Middle Tennessee State University
Guidelines for
Data Standards, Data Integrity and Security

This Data Standards Document is subject to change. If using a printed copy, please verify content against the most current version, which is readily available at both mtsu.edu/banner and mtsu.edu/bannerdev.

Prepared by:	Data Standards Task Force
Version:	1.10
Last Revision Date:	September 26, 2019
Create Date:	April 28, 2005

Table of Contents

Chapter 1: Data Integrity

Introduction

BANNER is the integrated software system purchased from SCT Corporation to replace certain components of the non-integrated systems currently in use at all Tennessee Board of Regents (TBR) institutions.

BANNER offers the institutions an increase in the quantity and quality of information that can be maintained as well as increased accessibility to that information, enhanced data security, and compatibility across functional areas of responsibility.

Within BANNER there are separate modules for different functional areas. The TBR system has purchased the Finance and Human Resources, Financial Aid, Student and Alumni/Development modules. Integration is achieved via a general module that ties the functional modules together. A person's ID number, name, address, etc. are housed within the general module and shared by the other modules. The data itself is stored in tables residing in an Oracle database. The Oracle database is relational; tables are linked together by means of an internal identification number, thereby limiting data redundancy. There are more than 1,200 tables in the BANNER system.

The TBR Data Standards Task Force and subsequent committee was formed to develop a standards guideline and help make decisions regarding maintenance of data in the system. The TBR Task Force and subsequent committees have the authority to:
- develop model policies;
- enact model procedures; and,
- recommend priorities

for utilization of resources used to support institutional data management systems. The committee is composed of representatives from all TBR institutions. If you have questions regarding the use or update of these standards, please contact any member of the Information Technology Division Administrative Information Systems and Services (AISS) area.

The Task Force believes that this document can be taken by each individual institution in the Tennessee Board of Regents System as a model to develop the Data Standards that meet the need of their unique institution.

Purpose

These guidelines provide recommendations for establishing measures for the protection, access, and use of Middle Tennessee State University data that is electronically maintained on the Banner and Banner related administrative information systems. The guidelines define the responsibilities of users who input and access that data. Divisions/departments may have individual guidelines that supplement, but do not replace or supersede these guidelines.

These guidelines were developed to ensure database integrity and achieve the goals of efficient, professional, and cost-effective communication for the MTSU community. The primary goals for creating these guidelines include:

- Avoid creation of duplicate records for a single entity;
- Provide a single university data entry standard that facilitates searches and provides accurate and consistent reports;
- Provide complete and accurate name and address information that meets Post Office mailing address specifications;
- Define a hierarchy of offices which will be responsible for the data entry based on the status of the person (student, employee, alumnus, etc.)

Administrative Responsibility

By law, certain data is confidential and may not be released without proper authorization. Users MUST adhere to any applicable federal and state laws as well as MTSU policies and procedures concerning storage, retention, use, release, and destruction of data (refer to the MTSU FERPA Policy Statement).

Data is a vital asset owned by the University. All Middle Tennessee State University data, whether maintained in the central database or copied into other data systems (e.g., personal computers) remains the property of MTSU. Access to data is not approved for use outside a user's official University responsibility. Data will be used only for legitimate MTSU business. Chapter 654 of the Public Acts of 1976 prohibits state institutions of higher education from issuing diplomas, certificates of credit, or grade reports to any student unless the student has satisfied all debts or obligations owed to the institution. MTSU also requires its constituents to adhere to principles of the Gramm-Leach-Bliley Act. More information on MTSU policies and procedures is available at the following sites:

Gramm Leach Bliley Act –

Information Technology Resources Policy - www.mtsu.edu/policies/pdfs/InformationTechnologyResources.pdf

Privacy of Information Policy – www.mtsu.edu/policies/pdfs/PrivacyofInformation.pdf

Family Educational Rights and Privacy Act - www.mtsu.edu/policies/pdfs/AccessToEducationalRecords.pdf

As a general principle of access, University data (regardless of who collects or maintains it) will be shared among those employees whose work can be done more effectively by knowledge of such information. Although MTSU must protect the security and confidentiality of data, the procedures allowing access to data must not unduly interfere with the efficient conduct of University business.

Division/department heads will ensure that, for their areas of accountability, each user is trained regarding user responsibilities. As part of that training, each user will read, understand and agree to abide by the stipulations in this document.

Division/department heads will ensure a secure office environment with regard to all MTSU data systems. Division/department heads will determine the data access requirements of their staff as it pertains to their job functions before submitting a request for access.

Two types of access can be granted to users:

- *Query-only* access enables the user to view, analyze and download, **but not change**, institutional data. Once information is downloaded; however, data can but should not be altered in word processing documents or spreadsheets. Downloaded information should be used and represented responsibly. Sensitive data should never be downloaded without cause and appropriate protection.

- *Update* access provides both inquiry and update capabilities. Update capability is generally limited to the office directly responsible for the collection and management of the data. 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.

All procedures and data systems owned and operated by MTSU will be constructed to ensure that:

- All data is input accurately.

- Accuracy and completeness of all data is maintained.

- System capabilities can be re-established after loss or damage by accident, malfunction, breach of security, or natural disaster.

- Breaches of security can be controlled and promptly detected.

Individual Responsibility

Middle Tennessee State University information is one of the University's most valuable assets. Protecting that asset is the responsibility of all information users.

- Users should read and become familiar with all University policies with regard to use of Information Technology Resources, Data Access, Privacy requirements.

- Users are responsible for understanding all data elements that are used. If they do not understand the meaning of a data element, they should consult the appropriate data steward or representative.

- Users must observe requirements for confidentiality and privacy and must comply with control procedures to protect data from unauthorized use, disclosure, alteration, or destruction.

- Users are responsible for all transactions occurring during the use of their login and password. Users are not to loan or share login identification or passwords with anyone. This is intended to help protect the integrity, security, and privacy of user accounts. Users found to be loaning or sharing their access codes or institutional data in an inappropriate way will be subject to disciplinary action, up to and including termination.

- Violations of University policies with regard to Information Technology Resources, Data Access, and Privacy requirements may lead to disciplinary action by the University up to and including termination from the University. Under certain circumstances, such violations may also give rise to civil and/or criminal liability.

Secured Access to Data

Data security is every user's responsibility. BANNER classifications will be established based on job function such as personnel representative, fiscal assistant, faculty, cashier, etc. Specific capabilities will be assigned to each classification. Each user will be assigned a classification or possibly several classifications, depending on their particular needs as established by their division/department head and approved by the Data Custodian(s).

The Banner system ID request form must include the employee's first name, middle initial and last name. These fields are required in order to receive a BANNER Account. After the employee's division/department head has determined the appropriate classifications the user is to be assigned, the form is sent to the appropriate individual as stated on the form.

The employee will participate in training provided by the employee's direct supervisor or designee.

A unique BANNER account will be created for the employee. ITD notifies the employee of his/her BANNER account. Passwords must be a minimum of six numbers and letters, and cannot contain special characters.

If a user forgets his/her password, he/she must contact ITD Help Desk. Since the passwords are encrypted, ITD cannot read the old password and must issue a new one.

Passwords will expire every 90 days. It is recommended that users change their passwords every month to ensure the system remains secured.

Data Custodians

A Data Custodian is the director of a MTSU office or department or their designee. The Data Custodian may make ADMIN forms (data screens) within his/her charge available to others for the use and support of the office or department's functions. Before granting access to data, the Data Custodian must be satisfied that protection requirements have been implemented and that a "need-to-know" is clearly demonstrated. By approving user access to MTSU data, the Data Custodian consents to the use of that data within the normal business functions of administrative and academic offices or departments.

Data Custodians are responsible for the accuracy and completeness of data files in their areas. Misuse or inappropriate use by individuals will result in revocation of the user's access privileges. Data Custodians are also responsible for the maintenance and control of BANNER validation and rules tables. These tables, and processes related to their use, define how business is conducted at MTSU.

Area of Responsibility	Data Custodian
Alumni/Development	Director of Advancement Services
Finance System (Budgets)	Controller (Budget Director)
Human Resources System	Assistant Vice President of Human Resources
Procurement and Contracts (Receiving)	Assistant Vice President of Procurement and Auxiliary Services (Director of Facilities)
Student Financial Aid System	Director of Financial Aid
Student System	Director of Records/ Director of Admissions Dean of the College of Graduate Studies Director of International Programs and Services Coordinator of Withdrawal Department/School of Major Athletic Director
Student Loan (Perkins and Foundation)	Manager of Student Loans
Student Accounts/Bills	Bursar

Chapter 2: Policies and Definitions

Rules for Clean and Accurate Records

- **Search first.** Before you create a new record for a person or organization, you MUST conduct an ID and name search to make sure that person or organization has not already been entered in the Banner database. Each user in every office MUST conduct a thorough search to prevent entering a duplicate record. Refer to Chapter 5 details on searching for existing records.

- **Never Use:**

    o   The pound sign (#) within the address; it causes a problem with the Banner letter generation function.

    o   The percent sign (%) and the underscore (_); both are used as wildcard characters in Oracle SQL queries.

    o   The asterisk (*), the ampersand (&) – unless the ampersand is part the legal or corporate name, the brackets ([ ]), the braces ({ }), and the question mark (?) in creating a record; these characters have special meaning with the Oracle TEXT product.

- **Have the proper authorization to change data.** Make data changes ONLY when you have that authority and when you follow the procedures established by the Data Custodian of the data you want to change.

- **Abbreviations:** If there is enough space, do not use abbreviations (exception: addresses will use postal abbreviations). When an abbreviation is required, use the abbreviated form set out in this document. If a needed abbreviation is not found in this document, contact the data custodian for the proper abbreviation to use.

- **Follow data entry rules.** Remember – some data fields have specific data entry rules. See the specific section under General Person Information for those data entry rules.

- **Punctuation.**   With few exceptions, punctuation should not be used in the name fields or the address fields. Hyphens, periods (e.g., St. John) and apostrophes (accent marks) may be used in the name fields when part of the legal name. However, periods should not be used after a middle initial. Further, a slash or a hyphen may be used in address fields when required for clarity.   (See Name Standards and Address Standards below for more information.)

- **Change vs. Correction.** If during data entry, a typo was made and immediately recognized, then the correction can be made at that time without keeping record of the previous entry. If there is a change needed or a typo was recognized after a period of time, then the change needs to be made and the previous record kept and marked accordingly.

Name Change Policies

The following chart summarizes policies and procedures for making name changes in Banner.

If the person is a/an:	Then:
Employee (faculty or staff) – all current employees and retirees regardless of other records, and student workers.	Human Resources will make the change. Social security card is required documentation (verify as employee on GUASYST).
Students, including Applicants (current or former) excluding current employees and retirees.	Admissions (undergraduate, graduate, and international), and Registrar's Office may make the change depending on the status of the student. Documentation is required for current students.
Account Payable/Purchasing Vendor – excluding current students, current employees, and retirees.	Accounts Payable or Purchasing staff will make the change. Documentation is required.
Job Applicant – no existing student or employee record	HR will make the change upon request of the individual. No documentation required.
Advancement Constituent (Alumni or Donor) – excluding current students, current employees, and retirees	Advancement will make the change upon the request of the individual. No documentation required, though the source of the name change information will be noted in the workflow.
Financial Aid Applicant – excluding employees/retirees.	Financial Aid will make the change.
Third Party - excluding current students, current employees, and retirees.	The Controller's Office will make the change upon the request of the individual. Documentation is required.
Perkins and Foundation Loans excludes current employees, retirees.	The loan department of the Bursar's office will make the change. Documentation is required.

PROCESSING A NAME CHANGE IN BANNER

Current Student

1. A student may complete the name change form at the Registrar's Office or get the form on-line. The form needs to be completed and signed; a signed letter can also serve as the request for the name change. This is the link for the on-line form: http://www.mtsu.edu/records/docs/REGnamechange.pdf . Appropriate documentation must be provided.

    a. To comply with American Association of Collegiate Registrars and Admissions Officers guidelines, MTSU requires currently enrolled students to present legal documentation for a name change. A student is any person who is enrolled (registered) for at least one credit course at the University resulting in a transcript. Documentation may include any of the following:

- Court ordered document
- Current passport or other government-issued official proof of identity
- Driver's License
- Marriage Certificate
- Naturalization papers
- Permanent resident card
- Social Security Card
- Birth Certificate
- Any EVEA documentation

b. No documentation is required if the name change is the correction of a misspelling or data entry error as long as data in the student record substantiates spelling.

c. Documentation will not be required to change a common first name to formal first name (Rob to Robert) or middle name to middle initial (Anne to A). Do not change middle initial to middle name unless documentation is provided. The Registrar/Associate Registrar have discretion to accept minor changes in names.

d. The name printed on the transcript and diploma will be from Banner. Undergraduate and graduate intent to graduate forms will reflect this language.

e. The College of Graduate Studies and Undergraduate Admissions may change names of applicants based on the admissions application. The admissions applications already include language for EVEA whereby the student attests that the information is current and the intent is not to defraud MTSU.

f. Advancement (ADV) may change names based on recognized legal documents, etc. ADV staff will document name changes in the Workflow Note area (see below). Names will not be changed to nicknames (i.e., Bubba) if the donor is a former student.

g. Refer current employees or anyone who was employed by MTSU in the current tax year to the Human Resources Office for name changes. Additionally, if a former employee submits a name change in January or February but only had earnings in the previous tax year, then Human Resources must make that name change also. A social security card is the only document that will be accepted. If a name change request is received in the mail or through e-mail and the name change must be completed in Human Resources, the Registrar's Office will send an e-mail directing the student to the Human Resources Office to complete the name change. The name change workflow will also check for this and generate an e-mail to the student.

h. If you need to check if the name change can be done, use the following procedure:

   i. Go to **GUASYST or allow workflow to perform check**. If the student is checked as an employee under Human Resources, it is necessary to run **PZRFYEM**.

ii. Enter the student's Banner identification number and the calendar year to be checked. Submit and save. Go to Options>Review Output, and select the pzrfyem_******.lis file. Review the output.

iii. PZRFYEM definitions:
1. The beginning and end dates are the dates of their job assignments in Banner.
2. The active flag is to show if the person has an active job or not. If they have a current active assignment, then this box should be checked.
3. If the flag "Inactive w/earnings since mm/dd/yyyy" is marked, refer the person to Human Resources.
4. If the flag on "Inactive w/earnings in CalYear yyyy" is marked, refer the person to Human Resources.

Active employee (checking for 2012):

Inactive employee (checking for 2012):

i. Name changes for international students must be approved by Sandy Brandon (undergraduates) or Melissa Lowrance (graduate students). If the name can be changed, the student will bring approval back to the Registrar's Office for completion. You can determine if a student is international by checking the Citizenship Field on Biographical tab of **SPAIDEN**. Valid codes for an international student are: **N** (non-resident citizen), **P** (permanent resident alien, asylee, refugee), **R** (resident alien for tax purposes), and **T** (reclassification in progress). To check the Visa Information, go to **GOAINTL** to determine if student has a "F" or "J" on Visa Type. If a student presents a name change and you are aware that they are international, you can send them to the appropriate office for approval. If you do not send them for approval, the name change workflow will notify them by e-mail.

2. Use the Banner Workflow to process the name change.
   a. Go to http://www.mtsu.edu/bannerdev.html and select Workflow Prod.
   b. To submit a name change, click on "My Processes" (under User Profile).
   c. Click on Name Change Process. The Start Workflow form will appear.
   d. Workflow Specifics Name is ST for Student, space, User initials, space, NC for Name Change, space, Last Name of Student (former name), i.e. ST AR NC WESTERBECK. The student's M# is the required parameter.

Organization: Root

Workflow Name: G_Name_Change_Process:2

Workflow Specifics Name: ST AR NC WESTERBECK

Priority: Normal

Workflow Note:

Required Parameters

* ID: M00134562

Start Workflow   Cancel

       e. Click the Start Workflow button.
       f. Click OK when "The workflow was started successfully" appears.
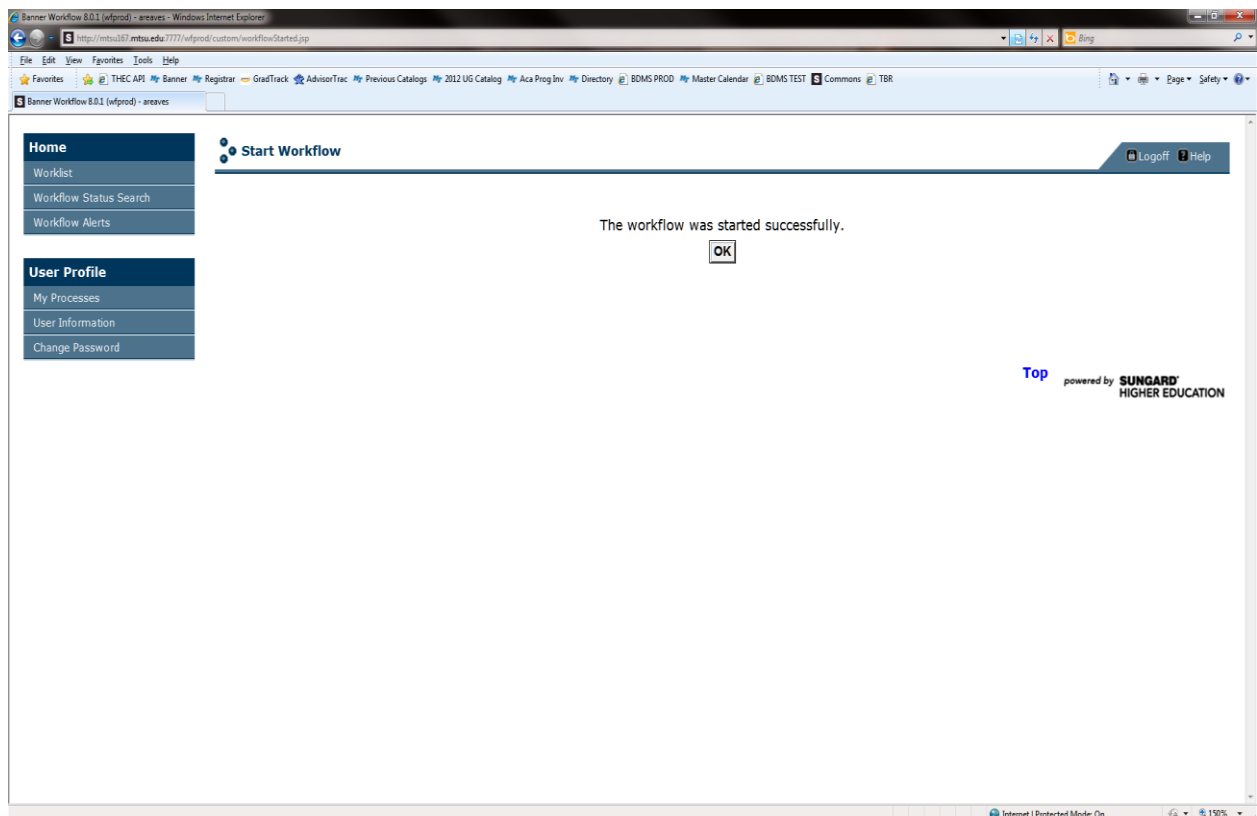
g. The Worklist screen will display; click on the Workflow name, i.e. ST AR NC WESTERBECK.
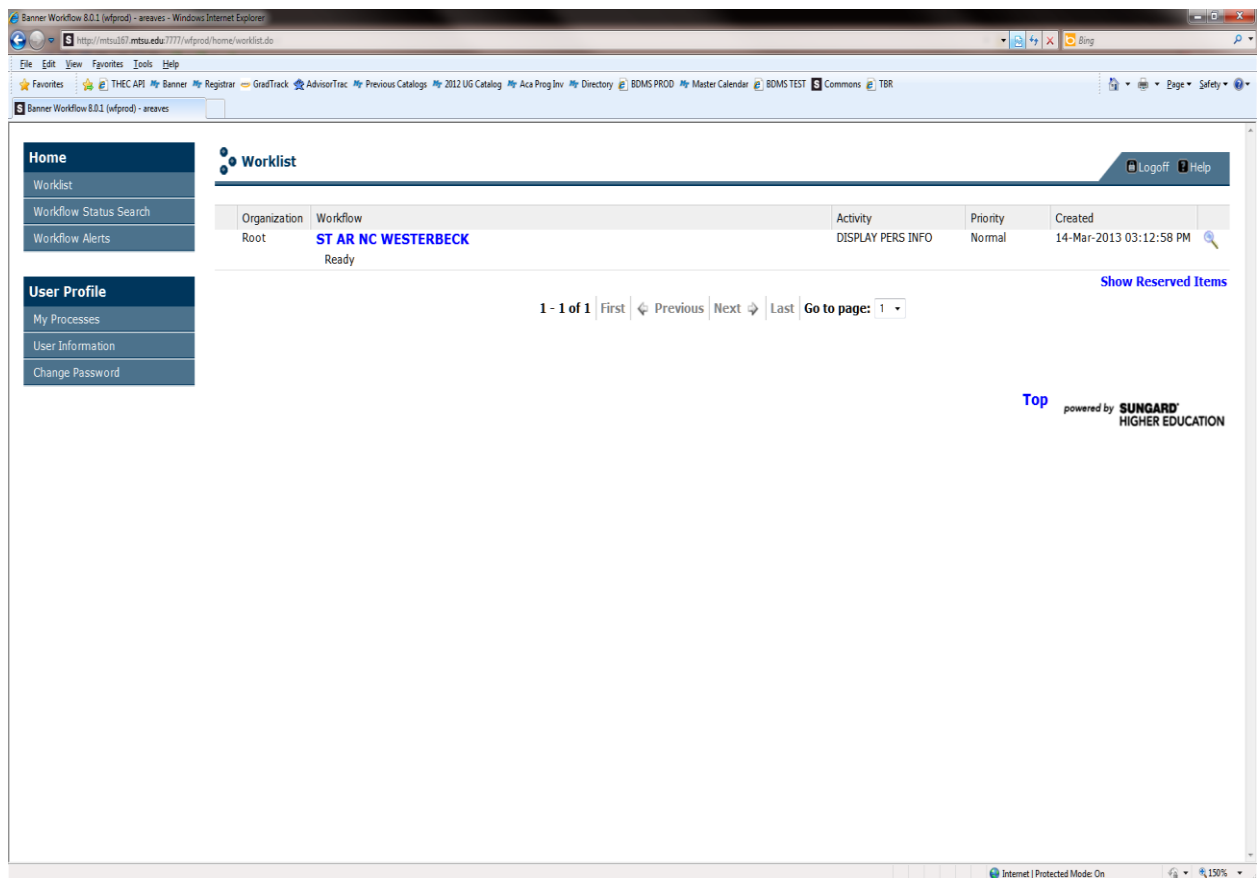
h. Make appropriate changes and click in the radio button for 'The information listed above is correct – continue processing.
i. Click on the Complete button.

3. You will receive workflow confirmations for the name changes you enter as well as for name changes entered in other offices (Advancement, Alumni, etc.). When you receive the confirmation, check and see if the folder (students whose last term of attendance was Fall 2008 up to students whose first term was no later than Fall 2010) and/or vault transcript (students whose last term of attendance was prior to Fall 1990) is in our office.

    a. If the folder is in the office and has not been indexed in BDMS, change the name on the folder, and scan the documentation into BDMS in the B-S-ID application.

    b. If the folder has been indexed into BDMS and has been destroyed, scan the documentation into BDMS in the B-S-ID application.

    c. If the student started after Fall 2010, scan the documentation into BDMS in the B-S-ID application.

    d. If the student has a vault transcript only, pull the transcript from the vault and update the name by crossing out the old name with one strikethrough line and typing the new name on a label and putting it above the old name.

    e. Make two cross reference cards and file in card file. One will list former name (1st) & current name (2nd). The other will list current name (1st) & former name (2nd). Date the cards with the date the name change was done.

    f. If the transcript has been indexed into BDMS in the MT-S-LGCY-TRANSCRIPTS application, it will need to be deleted and rescanned/indexed.

    g. The name change request will be scanned into BDMS in the MT-S-LGCY-DOCUMENTS application.

4. Name changes cannot be processed by the Registrar's Office for current MTSU employees and international students. The Workflow will generate an e-mail to the student informing them where to go for the name change. Employees must submit their name change along with a social security card that matches the name change to

the Human Resources Office. International Students must submit their name changes to Sandy Brandon for undergraduates and to Melissa Lowrance for graduate students. Once the name change is completed by the office involved, you will receive a workflow confirmation of the name change and can proceed with the name change process. Print the e-mail confirmation and place with the request.

5. To make a manual correction, go to SPAIDEN.
    a. Name correction or change should be typed over the old name and saved. Informed professional judgment must be used to determine what constitutes a name correction as opposed to a name change (i.e. data entry spelling error).
    b. Banner will automatically save the previous name when a name is changed or corrected.
    c. If it is an immediate correction and not a change, then the incorrect previous name record should be removed from the "alternate names/ids" list.

STUDENTS WITH NO BANNER RECORD

1. For students whose record is not in Banner, pull the transcript from the vault.
2. Update the name by crossing out the old name with one strikethrough line and typing the new name on a label and putting it above the old name.
3. Make two cross reference cards and file in card file. One will list former name (1st) & current name (2nd). The other will list current name (1st) & former name (2nd). Date the cards with the date the name change was done.
4. If the transcript has been indexed into BDMS in the MT-S-LGCY-TRANSCRIPTS application, it will need to be deleted and rescanned/indexed.
5. The name change request will be scanned into BDMS in the MT-S-LGCY-DOCUMENTS application.
6. USE THE FOLLOWING GUIDELINES WHEN ENTERING NAME CHANGES.

Name Standards for Individuals

Last, First, and Middle Names

- All information is to be entered using **mixed case** (standard combination of upper and lower case letters).
- Enter the legal spelling and format of the name as supplied by the person and using standard capitalization rules.
- Do not use period in the name unless it is part of the legal name.
- Any **single character** first name should be entered. In those cases where a single character first name is designated as the first name and followed by a middle name, place the single character in the first name field and the middle name in the middle name field.
- If a person only has one name (e.g. Madonna, Cher), enter the name in the last name field. Enter a period (.) in the first name field.   Banner requires a first name to be entered. Entering a period satisfies the form requirement and enters a value that is not highly noticeable when printing or viewing.
- If **no middle name** exists, leave the field blank.

- Any **single character** middle name should be entered. In those cases where there are two initials (e.g., John A H Smith), put both in.
- **Hyphens** may be used to separate double last names (sometimes used in ethnic names or by persons who wish to utilize their maiden and married names). However, if there are two last names that are not hyphenated (e.g. Monica Lou Creton Quinton), Monica would be input at the first name, Lou would be input as the middle name and Creton Quinton would be input as the last name.
- **Apostrophes** may be used in such names as O'Leary, O'Connor, etc.
- **Spaces** are permitted if the spelling and format of the name includes spaces. (e.g., Mc Donald, Mac Phearson, St John, Van der Linder).
- **Titles, prefixes and suffixes** are not to be used in the last name field (e.g., Dr, Mr, Ms, III, Jr, MD, etc.,). Prefixes and suffixes use separate fields.
- **Special characters**: Do not use special characters in the name (other than an apostrophe or hyphen). The pound sign (#) and percent sign (%) cannot be used because they may have other uses in Oracle.   Special characters (including letters using alt sequences) cannot be searched when adding new entities and can cause possible duplicates.

Note: When a new person is being entered into BANNER and that new person has a previous name that is deemed necessary to be recorded, enter the previous name into the system FIRST and save the record. Change the name using BANNER's name change procedure on the xxxIDEN form. The previous name will be kept as part of the record.

Preferred First Name (Optional)

- If a person wishes to be known by something other than his/her legal first name, enter this name into the preferred first name field (e.g., Joyce Elizabeth (Betsy) Smith). If 'Betsy' is the name the person goes by, then 'Betsy' would be entered into the preferred name field.
- All information is to be entered using **mixed case** (standard combination of upper and lower case letters). Enter the spelling and format of the preferred name as supplied by the person and using standard capitalization rules.
- If no preferred name is given, leave the field blank.

Prefixes

- All information is to be entered using **mixed case** (standard combination of upper and lower case letters).
- Enter the spelling and format of the prefix as supplied by the person and using standard capitalization rules.
- Do not include period with prefix abbreviation.
- Enter only the prefix in the prefix field. Do not put the prefix in the first, middle or last name fields.
- See Appendix 3 for common prefix abbreviations.

Suffixes

- All information is to be entered using **mixed case** (standard combination of upper and lower case letters) except in cases where the suffix is a Roman numeral, then all letters will be upper case (ex. II, III, IV).
- Enter the spelling and format of the suffix as supplied by the person and use standard capitalization rules.
- Do not include period with suffix abbreviation.
- Enter only the suffix in the suffix field. Do not put the suffix in the first, middle or last name fields.
- Both a prefix and a suffix can be used for individuals who are in the military, are retired, or in religious orders. For example, Gen John Jones, USAF
- A suffix indicating an academic or medical degree is not used when the prefix is entered. For example, do not enter – Dr. James Smith, M.D. The preferred format is – Dr. James Smith (rather than James Smith, M.D.).
- See Appendix 3 for common suffix abbreviations.

Example e-mail or letter sent to notify student of documentation needed:

Dear Ms. Davidson:

We received your request to change your name, but we need legal documentation to verify your legal name.

The following document types are acceptable:

- Court ordered document
- Current passport or other government-issued official proof of identity
- Driver's License
- Marriage Certificate
- Naturalization papers
- Permanent resident card
- Social Security Card
- Birth Certificate

 Please fax the documentation to (615)898-5538, or scan it and attach it to an e-mail to me, or mail the documentation to MTSU Registrar's Office, Cope Bldg. Room 106, 1301 East Main St., Murfreesboro, TN 37132.

If you have questions, please contact me at (615)898-2164 or email at Bob.Smith@mtsu.edu.

Thank you,

Bob Smith

Records Clerk

Address and Telephone Number Change Policies

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

For a change of address, the previous address will be kept. Enter the effective date of the change in the "To" field and click the "inactive" indicator of the old address. Then insert a new record and type in the new address and choose the correct address type. If the effective date is earlier than the current day then type the effective date in the "From" field. See further discussion of dates below.

If the Person / Non-person address or phone change is one that is used exclusively by one MTSU department, only that department should change it. Refer to address and telephone types in Appendix 1 and Appendix 9 of this document.

If an address is used by multiple departments, the one who gets the notification will notify the Data Custodian of responsible area to make the changes. If notification is in person or by phone, the person will be asked if other address types have changed. Please note that employees are an exception to the guideline. They will be directed to the Human Resources Department.

Post Office personnel will enter forwarding addresses for students and employees, but will not change other permanent address types. Post office employees will be responsible to communicate temporary address forwarding requests to appropriate offices.

The source of the change information should also be entered using the values in the STVASRC table.

If the person is a/an:	Then:
Employee (faculty or staff except student workers) – all current employees and retirees regardless of other records.	Human Resources will make the change if it is known that the person is an employee. If the change is made elsewhere they will get a report of the change.
Students, including Applicants (current or former and including student workers) excluding current employees and retirees if known.	Admissions (undergraduate, graduate, and international) and Records/Scheduling may make the change. Documentation may be required depending on student status.
Account Payable/Purchasing Vendor – excluding employees and retirees if known.	Accounts Payable or Purchasing staff will make the change.
Admission Prospect - no existing student or employee record.	Admissions will make the change.
Job Applicant – no existing student or employee record.	HR will make the change.
Advancement Constituent (Alumni or Donor) – excluding current students, current employees, and retirees if known.	Advancement will make the change.

If the person is a/an:	Then:
Financial Aid – financial aid record only.	Financial Aid will make the change. Data loads may also change the record.
Perkins and Foundation Loans	The loan department of the Bursar's office will make the change.
Third Party - excluding current employees and retirees if known.	The Controller's Office will make the change.

Deceased Information Policies

The Deceased Indicator is located on the SPAIDEN form, Biographical Tab. Due to the sensitivity of this issue, prompt attention is important so future mailings from the college office are discontinued.

For employees and retirees of the college, the Human Resource department will enter and change this information.

For Advancement constituents – (alumni or donors who are not current students, current employees, or retirees), Advancement will enter and change this information.

For students, the Records and Scheduling Office will enter and change this information. For applicants and recruits, the appropriate Admissions Office will enter and change this information.

Social Security Number Change Policy

A person making a social security number change request must present a new social security card. The departments responsible for name changes will also be responsible for social security number changes and documentation.

For records without SSN, it is permissible to code the SSN as one of the following values: FOREIGN, GOVT, REFUND, REGIST, TRAVEL.

Financial Aid must be informed of social security number changes for currently enrolled students.

Confidential Indicator

The Confidential Indicator is located on the SPAIDEN form, Biographical Tab. The confidential indicator is intended for individuals who have a compelling need to not have any information about them released to the public. For example, this indicator is for someone who has problems with a stalker, it is not intended for someone who just doesn't want their address listed in the directory. The confidential indicator is not a "do not mail to flag." Individuals that are marked as confidential will still receive mail from MTSU.

It is MTSU policy that any information about those marked confidential, including whether the individual is even at MTSU, not be released to anyone except MTSU employees or by a court order. Students who

need to have their information confidential must contact the Records Office. Setting this flag indicates that the student is not listed as being at MTSU in any public way such as being listed in the student directory.

Employees who need to have their information confidential must contact Human Resources. While setting this flag means that the employee's home information is confidential, the employee's business information (office telephone number, MTSU Box, etc.) will still be listed in the various faculty and staff directories.

Anyone who releases any information about individuals coded as confidential will be in violation of the Responsible Use of Information and Technology Resources agreement and other federal and state privacy laws.

Chapter 3: General Data Standards
Identification Number Standards

A complete search must be done before entering a new person or non-person in Banner! There should be only one record for each entity. Any entities that are in Banner more than once must go through the "duplicate record" process. A search may take several minutes to perform, but fixing a multiple record problem may take several weeks to complete. Refer to Chapter 5 for information on how to complete a search by ID or Name.

This identification number is a unique, nine-character field starting with an "M", given to each person or non-person entity (e.g., an organization or business) that is considered to be a constituent of the University.

In keeping with the spirit of the Buckley Amendment and the current trends in privacy cases and legislation, the identification number is not the person's social security number/tax identification number. The social security number should be recorded in the SSN field within Banner.

When adding a person or non-person to Banner, use the system generated ID. For Financial Aid Lender institutions which require a particular Banner ID, it is okay to create the ID as long as the Name type code on Spriden form is LNDR.

Name Standards for Individuals

Last, First, and Middle Names

- All information is to be entered using **mixed case** (standard combination of upper and lower case letters).

- Enter the legal spelling and format of the name as supplied by the person and using standard capitalization rules.

- Do not use period in the name unless it is part of the legal name.

- Any **single character** first name should be entered. In those cases where a single character first name is designated as the first name and followed by a middle name, place the single character in the first name field and the middle name in the middle name field.

- If a person only has one name (e.g. Madonna, Cher), enter the name in the last name field. Enter a period (.) in the first name field.   Banner requires a first name to be entered. Entering a period satisfies the form requirement and enters a value that is not highly noticeable when printing or viewing.

- If **no middle name** exists, leave the field blank.

- Any **single character** middle name should be entered. In those cases where there are two initials (e.g., John A H Smith), put both in.

- **Hyphens** may be used to separate double last names (sometimes used in ethnic names or by persons who wish to utilize their maiden and married names). However, if there are two last names that are not hyphenated (e.g. Monica Lou Creton Quinton), Monica would be input at the first name, Lou would be input as the middle name and Creton Quinton would be input as the last name.

- **Apostrophes** may be used in such names as O'Leary, O'Connor, etc.

- **Spaces** are permitted if the spelling and format of the name includes spaces. (e.g., Mc Donald, Mac Phearson, St John, Van der Linder).

- **Titles, prefixes and suffixes** are not to be used in the last name field (e.g., Dr, Mr, Ms, III, Jr, MD, etc.,). Prefixes and suffixes use separate fields.

- **Special characters**: Do not use special characters in the name (other than an apostrophe or hyphen). The pound sign (#) and percent sign (%) cannot be used because they may have other uses in Oracle. Special characters (including letters using alt sequences) cannot be searched when adding new entities and can cause possible duplicates.

Note: When a new person is being entered into BANNER and that new person has a previous name that is deemed necessary to be recorded, enter the previous name into the system FIRST and save the record. Change the name using BANNER's name change procedure on the xxxIDEN form. The previous name will be kept as part of the record.

Preferred First Name (Optional)

- If a person wishes to be known by something other than his/her legal first name, enter this name into the preferred first name field (e.g., Joyce Elizabeth (Betsy) Smith). If 'Betsy' is the name the person goes by, then 'Betsy' would be entered into the preferred name field.

- All information is to be entered using **mixed case** (standard combination of upper and lower case letters). Enter the spelling and format of the preferred name as supplied by the person and using standard capitalization rules.

- If no preferred name is given, leave the field blank.

Prefixes

- All information is to be entered using **mixed case** (standard combination of upper and lower case letters).

- Enter the spelling and format of the prefix as supplied by the person and using standard capitalization rules.

- Do not include period with prefix abbreviation.

- Enter only the prefix in the prefix field. Do not put the prefix in the first, middle or last name fields.

- See Appendix 3 for common prefix abbreviations.

Suffixes

- All information is to be entered using **mixed case** (standard combination of upper and lower case letters) except in cases where the suffix is a Roman numeral, then all letters will be upper case (ex. II, III, IV).

- Enter the spelling and format of the suffix as supplied by the person and use standard capitalization rules.

- Do not include period with suffix abbreviation.

- Enter only the suffix in the suffix field. Do not put the suffix in the first, middle or last name fields.

- Both a prefix and a suffix can be used for individuals who are in the military, are retired, or in religious orders. For example, Gen John Jones, USAF

- A suffix indicating an academic or medical degree is not used when the prefix is entered. For example, do not enter – Dr. James Smith, M.D. The preferred format is – Dr. James Smith (rather than James Smith, M.D.).

- See Appendix 3 for common suffix abbreviations.

Name Standards for Businesses and Organizations

- Non-person names are entered in the non-person name field.

- All information is to be entered using **mixed case** (standard combination of upper and lower case letters).

- Enter the spelling and format of the full legal name as supplied by the vendor and using standard capitalization rules. Acronyms are an exception. [See the bulleted item below.]

- Limit to 60 characters.

- **Hyphens** may be used to separate double names.

- **Apostrophes** may be used in such names as O'Charley's, O'Sullivan, etc.

- **Periods** are permitted if part of the legal name.

- The **ampersand** (&) can be used only when part of a formal name (e.g., Baltimore & Ohio Railroad). Use 'and' in all other cases.

- **Acronyms** – Companies that are recognized by their acronyms should be entered using their acronym (e.g., IBM, SCT, and ITT). Do not use a space between the letters of an acronym.

- **Spaces** are permitted if the legal spelling and format of the name includes spaces.

- **Special characters**: Do not use special characters in the name (other than an apostrophe, hyphen, and ampersand). The pound sign (#) and percent sign (%) cannot be used because they may have other uses in Oracle. Special characters (including letters using alt sequences) cannot be searched when adding new entities and can cause possible duplicates.

- **Abbreviations** are allowed for Co, Corp, Ltd or Inc when used after the name of a corporate entity. All other forms of abbreviations should not be used for the corporate entity name. See Appendix 4 for common business abbreviations or refer to US Postal Standards for abbreviated business words at:

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

Address Standards

Multiple addresses can be entered for a person or vendor using different address types. Address standards have been established cooperatively so that address types are used consistently.

Address Types

Addresses are entered on the **General Person Form** in the address information blank. Address types are included in Appendix 1. For additional information on address standards required by the U.S. Postal Service, check their Web site:

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

Sources of Information

This information is provided when updating or correcting an address: See Appendix 5 for values.

Street Standards

- All information is to be entered using **mixed case** (standard combination of upper and lower case letters) and using postal abbreviations.

- Limit to 75 characters.

- Hyphens and slashes may be used when needed for clarity or designated fractions.

- Do NOT leave blank lines between street lines.

- The pound sign (#) and percent sign (%) cannot be used because they may have other uses in Oracle.

- 'In care of' should be entered as 'c/o'. Do NOT use the % sign or spell out 'in care of'.

- Spell out numeric street names as provided or numeric as provided (e.g. 205 Sixth Ave or 205 6th Ave).

- The address format allows three lines of street address information. If a separate street address and PO Box number address need to be maintained, enter them as two separate address types.

    Example:

Information Given	Mailing/Primary Address	Secondary Address
John F Smith		
PO Box 2351, 1379 NW Pine	PO Box 2351	1379 NW Pine
Portland, OR 97203	Portland, OR 97203	Portland, OR 97203

Unit Numbers for Apartment, Building, Suite, etc.
- The pound sign (#) and percent sign (%) should not be used because they have other uses in Oracle.

Secondary Address Unit Designators - If the address is multi-unit apartment or building, place the room, suite, or apartment number to the right of the street address. If the secondary unit designator is not provided, and only a pound sign (#) along with the number is provided; i.e., 3454 N. Jones #4.,

remove the (#) and leave a space. **NEVER** use the # sign.   See Appendix 6 for secondary address unit designator values.

Compass Direction – Compass directions (unless a double directional such as Southwest) should always be spelled out unless space prohibits. Then the following standard abbreviations should be used. For example:

> 234 Jackson Street North

> 1222 SW Morris Street

An exception to the above rule is when the street name itself is East, West, North or South and includes a directional; the directional will be abbreviated without periods. For example:

> 15 N East River Road

> 867 N West End Avenue

See Appendix 6 for valid Compass Direction values.

Street Address and PO Box - Non-person BANNER address format allows three lines of street address information. Three address lines cause a problem when printing one-inch labels. Do not enter data into the second address line until data has been entered into the first address line. Do not use both the street **and** PO Box for an address; choose one.

The MTSU Campus Box address should only be used in the CA or CB address types (Campus Address for current employees and Campus Box for current students).

The preferred format is to spell out all address suffixes or street designators such as Road, Street, Avenue, etc. if space allows. If space is not available, abbreviate as necessary following Postal Service accepted abbreviations found in Appendix 7.

Sample Address	Data Entry Format
Larry R. Adams	123 E Fir St Apt 6
123 East Fir Street, Apartment #6	San Francisco CA 93942
San Francisco CA 93942	

City Standards

All information is to be entered using mixed case (standard combination of upper and lower case letters). Do NOT abbreviate unless you are limited by space.

State & Province

State codes **MUST** be entered for all U.S. and Canadian addresses. See Appendix 8 for abbreviations.

Zip Code Standards

- Zip codes MUST be entered for all United States and Canadian addresses.

United States	Enter the 5- digit zip code. When the 9-digit zip code is available, place a hyphen between the first 5 and last 4 digits.
Canadian	Enter the six character zip code without hyphens or spaces.
International Postal Code	Enter the international address as supplied. The Postal Code would be entered on the same line as the city.

Examples:

Cheng Li	Bader H Al-Khalifia
7-301 Houji/ Middle of JiangNan Road	c/o Aramco
Guang Zhou 510240	Dhahram 31311
China P.R.C.	Saudi Arabia

Nation Code Standards

A NATION code is required for all non-U.S. addresses. Do **NOT** enter a NATION code for U.S. addresses. The country names and codes are the International Standards Organization short names and two letter abbreviations.

International Postal Code

Enter the six-digit international postal codes (without hyphens) to the right of the city on the second address line. Do NOT enter the international postal code number in the zip code field. In the event the international postal number will not fit to the right of the city because of space, enter the city on the third address line and enter the international postal code number in the city line.

Example: Petko Metodiev Kitano
PO Box 140
Balgoevgrad Hyderab 270011
Bulgaria

Military Standards

Air Force Base (AFB)

Enter the City into the City Field followed by AFB (all CAPS) for Air Force Base.
EXAMPLE: 5 202A 2nd St
Elmendorf AFB
AK 99506-1207

Foreign Military Address

Enter the APO or AFO code into the CITY field.
In the State Field enter:
AE - Europe, Middle East, Africa, Canada	[ZIP=09nnn]
AP - Pacific	[ZIP=96nnn]
AA - The Americas (excluding Canada)	[ZIP=34nnn]

Example: Alice VanFrogulemen
HHB 6th Battalion 43rd Box 72
Air Defense Artillery CMR 417
APO AE 09602-8802

Chapter 4: General Person Information

The following guidelines should be adhered to for all person records added to the BANNER system.

Date Standards

Dates may be entered in either format: mmddyyyy, mm-dd-yyyy or dd-mon-yyyy. They will appear as dd-mon-yyyy.

Birth Date Standards

 A birth date must be entered for all employees and students. If no birth date is given, enter it as 01011901 until the correct date is determined. It will display as 01-JAN-1901. This field should be reviewed on a periodic basis and updated with accurate information.

Email Standards

The following guidelines apply for the use of email addresses at the University.
- All official university communication to students and employees must be sent to the individual's university email address.
- The official university email address will be systematically entered and updated in Banner

See Appendix 10 for a list of valid email address types.

Gender Standards

All employees MUST be classified as male or female. "N" will not allow employee entry into the Human Resource module. Valid values are M, F, or N.

Ethnic Code Standards

This field must be entered for employees and students in order to fulfill reporting/regulatory requirements. See Banner form STVETHN for a list of valid values.

New Ethnicity Standards

This field must be selected for employees and students in order to fulfill reporting/regulatory requirements.

Race Code Standards

Enter all race codes that apply to the employee or student. See Banner form GTVRACE for a list of valid values.

Citizenship Standards

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

See Banner form STVCITZ for valid citizenship codes.

Veteran Information

- Optional

The Veteran File Number field is used to maintain a person's veteran identification number and chapter. A person's veteran file number is entered on the **General Person Form**. For the majority of people, this is their SSN or their parent in the case of a dependent receiving veteran benefits. This information is collected and maintained for students by the Records Office. This information is not collected or maintained for employees by Human Resources at this time.

Telephone Standards

When making telephone number changes, in order to maintain telephone history, the old telephone number and type should be inactivated and a new telephone number with type should be inserted so that the old one is retained. **Never overwrite existing telephone information**, unless correcting a typographical error.

All regional and local telephone numbers, including on-campus telephone numbers, are entered using the ten-digit format. A telephone type distinguishes each telephone number entered in the Banner system. There are two categories of telephone types. See Appendix 9 for Telephone Type values.

General Telephone Types – This is a telephone number associated with a person or a non-person that is not related to a specific address. Examples include cell phone number and fax number.

Address Telephone Types – This is a telephone number associated with a specific address of the same type. Each address type defined in General Person will have a like Address Telephone Type defined.

Domestic Telephone Number

The telephone number is presented in a three field format:

Area Code – the three-digit area code must be entered for all phone numbers, including the local 615 area.

Phone Number – Enter the seven-digit number without inserting a hyphen.

Extension – If an extension number is provided, enter only the digits of the extension. Do not enter "EXT" or "X" into the extension field.

International Telephone Number

An international telephone number is stored in two separate fields in Banner.

Country Code – consists of one to four digits and is required. Enter this in the international country/city code field. This field is not displayed on the SPWORKERN form and must be accessed from SPATELE.

City Code – consists of one to three digits. Not all countries utilize city codes. Enter this in the international country/city code field following the country code and a space. The city code is often reported with a leading zero (0). Do NOT enter the zero.

Local Number – the remaining portion of the telephone number (the local portion) is stored in the phone number field.

Chapter 5: General Guidelines for Searching

> **Before creating a new record for a person or organization, ALL users MUST first conduct a thorough name search to make sure the person or organization has not already been entered in the Banner system.**
>
> **Failure to do so could result in duplicate records being created which could take many offices several days, or perhaps weeks, to correct. Individuals who fail to perform the required searches and create duplicate records will be identified and reported to management.**

Note: The ID/Name search feature is NOT case sensitive.

Search by Social Security Number (SSN) (You **must** do a partial name search following any search by SSN that does NOT yield results.)

- In the ID field in the Key Block of a form, press F4 or click on the down arrow to access the Alternate ID search form.
- The first field is SS#. Enter the SSN without hyphens. Press F8 to process.
- You may also enter part of the SSN using the wildcard % (e.g., 123% or %234%).
- If this search yields no results, you **MUST** perform other searches. Start with a partial name search.

Name Searches

The format for all name searches is: last,first (spaces are optional).
Examples:
- smith,j% will return all ID's with last names "smith", first names starting with "J".
- mag%, p% will return all ID's with last names starting with "mag", first names starting with "P".
- %,Barbara will return all ID's with the first name "Barbara".
- M%vish will return all ID's with the name having a first initial "M", ending with "vish" and having anything in between.
- smith,carol will return all ID's with the last name of "smith" and the first name of "carol".

Search by Partial Name (This is the **PREFERRED** method as there is less likelihood of missing an already existing record.)

- In the Key Block of a form, make sure the ID field is blank.
- Tab to the name field, enter a partial name with the Oracle wildcard %. (Enter the first three or four letters of the last name with %, a comma, and the first letter of the first name with a %. Press enter.

If you use the full last name and the first letter of the first name and this returns no results, re-search using less specific criteria.)

- If one match is found, the ID and name are returned to the form.
- If more than one match is found, the "ID and Name Extended Search" window appears. See below for more information.

Search by Full Name (You **must** do a partial name search following any search by full name.)

- In the Key Block of a form, make sure the ID field is blank.
- Tab to the name field, enter the last name, a comma, the first name. Press enter.
- If one match is found, the ID and name are returned to the form.
- If more than one match is found, the "ID and Name Extended Search" window appears. See below for more information.

Search by Partial ID (You **must** do a partial name search following any search by partial ID.)

- In the Key Block of a form, enter a partial ID and the Oracle wildcard % for any number of unspecified characters (e.g., 21% or %21 or %21%). Press enter.
- If one match is found, the ID and name are returned to the form.
- If more than one match is found, the "ID and Name Extended Search" window appears.

Search by Full ID (You **must** do a partial name search and a partial ID search following any search by full ID.)

- In the Key Block of a form, enter the ID in the ID field. Press enter.
- If the record exists in the system, the ID and name are returned to the form.

ID and Name Extended Search

- Note the number of "Search Results" to the far right of the window.
- To select an ID from the matches:
  - pull down the list of matches in the "Search Results" field by using the drop down arrow. Note, previous names and Id's are indented under the current name and ID.
  - Scroll to the desired name and ID.
  - Click the desired name and ID. That record is returned to the form.
- If there are too many matches and you need to further reduce your search:
  - Select the radio button for "Person", "Non-Person" or "Both".
  - Enter your search criteria in the fields in the "Reduce Search By" window. (One or all fields may be used, as well as wildcards.)
  - Click the Search Button (down arrow icon) or select "execute query".
  - Use the pull down list to view the search results.
  - To close the Extended Search box, click on the button of the red circle with a slash through it in the upper right-hand corner or press Shift F7 (rollback).
- You can access a specific search form from the "Extended Search" window by clicking the "Person Search Detail" button or the "Non-Person Search" detail button. Clicking these buttons will access SOAIDEN or SOACOMP respectively.
- When the associated search form appears (i.e., SOAIDEN or SOACOMP), the displayed ID's will match the original search criteria.
- To refine your search, perform an "Enter Query" function (F7, Query/enter from the menu, or the query icon from the toolbar).
- When the dialog box appears, click the "Extend your query" button to add additional criteria to your search or click "Start a new query" to discard the original criteria and start a new search.

- Enter the additional or new criteria in the appropriate fields, using wildcards if desired, and perform an "Execute Query" function (F8, Query/execute from the menu, or the query icon from the toolbar).
- If the query returns too many records, you may view more details on any record you wish by highlighting the name and selecting "Query/Count Query Hits (or shift F2) to access SOAIDNS and then press F8 or Execute Query. This shows more detailed information (address and phone number and any general student information if available) associated with the chosen ID.
- Continue this process until you locate the ID you are interested in or until you can confirm that the ID you need to enter is not one that is already in the system.

Appendix 1- Address Types/Explanations – STVATYP – Level 1 Table

Code	Description	Explanation
AP	Accounts Payable	Maintained by Accounts Payable office. Used to mail vendor checks.
B2	Second Billing Address	Used either for third party for student billing or second address for vendor.
BI	Billing	Required
BU	Business	Maintained by Finance, also used by Advancement. This can be a student's business address or the address of a corporate entity if different from types "AP" and "PO".
CA	Campus Address	Maintained by Human Resources (HR), Campus Post Office. The on campus location of employees – includes employee campus box on street line 1, campus location on street line 2.
CB	Campus Box	Campus box (student only) assigned for students who live on campus or who request a campus PO box. It is an automatic process.
EM	Emergency Address	Used to enter an address for an emergency contact
LO	Local Mailing (current address)	Maintained by HR, Student and/or Advancement (alumni/donor). A local address or temporary address for a person. Used for address in vicinity of the campus. Only created if different from Permanent (MA).
MA	Mailing (Perm. home address)	Maintained by AR, Student, ADV, HR and/or FA. Primary mailing address for all communication and legal documents.
NK	Next of Kin	Used to enter NOK or second parent if necessary
PA	Parents	Required value for clients to use on SOAFOLK when entering parent address.
PO	Purchase Order	Maintained by Purchasing. Used to mail Purchase Order and Change Orders.

Code	Description	Explanation
PR	Permanent Address	This is needed to record a student's permanent address. Required for International student reporting. Also beneficial for tracking resident status, which is based on student's address.
RF	Refund	Student Refund – Do NOT modify
TF	Temporary Forwarding	Used to enter a seasonal or other temporary forwarding address
XX	TGRFEED	Required by TGRFEED - an accounts receivable process.

This list may be current as of the last revision date of this document. The actual values being used in Banner, which may be different from this table, are found in the STVATYP form online.

Other address types may be added later.

Appendix 2: Validation Table Sources

Bio/Demographic Code	Banner Table Name	Level
Citizen Type	STVCITZ	1
Marital Type	STVMRTL	2
Relation Codes	STVRELT	2
Ethnic Codes Note: This field must be entered for employees and students in order to fulfill reporting/regulatory requirements	STVETHN	2
Race Code	GTVRACE	2
Religion Codes	STVRELG	3
Zip/Postal Codes	GTVZIPC	2
Email Type	GTVEMAL	1
Address Type	STVATYP	1
County Code	STVCNTY	2
Nation Code	STVNATN	2
Telephone Type	STVTELE	1
Address Source Code	STVASRC	2

These Banner tables contain the valid values for some of the shared tables. Check the form in Banner for valid values, or the drop down box on Banner forms that use the field.

Appendix 3: Prefix and Suffix Abbreviations (no validation table)

Prefix Abbreviations

Description	Standard Abbreviation
Admiral	Adm
Captain	Capt
Colonel	Col
Commander	Cmdr
Doctor	Dr
General	Gen
Judge	The Hon
Major	Maj
Miss	Miss
Mister	Mr
Missus	Mrs
Ms	Ms
Priest	Fr
Rabbi	Rab
Representative	Rep
Reverend	Rev
Senator	Sen

Note: More prefixes may be added later as needed.

Suffix Abbreviations

Description	Standard Abbreviation
Fifth	V
Fourth	IV
Junior	Jr
Second	II
Senior	Sr
Third	III
Sixth	VI
Seventh	VII
USA (Ret)	Ret
US Army	USA
US Air Force	USAF
US Marine Corp	USMC
US Navy	USN

Note: More suffixes may be added later as needed.

Appendix 4: Common Business Abbreviations (no validation table)

Common Business Abbreviations

Word	Abbreviation	Word	Abbreviation
Academy	Acad	Information	Info
Administrative	Admin	Institute	Inst
American	Amer	International	Intl
Association	Assoc	Laboratory	Lab
Center	Ctr	Library	Lib
Commission	Comm	Limited	Ltd
Company	Co	Management	Mgmt
Conference	Conf	National	Natl
Corporation	Corp	Northeast (ern)	NE
Department (al)	Dept	Northwest (ern)	NW
Division	Div	Professional	Prof
Education	Educ	Publication	Publ
Federal	Fed	Service (s)	Srv(s)
Federation	Fedn	Society	Soc
Foundation	Fndn	Southeast (ern)	SE
General	Gen	Southwest (ern)	SW
Graduate	Grad	Technology	Tech
Incorporated	Inc	University	Univ

Appendix 5: Sources of Address Change

Address Source Code – STVASRC – Level 2

Code	Description	Explanation	MTSU Value
CONV	Banner Conversion	Added during conversion	
DEPT	Department	Information provided by another department on campus	Y
EDI	Electronic Data Interchange	Information provided through tape or file process	
INFR	Provided by a Relative	Information provide by relative.	Y
OTHR	Other Source	Information provided by other third party source	Y
POST	Post Office Change	Returns from US Postal Service	
SELF	Individual Self Reported	Notification is from the person	
SIS	SIS Plus	Information from SIS Plus system	Y
WEB	Self Reported – WEB	Address changed through the WEB	

Appendix 6: Secondary Address Unit Indicators and Compass Directions
(no validation table)

Secondary Address Unit Indicators

Description	Abbreviation
Apartment	Apt
Basement	Bsmt
Building	Bldg
Department	Dept
Floor	Fl
Front	Frnt
Hangar	Hngr
Key	Key
Lobby	Lbby
Lot	Lot
Lower	Lowr
Number	No
Office	Ofc
Pier	Pier
Rear	Rear
Room	Rm
Side	Side
Slip	Slip
Space	Spc
Stop	Stop
Suite	Ste
Trailer	Trlr
Unit	Unit
Upper	Uppr

Compass directions abbreviations:

Code	Description
E	East
W	West
N	North
S	South
NE	Northeast
SW	Southwest

Appendix 7: Street Address Abbreviations (no validation table)

Street address abbreviations

Address	Abbrev	Address	Abbrev	Address	Abbrev	Address	Abbrev
Alley	Aly	Department	Dept	Keys	Kys	Ridges	Rdgs
Annex	Anx	Divide	Dv	Knoll	Knl	River	Riv
Apartment	Apt	Drive	Dr	Lake	Lk	Road	Rd
Arcade	Arc	Drives	Drs	Lakes	Lks	Roads	Rds
Avenue	Ave	Estate	Est	Landing	Lndg	Room	Rm
Basement	Bsmt	Estates	Ests	Lane	Ln	Route	Rte
Bayou	Byu	Expressway	Expy	Light	Lgt	Shoal	Shl
Beach	Bch	Extension	Ext	Lobby	Lbby	Shoals	Shls
Bend	Bnd	Extensions	Exts	Lock	Lck	Shore	Shr
Bluff	Blf	Falls	Fls	Locks	Lcks	Shores	Shrs
Bluffs	Blfs	Ferry	Fry	Lodge	Ldg	Skyway	Skwy
Bottom	Btm	Field	Fld	Lower	Lowr	Space	Spc
Boulevard	Blvd	Fields	Flds	Manor	Mnr	Spring	Spg
Branch	Br	Flat	Flt	Manors	Mnrs	Springs	Spgs
Bridge	Brg	Flats	Flts	Meadow	Mdw	Square	Sq
Brook	Brk	Floor	Flr	Mill	Ml	Squares	Sqs
Brooks	Brks	Ford	Frd	Mills	Mls	Station	Sta
Building	Bldg	Fords	Frds	Mission	Msn	Stravenue	Stra
Burg	Bg	Forest	Frst	Motorway	Mtwy	Stream	Strm
Burgs	Bgs	Forge	Frg	Mount	Mt	Street	St
Bypass	Byp	Forges	Frgs	Mountain	Mtn	Streets	Sts
Camp	Cp	Fork	Frk	Mountains	Mtns	Suite	Ste
Canyon	Cyn	Forks	Frks	Neck	Nck	Summit	Smt
Cape	Cpe	Fort	Ft	Number	No	Terrace	Ter
Causeway	Cswy	Freeway	Fwy	Office	Ofc	Throughway	Trwy
Center	Ctr	Front	Frnt	Orchard	Orch	Trace	Trce
Centers	Ctrs	Garden	Gdn	Overpass	Opas	Track	Trak
Circle	Cir	Gardens	Gdns	Parks	Park	Trafficway	Trfy
Circles	Cirs	Gateway	Gtwy	Parkway	Pkwy	Trail	Trl
Cliff	Clf	Glen	Gln	Parkways	Pkwy	Trailer	Trlr
Club	Clb	Glens	Glns	Passage	Psge	Tunnel	Tunl
Common	Cmn	Green	Grn	Penthouse	Pths	Turnpike	Tpke
Commons	Cmns	Greens	Grns	Pine	Pne	Underpass	Upas
Corner	Cor	Grove	Grv	Pines	Pnes	Union	Un
Corners	Cors	Groves	Grvs	Place	Pl	Unions	Uns
Course	Crse	Hangar	Hngr	Plain	Pln	Upper	Uppr
Court	Ct	Harbor	Hbr	Plains	Plns	Valley	Vly
Courts	Cts	Harbors	Hbrs	Plazza	Plz	Valleys	Vlys
Cove	Cv	Haven	Hvn	Point	Pt	Viaduct	Via

Address	Abbrev	Address	Abbrev	Address	Abbrev	Address	Abbrev
Coves	Cvs	Heights	Hts	Points	Pts	View	Vw
Creek	Crk	Highway	Hwy	Port	Prt	Views	Vws
Crescent	Cres	Hill	Hl	Ports	Prts	Village	Vlg
Crest	Crst	Hills	Hls	Prairie	Pr	Villages	Vlgs
Crossing	Xing	Hollow	Holw	Radial	Radl	Ville	Vl
Crossroad	Xrd	Inlet	Inlt	Ranch	Rnch	Vista	Vis
Crossroads	Xrds	Island	Is	Rapid	Rpd	Well	Wl
Curve	Curv	Islands	Iss	Rapids	Rpds	Wells	Wls
Dale	Dl	Junction	Jct	Rest	Rst		
Dam	Dm	Junctions	Jcts	Ridge	Rdg		

Appendix 8: States, Overseas Military and Canadian Provinces

STVSTAT – Level 1

Description	Abbr	Description	Abbr	Description	Abbr
U.S States		Mississippi	MS	*U.S. Territories*	
Alabama	AL	Missouri	MO	American Samoa	AS
Alaska	AK	Montana	MT	Guam	GU
APO/AFO (ZIP 090xx-098xx)	AE	Nebraska	NE	Marshall Islands	MH
APO/FPO (ZIP 340xx)	AA	Nevada	NV	Micronesia, Federated States	FM
APO/FPO (ZIP 962xx-966xx)	AP	New Hampshire	NH	Northern Mariana Islands	MP
Arizona	AZ	New Jersey	NJ	Palau	PW
Arkansas	AR	New Mexico	NM	Puerto Rico (USPS)	PR
California	CA	New York	NY	U.S. Virgin Islands	VI
Colorado	CO	North Carolina	NC		
Connecticut	CT	North Dakota	ND		
Delaware	DE	Ohio	OH	*Canadian Provinces/ Territories*	
District of Columbia	DC	Oklahoma	OK	Alberta	AB
Florida	FL	Oregon	OR	British Columbia	BC
Georgia	GA	Pennsylvania	PA	Manitoba	MB
Hawaii	HI	Rhode Island	RI	New Brunswick	NB
Idaho	ID	South Carolina	SC	Newfoundland and Labrador	NL
Illinois	IL	South Dakota	SD	Northwest Territory	NT
Indiana	IN	Tennessee	TN	Nova Scotia	NS
Iowa	IA	Texas	TX	Nunavut	NU
Kansas	KS	Utah	UT	Ontario	ON
Kentucky	KY	Vermont	VT	Prince Edward Island	PE
Louisiana	LA	Virginia	VA	Quebec	QC
Maine	ME	Washington	WA	Saskatchewan	SK
Maryland	MD	West Virginia	WV	Yukon Territory	YT
Massachusetts	MA	Wisconsin	WI		
Michigan	MI	Wyoming	WY		
Minnesota	MN				

Appendix 9- Telephone Type Values – STVTELE – Level 1

Code	Description	Address Type	Explanation
AP	Remit To	AP	Maintained by Accounts Payable (AP).
B2	Billing 2	B2	Maintained by Accounts Receivable (AR). Created if the billing address is different from the BI address.
BI	Billing	BI	Maintained by AR. Created if the billing number is different from MA address.
BU	Business	BU	Maintained by AR and/or Advancement (ADV) or self-service. This can be a student's business telephone or the telephone of a corporate entity if different from AP or PO telephone numbers.
CA	Campus Location	CA	Maintained by Human Resources (HR).
CB	Campus Box	CB	Maintained by Post Office System.
CELL	Cellular Phone		Maintained by all offices.
EM	Emergency	EM	Maintained by HR and Student. It is the number of an emergency contact for a person.
FAX	Fax Number		Maintained by all offices.
LO	Local	LO	Maintained by Student, AR, and HR.
MA	Mailing	MA	Maintained by HR, Student and/or ADV. Telephone number associated with the mailing address.
NK	Next of Kin	NK	Maintained by HR and Student. It is the number of a next of kin for a person.
PA	Parent – Primary	PA	Maintained by Student and/or AR. Parent number created if different from Permanent.
PAGE	Pager		Maintained by all offices.
PO	Purchase Order	PO	Maintained by Procurement Services (PS).
PR	Permanent	PR	Maintained by HR, Student and/or AP Telephone number associated with the permanent address,
RF	Refund	RF	Refund (Temporary) Maintained by AR/Records
SERV	Service Phone		Maintained by PS and AP. Used to contact vendors for service or product issues.
TDD	TTY/TTD		Maintained by all offices
TF	Temporary Forwarding	TF	Maintained by Post Office.
TOLF	Toll Free		Maintained by all offices

Legend:

ADV – Advancement Services	HR – Human Resources
AP – Accounts Payable	PO – Post Office
AR – Accounts Receivable	PS – Procurement Services

Appendix 10 - Email Type and Marital Code Values

Email Address Type - GTVEMAL – Level 2

Code	Description	MTSU value
ACCT	Accounts Payable Evisions	Y
BUS	Business	Y
HOME	Home	Y
CAMP	Campus assigned email address.	
OCOL	Other College	Y
PERS	Personal	
WFLW	Workflow User	Y
ALPR	Alumni Preferred Email	Y
FAMS	FAFSA Student Email	Y
FAMP	FAFSA Parent Email	Y
AGNT	International Agency Email	Y

Marital Status   - STVMRTL – Level 2

Code	Description
D	Divorced
M	Married
O	Other
P	Separated
S	Single
U	Unknown
W	Widowed
	Items below are TBR values not used by MTSU.
N	Domestic Partner

Appendix 11 – Shared Banner Tables

Table	Description	ST	FA	ADV	FI	HR.	Owner	Office or Person
Banner Shared Tables								
FTVACCI	Account Index Code			X	X	X	FI	Accounts Payable
FTVACCT	Account Code			X	X	X	FI	Accounts Payable
FTVACTV	Activity Code			X	X	X	FI	Accounts Payable
FTVCOAS	Chart of Account			X	X	X	FI	Accounts Payable
FTVFUND	Fund Code			X	X	X	FI	Accounts Payable
FTVLOCN	Location Code			X	X	X	FI	Accounts Payable
FTVORGN	Organization Code		X	X	X	X	FI	Accounts Payable
FTVPROG	Program Code			X	X	X	FI	Accounts Payable
PTRCALN	Payroll Calendar Rule Form		X			X	HR	Human Resources
GTVZIPC	ZIP/Postal Code	X	X	X	X	X	ST/ADV	Records
GTVNTYP	Name Type	X	X	X		X	ST/ADV	
GTVEMAL	Email Type	X	X	X		X	ST/ADV	Records
GTVEXPN	Expenses	X		X			ADV	Advancement Services
GTVSUBJ	Subject Index	X		X			ST/ADV	Records
GTVMAIL	Mail Type	X		X			ST/ADV	
GTVCMSC	Common Matching Source Code	X	X	X		X	ST	Records
GOAMTCH	Common Matching Rules	X	X	X		X	ST	Records
SPRIDEN	Identification Table	X	X	X	X	X	ST	

Code	Description						Type	Dept
SPRADDR	Address	X	X	X	X	X	ST	
SPBPERS	General Person	X	X	X	X	X	ST	
SPRTELE	Telephone	X	X	X	X	X	ST	
GOREMAL	Email	X	X	X	X	X	ST	
STVACCG	Activity Category	X	X	X			ST/ADV	Records
STVACTC	Activity Code	X		X			ST/ADV	Records
STVACTP	Activity Type	X		X			ST/ADV	Records
STVACYR	Academic Year Code	X	X	X			ST	Records
STVASRC	Address Source	X		X	X	X	ST/ADV	Records
STVATYP	Address Type Code	X	X	X	X	X	ST/ADV	Records
STVCAMP	Campus Code	X	X	X		X	ST	Records
STVCIPC	CIPC Code	X				X	ST	Records
STVCITZ	Citizen Type Code	X	X	X		X	ST	ADM Team
STVCLAS	Class Code	X	X				ST	Records
STVCOMT	Committee/Service Type	X				X		
STVCNTY	County Code	X	X	X	X	X	ST	Records
STVCOLL	College Code	X	X	X		X	ST	Records
STVCTYP	Contact Type	X	X				ST	ADM Team
STVDAYS	Days of the Week	X	X				ST	Scheduling
STVDEGC	Degree Code	X	X	X		X	ST	Records
STVDEPT	Department Code	X		X			ST	Records
STVDLEV	Degree Level	X				X	ST	Records
STVEMPT	Employment Type	X					ST	
STVETHN	Ethnic Code	X	X	X		X	ST	
STVGEOD	Geographic Region Division	X		X			ST/ADV	Advancement Services
STVGEOR	Geographic Region Code	X		X			ST/ADV	Advancement Services
STVGMOD	Grading Mode Code	X	X				ST	Records
STVHOND	Departmental Honors Code	X	X	X			ST	
STVHONR	Institutional Honors Code	X		X			ST	
STVINIT	Initials Code	X		X			ST/ADV	
STVLANG	Language	X				X	ST	IPSO
STVLEAD	Leadership	X		X			ADV	
STVLEVL	Level Code	X	X				ST	Records
STVLGCY	Legacy	X		X		X		
STVMAJR	Major/Minor/Conc. Code	X	X	X		X	ST	Records
STVMDEQ	Medical Equipment Code	X				X	ST	Records
STVMEDI	Medical Code	X				X	ST	Records
STVMRTL	Marital Status Code	X	X	X		X	HR	

Code	Description						Owner	Office
STVNATN	Nation Code	X	X	X	X	X	ST	IPSO
STVORIG	Originator Code	X		X			ST/ADV	
STVPENT	Port of Entry Code	X				X	ST	IPSO
STVRELG	Religion Code	X		X		X	ST	
STVRELT	Relation Code	X				X	ST	
STVRSTS	Course Registration Status	X	X				ST	Scheduling
STVSBGI	Source/Background Inst.	X	X	X		X	ST	
STVSTAT	State/Province Code	X	X	X	X	X	ST	Records
STVTELE	Telephone Type	X	X	X	X	X	ST/ADV	Records
STVTERM	Term Type	X	X				ST	Records
STVVTYP	VISA Type	X				X	ST	IPSO
STVAPDC	Admissions App Decision Codes	X	X				ST	ADM Team
STVWDRL	Student Withdrawal Status Codes	X	X				ST	Records
SORTBRK	Student Term Break Form	X	X				ST	
GOAINTL	International Information	X				X	ST	IPSO
GTVCELG	Certification of Eligibility	X				X	ST	IPSO
GTVDOCM	Document Code	X				X	ST	IPSO
GTVSRCE	Visa Source	X				X	ST	IPSO
GTVVISS	Visa Issuing Authority	X				X	ST	IPSO
GUALETR	Letter Process	X	X	X		X	?	
GTVPARA	Paragraph	X	X	X		X	?	
GTVLETR	Letter Code	X	X	X		X	?	
GTVSYSI	System Indicator	X	X	X		X	ITD	AISS
GLRVRBL	Variabled Definitions	X	X	X		X	?	
GLBLSEL	Letter Extract	X	X	X		X	?	
GLRLETR	Letter Generation Print Report	X	X	X		X	?	
TSADETC	Detail Code Control Form	X	X				AR	Business Office
TSAEXPT	Exemption Authorization Form	X	X				AR	Business Office
TSACONT	Contract Authorization Form	X	X				AR	Business Office
TVVAUTH	Authorization Validation Form	X	X				FA/AR	
GURFEED	Finance Transaction Input Table	X		X	X	X	FI	
GURAPAY	Accounting Feed AP Table	X			X		FI	

(yellow)	Validation Table	
(gray)	Control Form or Rule Form	

	PIDM related table (alumni, student, faculty, employee)		

ADV=Advancement
AR=Accounts Receivable
FA=Financial Aid
FI=Finance
HR=Human Resources
ST=Student

Appendix 12 - Duplicate Cleanup Procedure

The Duplicate Cleanup workflow process is used to clean up duplicate ID's.

The tape load process was the cause of many duplicate records.

Duplicate records were also created by online applications that were matching on SSNs.

The process has since been refined to match records by checking names and birthdays.

Duplicates can also occur because of travel claims or reimbursements.

Duplicates can also occur when the Business Office receives an invoice for services.

Offices have resolved to be more diligent about searching for existing entities, both persons and businesses.

Sometimes, despite the safeguards, procedures may not always be followed properly and duplicate records will still occur.

Our Goal: Merge the data belonging to two entities into one.

Workflow Overview

1) Confirmation

2) Initial Review

3) Update

4) Cleanup Review

5) Final Script

Question: How does the program decide which area should be notified about data on a Banner table?

Answer: A special look-up table that lists the tables, areas, and roles that should be notified.

MTSU_WORKFLOW_TABLES identifies which areas should be notified when data is found for a person.

3 scenarios:

1) Common tables containing data shared by most areas

2) SATURN-owned tables with data shared by five different areas of 'Student'

3) Tables with data shared by areas such as Human Resources and Student

Example 1:
Common table used by most areas - SPRIDEN
```
WF_OWNER SATURN
WF_AREA COMMON
WF_COLUMN SPRIDEN_PIDM
```
*ROLE_ACADAFF Y (Academic Affairs)
ROLE_ACCTREC Y (Accounts Receivable)
*ROLE_ADMISS Y (Admissions Office)
ROLE_ADV Y (Advancement)
ROLE_FINAID Y (Financial Aid)
ROLE_FINANCE Y (Finance)
*ROLE_GRADUATE Y (Graduate Office)
*ROLE_HOUSING Y (Housing Office)
ROLE_HR Y (Human Resources)
*ROLE_RECORDS Y (Records Office)
ROLE_SYSADMIN Y (System Administration)
```
* One of the five areas of Student (Academic Affairs,
Admissions, Graduate Office, Housing Office, and
Records Office)
```

Example 2:
Table used by different areas of Student - SARADAP
```
WF_OWNER SATURN
WF_AREA STUDENT
WF_COLUMN SARADAP_PIDM
*ROLE_ACADAFF N
ROLE_ACCTREC N
```
*ROLE_ADMISS Y (Admissions)
```
ROLE_ADV N
ROLE_FINAID N
ROLE_FINANCE N
```

*ROLE_GRADUATE Y (Graduate Office)
*ROLE_HOUSING N
ROLE_HR N
*ROLE_RECORDS Y (Records Office)
ROLE_SYSADMIN N

Example 3:
Table used by different areas, Human Resources and Student – GORVISA

WF_OWNER GENERAL
WF_AREA SHARED
WF_COLUMN GORVISA_PIDM
*ROLE_ACADAFF N
ROLE_ACCTREC N
*ROLE_ADMISS N
ROLE_ADV N
ROLE_FINAID N
ROLE_FINANCE N
*ROLE_GRADUATE Y (Graduate Office)
*ROLE_HOUSING N
ROLE_HR Y (Human Resources)
*ROLE_RECORDS Y (Records Office)
ROLE_SYSADMIN N

Question: How does the program update the Workflow name?

Answer: A stored package/procedure puts the data into a standardized format and updates the Workflow name.

Each Workflow has its own package with procedures specific to that workflow.

There are 'common' packages and procedures that contain code that can be used over and over by one or more Workflows.