this manual for creating and maintaining general entity records may result in removal of access and a subsequent reassignment of duties.

All individuals with General Person access have the following job responsibilities:

- Ensure database integrity and the goals of easy, professional, cost-effective communication for the University community and its contacts by
 - avoiding creation of multiple records for a single entity by using the University of Central Arkansas Data Standards Manual
 - using University of Central Arkansas data entry standards to facilitate consistent reports and searches
 - sharing effective processing discoveries and problem-resolution tasks with others
- Represent their functional area in advising on policies, determining maintenance procedures, and resolving cross-functional problems as needed
- Ensure pertinent General Person maintenance rules and concerns are communicated to others in their area.
- Understand the particular needs of their area.
- Communicate their area's needs and concerns to a supervisor, a Banner team representative in their area or a member of the DSIA Oversight group so issues can be resolved.

1.5.2 Access to Official University Records

The following subsections outline the requirements and limitations for all University departments or divisions for obtaining permission for query and update access to the University's official records. **Data security is everyone's responsibility and must be impressed upon all employees by training accomplished in conjunction with the use of University of Central Arkansas data systems.**

1.5.3 Requests for Information Access

All requests for information access will be coordinated through functional area data owners. Each person requesting new access, changes to current access or termination of access will make the request through its data owner. Data owners will modify requests as they see fit. Only those requests submitted to IT by the data owners will be put into effect.

Requests for access to University information may include: (1) requests for access to Banner forms, reports, and processes; (2) requests for reporting tool access; (3) requests to third-party products that connect to Banner or its associated databases.

For requests from data owners to IT seeking new user IDs and passwords, data owners will ensure that the requested access is commensurate with completion of any required general system training as well as required departmental specific training. Account and password information will be transmitted directly to the user.

It is recommended that departments/divisions should take steps to ensure that they have an alternate person assigned as back-up for each office function, and that this individual has access to the system functions required to perform these back-up functions.

GENERAL INFORMATION

Update access provides both query and update capability. Update capability is generally limited to the offices directly responsible for the collection and management of the data (administrators). Update access is available to administrators and users who have an authorized need to change institutional data in the routine performance of their job duties.

Each user of administrative information is assigned appropriate combinations of query-only and update access to specific parts of the administrative information system according to job function, need to know, and need to act basis.

1.5.4 Information Users

Individuals are responsible for understanding all data elements that are used in their job. Each person must understand the data that they are entering to make sure it is being entered in the appropriate field as well as the appropriate information into that specific field. If a person does not understand the meaning of a data element, he/she should consult the appropriate data owner. Users should exercise due care in using the institution's electronic information systems, both the central institutional database and all departmental systems, to protect data files from unauthorized use, disclosure, alteration, or destruction. Each person is responsible for security, privacy, and control of his/her own data. Each user is responsible for all transactions occurring during the use of his/her login and password.

All system users must not leave their workstations while logged into Banner. All users must log out at the end of the day.

1.5.5 Data Confidentiality

Various legislation governs the confidentiality of information that will be stored in Banner. Some of these include the [Family Educational Rights and Privacy Act](#) (FERPA), the [Gramm-Leach-Bliley Act](#) (GLB) and the [Health Insurance Portability and Accountability Act](#) (HIPAA). All those using Banner to access information should always be aware that their access to information stored in Banner is provided with the understanding that they will maintain the strict confidentiality of this data.

FERPA / BUCKLEY AMENDMENT

Students have a right to inspect their educational records at the University and to request amendment to those records if they believe them to be inaccurate. The FERPA law (also known as the Buckley Amendment) and its implementing regulations may be reviewed in the Office of the Registrar. A student has the right to file a complaint with the U.S. Department of Education concerning alleged failures by University of Central Arkansas to comply with FERPA requirements with:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-4605

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

GENERAL INFORMATION

The Office for Civil Rights enforces the HIPAA Privacy Rule, which protects the privacy of individually identifiable health information; the HIPAA Security Rule, which sets national standards for the security of electronic protected health information; and the confidentiality provisions of the Patient Safety Rule, which protect identifiable information being used to analyze patient safety events and improve patient safety.

GRAHAM-LEACH BLILEY ACT (GLB)

The GLB Act requires protection of personally identifiable financial information including Social Security Numbers.

CONFIDENTIAL INFORMATION INDICATOR

If a student or employee completes a “Request for Non-Disclosure of Directory Information” form, then the person’s directory information will not be disclosed to the public.

PPRD - University of Central Arkansas

General Person Identification SPAIDEN 9.3.11 (PPRD)

ID: B01253433 Test, Chase

Current Identification Alternate Identification Address Telephone **Biographical** E-mail Emergency Contact Additional Identification

▼ BIOGRAPHICAL INFORMATION

Legal Sex Male Female Not Available

Gender Designation

Personal Pronoun

Birth Date

Age 18

SSN/SIN/TIN Confidential Deceased

Deceased Date

Citizenship U.S. Citizen

Marital Status

Ethnicity: Veteran Disabled

▼ RACE INFORMATION

Race *	Description
02	Black or African American

1 of 1 Per Page

1.5.6 Disclosure of Information

STUDENT DIRECTORY INFORMATION

The University may release “Directory Information” without the consent of the student. All other information will be released only upon receipt of a signed waiver from the individual student that specifies the information to be released.

GENERAL INFORMATION

In accordance with the provisions of the Family Educational Rights and Privacy Act of 1974, as amended, an enrolled student has the right to withhold the disclosure of “Directory Information.” The University provides a form by which an enrolled student can request the non-disclosure of “Directory Information.” The form can be found on the Registrar’s web page and may be submitted to the Office of the Registrar at any time. The request for non-disclosure of “Directory Information” will be honored until the individual student submits a written request to rescind it, even if he or she has subsequently left the institution. The University assumes no liability for honoring a request for the non-disclosure of —Directory Information.”

For the definition of Directory Information, please consult the student handbook.

DISCLOSURE POLICIES

In general, the University does not disclose personally identifiable information contained in a student’s education records unless the student provides written permission for disclosure. FERPA does permit the University, however, to disclose personally identifying information from a student’s education records without the student’s consent to the following parties:

1. To university officials who have legitimate educational interests. A university official is a person employed by the University in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the University has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another university official in performing his or her tasks. A university official has a legitimate educational interest if the official needs to review an educational record in order to fulfill his or her professional responsibility.
2. To other college or university officials of another school in which a student seeks or intends to enroll.
3. To certain governmental officials in order to carry out lawful functions
4. To appropriate parties in connection with financial aid to the student.
5. To organizations conducting studies concerning predictive tests, student aid programs, and improving instruction.
6. To accrediting organizations
7. To parents of dependent students
8. To parents of entering freshmen under the age of 21 who violate the university’s alcohol or drug policies. (Non-academic information.)
9. To individuals who obtain lawful court orders or subpoenas.
10. To appropriate persons when necessary to protect the health or safety of students or other persons.
11. To State or local authorities to whom disclosure was required by state laws adopted before and after November 19, 1974 in very limited circumstances.

Questions concerning the requirements of FERPA should be directed to the university’s legal counsel in the President’s Office or to the registrar.

1.5.7 General Notes

All employees who require access to online records must use the user ID and password assigned as a result of a fulfilled request of a functional area data owner. This will allow updates to be tracked to a specific user

GENERAL INFORMATION

ID and therefore a specific person. Web and self-service applications are not intended to be addressed by this section of this document.

Temporary employees and students shall not be given update capability for financial, human resources, and payroll transactions; nor will they be permitted access to validation tables and transactions that directly affect a student transcript (such as grades). This includes functions that create financial transactions (such as housing assignments and registration); this does not apply to transactions created by web self-service applications. Exceptions may be authorized at the discretion of the system manager or his/her designee.

It is the responsibility of the department/system manager to ensure that system access is canceled for employees and students who no longer work in his/her area. This can be accomplished by prompt notification of the functional area data owner, who in turn will promptly notify IT.

Human Resources will notify IT of all terminations so that removal of access by any user ID associated with an employee can be accomplished. This does not eliminate the department/system manager's responsibility to communicate terminations in a timely manner, but provides a back-up system to ensure that this closure occurs.

Any exceptions to these guidelines must be presented to the DSIA Oversight Group for approval and inclusion in this document.

Rules for Clean and Accurate Records

Due to the fact that Banner is an integrated system, ALL USERS play a key role in keeping the data clean and accurate. Every effort must be made to ensure that duplicate records are not created for a person or organization. It is also vitally important that data added or changed be connected to the correct person or organization for UCA's records to be accurate. Inaccurate data can be worse than no data.

Therefore, the following guidelines are to be used each and every time a user searches or makes changes to a record.

ALWAYS SEARCH first. Before a user creates a new record for a person or organization, they MUST conduct a name and/or ID search to make sure that person or organization has not already been entered in the ADMIN database. Each user in every office MUST conduct a thorough search to prevent entering a duplicate record.

Make data changes ONLY when the user has that authority and when the user follows the procedures established by the Data Owner of that data the user wants to change. Remember – some data fields have specific data entry rules. See the specific section under General Person Information for those data entry rules.

The pound sign (#), asterisk (*), underscore (_), and percent sign (%) should NEVER be used in any data field because they will result in Oracle database errors.

2.1 General Person/Non-Person Searches

Searches should be done from an IDEN form or VEND form because these search **ALL** general person and non-person records. FTMVEND displays both person and non-person records while IDEN forms display person records. Searches from other forms restrict the information to records associated with that module.

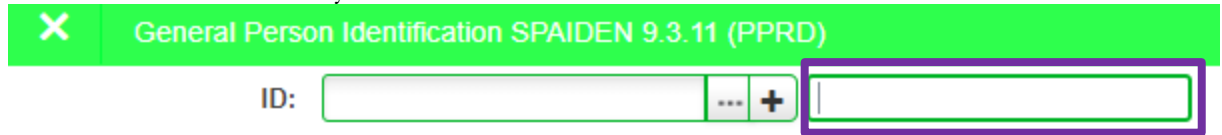
- The % is a wildcard. This means it substitutes in the search for any and all characters that might follow or precede the value placed in front of or behind it. For example, %ders%

RULES FOR CLEAN AND ACCURATE RECORDS

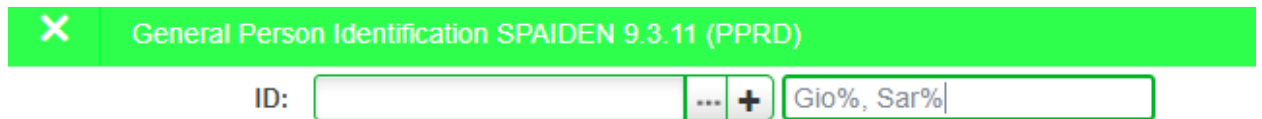
could bring back records for Gunderson, Anderson, and Lindersmith. Use % judiciously. Search using a minimal number of letters.

For example, to find Sarah G. Giordini:

Once the screen loads, you have the option to enter an ID or do a search through SOAIDEN by clicking the ellipsis next to the ID. To do the alternate search, click on the ID box and hit the Tab key. This creates a new box next to the ID.



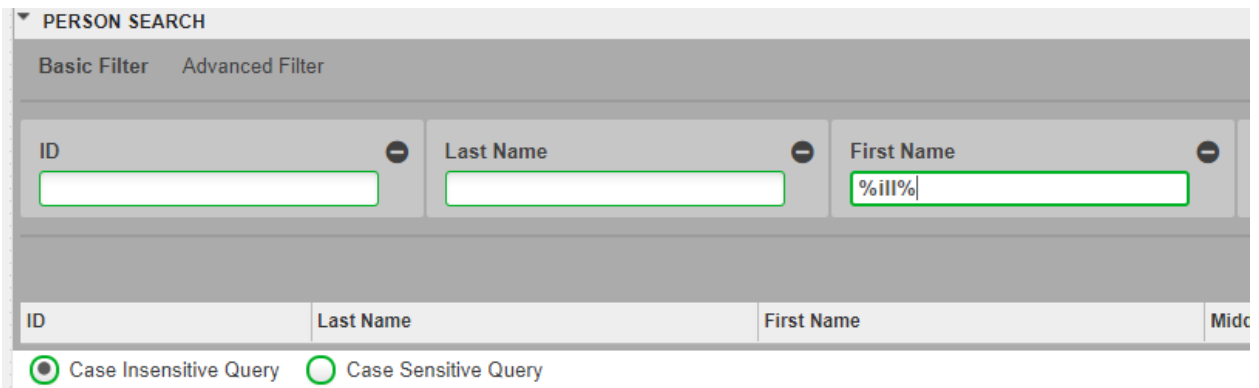
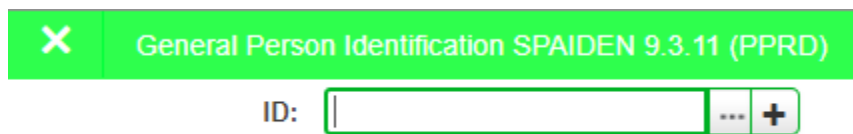
This box can be used to search for the student's record by using their name. When entering their name, use the **LastName, FirstName** format. Press Enter after you have entered the name to begin the query. You can also use wildcards (%) when performing your search.



This search will find mis-entered 'Sara' as the first name and transposed letters in the last such as 'Goidni.'

- Look for the common denominators in names that might be abbreviated. Examples would be %ill% when looking for names like Bill, Billy, William, Will, or Willy, all of which could be names used by that one person.

Once the screen loads, you have the option to enter an ID or do a search through SOAIDEN by clicking the ellipsis next to the ID.

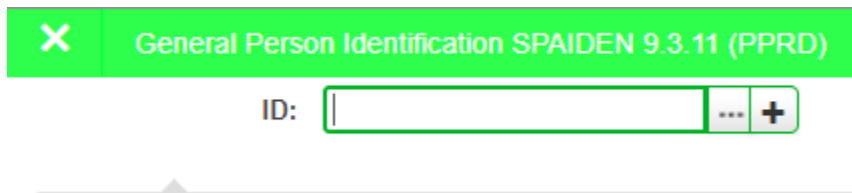


RULES FOR CLEAN AND ACCURATE RECORDS

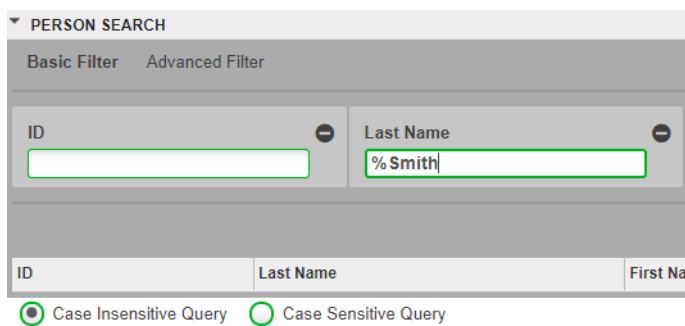
- Double last names may have a hyphen (-) or just a space between them. Search for them by typing one of the last names and putting the % either before or after the last name being searched. Placement of the % depends on whether searching is being done on the last of the two names or the first of the two.

For example: Wilson-Smith is the last name

Once the screen loads, you have the option to enter an ID or do a search through SOAIDEN by clicking the ellipsis [...] next to the ID.

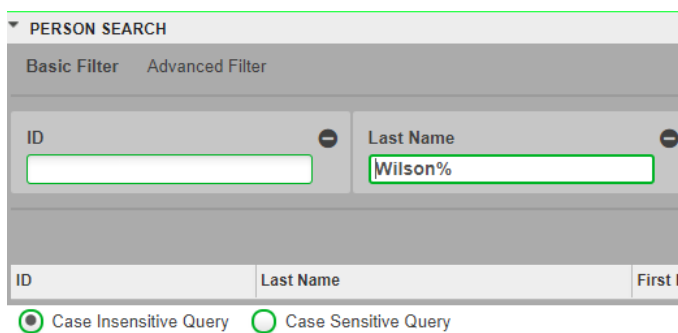


The screenshot shows a green navigation bar with a white 'X' icon on the left. To the right of the icon is the text "General Person Identification SPAIDEN 9.3.11 (PPRD)". Below this bar is an "ID:" label followed by a text input field. To the right of the input field are two buttons: an ellipsis [...] and a plus sign [+].



The screenshot shows a "PERSON SEARCH" form with two tabs: "Basic Filter" and "Advanced Filter". The "Basic Filter" tab is active. It contains two input fields: "ID" and "Last Name". The "Last Name" field contains the text "%Smith". Below the input fields is a table with three columns: "ID", "Last Name", and "First Na". At the bottom of the form are two radio buttons: "Case Insensitive Query" (which is selected) and "Case Sensitive Query".

to search on the latter of the two.



The screenshot shows the same "PERSON SEARCH" form as above. The "Last Name" field now contains the text "Wilson%". The "Case Insensitive Query" radio button remains selected.

to search for the former of the two.

Or you could select **Advanced Filter** and let the **Last Name** filter on **Contains** Wilson.

RULES FOR CLEAN AND ACCURATE RECORDS

PERSON SEARCH

Basic Filter Advanced Filter

ID Equals

Last Name Contains

First Name Equals

Middle Name Equals

Change Indicator Equals

Add Another Field ...

ID	Last Name	First Name
----	-----------	------------

Case Insensitive Query
 Case Sensitive Query

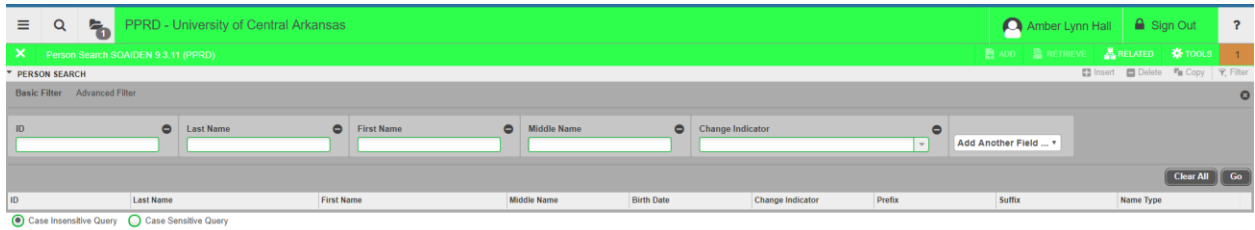
- While names should always be entered in mixed case format, the user should also try searching for all upper or all lower case to see if a match can be found. It is much easier to update the name to follow the standards than it is to cleanup duplicate records. The best way to do this search is to select the case insensitive query option before executing the search on the forms where this option is available.

Case Insensitive Query
 Case Sensitive Query

Conducting Searches

Module	Information Form	Person Search Form	Non-Person Search Form
STUDENT	SPAIDEN	SOAIDEN	SOACOMP
FINANCIAL AID	SPAIDEN	SOAIDEN	SOACOMP
HUMAN RESOURCES	PPAIDEN	SOAIDEN	SOACOMP
FINANCE	FOAIDEN	FTIIDEN	FOICOMP

2.1.1 IDEN Forms



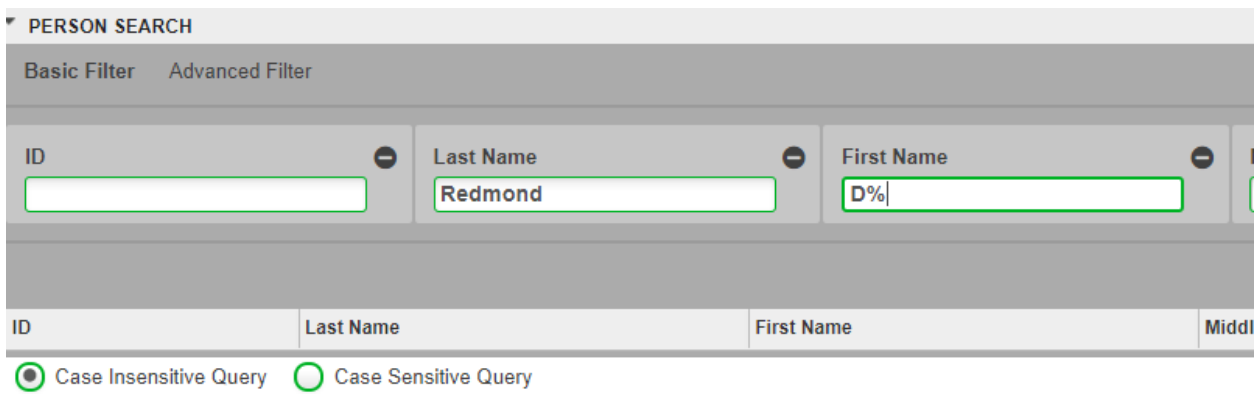
Form 1 –SOAIDEN Example

For IDEN forms, eliminate any data in the ID field and <TAB> to the Name field.

Type in the name to be searched using the %(wildcard) to broaden the search.

Example: record = Dennis Redmond

Query as: (Using **Basic Filter**)



OR (Using **Advanced Filter**)

RULES FOR CLEAN AND ACCURATE RECORDS

PERSON SEARCH

Basic Filter [Advanced Filter](#)

ID Equals

Last Name Equals

First Name Starts With

Middle Name Equals

Change Indicator Equals

ID	Last Name	First Name
----	-----------	------------

Case Insensitive Query Case Sensitive Query

OR just Last Name (Using **Basic Filter**)

PERSON SEARCH

Basic Filter [Advanced Filter](#)

ID <input type="text"/>	Last Name <input type="text" value="Redmond"/>	First Name <input type="text"/>
-------------------------	--	---------------------------------

ID	Last Name	First Name	Middle Name
----	-----------	------------	-------------

Case Insensitive Query Case Sensitive Query

OR just Last Name (Using **Advanced Filter**)

RULES FOR CLEAN AND ACCURATE RECORDS

PERSON SEARCH

Basic Filter [Advanced Filter](#)

ID	Equals	
Last Name	Equals	Redmond
First Name	Equals	
Middle Name	Equals	
Change Indicator	Equals	
Add Another Field ...		

ID	Last Name	First Name
----	-----------	------------

Case Insensitive Query Case Sensitive Query

Example: record = John McDonald

Query as: (without spaces) McDonald and (with spaces) Mc Donald

Or Query as:

PERSON SEARCH

Basic Filter [Advanced Filter](#)

ID	Last Name	First Name	M
	M%C%onald		

ID	Last Name	First Name	Middle
----	-----------	------------	--------

Case Insensitive Query Case Sensitive Query

– this will return:

McDonald (without spaces)

Mc Donald (with spaces)

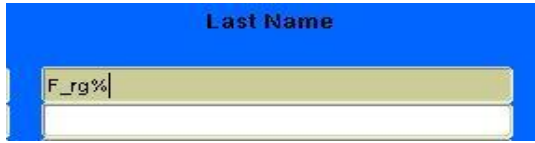
RULES FOR CLEAN AND ACCURATE RECORDS

MacDonald (without spaces)

Mac Donald (with spaces)

Note: Some names have unique spellings. Search on all possibilities by broadening the wildcard search. Also, remember that suffixes are **NOT** part of the name.

Example: Fergason, Furgason, Ferguson



A screenshot of a search interface. At the top, there is a blue header with the text "Last Name". Below the header is a search input field containing the text "F_rg%".

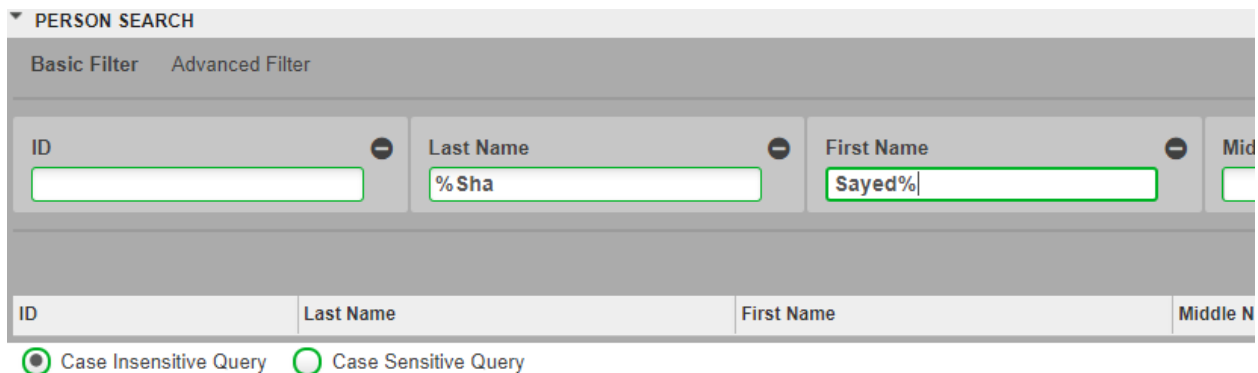
Query as:

When a list of possible names is retrieved for a person, use other information to restrict the search (gender, birth date, social security number, ID number, previous names, state or zip code) and any other information available.

Also, remember to search using the middle name field. For example, C. Reid Lau goes by Reid. Search either by entering only the last name or do separate searches for Reid on both first and middle name fields.

For FOREIGN names, it may be easier to include the FIRST name as part of the search:


Example: record = Sayed Azmat Ali Shah



A screenshot of a "PERSON SEARCH" form. The form has two tabs: "Basic Filter" and "Advanced Filter". Below the tabs are three search fields: "ID", "Last Name", and "First Name". The "Last Name" field contains the text "%Sha" and the "First Name" field contains the text "Sayed%". Below the search fields is a table with columns for "ID", "Last Name", "First Name", and "Middle N". At the bottom of the form, there are two radio buttons: "Case Insensitive Query" (which is selected) and "Case Sensitive Query".

Foreign names can present unique challenges. As a result of communication errors some foreign names have been switched when entered. The user should also search using the first name as the last name and the last name as the first name. It is much easier to do a name correction than it is to resolve the problems that result from having multiple records for the same person.

2.1.2 VEND form (FTIIDEN)

Clicking on the  to search for vendor will take the user to the FTIIDEN form to do the actual search.

RULES FOR CLEAN AND ACCURATE RECORDS

Form 2 - FTIIDEN Example

If using Finance forms such as FTIIDEN, remember to search the whole database by checking ALL in the first block. Otherwise, searches are restricted to only those records that have had Finance transactions. Non-person names may only be matched to their names. Use the %(wildcard) when searching in case punctuation or digits are used as part of the name. *Example:* I.B.M. or BONMAR1

The safest way to search on name is to include the wildcard at the front and at the end of the search.

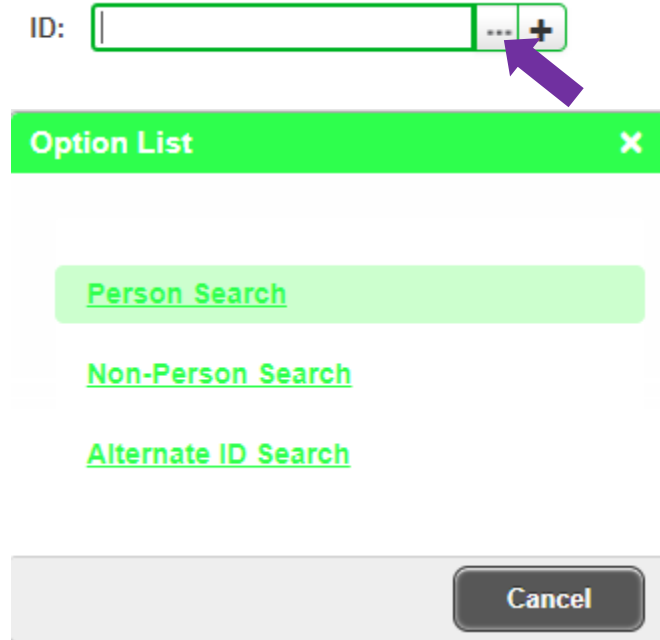
Example: %Bon Marche%.

This would find “The Bon Marche” or “Bon Marche Inc.”

Search on all separate portions of the name: %Bon% and %Marche%

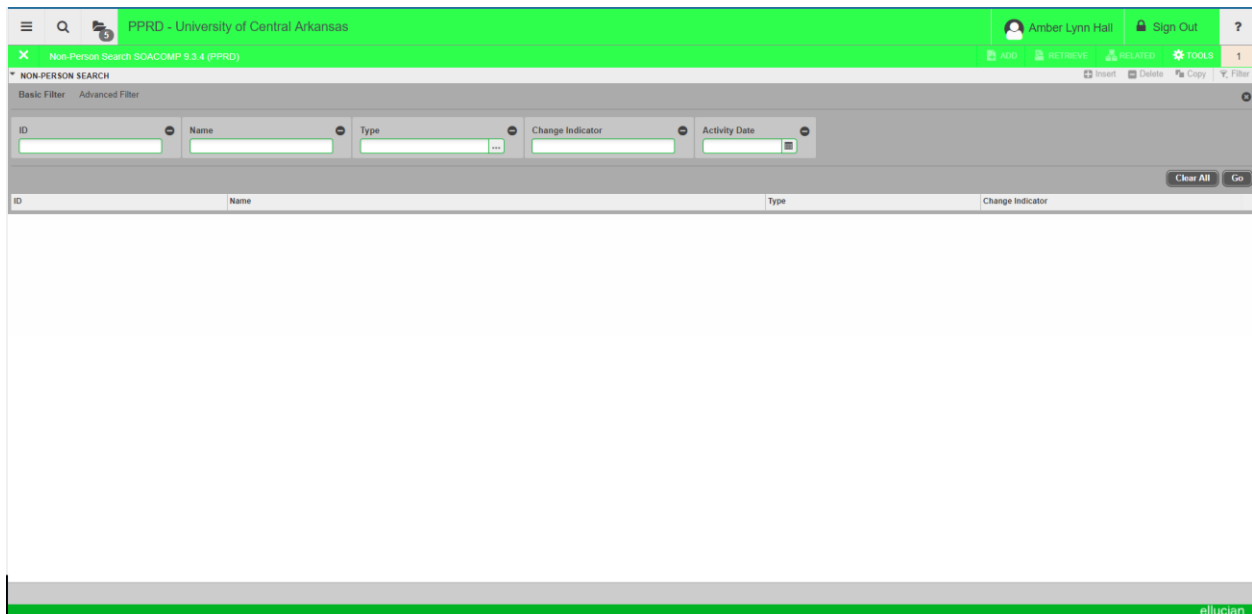
2.1.3 Other search forms

By clicking on the ellipsis beside the ID field in any form, the user may initiate a search.



Selecting Person Search will bring up the IDEN form previously discussed.

Selecting Non-Person Search will bring up form SOACOMP (or the similar FOICOMP):



Previously discussed examples can be applied to the name field on this form also.

RULES FOR CLEAN AND ACCURATE RECORDS

Selecting Alternate ID Search will bring up form GUIALTI:

SSN/SIN/TIN	ID	Person or Non-...	Last Name	First Name	Middle Name	Prefix	Suffix	Birthdate	Change Indicator
-------------	----	-------------------	-----------	------------	-------------	--------	--------	-----------	------------------

Wildcards may be used to aid in searches from this form also. All previously discussed examples may be applied as necessary.

2.2 Identifying the Data Administrator

Changes to identifying information (for example: name, birthdate) can affect more than one Banner module; therefore, the appropriate Data Administrator must be determined before making such changes to Banner records. Identifying who a student record belongs to can be complicated, but outlined below is a way to identify the data administrator for a student.

First go to GUASYST to determine if the ID is for a student, employee or vendor. Authorized Banner users will enter the student, employee or vendor ID number into GUASYST. The current name of the student, employee or vendor will be retrieved by the Banner System. The Banner user will then go to the next block of GUASYST and Banner will identify the various roles the Person /Non-Person may have, including: admissions, general student, financial aid applicant, employee and/or vendor.

Form 3 - GUASYST

RULES FOR CLEAN AND ACCURATE RECORDS

If the entity only has a finance and/or accounts receivable record, begin the process of submitting a change by sending it to the **Purchasing Office**.

If the entity has no student or financial aid records, then look to see if the entity has a human resource, finance, or accounts receivable record. If they have human resources and/or accounts receivable/finance, send any changes dealing with purchasing to the **Purchasing Office** and all other changes should be sent to **Human Resources**.

If the entity has student and/or financial aid records, the following types of changes need to be sent to each respective office:

- Any changes dealing with purchasing sent to the **Purchasing Office**.
- Any changes dealing with their employment records need to be sent to **Human Resources** with the exception of process of student worker employment, which should be sent to **Financial Aid**.
- Any changes dealing with a student's bill should be sent to **Student Accounts**.
- Any changes dealing with a student's financial aid, meaning scholarships, loans, etc., should be sent to **Financial Aid**.
- For any student record changes, a hierarchy must be followed to determine the appropriate office that maintains the student record data.
 1. First look on GOAINTL, to see if the student has visa information entered into this screen. If they do, this student's student data is maintained by **Center for Global Learning and Engagement**. Send the changes to them, if this is not true proceed to the next number.
 2. Second look to see if the student's student level is "02"=Graduate or classification of "GR", this can be found on SGASTDN and if this student has applied to graduate school, which can be found on SAAADMS, send the changes to the **Graduate School**. If the above two conditions do not apply to the student, then proceed to the next number.
 3. Third look at GUASYST and see if the student has registration checked under student, if they do the **Registrar's Office** maintains the data. Send the changes to them, if the above three conditions are not true proceed to the next number.
 4. Finally, if the student does not fall in any of the above conditions send to **Undergraduate Admissions**. If the user cannot determine who maintains the data for the student, send the changes to the **Registrar's Office** and they will contact the appropriate data administrator.

2.3 Acceptable Documentation for Information Changes

Changes required to correct initial input errors related to identifying information (name, marital status, SSN and/or TIN) are based upon the original, correct documentation provided to the University, and therefore, do not require additional documentation.

When adjustments to identifying information are required due to errors and/or changes to the original documentation supplied to the University by "Person" students, employees and/or vendors then addition documentation will be required.

DO NOT CHANGE A LEGAL NAME, MARITAL STATUS, SSN and/or TIN RECORD

WITHOUT PROPER LEGAL, ORIGINAL DOCUMENTING PROOF.

2.3.1 For “Person” Student or Employee Information Changes

Documents supplied may be originals, copies or faxed copies.

Acceptable documentation for student or employee’s SSN changes is the person’s:

- Social Security Card.

Acceptable documentation for a student or employee’s legal name change includes the person’s:

- Birth Certificate
- Social Security Card
- Marriage License
- Passport
- Citizenship Papers
- Driver’s License
- Court Document

Acceptable documentation for a student or employee’s marital status change includes the person’s:

- Marriage License
- Court Document

2.3.2 For “Person” Vendor Information Changes

A “Person” vendor is an individual using an SSN for identification purposes. “Person” vendors include sole proprietorships, independent contractors, employees and students receiving expense reimbursement checks, etc.

A revised W-9 form, 8233 form, or W-8BEN form is acceptable documentation for a change to legal name, SSN and/or marital status for a “Person” vendor **who is not currently and has not previously been a student and/or employee at the University**. Accounts payable and/or Purchasing personnel must check Banner GUASYST to determine if a “Person” vendor is currently or has been previously a University student or employee.

“Person” vendors who have previously been or currently are University students and/or employees must provide the same documentation for name, SSN, and marital status changes as students or employees as described above in 2.3.1.

2.3.3 For “Non-Person” Vendor Information Changes

A “Non-Person” vendor is a corporation, partnership, and/or LLC that uses a TIN for identification purposes. A “Non-Person” vendor can also be other state agencies or non-profit organizations, etc.

A revised W-9 form or W-8BEN form is acceptable documentation for a change to legal name and/or TIN for a “Non-Person” Vendor.

Record Creation

General person data may be entered on a variety of forms, depending on the Banner module used. Most name and address data are entered on “Identification” forms ending in IDEN (*Example:* Student uses SPAIDEN, Human Resources uses PPAIDEN, and Finance uses FOAIDEN). Because Banner uses a shared database, entry into any IDEN form affects all systems. It is critical that new records do not create multiple existing general identity (PIDM[Person Identification Master]) entries on the systems.

The term “multiple PIDM” or “duplicate PIDM” means that one single entity (whether an individual or corporation) has more than one Banner record. The PIDM is the internally assigned system number that connects all the data that is associated with a Banner ID Number. A Banner ID number record can represent student, employee, vendor, etc.

Multiple/Duplicate PIDMs can occur for many reasons, including:

- failure to perform a complete search before record creation
- error keying in data in INB (Internet Native Banner)
- error keying in data over the web (Self-Service Banner)
- incorrectly matched records on web admission applications
- inadequately checked feeds to Banner from governmental agencies, testing agencies, etc.

The existence of multiple identity records for one entity defeats the whole purpose of a relational database and raises questions as to the integrity of the data stored with these records - either multiple versions of the truth are stored or there exists incomplete information for an entity. Some results of such data integrity problems may be: 1) reports are invalid; 2) directory information is inaccurate; 3) inaccuracies can be seen as confusing or incomplete when communicating with both internal and external clients.

Each identified multiple PIDM problem takes hours to analyze and repair. Delays in handling multiple records actually make successful resolution more complicated and time consuming. If a user should create or identify a multiple record, immediately notify all impacted offices to organize a resolution.

3.1 General

Users must recognize several facts about entities in the central Banner database:

RECORD CREATION

- ◆ All name, ID, address, telephone, email information for an entity, as well as some bio-demographic information for person entities (gender, birth date, social security number, etc.), is now shared by all systems.
- ◆ At times, University of Central Arkansas is not given or does not have all necessary information regarding an entity. For example, a prospective student may initially give a nickname and a last name as opposed to the preferred full first name, full middle name and last name.
- ◆ Entities may have several relationships over time (or simultaneously) with the University of Central Arkansas. A person may be a faculty member, an alum, and a student (taking a class) as well.
- ◆ To ensure accurate data keeping across the entire system, every effort must be made to ensure users are not duplicating an existing record. It is very difficult to effectively align all subsequent transactions under the proper single ID if a multiple record is ever created. Careful searching prior to record creation will prevent the creation of multiples.

3.2 Common Matching

For data accuracy and consistency, it is very important to prevent the creation of duplicate records and/or multiple PIDs. To achieve this goal, few Banner users will be granted access to create new students, employees or vendors. Access will also be limited for users capable of changing personal information. Users who are granted access to create or change personal information should be carefully trained and should know the standards required by this manual.

Before creating a new record, a thorough search **must** be conducted to ensure that duplicate and/or multiple records are not created. This search is to be conducted using the Banner form “GOAMTCH.”

If a Social Security Number (SSN) or Taxpayer Identification Number (TIN) is provided by a student, employee or vendor, it should always be used during the common matching process to make sure that no other entities have been created in the Banner system previously using the same SSN.

If a match does not exist, the information entered into the GOAMTCH form will be entered as appropriate into the SPAIDEN (Student information form), PPAIDEN (HR Personal information form) and/or FOAIDEN (Vendor Information form) automatically by the Banner System.

3.3 Banner ID

Banner forms will generate an ID (generally when the user clicks on a ‘Generate’ button). While the system will allow the user to enter a unique ID, University of Central Arkansas policy is to have the Banner system generate the unique ID. **A person’s social security number will not be used as a Banner ID.**

The Banner system allows for a history of IDs to be maintained. **A person’s social security number will not be used as an alternate ID (in Banner terminology) or a former ID.**

RECORD CREATION

An ID generated by Banner is 9-characters long. The first character is a constant definable by the University of Central Arkansas and will be a 'B' (must be uppercase). The following 8 characters come from a one-up system generated number. This will keep the entire ID as a unique field that cannot be confused with a social security number.

All pre-Banner entities may have an alternate ID defined with a zero as the first character to make some of the self-service applications somewhat easier for all users to use.

Due to limitations with University ID cards, the "B" may not be displayed on the card but may be shown with a leading zero instead.

Remember ONLY after a complete Name, ID, Alternate ID search without finding a match should the user click on the Generate ID button to create a new Banner ID.

3.4 Data Required for New Records

The absolute minimum data necessary to create a new entity in the Banner system is a name. However, to meet data needs of the University of Central Arkansas and to ensure data integrity and accurate record keeping, it is most beneficial to have some of the following components as well:

- ◆ Social Security number (*This is the most critical piece of additional information to prevent duplicates and meet governmental reporting requirements*)
- ◆ birthdate
- ◆ address and/or telephone number
- ◆ gender

Again, it is understood that at various points in the building of new records (new employees, potential donors, potential students), some of this data may not be available. If none of the information noted above is available, data entry personnel should verify whether it is appropriate to add the new entity. The user must have enough additional information to ensure that a duplicate record will not be generated if they add the new entry without any of the information listed above.

General Person Information

4.1 Names

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

4.1.1 Person Name Formatting

Enter the last, first and middle names exactly as the person has indicated. If given the full middle name, enter the full middle name. Do not change a full name to an initial. Always use normal upper- and lower-case letters for names. The objective is to print the name on mailings, correspondence, etc. just like the “customer” wants it to be printed. Human Resources must have the legal name, as it appears on the Social Security card, for all employees.

The University makes use of the legal name field in Banner. A person’s legal name appears on a Social Security card, a court order, a marriage license, or passport. The name on a Social Security card or an I-9 is used only by Human Resources to record faculty, staff, student employee, and vendor names, in compliance with federal regulations.

- NEVER use ALL upper or lower case when entering a name. Enter the name as the person has indicated, using both lower and uppercase.
- NEVER use a period in a person’s name, unless the period appears within the name on their legal documentation.
- USE punctuation ONLY as it appears on the person’s legal documentation.
- USE spaces ONLY as it appears on the person’s legal documentation.
- Input prefixes and suffixes in the respectively named fields in Banner. NEVER enter a prefix or suffix in the name fields.

CASE

If the person has written all upper-case letters, enter the **normal** upper- and lower-case letters. If the person’s name starts with a lower-case letter, enter the first letter in lower case (duBois, for example).

GENERAL PERSON INFORMATION

(This becomes guess work where the name could be one with a space and double caps, e.g. Vander Vaart or Vandervaart, duBois or Dubois or DuBois.)

Note: If a name legally begins with a lowercase first initial (e.g., dellaToria) and the name is entered as lowercase, then the user needs to remember that when searching for these types of names, they will appear after all capital letters (e.g., dellaToria would be after Zwick).

Externally obtained data feeds will be converted into this upper- and lower-case format.

INITIALS

Do not use a period after initials, whether a first name initial or a middle name initial. Do not use an initial as a first name, unless otherwise documented on a legal document. See the following examples:

D Gary Smith (First name = D; Middle name = Gary)

Pamela A Humphrey (Middle name = A)

Leslie M F Donner (Middle name = M F)

SPACES

Maintain spaces in last names (one space maximum). See the following examples:

Van Buren

Van der Vaart

Vander Vaart

PUNCTUATION

Use hyphens or apostrophes exactly as the person indicates in writing. Do not add punctuation where there is none. In the following examples, any could be correct:

O'Donnell, Odonnell

Dell'Acqua, DellAcqua, Dellacqua

Jones-Smith

Al-Hassan, AlHassan, al-Hassan, alHassan, al Hassan

St.Denis, St Denis, StDenis, St-Denis

SaintDenis, Saint-Denis, Saint Denis

PREFIXES AND SUFFIXES

Enter prefixes and suffixes in the respectively named fields on the Banner identification forms (form names ending in IDEN). Do not enter prefixes and suffixes (such as Mr., Ms., Lt., or Rev. and Jr or IV in the name fields of the current identification block on the Banner IDEN forms.

Standard prefixes and generational suffixes should be collected and maintained as part of the person record. Samples of standard prefixes and generational suffixes are found below. See Abbreviation Section of Webster's Dictionary if not below.

GENERAL PERSON INFORMATION

Prefixes	
Bro	Brother
Dr	Doctor
Fr	Father
Miss	Miss
Mr	Mr
Mrs	Mrs.
Ms	Miss, Mrs., or Ms.
Rev	Reverend
Sr	Sister
Senor	Senor
Sra	Senora
Srta	Senorita
Hon	Honorable

Suffixes	
Jr	Junior
Sr	Senior
II	Second
III	Third
IV	Fourth
V	Fifth
VI	Sixth

The screenshot shows the Banner HR system interface for 'PPRD - University of Central Arkansas'. The main title is 'General Person Identification SPAIDEN 9.3.11 (PPRD)'. The user ID is B01253433 and the name is Test, Chase. The form is divided into several sections: 'IDENTIFICATION' (ID: B01253433, Name Type: ---), 'PERSON' (Last Name: Test, First Name: Chase, Middle Name: ---, Prefix: ---, Suffix: ---, Preferred First Name: ---, Full Legal Name: ---), 'NON-PERSON' (Name: ---), and 'ID AND NAME SOURCE' (Last Update: ---, Origin: RECRUITER, Original Creation: ---, User: BRIM_USER, Create Date: 06/20/2018). Two purple arrows point to the Prefix and Suffix fields in the PERSON section.

LEGAL NAME

University of Central Arkansas will use the “legal name” field for employees in Banner to store the “legal name.” The Registrar’s Office and Human Resources require verification of all name changes. Prior to making a name change, the GUASYST form must be reviewed, and if Employee or Benefit information is checked under the HR system, the name change should be forwarded to Human Resources so that the individual may be contacted and appropriate verifying documents obtained. If any student information is checked on GUASYST, the name change should be made and a name type of “unverified” should be attached to the current name. Upon receipt of verifying documents, the Registrar’s Office will remove the unverified name type from the current name record.

Human Resources must have the legal name, as it appears on the Social Security card, for all employees. The format to enter legal name is last name, first name, then middle name using no punctuation. For example, John X Smith would be entered as Smith John X.

GENERAL PERSON INFORMATION

PREFERRED FIRST NAME

Offices may enter a name in this field. The preferred name appears on Blackboard, self-service rosters, and the UCA Bear Card.

Example:

William Knight -- Preferred First Name: Bill

D Mark Wilson -- Preferred First Name: Mark

James Smith – Preferred First Name: Jim

James Richard Smith – Preferred First Name: Rick

4.1.2 Non-Person Names

4.1.2.1 Vendors

Vendors can be companies, organizations, or entities doing business with the University in a professional capacity. They could include suppliers, granting agencies, banks, institutions, government entities, and individuals. Vendors and non-student, non-employee individuals will be entered into the non-person name information field through the FOAIDEN form.

Only one record and one identifier should exist for each non-person/vendor. It is important the database be searched thoroughly before adding a new non-person to Banner to ensure the entity or individual does not already exist. (See Section 2.2, Non-Person Name Searches.)

When using Finance forms such as FTMVEND, remember to search the entire database by putting an “A” (for all) in the V (vendor) column. Otherwise, searches are restricted to only those records that have had finance transactions.

The pound sign (#), percent sign (%), underscore (_) and asterisk (*) should not be used because they may cause ORACLE database errors.

VENDOR NAMES

Non-person names should always be entered in the non-person name field as it would appear on its W-9. Spaces are permitted between multiple names.

If an “article” (a, an, or the) is used as an adjective within the full legal name on a non-person entry, it should be included when entering the name in Banner. If a non-person name begins with the word “The,” it should be included when entering the name.

Example:

ABC Trucking

Diamond Life Insurance

Smith King & Jones Inc

J F Kennedy Co

First National

GENERAL PERSON INFORMATION**The Copy Store**

In the case of a d/b/a (doing business as), the owner ID must first be created for the individual or company name appearing on the W-9. Then create the record for the d/b/a or vendor sharing a tax ID and link it to the owner ID.

Example:

John Doe dba John's Construction

Create John Doe as a person record and define as a vendor.

Create John's Construction as a non-person record, define as a vendor, and link to John Doe as the owner ID.

UPPERCASE / LOWERCASE (VENDORS)

Enter all information using mixed case (upper and lower case) and standard capitalization. Never use all uppercase or all lowercase letters, except for acronyms.

INITIALS AND A VENDOR'S NAME

Names should be entered with spaces between the words.

Example:

A G Edwards Co

David & Gloria Morris Co

PUNCTUATION (VENDORS)

Do not add punctuation where there is none. Do not use periods (.).

Example:

If the Organization is	Enter
R.J. Reynolds Co	R J Reynolds Co
F. & F. Securities	F & F Securities

Apostrophes may be used, but do not use spaces before or after the apostrophe.

Example:

John's Plumbing Supply

Commas should not be used between names.

ACRONYMS (VENDORS)

Acronyms and universally accepted abbreviations should be entered with no spaces and no periods between the letters.

Examples:

GENERAL PERSON INFORMATION

If the Organization is	Enter
I.T.T.	ITT
N.Y.S. Department of Energy	NYS Department of Energy

CONNECTIVE WORDS (VENDORS)

Connective words such as *and*, *in*, or *for* are to be entered in all lowercase except if they are the first word of the organization. The use of “And” “Or” and “&” should be determined by the preference of the company.

Examples:

If the Organization is	Enter
Baltimore & Ohio Railroad	Baltimore & Ohio Railroad
C. Brewer and Company	C Brewer and Company

HYPHENS AND SLASHES (VENDORS)

Hyphens or slashes may be used to separate names, but do not use spaces before or after the hyphen or slash. Spaces are permitted between multiple names, according to the preference of the vendor.

Examples:

If the Organization is	Enter
Hayes-Albion Corporation	Hayes-Albion Corp
Citicorp/Citibank	Citicorp/Citibank
Bryan Cave LLP	Bryan Cave LLP

NUMERAL AS PART OF A NAME (VENDORS)

If a numeral is part of the official corporate name, enter the numeral rather than spelling out the number.

Example:

21st Century Productions

ABBREVIATIONS (VENDORS)

In general, company names should not be abbreviated. However, when space limitation requires the use of abbreviations, common abbreviations may be used. If additional space is still required, abbreviate the last word at the end of the line. Punctuation should not be used (i.e., no periods).

Example:

Association for Educational Communication and Technology is entered as Assn for Educational Communication and Technology. If additional space is still needed, it may be entered as Assn for Educational Communication and Tech.

GENERAL PERSON INFORMATION

Academy	Acdmy
Account	Acct
Accounting	Acctg
Accounts	Accts
Administration	Admin
Advertising	Advtsng
Agency	Agcy
American	Amer
Appraiser	Apprser
Architect	Archt
Arkansas	AR
University of Central Arkansas	UCA

Associate	Assoc
Association	Assn
Attention	ATTN
Attorney	Atty
Board	Bd
Center	Ctr
Central	Ctrl
Certified	Cert
Collegiate	Colg
Community	Cmnty
Company	Co
Computer	Cmptr

Contractor	Contr
Cooperative	Coop
Corporation	Corp
Council	Cncl
County	Cnty
Department	Dept
Director	Dir
Distributing	Distr
Division	Div
Education	Educ
Emergency	Emer
Equipment	Equip
Executive	Exec
Extension	Ext
Federal	Fed
Finance	Fin
Floor	Fl
Foundation	Fnd
General	Gen
Government	Govt
Greater	Grtr
Group	Grp
Hospital	Hosp
Hotel	Htl
Incorporated	Inc
Information	Info
Institute	Inst
Institution	Instn
Insurance	Ins

International	Intl
Journal	Jml
Limited Liability Company	LLC
Laboratory	Lab
Library	Lbry
Limited	Ltd
Management	Mgmt
Manager	Mgr
Manufacturing	Mfg
Marketing	Mktg
Material	Matl
Metropolitan	Metro
National	Natl
Office	Ofc
Organization	Orgn
Organizational	Orgnl
Processing	Proc
Publishing	Publshng
Regional	Regl
Service	Serv
Services	Servs
Society	Soc
Standard	Stand
Student	Stdnt
Technology	Tech
United	Untd
University	Univ
Wholesaler	Whslr

GOVERNMENT AGENCIES

Government agencies should be created with separate Banner records and linked using the Owner ID function.

Example:

Vendor 1: State of Arkansas

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Vendor 2: Arkansas Department of Natural Resources

Vendor 3: Arkansas Department of Revenue

First, create the State of Arkansas as a non-person record and define as a vendor.

Next, create Arkansas Department of Natural Resources as a non-person record, define as a vendor, and link with the State of Arkansas as the owner ID.

Then create Arkansas Department of Revenue as a non-person record, define as a vendor, and link with the State of Arkansas as the owner ID.

4.1.2.2 Institutions of Higher Education Names (Colleges and Universities)

A listing of other colleges and universities is maintained in Banner in the STVSBGI validation table. These entries typically consist of an identifying code derived from the school's FICE (or other approved numbering convention) code and a description consistent with the name of the institution as represented in the most recent *Higher Education Directory*, or other authoritative listings, and subject to the appropriate general guidelines set forth in this document under section 4.1.2.1 with the additions and clarifications that follow.

ABBREVIATIONS (IHE)

Abbreviations are to be used only when needed to conform to the 30 character max settings or when the name as represented in the authoritative resource includes the abbreviation as the name of record.

Example:

Arkansas Technical University is commonly listed as **Arkansas Tech University**.

Additional Abbreviations:

College	Coll
Science	Sci
District	Dist
Mountain	Mtn
State	ST
University of Arkansas	U of AR

COMMUNITY COLLEGES PRIORITY (IHE)

When abbreviating institutions which are listed as community colleges, the priority for abbreviation should go to **Community** first and **College** second. Additional abbreviations are to be determined based on their pertinence to the overall institution identity.

Example:

Dallas County Community College District would be listed as **Dallas County Cmnty Coll Dist**

East Arkansas Community College would be listed as **East Arkansas Cmnty College**

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UNIVERSITY PRIORITY (IHE)

Institutions identified as Universities should have the abbreviation **Univ** as a first priority for shortening the title.

HYPHENS AND SLASHES (IHE)

Hyphens may be used to separate the campus branch of an institution's name when the inclusion of the standard modifiers, 'of the', 'at', 'in', etc., results in additional abbreviations to remain within character constraints.

Example:

University of Arkansas Community College at Morrilton would be listed as **U of AR Cmnty Coll-Morrilton**

STATE NAMES (IHE)

Abbreviations for state names will be the standard postal abbreviations except for those institutions whose names are commonly used with alternative abbreviations and those abbreviations are permitted within the allowed space.

Example:

University of Massachusetts Dartmouth would be listed as **University of Mass Dartmouth**

4.1.3 Name Type and Description

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 there is more than one name, the name type must be identified. Name types can be found on the validation table GTVNTYP.

Code	Description
DBA	Doing Business As
FAVD	Ethos favored name type
GFNM	General Former Name
LGCY	Legacy ID converted to Banner
TFNM	Transcript Former Name

PREVIOUS NAMES

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

Example:

Name: Lee Livingstone

Previous Name: Lee Stanley

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Enter previous name (Lee Stanley) and save.

Enter current name (Lee Livingstone) and save.

Previous name will appear in the previous identification block.

4.1.4 Name Change Policies

Whenever a constituent requests a name change it is necessary to determine (using GUASYST form) in which modules the record occurs.

Informed professional judgment must be used to determine what constitutes a name correction (e.g., data entry or 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 procedures for making name changes for person and non-person entities in Banner.

Person/Non-Person	Procedures
Employee (faculty or staff or student worker) – whether or not any other record type exists	Human Resources will make the change. Use Name Change Form and requires presentation of Social Security Card. See Name Change Form for procedures.
Student (current or former) – excluding current employees, and current student employees (<i>who should follow “Employee” guidelines above</i>)	The University Registrar may make changes. Use Name Change Form and require a combination of the following: Social Security Card Marriage License or Certificate Court Order Document Driver’s License Passport See Name Change Form for procedures. Forward a copy to Financial Aid.
Procurement Vendors	Procurement staff will make change if no other record exists for vendor.
Admission recruit or applicant, not a current student or employee	Admitting office may change upon request of individual.

NAME CHANGE REPORT

An audit report of name changes will be run (weekly) by Human Resources to reconcile name change activity and documentation. If a name change has been made that requires additional documentation, it is

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the concerned unit's responsibility to follow up with the unit implementing the change and/or the person whose name has been changed, as appropriate.

4.2 Addresses

University-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, units with marketing responsibility (such as Undergraduate Admissions) must be able to produce individualized correspondence conforming to formal addressing rules. Units such as Financial Aid and Accounts Payable may have less stringent formatting requirements, but should still follow the standards set forth here. These standards must balance four considerations:

1. Banner system requirements
2. Accepted standards for formal communications
3. United States Postal Service (USPS) guidelines
4. International address requirements

All addresses must meet USPS addressing requirements. According to the USPS Addressing Standards, "A standardized address is one that is fully spelled out, abbreviated by using the Postal Service standard abbreviations ... and uses the proper format for the address style..." (§211). The guidelines expressed herein are designed to convey the minimum standard requirements to enhance the processing and delivery of mail, reduce instances of "undeliverable" mail, and position the University to obtain the most advantageous postal rates.

While data may be conditioned (or reformatted) on output (e.g., date format), it is UCA's intention that addresses be entered exactly as they will print on correspondence, reports, etc. Accurate, consistent address data entry is vital. Given these considerations, the following address data entry standards have been established.

S Y M B O L S

Symbols should never be used in the first position of an address field.

The ampersand '&' should never be used in place of 'and' except as explicitly stated elsewhere in this document.

The percent symbol "%" should never be used.

The designation for "in care of" should be abbreviated as 'c/o' and should be entered on the first street address line.

The underscore character '_' should never be used.

Never use a pound sign '#' within an address because it causes a problem with the Banner letter generation function.

The asterisk '*' should never be used.

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STREET NAMES

Street names are composed of a number, the street name and a possible unit designator.

PUNCTUATION

Punctuation in the street number and name is normally limited to slashes and hyphens and should be avoided if possible. With the exception of the hyphen in the ZIP+4 configuration, punctuation in the address does not conform to postal standards.

Slashes (fractional addresses): 101 1/2 Main St

Hyphens (hyphenated address): 289-01 Montgomery Ave

SECONDARY ADDRESS UNIT DESIGNATORS

If the street address contains a secondary unit designator, such as an apartment, suite, building, etc., the preferred location is at the end of the street address. PO Box is not considered a secondary address unit designator and is addressed in section 5.2.6.

Examples:

102 Main St Apt 101

1356 Executive Dr Ste 202

1600 Central Pl Bldg 14

55 Sylvan Blvd Rm 18

If the primary address uses all available characters on the address line, 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.

Example:

Ste 202

1356 S Executive Dr

Recommended abbreviations for common unit designators are:

Apartment	Apt
Building	Bldg
Department	Dept
Floor	Fl
Room	Rm
Suite	Ste
Trailer	Trlr
Unit	Unit

Refer to the Postal Addressing Standards publication for other unit designator abbreviations.

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COMPASS DIRECTIONS

Compass directional words should be abbreviated at the beginning and/or end of the street name. The only time a directional word should be spelled out is when it is the street name.

Examples:

102 N Main St SW

160 N South St

1624 N South Blvd

Compass directional words should be abbreviated as follows:

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

STREET ADDRESS AND PO BOX

Banner address formats allow three lines of street address information. If an address contains BOTH a street address and a post office box, the USPS will deliver mail to the first address line listed above the city/state/zip line. In this situation, it is preferred that the post office box be the last part of the address entered before the city/state/zip.

Information Given:

Dr. Richard Franklin Burns

Evergreen Building

1379 West Pine

P.O. Box 2351

Denver, Colorado 87003

Dr. Richard Franklin Burns

Evergreen Building

P.O. Box 2351

1379 W. Pine

Denver, Colorado 87003

Banner Address Entry:

Dr Richard Franklin Burns

Evergreen Building

1379 W Pine

PO Box 2351

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Denver CO 87003

Do not enter data into the second address line until data has been entered into the first address line. Also, data should not be entered in the third address line until data has been entered into the second line. An example of a three-line address is

c/o Marvin Martian
Chanin and Levers Inc
1600 Martian Blvd Ste 910

ABBREVIATIONS FOR STREET DESIGNATORS

Street designators should follow the standard USPS standards. Refer to the USPS Address Standards publication for abbreviations of designators not listed below.

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
Terrace	Ter
Trail	Trl
Way	Way

SOURCES FOR ADDITIONAL INFORMATION

There are style manuals that deal with formal addressing style. Several USPS publications deal with addressing standards. The most comprehensive and accessible publication is Postal Addressing Standards, Publication 28. This publication is available from the USPS for online reference and in portable document format (PDF):

<http://pe.usps.gov/text/pub28/welcome.htm>

<http://pe.usps.gov/cpim/ftp/pubs/pub28/pub28.pdf>

The USPS National Customer Support Center provides extensive address and zip code information:

<https://www.usps.com/>

The Canadian Postal service (Canada Post) offers similar information about Canadian postal standards:

<http://www.canadapost.ca/business/tools/pg/standards/default-e.asp>

CITY

Banner is configured to automatically enter the city name when a zip code is entered. This is the preferred method of entering the city name. If the preferred name which defaults is not correct, it is acceptable to change the city to the actual city name. (For example, when entering the zip code 63103, the city will default to Saint Louis, but it could also be the city of Brentwood. If requested, manually change the city to

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Brentwood following the standards below.) All information is typed in upper/lower case format – i.e., not all caps or all lowercase. Spell out city names in their entirety. If it is necessary to abbreviate city names to fit within the 20 characters allowed by Banner, use abbreviation standards described in this manual or in the USPS Postal Addressing Standards.

Examples:

Saint Louis

Mount Vernon

Fort Branch

Newberry Springs

STATE AND PROVINCE

Banner is configured to automatically enter the state name when a ZIP code is entered. This is the preferred method of entering the state name.

State codes must be entered for all U.S. and Canadian addresses. The appropriate code may be selected using Banner software. For additional information, refer to the Postal Service Address Standards publication.

Canadian Provinces are entered in the State/Province field, NOT in the City field.

ABBREVIATIONS - CANADIAN / PROVINCES ADDRESSES

Canadian provinces and territories are entered in the State field using the following codes:

For	Use
Alberta	AB
British Columbia	BC
Manitoba	MB
New Brunswick	NB
Newfoundland	NF
Northwest Territories	NT

Nova Scotia	NS
Ontario	ON
Prince Edward Island	PE
Quebec	QC
Saskatchewan	SK
Yukon Territory	YT

Example:

Name: Sam Saunders

Address Line 1: 525 Albert St Apt 303

City: Waterloo

State: ON

Postal Code: J0P 1H0

Nation: CA

Note: Canadian addresses must include the city in the City field and the Province in the State field.

COUNTY

Banner is configured to automatically enter the county name when a zip code is entered. This is the preferred method of entering the county name. The county code is a five-character code consisting of the 2-character state code plus the 3-digit FIPS (Federal Information Processing Standards) county code (PUB 6-4, May 2002)¹. If no county defaults when entering the zip, enter the county code from the list of values in the validation form.

COUNTY INFORMATION IN CURRENT RECORD MUST NOT BE
OVERWRITTEN.

ZIP OR POSTAL CODE

ZIP or postal codes **MUST** be entered for all U.S. and Canadian addresses. If available, it should also be entered for other international addresses.

United States

A hyphen must be entered when the entire nine-digit (ZIP+4) 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

Canada

All characters in the postal code must be in uppercase lettering. Include the appropriate space in the postal code and do not use hyphens.

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

Examples:

T2T 2Y5

R2L 1N4

Example:

Name: Sam Saunders

Address Line 1: 525 Albert St Apt 303

¹ For FIPS publications, see <http://csrc.nist.gov/publications/PubsFIPS.html>.

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City: Waterloo

State: ON

Postal Code: J0P 1H0

Nation: CA

NATION

A nation code is required for all non-U.S. addresses. Banner maintains a list of all the current code options available (FIPS PUB 10-4).

DO NOT enter a country code for U.S. addresses. Banner is configured to automatically enter the country name when a ZIP code is entered. In Banner, the default country designation is "US."

The Nation table in Banner is STVNATN and the most current values are listed in that table.

MILITARY ADDRESS

Overseas Locations

Overseas military addresses must contain the APO (Army Post Office) or FPO (Fleet Post Office) designation along with a two-character "state" abbreviation of AA, AE, or AP and the ZIP code.

Enter the zip code in the zip code field

The APO or FPO code will default into the City field

The military "State" code (AA, AE, or AP) will also default into the State field.

AA for mail in the Americas other than Canada (340)

AE for mail going to Europe, the Middle East, Africa, and Canada (090 through 098)

AP for mail destined to the Pacific (962 through 966)

Examples:

SSGT Mario Martian

Unit 2050 Box 4190

APO AP 96522-1215

Sgt Cher Downey

PSC 802 Box 2625

APO AE 09777-0010

Seaman Duane Reeves

B Division

SHARED TABLES IN BANNER

USS North Dakota
FPO AA 34093-2344

Domestic Locations

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

Examples:

Col Margaret Henry
Lowery Air Force Base
8205 E 6th Ave 405
Denver CO 80234
Capt Jack Harris
2314 Barracks St
Minot AFB ND 58705

INTERNATIONAL ADDRESSES

City is entered into the City Field. State/Prov Field must be blank. Country is entered into the Nation Field. Select the appropriate Nation code from the validation table. **DO NOT** use hyphens. Do not abbreviate words that are spelled out.

Examples:

Name: Nicholas D Graham
Address Line 1: 75 Eaton Ter
City: London SW1 W8TN
State:
Zip:
Nation: GB
Name: Alma Wolfe
Address Line 1: 815 Half Way Pond
Address Line 2: Georgetown
City: Grand Cayman
State:
Zip:
Nation: KY
Name: Bob Marley
Address Line 1: PO Box 9239

SHARED TABLES IN BANNER

City: Kingstown

State:

Zip:

Nation: JM

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

HIERARCHY OF MODIFICATIONS

When it is necessary to modify addresses to fit Banner fields or conventions, follow these steps in order:

When secondary delivery information – e.g., Apt. or Suite – is part of the address but does not fit on the Delivery Address Line, wrap up all components of the secondary information immediately above the Delivery Address Line.

Original text:

Ms. Michelle Simpkins

58000 East Happy Canyon Blvd Bldg 14-400

Aurora, CO 80111-1111

Should change to:

Ms. Michelle Simpkins

Bldg 14-400

58000 East Happy Canyon Blvd

Aurora, CO 80111-1111

Abbreviate addresses using standard postal abbreviations described in this manual.

Further changes:

Ms. Michelle Simpkins

Bldg. 14-400

58000 E Happy Canyon Blvd

Aurora, CO 80110-1111

Remove punctuation.

Final change:

Ms Michelle Simpkins

Bldg 14-400

58000 E Happy Canyon Blvd

Aurora CO 80111-1111

SHARED TABLES IN BANNER

ADDRESS TYPES (STVATYP)

The purpose of the Address Type standard is to maintain a standardized list of address types based on purpose of the address, rather than separate address types for each University department. Thus, an individual may appear in accounts payable, an employee, and a current student in the College of Business and have only a single address.

Each Banner application (e.g., recruitment mail, billing, and gift solicitations) will look for a valid address in a prescribed sequence. For example, the bill mailing routine might look for addresses in this order: BI and then MA. Accounts Payable might typically search for a mailing address in this order: AP and then MA. Identical addresses should not be keyed in different address types.

The following table describes address types defined for University of Central Arkansas’s Banner System; address types required by Banner are listed as “REQ” in the last column on the right side of the table.

Code	Description	Explanation	
AC	ACT Tape	The address will be used to read student addresses received from ACT.	
AP	Accounts Payable	Remit To Address For Finance – Accounts Payable	
BB	UCA PO Box	This address type would contain the UCA PO Box information. These addresses are created and maintained by the UCA Post Office.	
BI	Billing	Address used for person billing purposes. It may contain an address that is different than the MA address for said person. These addresses are created, maintained and deleted by the Student Accounts Office, the Registrar’s Office and students in the Student Module.	REQ
DM	Diploma	This address will be used to mail the University diploma.	
GA	Guardian	This address is used to migrate guardian address information over from Banner Recruiter to Banner.	
HC	Home Country	Address used for international students. It contains their home country mailing address.	
MA	Mailing	This is the mailing address for faculty, staff and students. It is the default address type for Admissions and Financial Aid tape loads although it may not reflect a true mailing address until the student applies for admission. (This address type is the default address type for the Banner System and is required by Banner for Student tape load processing.)	REQ
P2	Parent 2	This address type is created, and deleted by Admissions.	
PA	Parent 1	This address type is created, and deleted by Admissions and International Engagement. (Required by Banner for tape load processing)	REQ

SHARED TABLES IN BANNER

Code	Description	Explanation	
PO	Purchasing	Purchasing Address	PO
PR	Permanent	This address reflects a person's permanent address that would be associated with their residency.	REQ
UC	UCA Work	An UCA employee's physical location (office/department) on campus. List in primary order if employee works in multiple locations. This address will be used to create the campus directory and for any on-campus mailings to employees.	
XX	TGR FEED	Used internally by Banner (Student AR Feed to Finance)	REQ

Office(s) responsible for creation and changes of each address type

Address Type	Description	Owner
AC	ACT Tape	Admissions
AP	Accounts Payable Address	Purchasing
BB	UCA PO Box	UCA Post Office
BI	Billing Address	Student Accounts Office
DM	Diploma Mailing Address	Registrar's Office, Graduate School
GA	Guardian Address of Student	<i>Recruits/applicants:</i> Admissions <i>Students:</i> International Engagement
HC	Home Country	International Engagement
MA	Mailing Address	<i>Faculty/Staff:</i> Human Resources <i>Recruits/applicants:</i> Admissions <i>Students:</i> Registrar's Office, Graduate School, International Engagement
P2	Parent 2 Address of Student	<i>Recruits/applicants:</i> Admissions
PA	Parent 1 Address of Student	<i>Recruits/applicants:</i> Admissions <i>Students:</i> International Engagement
PO	Purchasing Address	Purchasing
PR	Permanent Address	<i>Recruits/applicants:</i> Admissions <i>Students:</i> Registrar's Office, Graduate School
UC	UCA Work	Human Resources
XX	Used internally by Banner	TBD

ADDRESS SOURCES (STVASRC)

SHARED TABLES IN BANNER

Code	Description
ACT	ACT Tape Load
CALL	Phone call from Individual
EDI	Electronic Data Interchange
GRE	GRE Data Load
INFR	Information from relative
PHON	Phonathon received change
POST	Post Office change
SELF	Self-Reported by Individual
TFL	TOEFL Data Load
WEB	World Wide Web

4.2.1 Guidelines

When updating an address of the same type, the prior address should be end-dated and the new address added:

- Change the “TO” date on the existing address of same type to the current date or the inactivation date

- Click “Inactivate Address”

- Save changes

- Under Record, select “Insert”

- Enter address information

- Save changes

NEVER change or delete a prior address, just inactivate the address and create a new record.

4.3 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. The “Address Type” and “Seq No” fields are used to link the telephone number to a specific address. International phone numbers are entered in a special “international” field. Supplemental information for international phone numbers may be added in the international access code field. Banner forms used to maintain telephone numbers are APATELE, FOATELE, PPATELE, RPATELE and SPATELE.

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

SHARED TABLES IN BANNER

TELEPHONE TYPES (STVTELE)

A telephone type distinguishes each telephone number entered in the Banner system.

CODE	DESCRIPTION	EXPLANATION
AA	Advancement Telephone	
AC	ACT Telephone	Telephone number associated with ACT Tape Load address
AP	Accounts Payable Telephone	Telephone number associated with Remit To address
BI	Billing Address Telephone	Telephone number associated with Billing address
BU	Business Address Telephone	Telephone number associated with Business address
CNTX	Crisis Notification Text	Telephone number associated with sending a text message through the Crisis Notification system.
CNV	Crisis Notification Voice	Telephone number associated with sending a voice message through the Crisis Notification system.
CP	Cellular Phone	Cellular phone number associated with a person or non-person.
DM	Diploma Address Telephone	Telephone number associated with Diploma mailing address
EM	Emergency Contact Telephone	
FAX	Fax Number	Fax number associated with a vendor in the Finance module.
GA	Guardian Address Telephone	Telephone number associate with Guardian Address
HC	Home Country Telephone	Telephone number associated with Home Country address
MA	Mailing Address Telephone	Telephone number associated with Mailing address
P2	Parent 2 Address Telephone	Telephone number associated with Parent 2 address
PA	Parent 1 Address Telephone	Telephone number associated with Parent 1 address
PO	Purchasing Address Telephone	Telephone number associated with Purchasing address
PR	Do NOT Use	Do NOT Use – SCT Required
TM	Temporary Mailing Telephone	
UC	UCA Work Telephone	Telephone number associated with UCA work

SHARED TABLES IN BANNER

CODE	DESCRIPTION	EXPLANATION
		address
US	Telephone in the US	TBD
UW	Do NOT Use	Do NOT Use

Office(s) responsible for creation and changes of each telephone type

TYPE	DESCRIPTION	OWNER
AA	Advancement Telephone	
AC	ACT Telephone	Admissions
AP	Accounts Payable Telephone	Controller
BI	Billing Address Telephone	Student Accounts Office
BU	Business Address Telephone	Controller
CNTX	Crisis Notification Text Telephone	<i>Students:</i> Registrar <i>Faculty/Staff:</i> Human Resources
CNV	Crisis Notification Voice Telephone	<i>Students:</i> Registrar <i>Faculty/Staff:</i> Human Resources
CP	Cell Phone	
DM	Diploma Mailing Telephone	Registrar
EM	Emergency Contact Telephone	
FAX	Fax Number	
GA	Guardian Address Telephone	Undergraduate Admissions, International Engagement
HC	Home Country Telephone	International Engagement
MA	Permanent Mailing Address Telephone	<i>Faculty/Staff:</i> Human Resources <i>Recruits/applicants:</i> Undergraduate Admissions, Graduate School, International Engagement <i>Students:</i> Office of the Registrar
P2	Parent 2 Address Telephone	<i>Recruits/applicants:</i> Undergraduate Admissions
PA	Parent 1 Address Telephone	<i>Recruits/applicants:</i> Undergraduate Admissions <i>Students:</i> Student Accounts Office, Student Financial Aid
PO	Purchasing Address Telephone	Procurement

SHARED TABLES IN BANNER

TYPE	DESCRIPTION	OWNER
PR	Do NOT Use – SCT Required	
TM	Temporary Mailing Telephone	
UC	University Work Address Telephone	Human Resources
US	Telephone in US	TBD
UW	Do NOT Use	TBD

AREA CODE

The three-digit area code **MUST** be entered for all phone numbers including the local area (e.g., 501, 870, 479).

General Person Telephone SPATELE 9.3 (PPRD)
ID: B01253433 Test, Chase

Telephone

TELEPHONE

Telephone Type * MA ... Mailing Address Telephone Intern

Area Code 501

Phone Number 3281111

Extension

1 of 2 1 Per Page

A purple arrow points to the 'Area Code' field.

PHONE NUMBER

Enter the seven-digit number **WITHOUT** inserting a hyphen.

Example:

4871849

General Person Telephone SPATELE 9.3 (PPRD)
ID: B01253433 Test, Chase

Telephone

TELEPHONE

Telephone Type * MA ... Mailing Address Telephone Intern

Area Code 501

Phone Number 3281111

Extension

1 of 2 1 Per Page

A purple arrow points to the 'Phone Number' field.

SHARED TABLES IN BANNER

EXTENSION

If an extension number is provided, enter only the digits of the extension. Do NOT enter EXT or X into the extension field.

Examples:

7300

1764

The screenshot shows a web form for a 'General Person Telephone SPATELE 9.3 (PPRD)'. The ID is B01253433, Test, Chase. Under the 'Telephone' section, the 'Telephone Type' is 'MA' (Mailing Address Telephone). The 'Area Code' is '501' and the 'Phone Number' is '3281111'. The 'Extension' field is empty and highlighted with a purple arrow. The form also includes a 'Per Page' dropdown set to '1'.

4.3.1 International Telephone Numbers

International telephone numbers consist of four to seven digits.

INTERNATIONAL ACCESS CODE

International telephone numbers should include the country and city codes as part of the international access code field.

The screenshot shows the same web form as above, but with the 'International Access' field highlighted by a purple arrow. The 'International Access' field is empty. Below it are checkboxes for 'Primary', 'Unlisted', and 'Inactivate'. The 'Comment' field is also empty. The 'Address Type' is 'MA' (Mailing Address) and the 'Sequence' is '1'.

Country Code

The country code consists of one to four digits and is required (e.g., 876).

City Code

The city code consists of one to three digits. Not all countries utilize city codes. The city code is often reported with a leading zero (0). Do NOT enter the zero.

SHARED TABLES IN BANNER

“011” must be dialed when making international calls from the United States unless dialing to any country included in the North American Numbering Plan.

Do **NOT** enter the “011” standard code for international dialing.

Example:

8137599311 would be entered for a telephone number in Japan consisting of 81 for the country code, 03 for the city code and 7599311 for the phone number.

North American Numbering Plan (NANP)

This agreement, held among many North American countries (Mexico is not included), establishes a procedure for dialing international numbers in a way that is similar to traditional United States procedures (1 + area code). The country code for all NANP countries is 1. The following countries are considered to be a part of the NANP and can be dialed Using 1 + the three digit area code. Any phone numbers from NANP countries can be entered in the domestic phone number field in the Banner system.

SHARED TABLES IN BANNER

Country	Area Code
Anguilla	264
Antigua	268
Bahamas	242
Barbados	246
Barbuda	268
Bermuda	441
British Virgin Islands	284
Canada	Multiple
Cayman Islands	345
Dominica	767
Dominican Republic	809
Grenada	473
Guam	671
Jamaica	876
Montserrat	664
Northern Marianas Islands (Saipan, Rota and Tinian)	671
Puerto Rico	787
St. Kitts/Nevis	869
St. Lucia	758
St. Vincent and Grenadines	784
Trinidad and Tobago	868
Turks and Caicos Islands	649
U.S. Virgin Islands	340

4.3.2 Guidelines

When updating a telephone number of the same type, the prior telephone number should be end dated and the new telephone number added. Unless making a correction due to an initial entry error, do not change or delete the prior telephone number.

NOTE: Telephone numbers, while displayed on SPAIDEN with the address, are not stored with the address in the Banner tables. Telephone numbers must be changed on the SPATELE form, not the SPAIDEN form.

4.4 Email

An entity (person or non-person) may have multiple email addresses within the Banner system. However, the UCA email address will be used for all University official correspondence. Email addresses should be accurate and reflect the most recent data received.

E - MAIL CODES (GTVEMAL)

CODE	DESCRIPTION
AP	Accounts Payable
DM	Diploma Email
G2	Guardian 2 Email
GA	Guardian Email
MA	Personal
P2	Parent 2 Email
PA	Parent 1 Email
PO	Procurement
UCA	Student Email
UW	University Work

4.5 Calendar Dates

Dates are entered on a variety of forms for various purposes.

Dates will always be entered in Banner in the format MMDDYYYY or 01032005. Banner will redisplay the date in the 03-Jan-2005 format. The University prints dates in the format January 3, 2005.

Dates can be extracted from Banner in any format.

4.6 Gender

LEGAL SEX

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

Code	Description	Explanation
M	Male	A male person, man or boy

SHARED TABLES IN BANNER

F	Female	A female person, woman or girl
---	--------	--------------------------------

NOTE: All employees and students **must** be classified as a male or female.

GENDER PRONOUN (GTVPPRN)

The gender pronoun can be used for conversation and correspondence with student or staff member.

Code	Description	Explanation
HE	He/Him/His	Individual feels most comfortable being referenced with a masculine pronoun
SHE	She/Her/Hers	Individual feels most comfortable being referenced with a feminine pronoun
THEY	They/Them/Theirs	Individual feels most comfortable using non-binary pronouns
MULT	I use multiple pronouns	Individual feels most comfortable using a combination of male, female, or non-binary pronouns
NA	These pronouns do not apply to me	
NO	I prefer not to answer	

GENDER DESIGNATION (GTVGNDR)

The gender designation field stores information on a person's gender identity.

Code	Description	Explanation
CGDM	Cisgender Male	A person who identifies as a male which corresponds with sex designated at birth.
CGDF	Cisgender Female	A person who identifies as a female which corresponds with sex designated at birth.
TGDM	Transgender Male	A person who identifies as a male which does not correspond with sex designated at birth.
TGDF	Transgender Female	A person who identifies as a female which does not correspond with sex designated at birth.
NBIN	Non-binary	A person who does not identify with the male or female gender.
AGND	Agender	A person who does not identify as having a particular gender.
GNDQ	Genderqueer	A person who does not identify with conventional gender distinctions but identifies with neither, both, or a combination of male and female genders.
GNDF	Gender Fluid	A person who does not identify as having a fixed gender.

4.7 Social Security Number (SSN)

The Social Security Number field in Banner is labeled: SSN/SIN/TIN. UCA's policy states that only a U.S. Social Security Number will be entered into this field.

A U.S. Social Security Number is required for all employees, students, and independent contractors. Social Security Numbers are not required for international students unless they are employees or receive any type of financial aid or 1099 income.

4.7.1 Standards

Enter the entire 9-digit U.S. Social Security Number, omitting hyphens and spaces between numbers (e.g., 123456789).

4.7.2 Guidelines

A person must present an original social security card in order to have his/her Social Security Number changed within Banner. Professional judgment should be used when making corrections to Social Security Numbers based on error at initial entry.

If a person is a UCA faculty or staff member, Human Resources will make the change.

Students who are not employees will direct Social Security Number change requests to the University Registrar.

4.8 Date of Birth

The Date of Birth is required for employees and those applying for admission to University of Central Arkansas.

The Date of Birth shall be entered as month, day, and year (e.g., 05021985 for May 2, 1985).

4.8.1 Changes to Date of Birth

Changes to date of birth may be made upon request to the appropriate office, when supported by official documentation.

4.9 Race and Ethnicity

Ethnicity is tracked for purposes of federal and state reporting requirements. Banner provides multiple fields to track both race and ethnicity.

4.9.1 Standards

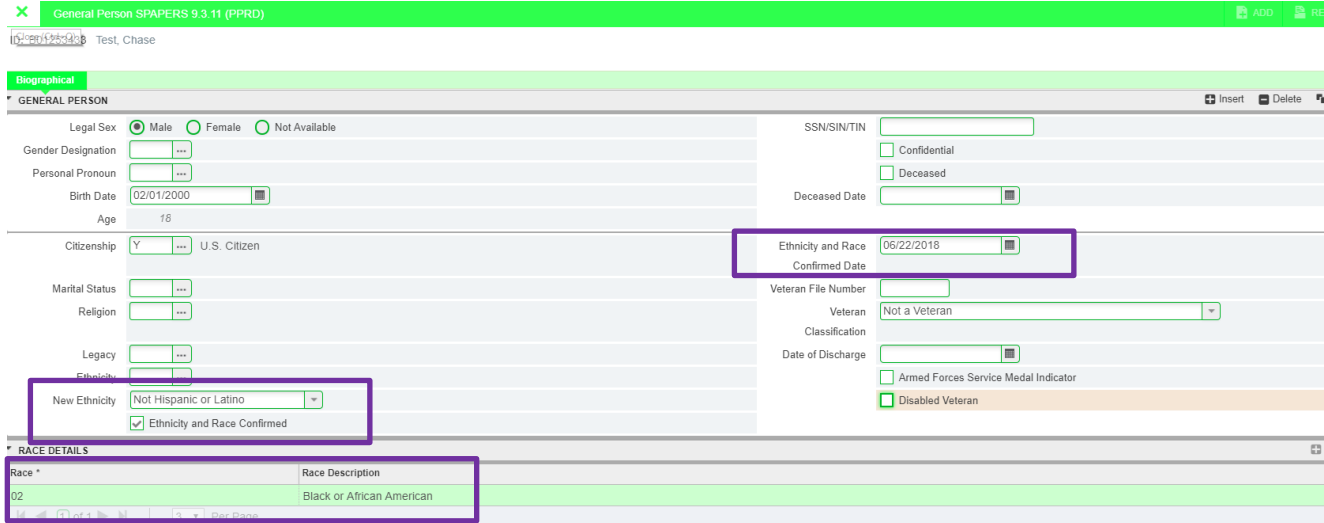
In Banner, the table GORRACE stores the valid codes for race and is referenced in each module where person-data is maintained. A student or employee has the option to pick up to all of the options on this table.

SHARED TABLES IN BANNER

In Banner, the STVETHN table stores the valid codes for “old” ethnicity and is referenced in each module where person-data is maintained. The table allows for an enterable code, a description, and a related IPEDS code for federal reporting. The data in this field is historical data that can be looked at if a student or employee has not re-identified by the most current federal standards on race and ethnicity.

Ethnic Code	Description	IPEDS Equivalent
00	Default	
01	Asian or Pacific Islander	3
02	Black, Non-Hispanic	1
04	American Indian / Alaska Native	2
03	Hispanic	4
05	White, Non-Hispanic	5
06	Non-resident alien	Choose from 1-5 above
09	Unknown	7

In Banner, the federally mandated changes to ethnicity will now be stored in two different locations. UCA will collect race and ethnicity information from each person and store it where the person-data is maintained. See the below figure to see where ethnicity and race information are stored in person-data.



The validation table for the race information is GORRACE.

Race Code	Description
01	Asian
02	Black or African American

SHARED TABLES IN BANNER

04	American Indian/Alaskan Native
05	White
07	Native Hawaiian/Pacific Islander

In Banner, there is no validation table for the ethnicity information collected in Banner. The options for a person are as follows:

Hispanic or Latino

Not Hispanic or Latino

4.9.2 Guidelines

The federal government has institutions report race/ethnicity based off what is entered in multiple fields for a person. The race/ethnicity options reported to the federal government are as follows:

- Non-resident alien
- Hispanic or Latino
- Two or more races
- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Unknown

If you are reporting to many external entities, they ask you to follow the federal definitions. Although, keep in mind if you are trying to identify students who might identify as a specific race, these federal reporting categories are not the best option.

Example: Black Alumni Chapter

Identifying graduates who selected a race of Black rather than the reporting category of Black is a better option.

S T V V T Y P

A person's visa information is entered and maintained on the GOAIN'TL form in General Person using the following values:

Code	Description	Non-Resident Indicator
99	Outside US (No Visa)	
B1	Visitor for Business	Y
B2	Visitor for Pleasure	Y
E1	Treaty Trader	Y

SHARED TABLES IN BANNER

E2	Treaty Trader Dependent	Y
F1	Student	Y
F2	Student Dependent	Y
FE	Student IEP Only	Y
H1	Temporary Worker	Y
H4	Temporary Worker Dependent	Y
J1	Exchange Visitor	Y
J2	Exchange Visitor Dependent	Y
JS	J1 Scholar	Y
K1	Fiance Visa	Y
K2	Fiance Visa Dependent	Y
K3	Spouse of US Citizen	Y
L1	Executive/Management	Y
L2	Executive/Management Dependent	Y
O1	Extraordinary Ability	Y
O2	O1 Dependent	Y
O3	O1 or O2 Dependent	Y
P1	Artist/Athlete/Entertainer	Y
P4	P1 Dependent	Y
Q1	Cultural Exchange	Y
R1	Religious Worker	Y
R2	Religious Worker Dependent	Y
S5	Witness/Informant-C	Y
S6	Witness/Informant-T	Y
T1	Victim of Trafficking	Y
T2	T1 Spouse	Y
T3	T1 Dependent Child	Y
T4	T1 Parent	Y
TD	TN Dependent	Y
TN	Professionals-NAFTA	Y
U1	Victim of Crimes	Y
U2	U1 Dependent	Y
VW	Visa Waiver	Y

FUNCTION (F_UCA_GET_RACE)

The function looks at multiple fields to determine the person’s race/ethnicity per federal guidelines. The function looks at the following things in this specific order:

- (1) A person to have an active visa on GOAINTL that has a non-resident indicator of Y. This is a non-resident alien (06).
- (2) A person to have identified under the new ethnicity as Hispanic or Latino. This person is considered Hispanic or Latino (03).
- (3) A person has identified themselves as having more than one race. This person is considered two or more races (08)
- (4) A person identifies under one race. This person would be categorized under the specific race they uniquely identified with (01, 02, 04, 05, 07).
- (5) A person does not answer the question about race or ethnicity and is not here on a visa. This person is unknown (09)

Code	Description
01	Asian
02	Black
03	Hispanic
04	American Indian or Alaska Native
05	White
06	Non-resident Alien
07	Native Hawaiian or Pacific Islander
08	Two or more races
09	Unknown

4.10 Deceased Information

When any office receives notification of the death of a current or former student who is not currently employed by UCA, the notification will be immediately forwarded to the Registrar, who will be solely responsible for setting the deceased code.

When any office receives notification of the death of a current faculty or staff member, the notification will be immediately forwarded to Human Resources, who will be solely

SHARED TABLES IN BANNER

responsible for setting the deceased code. (HR updates the deceased employee’s name in Banner to the Estate of Deceased based on IRS guidelines and then reverses the change once the final paycheck has been processed.)

4.11 Citizenship and International Persons Information

Citizenship is required information for students and employees at UCA. Additional information, such as country of citizenship and visa status, is required for any person who is not a citizen of the United States.

Citizenship and related information is maintained by the following offices:

Human Resources: staff, faculty, and student workers

Office of the Controller: vendors and direct pays

Undergraduate Admissions, Graduate School, International Engagement: persons applying as students

International Engagement: international students and scholars when they apply. Also tracks information on certain non-citizens who are employed by UCA.

Any changes to citizenship or visa information of registered students must be coordinated through Human Resources, University Registrar, or the Center for Global Learning and Engagement office as identified by checking the Banner form GUASYST.

CITIZEN TYPE (STVCITZ)

A person’s citizenship is entered and maintained on the SPAPERS form in General Person using the following values:

Code	Description
D	DACA Recipient
N	Non U.S. Citizen
P	Permanent Resident
U	Undetermined Citizenship
Y	U.S. Citizen

COUNTRY OF CITIZENSHIP

Country of citizenship is maintained on the GOAINTL form in General Person. The country codes are the same as those used for addresses.

VISA STATUS

SHARED TABLES IN BANNER

Visa status is maintained for all non U.S. citizens. Visa status for students is established and maintained by the International Engagement. Visa status for non-student employees is maintained by Human Resources.

The most current Visa type codes are listed in Banner in table STVVVTYP. Visa information is maintained on GOAINTL.

4.11.1 Guidelines

If the person is a student, employee, or provider of contracted services, this information is required. If the person is a constituent and not a student or employee, this field may be left blank to indicate U.S. citizenship is not known. Please refer to the following for the decision process for determining citizenship.

Human Resources (HR) receives the I-9 form and reviews Section 1. There are 4 boxes for the employee to select from to note their authorization to work in the US.

If the employee selects Box 1 – A citizen of the United States, HR will enter Y in the citizenship field of PPAIDEN (SPBPERS_CITZ_CODE).

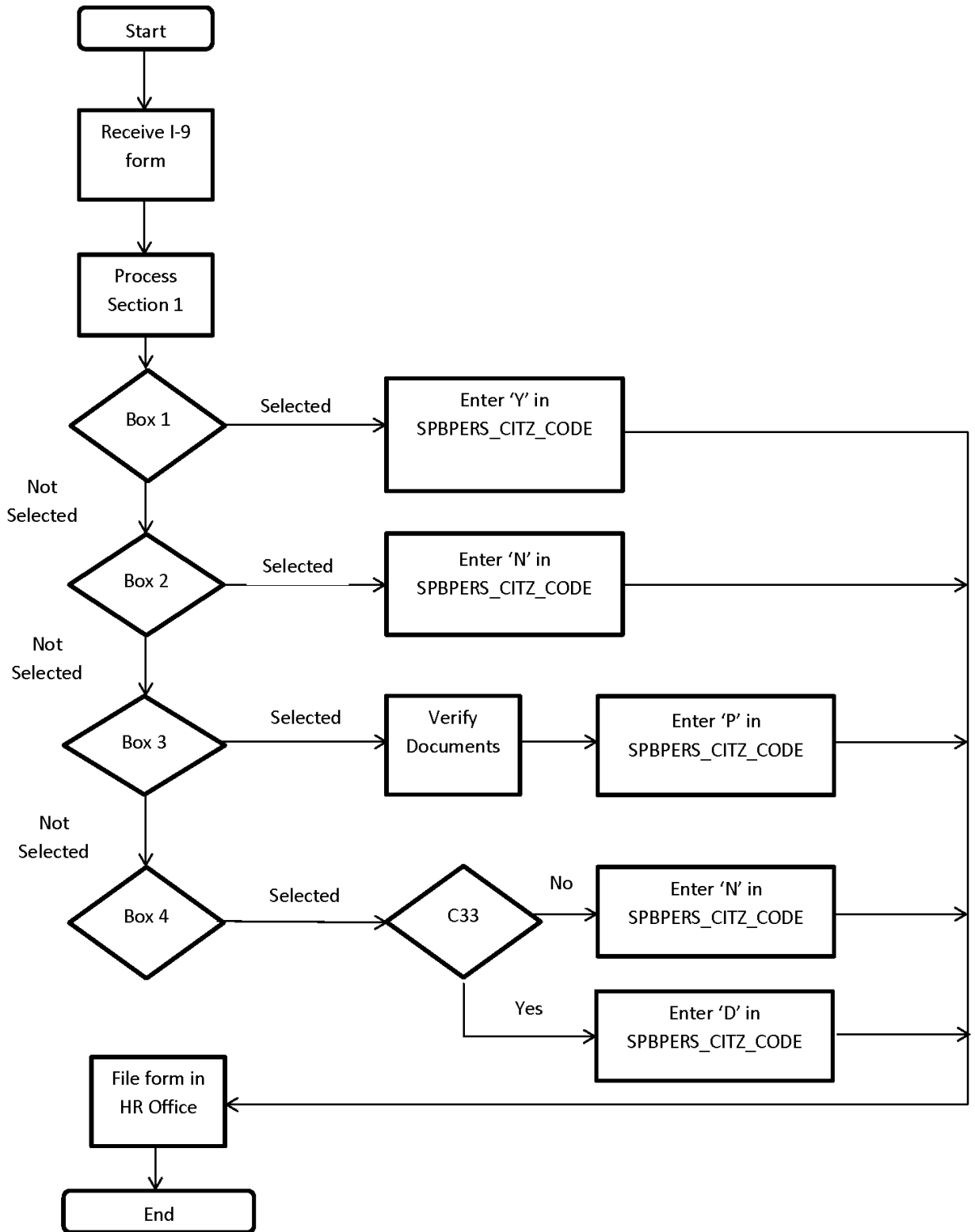
If the employee selects Box 2 – A noncitizen national of the United States, HR will enter N in the citizenship field of PPAIDEN (SPBPERS_CITZ_CODE).

If the employee selects Box 3 – A lawful permanent resident, HR will verify the submitted documents and enter P in the citizenship field of PPAIDEN (SPBPERS_CITZ_CODE).

If the employee selects Box 4 – An alien authorized to work until..., HR will verify the submitted documents. If the documents contain code C33, enter D in the citizenship field of PPAIDEN (SPBPERS_CITZ_CODE). Otherwise, enter N in the citizenship field of PPAIDEN (SPBPERS_CITZ_CODE).

SHARED TABLES IN BANNER

HR Process for I-9 forms



4.12 Legacy Code

A Legacy Code identifies a relative or friend with whom University of Central Arkansas had or has a relationship. For example, if a person’s parent is an alumna of University of Central Arkansas, that person’s legacy would be parent. A person’s legacy relationship status is entered on the General Person Form, SPAPERS.

Legacy data will be collected by University of Central Arkansas. Valid values are found in the validation table STVLGCY. The information comes in from Slate for students based on their responses on their applications.

STVLGCY

Code	Description	Code	Description
A	Aunt	M	Mother
B	Uncle	O	Relative
C	Step-Mother	P	Parent
D	Step-Father	S	Sibling
F	Father	U	Guardian
G	Grandparent	W	Spouse

4.13 Letter Names

The names of letters created within any module of Banner are stored in a common validation table called GTVLETR. Letter names can be up to 15 characters. Other areas wishing to define letters on GTVLETR should request guidance from the DSIA Oversight Group.

LETTER CODES (GTVLETR)

In order to avoid confusion as to the owner of a letter defined within Banner, the following prefixes will be used by offices when defining a letter name on the Banner form GTVLETR:

Prefix	Office
FA_	Office of Financial Aid
ST_RR_	Office of the Registrar



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