

Truman State University Administrative Information System/ Banner

Guidelines for Data Standards, Data Integrity and Security

**Version 3.1.1
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This Data Standards Document is a work in progress and is subject to change. To ensure that the most current version is readily available, it is included on the Truman web page at <http://its.truman.edu/admincomputing/datastandards2005.pdf>

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Introduction

The Truman State University Data Standards Document was created through the cooperative efforts of the Banner Integration Team and was approved by the Steering Committee for Administrative Systems. This document is intended for use as a University-wide resource, although some sections might not be pertinent to all users of Banner and related systems.

Non-data entry users are encouraged to skim through the entire document to become familiar with the content and to better understand data accessed via the system. However, non-data entry users should focus attention on the following sections: Data Integrity (pp 4-10); FERPA Policy (Appendix 7); and Banner Login Request Form (Appendix 8).

Data Integrity

Purpose

These guidelines provide recommendations for establishing measures for the protection, access, and use of Truman State University data that is electronically maintained on the Administrative Information System (ADMIN). The guidelines define the responsibilities of users who input and access that data. Colleges/departments may have individual guidelines that supplement, but do not replace or supersede these guidelines.

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 Truman State University policies and procedures concerning storage, retention, use, release, and destruction of data ([refer to the Truman FERPA Policy Statement, Appendix 7](#)).

Data is a vital asset owned by the University. All Truman State University data, whether maintained in the central database or copied into other data systems (e.g. personal computers) remains the property of Truman State University. Access to data should not be approved for use outside a user's official University responsibility. Data will be used only for legitimate Truman State University business.

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 the University must protect the security and confidentiality of data, the procedures that allow access to data must not unduly interfere with the efficient conduct of University business.

Academic Deans/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

Academic Deans/Department Heads will ensure a secure office environment with regard to all Truman State University data systems. Academic Deans/Department Heads will determine the data access requirements of their staff as it pertains to their job functions before submitting an Administrative Information System Login Request form.

All procedures and data systems owned and operated by Truman State University will be constructed to ensure that:

1. All data is input accurately.
2. Accuracy and completeness of all data is maintained.
3. System capabilities can be re-established after loss or damage by accident, malfunction, breach of security, or natural disaster.
4. Breaches of security can be controlled and promptly detected.

Access to Truman State University Data

Below are the requirements and limitations for all Truman State University colleges/departments to obtain permission for display (inquiry) and update (add/change) access to University data. All users must understand that data security is every user's responsibility.

Users are responsible for understanding all data elements that are used. If a user does not understand the meaning of a data element, the user should consult his/her supervisor or the appropriate Data Custodian (see the Data Custodian section). Users must protect all University data files from unauthorized use, disclosure, alteration, or destruction. Users are responsible for the security, privacy, and control of data within their control. You, the user, are responsible for all transactions occurring during the use of your log-in identification (Login) and password. Users are not to loan or share access codes with anyone. If it is found that a user inappropriately loans or shares their access codes, they are subject to disciplinary action, up to/or including termination.

The Administrative Information System tracks changes made to data by user Login. Offices hiring temporary or part-time employees should request an appropriate Login for use by each individual who is to be granted access to the system. Generally, temporary or part-time employee access will be limited to display (inquiry) only on selected data screens. Update capability should be carefully considered and approved by the Academic Dean/Department Head and the data custodian.

Academic Deans, Department Chairs, and Department Heads must request access authorization for every user under their supervision by completing and submitting an Administrative Information System Login Request form to Information Technology Services ([see Appendix 8](#)).

Under no circumstances will access be granted without written approval of the Academic Dean, Department Chair, or Department Head.

Requests for Confidential Information

Current Truman faculty and staff who wish to request confidential information from the Truman State University Administrative Information System, must complete the Data Request Form ([see Appendix 10](#)) and submit the completed form to ITS.

ITS will review the form. If the data requested is owned by the requester (see Data Custodians, page 7), it will be processed. If the data requested is not owned by the requester, the request will be sent to the Data Management Coordinator (Registrar) to determine if the request meets FERPA, Sunshine Laws, IRB and Assessment rules/guidelines. If questions arise, the Requester may be asked to provide additional information regarding the data requested. If the Data Management Coordinator approves the request, he/she will notify ITS and the Requester that the request has been approved. A copy of the Data Confidentiality Agreement Form will be provided to the Requester and must be completed and returned to ITS prior to receiving the requested data (see [Appendix 9](#)).

If the Data Management Coordinator does not approve the request for confidential information, the Requester can appeal to the Data Management Committee. The decision, upon appeal to the Data Management Committee, will be upheld as the final university decision. Prior to receiving the confidential data, the Requester will be required to complete the Data Confidentiality Agreement Form and return the completed form to ITS ([see Appendix 9](#)).

Information Access Definitions

Display

“Display” access enables the user to view, analyze, but not change Truman State University data. This may also be referred to as inquiry or query access. If data is downloaded to a personal computer or other device, that data must not be altered. Downloaded data must be used and represented responsibly and accurately. Concerns or questions regarding the validity of downloaded data should be directed to the appropriate Data Custodian.

Update

“Update” access provides both display and add/change capabilities. This may also be referred to as maintenance access. Update capability is generally limited to users directly responsible for the collection and maintenance of the data.

Secured Access to Data

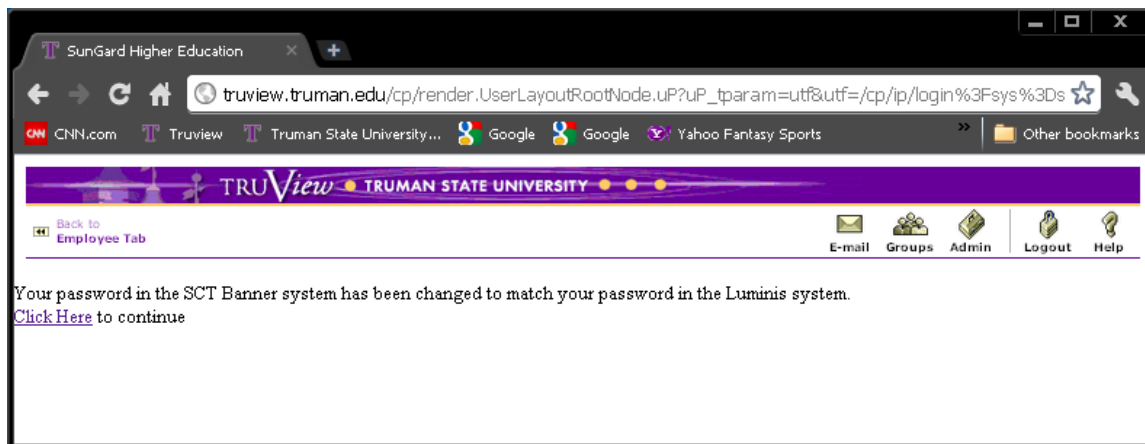
Administrative Information System access will be established based on job function such as clerical, faculty, cashier, etc. and this will be referred to as classification. Specific access will be assigned to each classification. For example, the registration clerk might have update access to registration, but only display access to academic history. Each user will be assigned a classification or possibly several classifications, depending on their particular needs as established by their Academic Dean/Department Head and approved by the Data Custodian(s).

Requests to add additional Banner ADMIN access to users already having access should be submitted using the Data Request Form located in appendix 10. The signature of the employee's Academic Dean/Department Head and the signature(s) of all applicable Data Custodians should be obtained prior to submitting the completed form to IT Services.

Administrative Information System Login and Password Procedures

The following procedures will be used to establish a login and password for the Administrative Information System (ADMIN) for regular University employees:

1. The employee will participate in ADMIN training provided by the employee's direct supervisor or designee. At the completion of training, the direct supervisor will send a memo to Information Technology Services indicating the individual and the type of training completed. This memo will be accompanied by an Administrative Information System Login Request form (see Appendix 8), completed and approved by the employee's Academic Dean/Department Head.
2. The Administrative Information System Login Request form must include the employee's first name, middle initial and last name. These fields are required in order to receive an ADMIN Account. After the employee's Academic Dean/Department Head has determined the appropriate classifications the user is to be assigned, the form is sent to the Data Custodian(s) for approval. Data Custodians do not need an authorizing signature for access to their own data. The Academic Dean/Department Head sends the Administrative Information System Login Request form to Information Technology Services.
3. Information Technology Services creates a unique ADMIN Account for the employee with access specified on the request form.
4. Information Technology Services notifies the employee and/or their immediate supervisor the account has been created.
5. Banner ADMIN authenticates users by their Truman network password (the password used to log into campus computers or exchange.truman.edu). A few special characters (ie., # & @) can cause problems for Banner users and should be avoided when creation/update network passwords.
6. Before logging into Banner ADMIN for the first time, users need to 'sync' their network/Banner accounts. To do this, log into TruView (<http://truview.truman.edu>) and click on a Banner content link (ie., Pay Stub link on the Employee Tab). If the account/password sync is successful, a message similar to this will be displayed:



7. This process needs to be repeated after every network password change.

Faculty Internet and Banner Web Access Procedures

The follow procedures will be used to establish an internet and Banner Web Login and password for faculty:

- 1) Faculty candidate is interviewed;
- 2) Appropriate School/Department provides candidate with expense reimbursement form and a W-9 form Business Office will provide each school/department with these forms), to be returned to the School/Department office;
- 3) School/Department requisitions payment and submits the completed expense reimbursement form and completed W-9 to the Business Office;
- 4) Business Office processes reimbursement and adds faculty candidate to Banner as a vendor (which creates a Banner ID number);
- 5) A decision is made to offer employment;
- 6) Appropriate School/Department completes the Recommendation for Appointment Form and forwards it to the Provost for approval (this form must include the candidate's legal name and Social Security Number);
- 7) School/Department keeps a copy of the Recommendation for Appointment Form and a cumulative listing of new faculty for the School/Department;
- 8) If approved by the Provost, the form is forwarded to the President for approval;
- 9) If approved by the President, the President's Office types the contract;
- 10) A copy of the unsigned contract and a copy of the Recommendation for Appointment Form is forwarded to Human Resources, Payroll and the Budget Office;
- 11) Faculty candidate returns the signed contract to the President's Office (if the candidate accepts the position);
- 12) A copy of the signed contract is forwarded to the Provost's Office and Payroll;
- 13) Provost's Office adds the faculty indicator and School/Department information to Banner (SIAINST) and e-mails the appropriate School/Department secretary that classes can be assigned to the faculty member;

NOTE: if the faculty member does not exist on Banner (was not reimbursed for expenses), the Provost's Office will notify the Business Office and the Business Office will add the faculty member to Banner as a vendor using information provided by the Provost's Office.

- 14) Appropriate School/Department secretary assigns faculty to classes and initiates a request for computer systems access (a copy should be kept for follow-up checking) NOTE: faculty access for Fall terms will begin no sooner than August 1st. Spring and Summer access will begin as needed;
- 15) Appropriate School/Department secretary checks to make sure all classes originally assigned to "Staff" are assigned to actual faculty (mid-July for Fall);
- 16) Appropriate School/Department secretary checks all new faculty to make sure they are included in the online directory on www.truman.edu -- this is one indicator that the computer systems access form has been or is being processed
- 17) New faculty member completes employee paperwork with Benefits Coordinator (prior to or within three days of contract start date) and employee information is added to Banner by Benefits Coordinator.

New Faculty Declining Contract

If a new faculty member declines the contract after the contract had been signed, the faculty member notifies the Academic Dean, who verbally notifies the VPAA, who verbally notifies the President's Office. The President's Office sends a copy of the voided contract to Payroll, Human Resources, Budget Office and VPAA. At this point, the College/Department Secretary should check to see if a request for computer systems access has been submitted. If yes, the College/Department Secretary should write "VOID" across the request form and send a copy to IT Services for processing.

Inactivating Internet and Banner Logins and Passwords

Inactivating Faculty in Banner

When a faculty member leaves the institution or ceases teaching, the faculty status indicator on SIAINST must be inactivated with the appropriate effective term.

A report will be prepared for each College/Department Office each Fall that includes a list of all faculty who have an active faculty indicator in Banner effective that term or a prior term (not future terms). This report will indicate if the faculty member is assigned to teach courses for the Fall term. Colleges/Departments will be asked to indicate if the faculty who are not teaching have left and if computer systems accesses should be inactivated, or if the faculty have changed positions (e.g. faculty to staff). This notated report will be returned to the VPAA for updating in Banner prior to the preparation of fourth week reports. A copy of the notated report will also be sent by the College/ Department Office to IT Services to have computer systems accesses inactivated.

Human Resources will include names of all faculty who have left the University in the employee update which is distributed to Mail Services, Phone Services, etc. This is usually done in late July for those leaving May-August.

Data Custodians

A Data Custodian is the director of a Truman State University office or department. 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 ADMIN forms, 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 Truman State University ADMIN forms, 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 ADMIN validation and rules tables. These tables, and processes related to their use, define how business is conducted at the University.

Truman State University Data Custodians

<u>Area of Responsibility</u>	<u>Data Custodian</u>
<u>Student System</u>	
Faculty/Catalog/Room Scheduling	Provost & Vice President for Academic Affairs
Registration/Academic Records/	
Transfer Articulation/CAPP	Registrar
Parent Information	Registrar
Prospects and Applicants	Director of Admission
Residence Life	Director of Residence Life
Accounts Receivable	Comptroller
Co-curricular Records	Dean of Student Affairs
<u>BRM</u>	Director of Admission
<u>Student Financial Aid System</u>	Director of Financial Aid
<u>Finance System</u>	Comptroller
<u>Human Resources System</u>	Comptroller
<u>Advancement/Alumni Records</u>	VP for University Advancement
<u>Graduate Admission/Records</u>	Dean of Graduate Studies
<u>Health Records</u>	Director of Student Health Center
<u>Placement Records</u>	Director of University Career Center

<u>Judicial/Student Conduct Records</u>	Dean of Student Affairs
<u>Academic Probation/Suspension</u>	Dean of Graduate Studies
<u>Immigration Records</u>	International Student Advisor

<u>General Confidential Data Requests</u>	Data Management Coordinator (Registrar)
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Data Change Rules

The following rules govern which office makes changes to student, employee, financial aid recipient, or vendor, in the integrated administrative information system called ADMIN.

Name, Identification Number, Address, and/or Telephone Number Changes

If the person is a/an:

Then:

Prospective Student

Student Recruit or Student Applicant

Admission Office (new undergraduate students) or Graduate Office (new graduate students) can make the change with appropriate documentation.

Financial Aid Applicant Only

Admission Office can make the change with appropriate documentation

Matriculated Student

Matriculated Student

Registrar can make the change with appropriate documentation.

Matriculated Student and Financial Aid Recipient

Registrar can make the change with the appropriate documentation, with notification to Financial Aid.

Matriculated Student and Vendor and/or Financial Aid Recipient

Registrar can make the change with the appropriate documentation, with notification to Accounts Payable and/or Financial Aid.

Matriculated Student and Employee

Registrar can make the change with the appropriate documentation, with notification

to HR (employee will be required to update W-4 at HR).

Matriculated Student, Employee and Vendor

Registrar can make the change with the appropriate documentation, with notification to HR and Accounts Payable (employee will be required to update W-4 at HR).

Employee

Employee or Employment Applicant Only

Human Resources can make the change with appropriate documentation.

Employee and Vendor

Human Resources can make the change with the appropriate documentation, with notification to Accounts Payable.

Vendor

Vendor Only

Purchasing or Accounts Payable can make the change with appropriate documentation.

Constituent

Alum

Advancement can make the change with appropriate documentation, for address and telephone types “AL” and “AS”. Alternate name changes are only made in APANAME.

Non-Alum

Advancement can make the change with appropriate documentation for address and telephone types “AL” and “AS”. Alternate name changes are only made in APANAME.

Deceased Indicator Changes

Who can update and for whom?

Payroll
Registrar
Advancement

Current employees (students, faculty and staff)
Current students and former students
Alums and former students

Admission Office

Recruits and applicants (UG and GR)

Check on GUASYST before adding the deceased indicator.

If record exists

Then check with

Student: General Student

Registrar and Student Loans

Advancement: Constituent

Advancement

Accounts Receivable: A/R

Student Accounts

Human Resource: Employee

Payroll

Rules for Clean and Accurate Records

- **Search first.** Before you create a new record for a person or organization, you **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. The final step is to use the GOAMTCH form to enter new entities to assist with minimizing duplicates in the system.

Common Matching – Preventing Duplicate Records

Common Matching is a person search/match process in Banner that helps prevent the creation of duplicate or incorrectly merged person records. A person record is a record in Banner that identifies a person or non-person/business. Common Matching uses a predefined source containing a set of matching rules that analyzes person related data entered on the GOAMTCH form by the user. Common Matching does not replace existing person search methodology, but enhances it by providing a “final” check before a person record is created or merged with an existing person record. Users must continue to perform a thorough person search using the Extended Search window, GUIALTI, SOAIDEN, GUASYST, etc.

The Common Matching process is initiated when the user begins creation of a new general person record. After clicking the Generate ID button, the **Common Matching Entry** form (**GOAMTCH**) will open and all person related data is entered there. Once all pertinent data is entered, the process evaluates the information supplied and determines whether a potential person match exists in Banner. One of the following **Match Statuses** will be returned:

- **Potentially Matched Record** – a list of people who match some, but not all criteria in the matching rules, or there is more than one exact match. (ex. Smith, John; Smith, John Q.; Smith, John Quincy) Investigate potential matches to confirm if one is the one being added.
- **Matched Record – one and only one match** based on the matching rule criteria. Confirm this is the same person.
- **Create New Record** – no records match; create a new person record.

The user reviews the results and makes the decision whether to create a new person record or merge with one of the potential match records returned in the results section of GOAMTCH.

- **Data changes.** Make data changes **ONLY** when you have that authority and when you follow the procedures established by the Data Custodian of that data you want 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 (#) and percent sign (%) should not be used in any data field because they may cause Oracle database errors.

General Person/Non-Person Information

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

Identification Number Standards

All entities added to the system will be created using the system generated ID number.

Person: any entity that is added to the system that is an individual (student, staff, faculty, constituent).

Non-Person: any entity that is added to the system that is not an individual (vendors, corporations, etc.).

Name Standards

NOTE: the name of an employee in Banner must match the name on the employee's Social Security Card.

1. Last Name

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 last name as supplied by the person. An employee's name in Banner must match the name on the Social Security Card, prior to the first payroll being processed.

Spaces should be avoided within the last name, whenever removal of a space does not significantly change the name. Spaces should be removed from such names as:

NAME	CHANGE TO
Mc Donald	McDonald
Mac Pherson	MacPherson

Spaces are permitted if the name would be significantly changed if spaces were removed. Examples:

NAME	
St. John	(No change)
Del la Rosa	(No change)
Van der Linder	(No change)

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 as the first name, Lou would be input as the middle name and Creton Quinton would be input as the last name.

Do NOT use titles, prefixes, and suffixes in the last name.

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

Note: When a new person is being entered into ADMIN 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 ADMIN's name change procedure on the xxxIDEN form.

2. First Name

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 first name as supplied by the person. If no first name exists, put a period in this space. Be sure to record the preferred first name in the Preferred First Name field.

Any single character first name should be entered and followed by a period. 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. Be sure to record the preferred first name in the Preferred First Name field. Hyphens MAY be used to separate double first names.

Spaces are permitted if the legal spelling and format of the name includes spaces (e.g. Mary Ann, Bobby Joe).

Do NOT use titles, prefixes, or suffixes in the first name field.

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

3. **Middle Name**

All information is to be entered using mixed case (standard combination of upper and lower case letters). Enter the legal middle name or middle initial as supplied by the person. Place a period after the middle initial, if applicable. If no middle name exists, leave the field blank.

Hyphens MAY be used to separate double middle names.

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

Do NOT use titles, prefixes, or suffixes in the middle name field.

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

4. **Prefixes**

Prefixes are not required for data entry. However, they are utilized by the Advancement Office. If utilized, prefixes are to be entered using mixed case (standard combination of upper and lower case letters). Enter the prefix in the prefix field, not in the first, middle, or last name fields. Below are examples of the more commonly used prefixes and recommended abbreviations.

Abbreviation	Description
Mr.	Mister
Mrs.	Madam
Ms.	Ms
Miss	Miss
Dr.	Doctor
Hon.	Honorable
Rev.	Reverend
Sr.	Sister

5. **Suffixes**

All suffix codes are to be entered using mixed case (standard combination of upper and lower case letters). Enter the suffix in the suffix field, not in the last name field. Below are examples of commonly used suffixes and recommended abbreviations. The suffix field is not included on printed payroll checks and tax reports.

Abbreviation	Description
Sr.	Senior
Jr.	Junior
II	The Second
III	The Third
IV	The Fourth

6. Name Types

Current names are not associated with a name type. Previous or alternate names should be associated with the appropriate name type from GTVNTYP. (This field does not display on Human Resources forms.)

Abbreviation	Description
ADV	Advancement Name
BRTH	Birth or Maiden Name
DEGR	Name as it should appear on diploma (for Registrar and Graduate Office use only)
NICK	Nickname
PREV	Previous Name
SUMT	Converted name from Summit system to Banner Advancement

1. Preferred First Name (Optional)

Preferred first name should be entered into the preferred first name field (e.g., Christopher Paul Smith). If 'Paul' is the name that the person goes by, then 'Paul' 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 first name as supplied to you by the person. If no preferred name is given, leave the field blank.

2. Legal Name (Optional)

If the person's name differs from the name on his/her SSN card and the individual is not an employee, the Financial Aid Office should use this field to store the different SSN name.

3. Non-Person Name/Vendor/Organization

All information is to be entered using mixed case (standard combination of upper and lower case letters). Acronyms are an exception. See the acronym section below. Enter the vendor's name as supplied to you by the vendor. However, if the street address will not fit on one line, use the recommended abbreviations identified in [Appendix 5](#) or the suffix tables indicated in Item 5 above.

Hyphens may be used to separate double names.

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

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

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, unless abbreviations are necessary due to line length constraints.

Acronyms – Companies that are recognized by their acronyms should be entered using their acronym (e.g., IBM and ITT).

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

Address and Telephone Standards

Multiple addresses can be entered for a person or vendor using different address types. Follow the procedures established by your department for address entries. Address standards have been established cooperatively so that address types are used consistently. Use the appropriate address type code from STVATYP. See the Address Type ([Appendix 1](#)) and Phone Type ([Appendix 2](#)) Appendices for standard type and descriptions. The USPS Postal Addressing Standards (January 1992) were utilized to prepare these address standards.

In August of 2007, Runner Technology's Clean_Address address correction and standardization software was implemented as an integration solution with Banner in both the forms and self-service environments. Since the implementation of Clean_Address, addresses of all types (except CA, CL, and RL) are processed through Clean_Address and corrected and standardized as of the current USPS Address Standards. Bi-monthly USPS Address database updates are completed to keep addresses up to date. Clean_Address updates the following fields automatically: Street Address Line 1, Street Address Line 2, Street Address Line 3, City, State, Zip code (with plus 4), County, Delivery Point, Correction Digit, and Carrier Route. See the Historical Manual Address Standards Appendix ([Appendix 11](#)) for previous manual standards.

1. Campus Mailing Address Standards (for interoffice communications)

Campus mail should be addressed to an individual's department, as opposed to a building or room number. This includes faculty and staff campus addresses.

Examples: Registrar's Office (not MC 104)
Social Science (not MC 214)

Standards for Campus Mail Addresses are included in [Appendix 4](#).

2. Telephone Standards

On SPATELE (APATELE for Advancement), you must indicate one primary telephone number per address type. Additional phone numbers can be attached to each address type, as long as these numbers are not checked as primary.

Do not use hyphens or parentheses when entering telephone numbers. The area code is entered without parentheses. The phone number is entered as 7 non-hyphenated digits. If an extension is provided, it is recorded in the “Phone Ext” area, as four digits.

3. Address Updates or Returned Mail

If information is mailed to currently enrolled students and is returned by the Post Office, please share the inactive and/or forwarding addresses with the Registrar’s Office. The Registrar’s Office will end or inactivate incorrect addresses and record a forwarding address, if provided. Actual returned envelopes can be sent to the Registrar’s Office; however, the envelopes will be discarded once the updates have been recorded.

If information is mailed to constituents and is returned by the Post Office, Campus Mail Services will share inactive or forwarding addresses with the Advancement Office. The Advancement Office will end or inactivate incorrect “AL” and “AS” address and telephone types and record a forwarding address, if provided.

4. Unknown PR Address

Every effort should be made to ensure we have a valid PR address. For those situations where an up-to-date PR address is not known for an entity, the following address will be used:

Street Line 1:	Unknown
City:	Unknown
State:	ZZ
Zip:	00000
Status:	Active (inactive is NOT checked)

Result: This entity will have what the Banner system considers a valid PR address so “normal” Banner functionality will occur in address situations. Also, with the 00000 zip code, labels and datafiles can sort these individuals to the top to handle as appropriate.

Date Standards

Dates are to be entered in the format of mmddyy. All dates will be displayed as dd-mmm-yyyy.

Example:

Enter	Displayed as
011793	17-JAN-1993
110192	01-NOV-1992

Confidential Information Indicator Standards

Students

This field will be left blank unless a student requests the Registrar to not release any Directory Information (see Requests for Information in catalog), at which time this box will be checked. If checked, no Directory Information will be released with the exception of information that is necessary to be made available to University personnel who have a legitimate academic interest, such as academic advisors.

The Confidential Information Indicator is recorded on the General Person Form (SPAPERS). If the checkbox is checked, the message “CONFIDENTIAL” displays on any forms with the ID in the Key Information Block.

Employees

The confidential information indicator will be left blank unless an employee submits a request to Human Resources to not release any Directory Information, at which time this box will be checked. If checked, home address, home phone, and spouse information will not be included in the University Faculty & Staff Directory.

The Confidential Information Indicator is recorded on the General Person Form (PPAPERS). If the checkbox is checked, the message “CONFIDENTIAL” displays on any forms with the ID in the Key Information Block.

Alums/Constituents

The confidential information indicator will not be used by Advancement for alums. Instead, exception codes will be placed on alumni records to indicate their desire to not be contacted via specified methods (e.g. telephone, mail, e-mail).

Citizenship Type Standards (STVCITZ)

<u>Code</u>	<u>Description</u>	<u>Explanation</u>
PR	Lawful Permanent Resident	A person who is not a citizen or national of the United States and who has been lawfully admitted for

permanent residence.

N	Non-U.S.Citizen	A person who is not a citizen or national of the United States.
Y	U.S. Citizen	A citizen of the United States, owing service to it, and having attendant political rights.

Marital Code Standards (STVMRTL)

When needed by Advancement, Student, Financial Aid and/or Human Resources, the following codes will be used. Generally, students do not report marital status and this field is not maintained. Advancement will update this information when it is provided by alums and will link spouses in the case of marriage and unlink spouses when appropriate.

<u>Code</u>	<u>Description</u>	<u>Explanation</u>
D	Divorced	No longer legally married
M	Married	Legally married
P	Separated	Legally married but living apart
S	Single	Not married
W	Widowed	Spouse is deceased
U	Unknown	Status unknown

Relationship Code Standards (STVRELT)

A	Former Spouse
C	Child
E	Friend
F	Father
G	Grandparent
M	Mother
N	Neighbor
R	Relative
S	Current Spouse
U	Guardian
X	Designated Guest
Z	Unknown

Gender Code Standards

<u>Code</u>	<u>Description</u>
M	Male
F	Female
N	Not available

Ethnicity/Race Coding Standards

Do not leave the Ethnicity Coding unpopulated, as it will cause problems with reporting. If in doubt, use new ethnicity None. The new process is to select an ethnicity and for all non-Hispanic selection continue on to the race section and code all selected races. Do not populate the race section for ethnicities selections of Hispanic/Latino.

Religion Code Standards (STVRELG)

CODE	RELIGION	CODE	RELIGION
00	None	19	Jehova's Witness
01	Assemblies of God	20	Jewish
02	Atheist	21	LDS-Mormon
03	Bahai	22	Lutheran
04	Baptist	23	Mennonite
05	Brethren	24	Methodist
06	Buddhist	25	Nazarene
07	Catholic	26	Pentecostal
08	Christian	27	Presbyterian
09	Christian Independent	28	Protestant
10	Christian Science	29	Community of Christ (Reformed LDS)
11	Church of Christ	30	Seventh Day Adventist
12	Church of God	31	Tao
13	Congregational	32	Agnostic
14	Disciples of Christ	33	Quaker
15	Episcopal	34	Non-Denominational
16	Evangelical	98	Other
17	Hindu	99	Unknown
18	Islam		

New Ethnicity Coding

<u>Code</u>	<u>Explanation</u>
Hispanic or Latino	Use this option for Hispanic or Latino ethnicities. No other races are entered for this option.
Not Hispanic or Latino	Use this option to continue to the Race section and enter all appropriate non-Hispanic/Latino races
None	Enter this for Unknown Ethnicity/Races

Race Coding

<u>Code</u>	<u>Description</u>	<u>Explanation</u>
0	Race/Ethnicity Unknown	Information left blank or not provided
1	White	Caucasian
2	Black, Non-Hispanic	A person having origins in any of the black racial groups of Africa
4	Asian	A person having origins in any of the original peoples of the Far East or Southeast Asia. This includes people from China, Japan, Korea, and Vietnam.
5	American Indian/ Alaskan Native	A person having origins in any of the original peoples of North America or who maintain cultural identification through tribal affiliation or community recognition.
6	Other	A person selecting other without specifying a specific race.
7	Native Hawaiian or Other Pacific Islander	A person of Native Hawaiian or other Pacific Island culture or origin.

Legacy Code Standards (STVLGCY)

CODE	DESCRIPTION
1	Father is alumnus
2	Mother is alumna
3	Both parents are alumni
A	Aunt
B	Brother
C	Cousin
F	Father
G	Grandparent
M	Mother
P	Parents
S	Sister
U	Uncle
X	Multiple

Veteran Information

Student Module (Students) (STVVETC)

CODE	VETERANS' STATUS TITLE
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0	Non-Veteran
1	Chapter 34
2	Chapter 35: Dependent
3	Extension Veteran
4	Chapter 32
5	Chapter 31
6	Chapter 30
7	Chapter 1606
8	Chapter 1607
9	Chapter 33

Human Resources Module (Employees)

None
Other Eligible Veteran Only
Vietnam Veteran Only
Both Vietnam/Other Eligible Veteran

Definition of Student Types

The following definitions of student types should be considered when requesting reports regarding students. These definitions are in accordance with definitions utilized by the Integrated Postsecondary Education Data System (IPEDS) and are used by the National Center for Education Statistics in evaluating enrollment trends at postsecondary institutions.

STUDENT TYPE	DEFINITION
Degree-Seeking Students	Those who intend to pursue a degree; have submitted the required application form, transcripts and test scores; and have met the scholastic requirements for admission to an undergraduate or graduate program.
First-time Freshman or First-time, First-Year Student	A student attending any institution for the first time at the undergraduate level. Includes students enrolled in the fall term who attended college for the first time in the prior summer term. Also includes students who entered with advanced standing (college credits earned before graduation from high school).
Transfer Students	Those who have earned previous college credit from other institutions are transfer students (not including high school dual enrollment credit). Students who attend Truman, leave to attend another institution during the regular Fall or Spring Semester and then wish to return to Truman must apply for admission to Truman as Transfer Students.
First-Time Undergraduate Transfer Student	An undergraduate student entering the institution for the first time, but is known to have previously attended another postsecondary institution at the undergraduate level. The student can transfer in with or without credit.
Reapplicants	Students who have attended Truman as degree-seeking students for any period of time during prior semesters and who have not attended another college or university since leaving Truman. Reapplicants must apply for readmission to Truman.
Continuing Students	Those who attended Truman the previous semester and who enroll at Truman for the next semester are continuing students.
First-time Graduate Level Student	A person enrolled at the graduate level for the first time. Includes graduate students who enrolled in the fall term who attended graduate school in the prior summer term.
Graduate Students	Students who have earned a Baccalaureate Degree from an accredited institution, who have applied and been accepted for admission to a Master's program at Truman, and who are enrolled in graduate courses.
Non-Degree-Seeking Students	Students who are enrolled in undergraduate or graduate courses for credit and who are not recognized by the institution as seeking a degree.
Non-Degree-Seeking Undergraduates	Undergraduate students wishing to take coursework non-degree must reapply each semester through the Office of Admission.

Non-Degree-Seeking Graduates	Non-degree applicants who have a bachelor's degree and who wish to take coursework must apply through the Graduate Office.
Visiting Student	Those who are enrolled at other colleges or universities and who are interested in taking one or two courses at Truman for transfer credit. Visiting students must apply for admission to Truman as a Visiting Student.

Deceased Information

Enter 'Y' if the employee/student/constituent is deceased. Update the date of death, if known, otherwise use "11/11/1111" for unknown. Deceased information should be maintained using the guidelines outlined in the section entitled "Data Change Rules. The message "DECEASED" shows up on any forms with the ID in the Key Information.

In addition to the deceased indicator, a hold is placed on the deceased student's records by the Registrar's Office. This hold type is "DI" Deceased Indicator. This hold will hold registration, enrollment verification, transcripts, graduation and grades.

APPENDIX 1 - ADDRESS TYPES (STVATYP)

<u>Code</u>	<u>Description</u>	<u>Explanation</u>
AL	Alumni	Updated by ADV. Used for all alumni and non-alumni constituents.
AS	Advancement-Seasonal	Updated by ADV. Used as an alternate seasonal address for alumni and non-alumni constituents.
BL	Billing	Updated by AR. Created if the billing address is different from Permanent. Use to mail invoices and statements.
B1	Billing 1	Updated by AR. Created if the billing address is different from the BL address. Used to mail invoices and statements, primarily to third party contract entities.
BU	Business	Updated by AR, Student. The address where a person works off campus. This address is attached to a student, and is not the address of a vendor or corporate entity.
CA	Campus Mailing Address	Updated by Provosts's Office for all faculty and staff that ultimately report to the Provost's Office and Updated by HR for all other faculty and staff. It is the responsibility of the each President's staff member to see that CA addresses are accurate for their area. HR for employees. Used for interoffice mailings.
CL	Campus Location	Updated by HR. Used to record the physical location of a faculty or staff member's office. Used to create the campus directory and to locate faculty and staff in case of a campus emergency. Not to be used for mailing purposes.
DG	Designated Guest	Updated by HR. Used to record an address for Designated Guests and to track current Designated Guests via active DG address type.
E1	Employment1-Advancement	Updated by ADV. Used for recording employment address for all alumni and non-alumni constituents.
ED	Emergency Contact-Daytime	
EE	Emergency Contact-Evening	
EM	Emergency Contact	Updated by employees or students online. It is the address of an emergency contact for a person.
MA	Mailing	Updated by Student. A local address or temporary address for a person. Created if different from PR.
PA	Parents/Guardian – Primary	Updated by Student. Parent address created if different from PR.
P1	Parent-Guardian 1	Effective 200660, if a parent exists on SOAFOLK using a PR address, a P1 address will be created exactly like the PR address and the SOAFOLK address type will be switched to P1. This separates the student's PR address from their parent's address. As a result, Student and Parent addresses must be maintained separately, even if they are the same residence. Created via IT Services process at the beginning of the semester. Updated by Registrar. .
P2	Parent-Guardian 2	Updated by Student. Parent address created if different from P1.
PR	Permanent/Home	Updated by Student and HR. Every non-vendor record should have this address type. Primary mailing address for all communication and legal documents.

RL	Residence Life On-Campus Student	Entered and updated by Residence Life for students who reside in on-campus housing. Used for mailings to students at their on-campus residence.
SF	SEVIS Foreign Address	Updated by Admission Office and by a script run at the beginning of each term by IT Services. Used only for foreign addresses for international students.
VC	Vendor – Check	Updated by Accounts Payable. Used to mail vendor checks.
VP	Vendor – Purchase Order	Updated by Purchasing. Used to mail Purchase Order and Change Orders.
XX	Reserved for TGRFEED only	Required reserved code for TGRFEED.

APPENDIX 2 - PHONE TYPES (STVTELE)

<u>Code</u>	<u>Description</u>	<u>Address Type</u>	<u>Explanation</u>
AL	Alumni	AL	Updated by ADV. Used for all alumni and non-alumni constituents.
ALCL	Alumni Cellular Phone		Updated by ADV. Created for all alumni and non-alumni constituents that provide a cell phone number.
AS	Advancement Seasonal	AS	Updated by ADV. Used for all alumni and non-alumni constituents to record seasonal phone numbers.
BI	Billing	BI	Updated by AR. Created if the billing number is different from Permanent.
B1	Billing 1	B1	Updated by AR. Created if the billing address is different from the BL address.
BU	Business or Work		Updated by ADV.
CA	Campus	CA	Updated by HR. Campus phone numbers for faculty and staff.
CELL	Cellular Phone		Updated by ADV, HR and AP/Purchasing
CL	Campus Location	CL	Updated by HR.
E1	Employment1-Advancement	E1	Updated by ADV. Used for recording employment address for all alumni and non-alumni constituents.
ED	Emergency—Daytime	EM	Updated by employees or students online. It is the daytime number of an emergency contact for a person.
EE	Emergency—Evening	EM	Updated by employees or students online. It is the evening number of an emergency contact for a person.
EM	Emergency	EM	Updated by employees or students online. For use if the status of the number (daytime versus evening) is unknown.
FAX	Fax		Updated by ADV, HR, AP/Purchasing and Student (for International Students)
MA	Mailing	MA	Updated by Student or Registrar. A local number or temporary number created if different from PR.
PA	Parent-Guardian	PA	Updated by Registrar and/or AR. Parent number created if different from PR.
P1	Parent 1	P1	Updated by Registrar and/or AR. Parent number created if different from PR.
P2	Parent 2	P2	Updated by Registrar and/or AR. Parent number created if different from PR.
PR	Permanent	PR	Updated by Registrar and HR. Every non-vendor record should have this number type.
RL	Residence Life On-Campus Student	RL	Entered and updated by Residence Life. It is the campus phone number for students who reside in on-

SF	SEVIS Foreign	SF	campus housing. Updated by Admission Office. Used only for foreign phone numbers for international students.
TX	Text Message	na	Updated online via TruView and the Emergency Text Messaging links. Students may opt in to Emergency Text Messaging by providing cellular provider and cell phone number. This is not connected to any address.
VC	Vendor – Check	VC	Updated by Accounts Payable.
VP	Vendor – Purchase Order	VP	Updated by Purchasing.
XX	Reserved for TGRFEED only		Required reserved code for TGRFEED.

APPENDIX 3 – E-MAIL ADDRESS TYPES (GTVEMAL)

- AC Accepted Applicant. This e-mail address type is used exclusively by IT Services. This account is used for accepted students from the date accepted until the date that “real” ST accounts are created. It is used for TruView access and no real email account exists.
- AD Prospect/Admission e-mail address. Not maintained upon matriculation.
- AL Alumni e-mail address.
- CA Official e-mail address for Faculty/Staff, assigned by IT Services
- E1 Employment1-Advancement. E-mail address for alums and non-alum constituents at place of employment.
- ET External Truman – Used for Alumni pre-TruView (class year < 2005). No actual email account exists for this type. It is used for creating and managing an account with limited access to TruView and network resources.
- HO Home e-mail address
- LT Life Time e-mail address currently used by Advancement for Chapter and Club officers and a few other special accounts.
- OF Office e-mail address
- OT Other e-mail address
- PA Parent e-mail address for use by Prospect/Admission. Not maintained upon matriculation.
- PP Parent personal email addresses used for Web for Parent communication.
- PT Parent Truman account used for Web for Parent access. No actual email account exists for this type. It is used for creating and managing an account with limited access to TruView resources.
- ST Official Campus e-mail Address for Students, assigned by IT Services
- VC Vendor ACH e-mail address
- VN Vendor e-mail address provided by vendors
- YY Historied Student email addresses (pre-Banner). Email accounts should no longer exist for this account type.

APPENDIX 4– CAMPUS MAIL ADDRESSES

<u>Department/Office</u>	<u>Standard for Campus Mailing Address</u>
Academic Affairs/Provost/VPAA's Office	Provost/VPAA Office (PROVOST or VPAA)
Admission	Admission (ADM)
Advancement	Advancement (ADV)
Agricultural Science	Agricultural Science (AGSC)
Art	Art (ART)
Assessment & Testing	Assessment & Testing (A & T)
Athletics	Athletics (ATHL)
Athletics Media Relations	Athletics Media Relations (ATHL MEDIA)
Biology	Biology (BIOL)
Budget Director	Budget Director (BD)
Business Office	Business Office (BUS OFC)
Campus Planning	Campus Planning (CP)
Center for International Education Abroad	CIEA
Center for Student Involvement	Center for Student Involvement (CSI)
Center for Teaching and Learning	Ctr for Teaching & Learning (CTL)
Chemistry	Chemistry (CHEM)
Classical & Modern Languages	Classical & Modern Languages (CML)
Communication	Communication (COMM)
Communication Disorders	Communication Disorders (CMDS)
Economics	Economics (ECON)
Education Department	Education (ED)
English & Linguistics	English & Linguistics (ENLG)
Enrollment Management	Enrollment Management
Financial Aid	Financial Aid (FIN AID)
General Counsel	General Counsel (GEN COUNSEL)
Graduate Office	Graduate Office (GRAD OFC)
Grants & Sponsored Programs	Grants (GRANTS)
Health & Exercise Sciences	Health & Exercise Sciences (HES)
History	History (HIST)
Human Resources	Human Resources (HR)
Information Technology Services	Information Technology Services (ITS)
International Student Affairs	International Student (ISO or ISOA)
Justice Systems	Justice Systems (JS)
Pickler Memorial Library	Library (PML)
Mail Services	Mail Services (MAIL)
Mathematics & Computer Science	Math & Computer Science (MTCS or MCS)
McNair Program	McNair Program (MCNAIR)
Media Services	Media Services (MEDIA SERV)
Military Science	Military Science (MS)
Multicultural Affairs	Multicultural Affairs
Music	Music (MUSI)
New Student Programs	New Student Programs (NSP or RCP)

Nursing	Nursing (NU)
Philosophy and Religion	Philosophy and Religion (PHRE)
Physical Plant	Physical Plant (PHYS PLANT)
Physics	Physics (PHYS or SC)
Planning & Institutional Development	Planning & Institutional Dev (PID)
Political Science	Political Science (POL)
President's Office	President's Office (PRES)
Printing Services	Printing Services (PRTG SERV)
Professional Development	Professional Development (PROF DEV)
Psychology	Psychology (PSYC)
Public Relations	Public Relations (PR)
Public Safety	Public Safety (DPS)
Publications	Publications (PUBL)
Purchasing	Purchasing (BUS OFC)
Student Recreation Center	Student Recreation Center (SRC)
Regional Professional Development Center	Regional Professional Development Center (RDPC)
Registrar's Office	Registrar's Office (REG)
Residence Life	Residence Life (RES LIFE)
School of Arts and Letters	School of Arts and Letters (AL)
School of Business	School of Business (BU or BSAD)
School of Health Sciences and Education	School of Health Sciences and Education (HSE)
School of Science and Mathematics	School of Science and Mathematics (SM or SAM)
School of Social and Cultural Studies	School of Social and Cultural Studies (CU)
Small Business & Technology Development Center	SBDC
Society and Environment	Society and Environment (AGS)
Student Affairs Office	Student Affairs (STDT AFF)
Student Health Center	Student Health Center (SHC)
Student Success Center	Student Success Center
Student Union Building	SUB
Telephone Services	Telephone Services (TELE SERV)
Theatre	Theatre (THEA)
Truman State University Press	University Press (TSUP)
University Career Center	Career Center (CAREER CTR)
University Counseling Services	University Counseling Services (UCS)
Upward Bound	Upward Bound (UB)

APPENDIX 5 STREET SUFFIX ABBREVIATIONS

Note: Due to the implementation of Runner's Clean Address address verification software this list is no longer necessary as a reference.

NAME	ABBREVIATION	NAME	ABBREVIATION
Alley	Aly	Heights	Hts
Annex	Anx	Highway	Hwy
Avenue	Ave	Hill	Hl
Beach	Bch	Hollow	Holw
Bend	Bnd	Island	Is
Bluff	Blf	Junction	Jct
Boulevard	Blvd	Key	Ky
Branch	Br	Lake	Lk
Bridge	Brg	Landing	Lndg
Brook	Brk	Lane	Ln
Bypass	Byp	Lodge	Ldg
Camp	Cp	Manor	Mnr
Canyon	Cyn	Meadows	Mdws
Center	Ctr	Mount	Mt
Circle	Cir	Mountain	Mtn
Cliffs	Clf	Orchard	Orch
Corner	Cor	Parkway	Pky
Court	Ct	Place	Pl
Creek	Crk	Plaza	Plz
Crescent	Cres	Point	Pt
Crossing	Xing	Port	Prt
Divide	Dv	Prairie	Pr
Drive	Dr	Ranch	Rnch
Estate	Est	Rapids	Rpds
Expressway	Expy	Road	Rd
Extension	Ext	Ridge	Rdg
Falls	Fls	River	Riv
Field	Fld	Shoal	Shl
Fork	Frk	Shore	Shr
Fort	Ft	Trail	Trl
Freeway	Fwy	Trailer Park	Trl Park
Gardens	Gdns	Viaduct	Via
Glen	Gln	View	Vw
Green	Grn	Village	Vlg
Grove	Grv	Ville	Vl
Harbor	Hbr	Vista	Vis
Haven	Hvn	Valley	Vly

APPENDIX 6 BUSINESS WORD ABBREVIATIONS

Abroad	Abrd	Executive	Exec	First	1st
Abstract	Abstrct	Extension	Ext	Second	2nd
Academic	Acdmc	Federal	Fed	Third	3rd
Academy	Acdmy	Finance	Fin	Fourth	4th
Account	Acct	Foundation	Fndtn	Fifth	5th
Accountant	Acnt	General	Gen	Sixth	6th
Accounting	Acctg	Government	Govt	Seventh	7th
Accreditation	Accrdtn	Greater	Grtr	Eighth	8th
Adjuster	Adjter	Group	Grp	Ninth	9th
Administration	Admin	Hotel	Htl	Tenth	10th
Advancement	Advmnt	Incorporated	Inc	Eleventh	11th
Advertising	Advtsng	Information	Info		
Agency	Agcy	Institute	Inst		
America	Amer	Institution	Instn		
Appraiser	Apprser	Insurance	Ins		
Architect	Archt	International	Intrntl		
Associate	Assoc	Journal	Jrnl		
Association	Assn	Laboratory	Lab		
Attention	Attn	Library	Lbry		
Attorney	Atty	Management	Mgmt		
Board	Bd	Manager	Mgr		
Building	Bldg	Marketing	Mktg		
Center	Ctr	Material	Matl		
Central	Ctrl	Metropolitan	Metro		
Certified	Cert	National	Natl		
Circle	Cir	Office	Ofc		
Collegiate	Colg	Organization	Orgn		
Community	Cmnty	Organizational	Orgnl		
Company	Co	Processing	Prcsg		
Computer	Cmptr	Publishing	Publshng		
Contractor	Contr	Regional	Regl		
Corporation	Corp	Standard	Stand		
Council	Cncl	Student	Stdnt		
County	Cnty	Technology	Techlgy		
Department	Dept	United	Untd		
Director	Dir	University	Univ		
Distributing	Distrg	Wholesaler	Whslr		
Division	Div				
Emergency	Emer				
Equipment	Equip				

APPENDIX 7: FERPA POLICY STATEMENT

Definitions. For the purpose of this policy, Truman State University has used the following definition of terms.

Student – any person who attends or has attended Truman State University.

Education records – any record (in handwriting, print, tapes, film, electronic, student id photographs, or other medium) maintained by Truman State University or an agent of the university that is directly related to a student, except:

1. A personal record kept by a faculty or staff member if it is kept in the sole possession of the maker of the record and is not accessible or revealed to any other person except a temporary substitute for the maker of the record.
2. An employment record of an individual whose employment is not contingent on the fact that he or she is a student, provided the record is used only in relation to the individual's employment.
3. Records maintained by the Department of Public Safety (DPS) if the record is maintained solely for law enforcement purposes and are segregated from other student records.
4. Records maintained by the Student Health Center if the records are used only for treatment of a student and made available only to those persons providing treatment.
5. Records maintained by University Counseling Services if the records are used only for treatment of a student and made available only to those persons providing treatment.
6. Alumni records which contain information about a student after he or she is no longer in attendance at the University and which do not relate to that person as a student.
7. Parents' financial records are not available to students.
8. Financial assistance and financial records

Annual Notification. Students will be notified of their FERPA rights via the Truman Web Site at www.truman.edu. A copy of the policy can be requested by calling the Office of the Registrar. The web site is also referenced in the *Parents Handbook*.

Procedure to Inspect Education Records. In order to review their records, students should submit to the record custodian or an appropriate University staff person a written request which identifies as precisely as possible the record or records he or she wishes to inspect.

The record custodian or an appropriate University staff person will make the needed arrangements for access as promptly as possible and notify the student of the time and place where the records may be inspected. Access must be given in 15 working days or less from the receipt of the request during the regular academic year. Requests made at other times may be delayed.

When a record contains information about more than one student, the student may inspect and review only the records which relate to him/her.

Right of University to Refuse Access. Truman State University reserves the right to deny transcripts or copies of records not required to be made available by the FERPA in any of the following situations:

1. The student has unpaid financial obligations to the University.
2. There is an unresolved disciplinary action against the student.

Fees for Copies of Records. The custodian of the records may impose reasonable fees for copies of records.

Disclosure of Education Records. Truman State University will disclose information from a student's education records only with the written consent of the student, except:

1. To school officials who have a legitimate education interest in the records.

A school official is:

- A person employed by the University in an administrative, supervisory, academic or research, or support staff position.
- A person employed by or under contract to the University to perform a special task, such as an attorney or auditor.

A school official has a legitimate education interest if the official is:

- Performing a task that is specified in his or her position description or by a contract agreement.
 - Performing a task related to a student's education.
 - Performing a task related to the conduct of a student.
2. To officials of another school, upon request, in which a student seeks or intends to enroll. Transcripts are provided to other schools only when students complete the procedures outlined by the Registrar's Office.
 3. To certain officials of the U.S. Department of Education, the Comptroller General, and state and local education authorities, in connection with certain state or federally supported education programs.
 4. In connection with a student's request for or receipt of financial aid, as necessary to determine the eligibility, amount or conditions of the financial aid, or to enforce the terms and conditions of the aid.
 5. If required by a state law requiring disclosure that was adopted before November 19, 1974.
 6. To organizations conducting certain studies for or on behalf of the University.
 7. To accrediting organizations to carry out their functions.
 8. To comply with a judicial order or a lawfully issued subpoena.

9. To appropriate parties in a health or safety emergency.
10. To an alleged victim of any crime of violence, the results of any institutional disciplinary proceeding against the alleged perpetrator that crime.
11. To parents of students under the age of 21 who have violated the Student Conduct Code or Missouri State laws relative to substance abuse as deemed appropriate by the University's Judicial Officer.
12. To parents of students who are considered a dependent student under the Internal Revenue Code.
13. To appropriate Federal officials authorized to view private student records in accordance with Federal law.

Record of Requests for Disclosure. The appropriate records custodian at Truman State University will maintain a record of all requests for and/or disclosure of information from a student's education records. The record will indicate the name of the party making the request, any additional party to whom it may be redisclosed (if known), and the legitimate interest the party had in requesting or obtaining the information. The record may be reviewed by the eligible student or parents of a student who has filed the proper paperwork with the record custodian.

Directory Information. Truman State University designates the following items as Directory Information: student name, address, telephone number, e-mail address, date and place of birth, major field of study, class status, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, enrollment status (including hours enrolled), degrees and awards received, and most recent previous school attended. The University may disclose any of those items without prior written consent unless notified in writing by the student prior to the request for disclosure.

Correction of Education Records. Students have the right to ask to have records corrected that they believe are inaccurate, misleading, or in violation of privacy rights. Following are the procedures for the correction of records:

1. A student must ask the appropriate record custodian of Truman State University to amend a record. In so doing, the student should identify the part of the record he/she wants changed and specify why he/she believes it is inaccurate, misleading or in violation of his or her privacy or other rights.
2. Truman State University may comply with the request or may decide not to comply. If it decides not to comply, Truman State University will notify the student of the decision and advise him/her of his/her right to a hearing to challenge the information believed to be inaccurate, misleading, or in violation of the student's rights.
3. Upon request, Truman State University will arrange for a hearing, and notify the student, reasonably in advance, of the date, place, and time of the hearing.
4. The hearing officer may be an official of the institution but will not be the custodian of the record in question. The student shall be afforded a full and fair opportunity to present evidence relevant to the issues raised in the original request to amend the student's education records.
5. Truman State University will prepare a written decision based solely on the evidence presented at the hearing. The decision will include a summary of the evidence presented and the reasons for the decision.
6. If Truman State University decides that the challenged information is not inaccurate, misleading, or in violation of the student's right of privacy, it will notify the student that he/she has a right to place in the record a statement commenting on the challenged information and/or a statement setting forth reasons for disagreeing

with the decision.

7. The statement will be maintained as part of the student's education records as long as the contested portion is maintained. If Truman State University discloses the contested portion of the record, it must also disclose the statement.
8. If Truman State University decides that the information is inaccurate, misleading, or in violation of the student's right of privacy, it will amend the record and notify the student, in writing, that the record has been amended.

Types, Locations, and Custodians of Education Records. The following is a list of the types of records that the University maintains, their locations, and their custodians. The University complies with State and Federal guidelines regarding the duration of record retention.

Type of Record	Location	Custodian
Undergraduate Admission Records (upon matriculation) and Cumulative Academic Records	Registrar's Office MC 104	Registrar
Graduate Admission and Cumulative Graduate Student Records	Graduate Office MC 203	Dean of Graduate Studies
Health Records	Student Health Center McKinney Center	Director, Student Health Center
Financial Records	Business Office MC 105	Controller
Placement Records	University Career Center McKinney Center	Director, University Career Center
Judicial/Student Conduct Records	Dean of Student Affairs Office Kirk Building #112	Dean of Student Affairs
Financial Assistance Records	Financial Aid Office MC 103	Director of Financial Aid
Academic Probation and Suspension Records	Graduate Office MC 203	Dean of Graduate Studies
Immigration Records	International Student Office KB 102	International Student Advisor

Student Rights. The Family Education Rights and Privacy Act (FERPA) ensures students certain rights regarding

their educational records. As a student at Truman State University, you have the following rights:

1. The right to inspect and review your education records.
2. The right to request the amendment of your education records to ensure that they are not inaccurate, misleading, or otherwise in violation of your privacy or other rights.
3. The right to a hearing if your request for an amendment of your educational records is denied.
4. The right to prevent disclosures of directory information contained in your educational records, except the extent that FERPA authorizes disclosure without consent. Items that Truman State University recognizes as directory information are listed in the University's student record policy, which is available above.
5. The right to file with the U.S. Department of Education a complaint of alleged failures by Truman State University to comply with the requirements of FERPA.
6. The right to know that school officials at Truman State University may obtain information from educational records without obtaining your prior written consent; who is considered a school official; and what legitimate educational interest will entitle school officials to have access to education records. These policies are outlined in Truman State University's student records policy, which is available above.

APPENDIX 8: INFORMATION TECHNOLOGY SERVICES ADMINISTRATIVE INFORMATION SYSTEM (ADMIN) LOGIN REQUEST FORM

Employee Request for Banner Login

Email/Network Login_____

Name of Employee (First, Middle Initial, Last): _____

Division/Office: _____

I hereby acknowledge that I have read and understand the Truman State University Administrative Information Systems/Banner Guidelines for Data Standards, Data Integrity and Security document, which includes **Appendix 7: FERPA Policy Statement. I recognize that confidential information must be protected in accordance with institutional, state and federal regulations.**

Signature of Employee: _____

Date: _____

Approval of Academic Dean/Department Chair or Administrative Department Head

Signature of Academic Dean or _____

Date: _____

Department Chair or Administrative Department Head

If Data Custodian for requested access is different than Academic Dean/Department Chair or Administrative Department Head:

Signature of Data Custodian _____

Date: _____

Please provide access to Banner for the above named employee. He/she has received training in the appropriate functional area(s) and has read and understands the document referenced above. *If this access is for replacement of an employee or like an existing employee, please be sure to indicate the 'like existing' Login below.*

Check one or both:

☐ Banner Web for Finance

Fund _____ Organization _____

Fund _____ Organization _____

Fund _____ Organization _____

Fund _____ Organization _____

Fund _____ Organization _____

Fund _____ Organization _____

☐ Banner Forms (if 'like existing' is not filled out above, list each form for which access is required)

*Create Login like existing Login: _____

('like existing' can be a current Login or Login of employee being replaced)

*If not replacing/copying an existing account, list each Banner form for which access is required
Forms Requested: _____

Date Login is to be enabled: _____

Date Login should be disabled (if known): _____

APPENDIX 9: DATA CONFIDENTIALITY AGREEMENT FORM

DATA CONFIDENTIALITY AGREEMENT

_____ (hereinafter known as “Researcher”), has requested records from the Administrative Information System (ADMIN) database maintained by Truman State University. Researcher has submitted a research proposal that has been approved by _____ and has requested access to institutional data for the purpose of tracking cohorts of Truman students. Truman has a strong interest in and commitment to enhancing institutional and student performance through the type of research proposed by the Researcher. Accordingly, Truman has agreed to provide the requested data, provided that Researcher agrees to comply with the terms and conditions set forth in this Confidentiality Agreement.

Truman will provide the data to Researcher pursuant to the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. § 1232g(b)(1)(F), and regulations issued under FERPA, 34 C.F.R. § 99.31 (a)(6). Researcher agrees that he/she will maintain the confidentiality of the ADMIN data in accordance with 20 U.S.C. § 1232g(b)(1)(F), 34 C.F.R. § 99.31(a)(6), and the terms of this Confidentiality Agreement.

For purposes of this Confidentiality Agreement, the term “personally identifiable student records” includes, but is not limited to: (a) the student’s name; (b) the name of the student’s parent or other family member; (c) the address of the student or the student’s family; (d) a personal identifier such as the student’s social security number or other student number; (e) information about a group of students that contains four (4) or fewer students; (e) a list of personal characteristics that would make the student’s identity easily traceable; and (f) other information that would make the student’s identity easily traceable.

Researcher hereby agrees that he/she will use the ADMIN data solely for the purpose of conducting studies, analyses, or other projects, such as tracking of cohorts of students, designed to improve retention. Researcher agrees that he/she will maintain the confidentiality of personally identifiable student records contained in the ADMIN data at all times and keep the ADMIN data in a secure location. Researcher shall restrict access to personally identifiable student records contained in the ADMIN data to those employees of Truman who are participating or assisting in the performance of a study, analysis, or project under the terms

of this Confidentiality Agreement. Failure to adhere to terms of this Confidentiality Agreement may constitute violation(s) of federal law and the Board of Governors Policy 16.011 (Family Educational Rights and Privacy Act) regarding confidentiality and privacy of student educational records. Failure to observe confidentiality may result in sanctions imposed by the U.S. Government; dismissal or other disciplinary action(s) in accordance with University policy; and potential civil litigation by students whose records are misused.

Researcher may publicly release reports per research proposal, derived from information contained in the ADMIN data, provided that such reports reflect the original research proposal and do not contain any personally identifiable student records. In addition, Researcher agrees to provide a copy of the final research report(s) to the Provost's Office. Researcher agrees that he/she will not release or disclose any of the ADMIN data in any manner except as expressly described in this Confidentiality Agreement, unless Researcher has received prior written authorization from Truman.

Researcher agrees that he/she will promptly return the ADMIN data to Truman upon written request by Truman. Researcher further agrees that he/she will destroy the ADMIN data when it is no longer needed for the purposes described in this Confidentiality Agreement.

By signing below, Researcher accepts and agrees to the terms and conditions set forth in this Confidentiality Agreement.

(Name & Title of Researcher)
By: _____ Dated: _____
(Signature of Researcher)

TRUMAN STATE UNIVERSITY

By: _____ Dated: _____
(Name & Title)

APPENDIX 10: DATA REQUEST FORM

Truman State University Data Request Form

Instructions: This form should be submitted for any request for data from any data system maintained by Truman State University, including but not limited to the Banner System. If data is requested which includes elements not controlled (owned) by the requesting division or office, approval by the Data Management Coordinator is required. If additional space is needed for the project description or data element list, please use attachments. *Submit completed form to ITS.*

Project Title: _____

Date Submitted: _____

Date Needed: _____

Project Description and Potential Benefits: _____

Data Elements Requested: _____

Data Format Requested (electronic file, printed report, labels, other): _____

Signature of Requester: _____ **Printed Name:** _____

Phone: _____ **Email:** _____

**Signature of Academic Dean/Department Chair
or Administrative Department Head:** _____ **Date:** _____

Data Management Coordinator: _____ **Date:** _____

Action Taken: _____

This area for use by ITS

Date Received: _____

Program Name: _____ **Program Title:** _____

Submit completed form to ITS

APPENDIX 11: HISTORICAL MANUAL ADDRESS STANDARDS

For historical record, the following includes the manual address standards that were used prior to the implementation of Runner Technology's Clean_Address address correction and standardization software in August of 2007.

1. Street Standards

All information is to be entered using upper and lower case letters, with the exception of standard directional abbreviations included in this document.

Standard U.S. Postal Service Directional Abbreviations:

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

Abbreviate directionals (if they are one of the eight standard directionals listed above) to the appropriate one or two character abbreviations

Punctuation is normally limited to periods, slashes and hyphens. (Hyphens in the address range are significant and are not removed. Hyphens in the street or city name may be replaced with a space.)

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

Do NOT leave blank lines between street lines.

The address format allows three lines of street address information. However, use of the third street address line should be avoided whenever possible. Additional postage is required for addresses having three street address lines.

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

Avoid the use of abbreviations whenever possible. See [Appendix 5](#) for standard street suffix abbreviations.

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

2. Unit Numbers such as Apartment, Building, Suite, etc.

Use the following U.S. Postal Service secondary address unit indicators:

Apt	Apartment
Bldg	Building
Dept	Department
Fl	Floor
Lowr	Lower
Ofc	Office
Rm	Room
Ste	Suite
Trlr	Trailer
Unit	Unit
Uppr	Upper

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

3. 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. Normally, abbreviations will follow the standards for suffixes or directional words.

5. State Standards

The two-letter U.S. Postal Service State Standards are to be used. Select the correct codes defined in STVSTAT.

6. 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. If the zip code is entered, the system will automatically populate the city and state data fields.

Canadian – Enter the six character zip code without hyphens or spaces.

International Postal Code – Enter the international address as supplied to you by the student. Normally, the Postal Code would be entered on the same line as the city.

Examples:

Cheng Li
7-301 Houji
Middle of JiangNan Road
Guang Zhou 510240
Guang Zhou
China P.R.C.

Bader H Al-Khalifia
c/o Aramco
Dhahram 31311
Saudi Arabia

7. Nation Codes

Codes should only be added for non-US addresses. Leave the nation code blank for USA addresses, otherwise the Banner system will include USA on letters and mailing labels, resulting in additional postage costs.

8. Military Addresses (Overseas)

Overseas military addresses must contain the APO or FPO designation along with a two character “state” abbreviation of AE, AP, or AA and the ZIP Code or Zip + 4 Code.

Examples: APO AE 09001-5257

FPO AP 96606-2783

AE is used for armed forces in Europe, the Middle East, Africa and Canada

AP is for the Pacific

AA is the Americas, excluding Canada

9. Rural Route Addresses

Rural route addresses should be recorded as “RR N Box NN.” Do not use the words “rural,” “route,” “number,” “No.,” or the # symbol.

Change the designations “RFD”, “RD”, “RT” and “RTE” (as a meaning for rural or rural free delivery) to RR. Example: RFD Route 4 #87A becomes

RR 4 Box 87A

10. Post Office Boxes

Post office box addresses should be recorded as PO Box NN.

Examples: PO Box 11890

PO Box G

Revision Record

Number	Date and Sections	Author	Notes
1.00	All Sections	Implementation Team	Final Baseline Document
1.01	<ul style="list-style-type: none"> *Added Faculty Internet and Banner Web Access Procedures *Edited Legacy Codes *Edited E-mail Address Type Codes *Edited Telephone Type Codes *Edited Address Type Codes *Clarified use of name on Social Security Card for all employees (see Last Name). *Revised Appendix 8 IT Services Administrative Information System ID Request Form 	Coordinator, for review and approval by Integration Team	Pending approval by Integration Team. Approved 10-4-04, with minor revisions noted in Integration Team Meeting Minutes.
2.0	<ul style="list-style-type: none"> *Added VPUA as Data Custodian for Advancement Records *Changed Data Custodian for Co-Curricular Records to Dean of Students *Added Alums to Data Change Rules *Added section regarding Deceased Indicator Changes under Data Change Rules *Added SUMT under Name Types *Added RT and RTE to be changed to RR as a Rural Route Addresses data standard *Added APATELE in Telephone Standards *Added note regarding returned mail from Advancement mailings *Added note regarding Alums under Confidential Information Indicator Standards *Added AL, AS and E1 to Appendix 1 and 2 *Added ADV as update for CELL and FAX Phone Types in Appendix 2 *Added AL and E1 as E-Mail Address Types in Appendix 3 *Edited Appendix 4 to reflect addition of Enrollment Management office and name changes for other offices 	Coordinator, for review and approval by Integration Team	Pending approval by Integration Team.

2.1	<ul style="list-style-type: none"> *Added VC Vendor Check e-mail address type *Added that HR updates retired employee data *Added AC Accepted Student e-mail address type *Edited description of PR, P1 and P2 addresses to reflect separation of student and parent permanent addresses. *Added revised University FERPA policy *Added note regarding use of standard PR address when PR address is bad *Added that HP and VPAA can update CL addresses and phone numbers *Added note regarding use of Appendix 10 Data Request Form to request additional Banner ADMIN access for employees who already have Banner ADMIN access 		
3.0	<ul style="list-style-type: none"> *Changed references to Division to the College/Department to reflect the new structure changes. *Edited the Address and Telephone Standards section to reflect the new Runner Technology's Clean_Address software which now handles address correction and standardization automatically. *Edited Ethnic codes table to add new ethnic/racial codes approved by the US Department of Education. *Edited Appendix 1 CA entry to reflect the new CA update policy approved by the Steering Committee in September 2007. *Edited Appendix 1 CL entry to reflect the new CA update policy approved by the Steering Committee in September 2007. *Edited Appendix 2 Added TX Text messaging type entry. *Edited Appendix 3 Added LT Life time e-mail address type entry. *Edited Appendix 4 Updated academic divisions to new college/schools and departments. *Edited Appendix 8 Added Department Chair following Academic Dean as an authorized approval signature. *Edited Appendix 10 Added Department Chair following Academic Dean as an authorized approval signature. *Added Appendix 11 Historical Manual Address Standards which were taken out of the Address and Phone Standards section and replaced with the new information about Clean_Address. 	T Roberts, for review and approval by Integration Team	Pending approval by Integration Team.

3.1	<ul style="list-style-type: none"> *Edited Administrative Information System Login and Password Procedures Updated this section to the new integration with network accounts and include instructions for syncing the two accounts. *Edited Faculty Internet and Banner Web Access Procedures Changed all College references to School. *Edited Rules for Clean and Accurate Records to include the instructions for using GOAMTCH. *Edited Data Custodians Updated Human Resources data custodian to Director of Human Resources, Added Parent Information with Registrar as the data custodian, Added BRM with Director of Admission as the data custodian, Added General Confidential Data Requests with Data Management Coordinator (Registrar) as the data custodian. *Name Types Removed the note (This field does not display on Human Resources forms). *Ethnic Code Standards Updated this section to the new Ethnicity/Race data entry requirements. *Edited Veteran Information status code table to add new veteran type codes. *Edited Phone Types table to add new phone types. *Edited Email Types table to add new email types. *Edited Appendix 4 – Campus Mail Addresses Updated table adding and removing entries to bring table up to date *Update whole document update Administrative Information System ID and ID Request to Administrative Information System Login and Login Request. 	T Roberts for review and approval by Integration Team	Pending approval by Integration Team
3.1.1	<ul style="list-style-type: none"> *Edited Data Custodians Updated Controller to Comptroller *Removed Birth Date Standard – original standard is no longer possible. *Edited Appendix 9 – Updated SIS data to ADMIN data. Update VPAA Office to Provost’s Office. *Edited Data Custodians Updates Human Resources data custodian to Comptroller. Added Graduate Admission/Records, Health Records, Placement Records, Judicial/Student Conduct Records, Academic Probation/Suspension, and Immigration Records data custodians. 		

