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Directory Information: ............................................................................ 4
University employees may release Directory Information to anyone without the written
permission of the student; however, students have the right to restrict access to directory
information. For students who have made such a request with the Registrar's Office, the
specific restrictions that are requested are identified on that student's record in Ellucian.
If you encounter one of these records, you will receive a message on your screen notifying
1 Ellucian Accounts

This procedure sets the standard for opening or closing an Ellucian account.

1.1 Requesting a New Ellucian Account

California Lutheran University has established standard practices to be followed when using Ellucian Colleague. New Ellucian users must adhere to the policies and procedures set forth for all account holders while using Ellucian Colleague (see Appendix A, Statement of Responsibility). Each new user is required to submit a signed Data Security and Confidentiality Statement, by the area manager and the new account holder. (See Appendix B, Acknowledgment of Provisions) before a new account will be created.

1.1.1 Whom to Contact

When an account is needed for a new employee, the area manager must take the following steps:

First, from any available browser, type in the following URL: https://www.callutheran.edu/its/about-its/ais.html to bring up the AIS home page. Select "Ellucian/Informer Account Request Form" to submit the request for a new Ellucian/Informer account (or to close an existing account). Log-in credentials are required to access forms.

1.1.2 Ellucian/Informer Account Request Form

The area manager must complete the entire Ellucian/Informer account request form, making sure that he/she/they selects "New Accounts" from the CATEGORY drop-down menu. In the COMMENTS section enter the employees' CLU ID, name, and department. Also, provide the information necessary to complete the employee's SVM (Staff and Volunteers) record and provide a list of mnemonics so that security can be set up correctly. If this user is replacing an existing employee the manager may simply provide that information if SVM settings and mnemonics are to be the same for the person replacing the former staff member. https://www.callutheran.edu/its/about-its/ais.html

1.1.3 Ellucian/Informer Information Change Request Form

The Ellucian Information/Change Request Form is now being used specifically to request everything EXCEPT NEW ACCOUNTS. This form can be submitted by any Ellucian user requesting up to but not limited to: computed columns, spooler linked...
Administrative Information Systems (AIS)

Upon receipt of the signed "Acknowledgement of Provisions of the Data Security and Confidentiality Statement, Appendix B), the Director of AIS will create a new user account and will notify the area manager and the new employee upon completion.

1.1.4 Training

The area manager will initiate training in several ways

- CLU produces training videos
  - https://www.callutheran.edu/its/about-its/training-videos.html
- Creating an account on Ellucian customer center
  - https://www.ellucian.com/customer-center
- Access/download application-specific documentation Ellucian homepage
  - https://training.ellucian.com/pages/35/home
- If further or more in-depth instruction is required, the area manager can contact AIS to schedule internal training or to arrange for attendance at the appropriate Ellucian class. (https://www.callutheran.edu/its/about-its/ais.html)

1.1.5 Logging into Ellucian

Logging into Ellucian Colleague requires a user name and a password. All users will connect using their Active Directory credentials.

1.1.6 Password Security

MyCLU passwords are NEVER to be shared with other users. Each employee is responsible for maintaining the security of her/his password. MyCLU passwords expire after 90 days. Notification of password expiration is sent via email 10 days before expiration. Users must change their passwords when prompted to access Colleague.

1.1.7 Unlocking Your Account Password

MyCLU accounts and passwords are unlocked/reset by contacting the HELP desk. (Figure 2)

1.2 Closing an Ellucian Account

The same steps as stated above in 1.1.1 should be followed when an existing Ellucian account is to be closed. Under normal circumstances, the area manager should use the Ellucian account request form and specify the account to be closed and the date that this account is to become inactive. When an account is closed that person's SVM record will be flagged as (F)ormer.
In the comments, the field indicates the date the account is to be closed. If the person is moving to another department within CLU note that information in the comments field as well.

1.3 Changing your Password

Every 90 days the system will require you to change your password. If you do not change your password, the system will lock you out of your account and you will need to follow the procedures in 1.1.7. Also whenever a default password is assigned to you, for example, when your account is first created, you should immediately login in and change your password.

- To change your password, Access the "Change Your Password" website at https://login.callutheran.edu/

![Figure 1](image1.png)

![Figure 2](image2.png)

1.4 Working in Colleague

ALL users must take precautions to safeguard the records and data within Colleague. Acceptable computer user policies apply. Users are required to perform the following tasks when leaving their workstation(s) unattended.
• Close all open records, return to the main menu (Form and Context Area visible)
  o This will prevent record locks when other users are navigating Colleague forms.
• Lock workstation
• If leaving for lunch or the end of the day; LOG OUT OF COLLEAGUE
• See Appendix A page A-1 for a more detailed explanation of this policy

2 Ellucian Search/Look-up Procedures
These procedures set a definite process for all Ellucian users to follow when performing name and address searches in Ellucian Colleague.

2.1 Search Procedure
To prevent the creation of duplicate record ID numbers, exact procedures are necessary before adding a new person record into Ellucian Colleague. Lookup for names, record IDs, and addresses are performed from resolution screens and inquiry screens in Ellucian Colleague. Duplicate records can be prevented if the person who is planning on entering a new record asks themselves the following questions and conducts a thorough search of the database before entering a new record:

- Do I already have a person's Ellucian system ID number?
- Do I have the person's exact name (no nicknames, abbreviations, etc.)?
- Do I have the person's address?

2.1.1 Person LookUp
Any person who already exists in the Ellucian database may be accessed using a Colleague ID number, a Social Security number, or a name. People are "searched for" or retrieved from the database using the Person LookUp dialog box (shown below). Typically, when you enter a person's seven-digit ID number into the Person LookUp box, then press Enter, that person's record will be displayed.

![Person LookUp dialog box](image)

If a person's record is not found by ID number, you must take the time to determine whether to create a new record or not. Therefore, you must validate existing records by seeking other means of identification).

2.1.2 Name Variations
It is highly recommended that you enter a person's birth name or formal name. For example, use "Richard", not "Rick" and "James", not "Jim". Never use a person's nickname or initials. You should always ask for verification or confirmation that the name is correct. You can do this by checking the person's driver's license, birth certificate, or Social Security ID card. If an existing record is not retrieved use the formal name, then try using the shorter name (and any variants to that name). If you discover that a person was entered into the database by the use of different spelling of a name, a shortened name, nickname, former name, maiden name, etc., you should contact your supervisor immediately.

2.1.3 Existing ID Number LookUp

If you already have the person's Ellucian ID number, enter that number into the Person LookUp dialog box then press the OK button. You do not need to enter the leading zeros of the ID number if any exist. For example, suppose you want to look for a person named Susie Test. If you know that her ID number is 0001628, enter 1628 in the box and press the OK button (example below).

![Figure 4](image.png)

2.1.4 Social Security Number Lookup

Social Security Numbers can NOT be requested from the student. If you have access to a SSN, you can use it to retrieve a record in Colleague. According to new FERPA regulations as well as the protection of personally identifiable information, SSNs are sensitive information.

As shown below, all nine numbers in the SSN should be entered. It is not necessary to use dashes.

![Figure 5](image.png)
If the social security number is not in the system, you will be shown the following dialog box:

![Figure 6](image)

There are advantages and disadvantages to a SSN search. One advantage, based on having a correct SSN in the system, is retrieving an exact existing record, in the case of a person's record having a misspelled name or former/married name. But, the disadvantage comes when an error exists in the SSN. It is always possible that the SSN was entered incorrectly when the person's record was created.

The Social Security Number should never be changed unless the individual provides legal documentation that (she/he/ze/they) SSN is in the system database incorrectly. Correction of an incorrect SSN is of the utmost importance, but great care should be exercised when changing an SSN.

2.1.5 Partial Name Search

If the social security number (SSN) is not in the system, or you do not have access to the person’s SSN, attempt to access the person’s record by doing a partial name search.

In the Person LookUp box, enter at least part of the last name and part of the first name. Your goal is to narrow down the search as much as possible. For example, as in the case of a person with the last name of Smith (or Jones), you may wish to follow the last name with a comma, space (optional), and the first initial (i.e., Smith, J). This will list only those Smiths with a first name beginning with "J". Another approach would be to enter at least 3 characters of the last name followed by a comma, a space, and then 2-3 characters of the first name.

As a result, a search for the last name starts with Test would look like this:

![Figure 7](image)
Warning - We do not recommend entering a person's full name in the Person LookUp box. There are too many variations with first and middle names stored in the database. An identical match may not be found, especially if the record was created with another "version" of a person's name, such as "Jim" vs. "James". If you do this, no list will be displayed for validation and the message "Record not found - (A) to add" appears at the bottom of the screen.

2.2 Record Validation

If you have additional information, such as date of birth, gender, ethnicity, you can use this information in conjunction with the person's name to further verify an individual. Enter the information using a semi-colon to separate the detail. For example:

- Jones; dob=080163(last name = Jones, birth date = 08/01/63)
- Smith, J; gender=M (last name = Smith, first name begins with "J", gender = male)
- Brown; ethnic=04 (last name = Brown, ethnicity = Caucasian)
- T; dob=070480; gender=F (last name begins with "T", birth date = 07/04/80, gender = female)

2.3 Name Resolution Screen

The Name Resolution screen displays a record for anyone with a last, maiden, former, or other name matching this pattern. After you press OK from the Person LookUp dialog box, Colleague will show you the following resolution screen of anyone on the system who fits that last name, whose name consists of the letters you partially typed, and who matches any additional criteria.

![Figure 8](image)

2.4 Multiple record search results

If more than one person with a similar name shows up on the resolution screen, try to use the displayed information to determine if the person you are seeking is on that list.
In the case of Michelle Testcase, if you know that her address was on Never Never Land Blvd., in Brimfield, MA, and that her birthday is in 1979, you can then select the correct entry for Michelle Testcase on the displayed screen.

Do not modify, delete, or merge a record without the approval of your manager or another person in your area who is permitted to make modifications to the database. If no one is available, contact Administrative Information Services.

2.5 Creating a New Record

If you have gone through all four of the previous steps and have determined that the person you are looking for is not on the system, you may then proceed to add the person to the database. Select Add to add the record via NAE

![Figure 9.]

3 Personal/Corporate Name Standard

These procedures set forth a standard for all Ellucian users to follow when entering personal or corporate names into the Ellucian database.

3.1 Personal Names

Always enter the individual's "legal name."

All forms of the name will be stored internally in upper/lower case format unless there is a specific reference to the contrary, such as for corporate letterhead or an individual's request. Casing standards will be enforced to the extent possible by internal rules tables. To override standard casing rules, begin the field with an equal sign (=) and type the field just as you want it to appear (appropriate case included).

Include periods (i.e., St. James), apostrophes (i.e., O'Connell), commas, and hyphens (i.e., Valadez-Yeager) as appropriate. No other punctuation should be used.

3.1.1 First Names

The first name field should contain only the person's full legal name. If the first initial is all that is known, enter the initial followed by a period. If initials are preferred by the individual, they can be entered as part of the preferred name and mail name fields.
Double first names with space in between are permitted. Double initials for the first name should be entered with space and with a period following each initial.

3.1.2 Middle Names
The middle name field should contain either the person's middle name or middle initial followed by a period. Double initials for the middle name should be entered with space and followed by a period.

3.1.3 Last Names
Last names that begin with Mc or Mac should be entered as a single word (no space) with a capital letter following the Mc or Mac (i.e., McCarthy or MacWilliams). Exceptions are allowed only at the request of the individual.

3.1.4 Prefixes and Suffixes
Name prefixes (titles) and suffixes can be entered in upper or lower case characters without periods. Code table descriptions will insert punctuation and casing appropriately. If the prefix or suffix is not in the code tables, enter an equal sign (=) as the first character of the field and type the prefix or suffix exactly as you want to store and display it.

3.1.5 Preferred Name
Preferred Name should only be overwritten if requested by the individual. Normally, this is only done in a case where the individual goes by a name other than the legal name. The standard format for this field is Prefix, First Name, Middle Initial, Last Name, and Suffix. For example, Mr. John A. Smith, Jr. Before changing the preferred last name check the text box label Preferred Name to ensure the last name was updated.

3.1.6 Mail Name
Mail Name defaults to the Preferred Name and should only be overwritten if the full name will not fit within the specified field. In this case, the name must be shortened to fit within the allowed space. **DO NOT** use a second line to split the name, even though the screen will allow you to do this.

3.1.7 Birth Name/Maiden Name
Upon adding a new record, additional names, such as birth name and maiden name, must be entered manually into the Other Name field. This field is then automatically maintained as the result of a change to the person's name in the Name LFM fields. The Other Name fields will adhere to the same standards as personal names, stated above.

3.2 Corporate Names Standard
Corporate names will be spelled as they appear on the company letterhead, including punctuation. If no written documentation is available, the corporate name will adhere to
the same standards as personal names, stated above, in addition to standards 2 through 5, below.

3.2.1 The Use of "And"
"And" should always be entered as "&" with a space on each side.

3.2.2 The Use of "Abbreviations"
Company, corporation, incorporated, etc., should be used in its abbreviated form. Examples: Co., Corp., and Inc.

3.2.3 The Use of "Initials"
Corporate names containing initials should be entered with space between initials and with no periods.

3.2.4 The Use of "The" (as First Word in the Name)
Eliminate "The" if it is the first word in the corporate name.

3.2.5 More than One Name
If a corporation is commonly known by more than one name, enter additional names in the Other Name field (essential for LookUp purposes). An example is International Business Machines, IBM Corporation, and IBM.

4 Personal/Corporate Address Standard
These procedures set forth a standard for all Ellucian users to follow when entering personal or corporate addresses into the Ellucian database.

4.1 Personal Address Standard
California Lutheran University has established standard practices to be followed when using Ellucian Colleague.

Mail is delivered to the address as read from the city, state, and zip code line up. Examples used throughout this document demonstrate proper addressing standards for both personal and corporate addresses.

4.1.1 Home/Permanent Addresses
If more than one address is available, use the legal address as the home/permanent address.

4.1.2 Building Identifiers
Enter apartment, suite, or other building identifiers on the same line as the street address, preceded by a comma, unless both will not fit on a single line. Only then should you use a second line for the additional identifier.
For example:

**CORRECT**
Patti Brown
1225 Park Avenue Apt. 808
Chanhassen MN 55317-5138

**INCORRECT**
Patti Brown
1225 Park Avenue
Apt. 808
Chanhassen MN 55317-5138

### 4.1.3 P.O. Boxes vs. Street Address

Never use both a street address and a post office box (P.O. Box) at the same address. Always use the street address as the Home/Permanent address, unless you only have a P.O. Box. If you have both a street address and P.O. Box use the street address as the home/permanent address and the P.O. Box as the local address.

For example:

**CORRECT**
Jean Davis
P.O. Box 125
Cannon Falls CA 95009-0738

**INCORRECT**
Jean Davis
214 E. Main Street
P.O. Box 125
Cannon Falls CA 95009-0738

### 4.1.4 Street Designations

Street designations will be stored unabbreviated within the system. You may, however, use standard abbreviations for data entry that will be converted and displayed after the field is entered. For example, ST is stored as Street.

### 4.1.5 International Addresses

International addresses should be entered using multiple address lines. **DO NOT USE** state, and zip fields (CSZ) [SEE FIG.13]. Follow the addressing standards for that country as indicated on the source document. Do not include the country on these lines. Use the country code for this purpose.

### 4.1.6 Country Code

The country code **must** be used on all international addresses. It should be left blank for all U.S. addresses, including territories and provinces.

### 4.1.7 City, State, Zip, and County

If you enter the zip code in the city field, the Zip Translation table will insert the city, state, zip, and county code. If the zip code is not in this table, the zip code will move to the zip code field and you will need to manually enter the city, state, and county code.
4.1.8 Zip Codes
The zip code may be entered as 5 digits. The field will be formatted correctly once you exit the field. For example 92504.

4.1.9 Phone Numbers
The phone number should always be entered with an area code. The field will be formatted correctly once you exit the field. For example 909-222-8000.

4.1.10 Home Phone Numbers
Since multiple phone numbers may be stored, enter the primary home phone number as the first one in the list. This is the number that will appear on resolution screens and in header blocks as "Home Phone".

4.1.11 Primary Work Numbers
Enter the primary work phone number as the first one of a business type. This is the number that will appear on the resolution screens and in header blocks as "Work Phone".

4.1.12 Phone Types
Always enter the phone type for reference and prioritizing. Do not leave this field blank. Following are the phone types used by CLU:

- H -- Home/Permanent
- L -- Local
- B -- Business
- AR -- Accounts Receivable
- AP -- Accounts Payable
- Cell -- Cell Phone
- Fax -- Fax
- P -- Pager

4.2 Corporate Address Standard

The standard format for address is as follows:

- Line #1 ADSU/ADR Corporate Name (i.e. Amgen)
- Line #2 Corp. Address (i.e. One Amgen Center Dr.)
- Line #3 ATTN: Student Name (i.e. ATTN: Lori Smith)

Important to put an address type of “B” for Business as well as a phone type Of “B” for Business
4.3 EMAIL Address Standard

[Figure 10]

1. Use ST to designate the email address the student prefers to use.
2. Use CE to designate email address assigned by ISS (i.e. studentname@callutheran.edu) CLU preferred email address set the flag to Y.
   a. CLU policy is to use CE address to communicate with students. Students are required to create/set up any forwarding regarding their email choices.

5 Name/Address/Phone/SSN Change Standard

These procedures set forth the standard to be followed by all Ellucian users when making a change to a personal or corporate record in the database.

To prevent the creation of duplicate record ID numbers, be sure to follow the exact procedures set forth for Name/Address Search, before modifying a record in Ellucian Colleague.

Your office policy should identify only one or two people within your department who has the authority to make any record modifications, including address changes.

5.1 Name Change Procedure

5.1.1 Request Documentation

Any request for a name change must be supported by legal documentation, this includes passport, driver's license, marriage certificate, court documents, etc.

Any request for a name change must be submitted in writing using the Name/Address change request form.
5.1.2 Name Change Screens

- Name changes are done from the NAE screen.
- When you change the name, Colleague displays the following prompt:
  - Is this a Name change (Y/N):
  - Enter [N] if this is only a correction.
  - If you enter "Y," Colleague displays the following prompt:
  - Is this an (M)aiden or a (F)ormer name change:
  - Enter [M] or [F] to tell the system where to record the history data for this name change.

5.2 Address Change Procedure

All address changes should be processed within ADSU. Changes to addresses stored in Colleague are dependent on several factors:

- Employees who are registered students at the time their address changes MUST contact Human Resources to update their address
- All student address changes must follow the protocols established by Academic Services and Enrollment Management.
- All employees with family members attending California Lutheran University are NEVER allowed to access, change, review, update, or share any data to any student, faculty, full-time, part-time, or temporary employee within Colleague. This is a direct violation of CLU's security and confidentiality data access policies in the administrative information systems.

5.2.1 Address Resolution Screen

When you do a LookUp within the ADSU screen, Colleague will bring you to an address resolution screen, pictured below. Carefully read over the addresses displayed and select the appropriate address to change by placing the cursor in the appropriate blue box and detailing down. As shown below, if we want to change General Testcase’s current campus box, click in the first blue highlighted box to drill down.
5.2.2 ADR Screen
You are now on the ADR screen. Enter the new street address and city/state/zip code information in the appropriate fields. Pictured below are the university standards for entering various types of street addresses.
5.2.3 Verification of Address Type

Verify that the address type is correct, (see below). CLU has the following address types:

- **C – Campus Mailbox, Student**: This address will be used for student campus mailboxes.

- **L – Local**: This is the local address where the individual would like all mail sent, if not to the Home/Permanent address.

- **H – Home/Permanent**: This is the address where an individual can always be reached, it may be the only address some people have in the database.

- **AR – Accounts Receivable**: This is a billing address and will be created by the Business Office if the student billing should be mailed to an address other than the Home/Permanent or Local address.
• **AP – Accounts Payable:** This address is used only by the accounts payable department in the Business Office.

• **B – Business:** This is the address of an employer of a student, used primarily by PROFESSIONALS and Graduate Enrollment Services.

• **F – Faculty/Seasonal:** This address is used for individuals who need to receive their mail at a particular address for a specified time, such as a faculty member who is out of town for the summer and needs to have mail send to his/her summer address.

• **D – Dummy/ Don’t Change:** This address type will be used only in SVM records to prevent individuals from having the ability to change addresses.

• **O – Other:** This address type was used in Release 13, but should only be used in Release 16 and later versions of Ellucian if none of the above address types apply.

5.2.4 **Changing status from current to former address**

When changing an address **always** make certain that you change the status of the invalid address so that each entity in the database has only one “current” address for each relevant address type.

When changing an address go first to the address that is no longer valid and change its status from (C) current to (L) last Known. Federal reporting regulations require administrative systems to track the last known address of students previously enrolled. Be certain you enter the code for the source of the address change (see 3.7.8).
5.2.5 Changes to Phone Numbers

Enter any changes to the phone number and corresponding phone type in the appropriate fields as demonstrated below.

<table>
<thead>
<tr>
<th>Phone(s)</th>
<th>Extension</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 805-555-1212</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 15 (Last Known Address)

5.2.6 Phone Types

Following are the Phone Types used:
- H -- Home/Permanent
- L -- Local
- B -- Business
- AR -- Accounts Receivable
- AP -- Accounts Payable
- Cell--Cell Phone
- Fax -- Fax
- P -- Pager

Figure 16
5.2.7 **Seasonal Dates**

If this address will only be valid for a specific time (i.e. only the summer), then you may enter a beginning and ending date in the seasonal dates shown below. Normally these fields will be left blank.

![Seasonal Dates](figure17.png)

**Figure 17**

5.2.8 **Source of Change**

Enter the source of the change in the appropriate fields. As shown below, Colleague will automatically assign a date and your log-in name to the record to properly document the source of the address change. This field must be completed before the system will allow you to save the new address.

CLU uses the following acronyms to enter in the Source Field. These are:

- COR = Correction
- R = Returned Mail
- ADF = Address Change Form
- O = Obituary
- GR = General Record

![Source of Change](figure18.png)

**Figure 18**

5.2.9 **Saving the Changes**

You may now save the changes. If there are other related people (parents, spouse, siblings, roommates, etc.) listed in the system as living at that address, Colleague will prompt you to determine if you would like to make the changes for the others also at that address. Before you proceed, take steps to verify that those other records are linked to the record you are working on.
If you know that everyone at that address will also be moving, then go ahead and leave the address update flags all at "yes". Otherwise, it is important to only leave the update flags at "yes" for those people whom you know are moving.

5.2.10 History Flag
The university standard is to save a history of all address changes. Please be sure to save the former address in history. If you have been brought to the address move screen, the history flag should default to yes.

5.2.11 Completing the Transaction
You have now completed the address change. You may either save or close out of the ADSU screen to complete the transaction.
6 The Identification and Deletion of Duplicate Records

6.1 Purpose
The purpose of these procedures is that of providing a systematic method for users, upon the identification of duplicate records in the database, to report so that they can be cleaned up and removed from the database.

6.2 Reporting of Records
All occurrences of duplicate vendor records should be reported to Accounts Payable. All occurrences of duplicate employee records should be reported to Human Resources. All occurrences of duplicate prospect records should be reported to the appropriate (Academic Services Undergraduate, PROFESSIONALS, or Graduate Enrollment Services). All occurrences of duplicate student records should be reported to the Registrar's Office.

6.2.1 Vendor Records
All duplicate vendor records should be reported to Accounts Payable in writing or via an email message. The report should minimally contain the name of the Vendor and the ID numbers for all of the relevant records.

Since no one, but AP may add or remove vendor records, AP will be responsible for determining which record is to be the surviving record, collapsing all of the information, and marking the invalid records with the "D" privacy code for invalid duplicate records.

6.2.2 Employee Records
All duplicate employee records should be reported to the Human Resources Office in writing or via an email message. The report should minimally contain the name of the individual and the ID numbers for all of the relevant records.

Since no one, but HR may add or remove employee records, HR will be responsible for determining which record is to be the surviving record, collapsing all of the information, and marking the invalid records with the "D" privacy code for invalid duplicate records.

6.2.3 Student Records
All duplicate student records should be reported to the Registrar's Office in writing or via an email message. The report should minimally contain the name of the individual and the ID numbers for all of the relevant records.
Since no office other than the Registrar's Office should handle duplicate student records, the Registrar's Office will be responsible for determining which record is to be the surviving record, collapsing all of the information, and marking the invalid records with the "D" privacy code for invalid duplicate records.

6.3 **Record Deletion**

ISS will establish a regular schedule for running the process to delete the duplicate records that have been identified from the database. This schedule may vary depending on the number of duplicate records at any given time, but typically the process will be run every quarter and will be coordinated with the respective offices (HR, AP, ADM, REG) to ensure that duplicate records have been dealt with and that the invalid records can be deleted.
7 ELLUCIAN DATA PROTOCOLS

7.1.1 Adopted by the CORE Team: 4 May 1995
  ➢ Updated 1) October 1996
  ➢ 1st Revision 19 October 1999
  ➢ Revised 31 October 2000
  ➢ Last Revised 17 December 2020

7.2 DATA OWNERSHIP

1. Until matriculated, the respective admission office (UG, PROFESSIONALS, Grad, and Con’t Ed.) will be responsible for the inputting and changing of the prospective student and admitted student information in the Person file.

2. Until matriculated the Registrar will own the class registration-related data, but the respective admission office will own the demographic data.

3. After a student’s status is changed to “registered” the Registrar’s office will be responsible for the inputting and changing of student information (even when the student is an employee of the University) in the Person file. The Registrar will coordinate data input activities between the PROFESSIONALS, Graduate and Continuing Ed. Registration functions.

4. HR will be responsible for inputting and changing all employee information in the Person file, except if that person enrolls as a student while an employee. In that case, the following procedures will apply:

5. Following is a table of ownership by address type:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Owner</th>
<th>Maintained By</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Campus Mailbox, Student</td>
<td>Registrar</td>
<td>Mail Center</td>
</tr>
<tr>
<td>L</td>
<td>Local</td>
<td>Registrar</td>
<td>Registrar/PROFESSIONALS</td>
</tr>
<tr>
<td>H</td>
<td>Home/Permanent, Prospect Applicant</td>
<td>Admission</td>
<td>Admission, GE, PROFESSIONALS</td>
</tr>
<tr>
<td>H</td>
<td>Home/Permanent Student</td>
<td>Registrar</td>
<td>Registrar/PROFESSIONALS</td>
</tr>
<tr>
<td>H</td>
<td>Home/Permanent Employee</td>
<td>HR</td>
<td>HR</td>
</tr>
<tr>
<td>AR</td>
<td>Accounts Receivable</td>
<td>AR</td>
<td>AR</td>
</tr>
<tr>
<td>AP</td>
<td>Accounts Payable</td>
<td>AP</td>
<td>AP</td>
</tr>
<tr>
<td>B</td>
<td>Business Address, Student</td>
<td>Registrar</td>
<td>GE, PROFESSIONALS</td>
</tr>
</tbody>
</table>
6. ISS will be responsible for the regular loading of CEEB, Zip, and Country code data.

7.3 DATA ENTRY STANDARDS

1. All key abbreviations will be governed by the setup in CORE.

2. Name of entry format, the legal form of an individual's name will be used in all cases for records in the Person file. Default Suffixes and Prefixes to be used will be set up in CORE.

3. CODES will be entered with all UPPER CASE letters.

4. Data will be entered using Upper and lower case letters as appropriate i.e., proper nouns entered with initial upper case letter followed by lower case letters, e.g. Carole Smith, Pacific Telesis, Rev. Lindsay Olsen (governed by system parameters in CORE).

5. Agreement on initial character for Colleague Correspondence Management share codes names:

<table>
<thead>
<tr>
<th>Area</th>
<th>Initial Character</th>
</tr>
</thead>
<tbody>
<tr>
<td>FA</td>
<td>1</td>
</tr>
<tr>
<td>GES</td>
<td>2</td>
</tr>
<tr>
<td>PROFESSIONALS</td>
<td>3</td>
</tr>
<tr>
<td>UGADM</td>
<td>4</td>
</tr>
<tr>
<td>Student Life</td>
<td>5</td>
</tr>
<tr>
<td>Bus. Office</td>
<td>6</td>
</tr>
<tr>
<td>REG</td>
<td>7</td>
</tr>
<tr>
<td>AR</td>
<td>8</td>
</tr>
<tr>
<td>HR/Payroll</td>
<td>9</td>
</tr>
</tbody>
</table>

6. Individual queries and downloads can be saved in area directories or the HOLD file. Area directories are:
   _C17.PROFESSIONALS _C17.ADM _C17.BUS _C17.FA
   _C17.GES _C17.HR _C17.IR _C17.ISS _C17.REG _C17.SA
   _C17.SOE
APPENDIX: A


1. Security and confidentiality of all data is a matter of concern for all employees who have access to records and files, paper and computerized, owned by CLU.
2. Each person working with the system holds a position of trust and must recognize the responsibility of preserving the security and confidentiality of the information. Since a person’s conduct either on or off the job may threaten the security and confidentiality of the information, any employee or person with authorized access to the system is expected:

   - To keep personal passwords private. Passwords are not to be written down or shared with others.
   - Always sign off a workstation when leaving the immediate work area.
   - Not to allow any person to use a workstation that has been signed on under any other person’s user ID and Password.
   - Not to make or permit the unauthorized use of any information in the files or databases.
   - Not to seek personal benefit or permit others to benefit personally by any confidential information which has come to them through their work assignment.
   - Not to exhibit or divulge the contents of any record or report to any person except in the conduct of their regular work assignment.
   - Not to remove any official record or report (or copy of same) from the office where it is kept or from the computerized database except in performance of regular duties or cases with prior approval.
   - Not to operate or request another to operate any CLU data equipment for purely personal business.
   - Not to aid, abet, or act in conspiracy with any person to violate any part of this code.
   - To report any violation of this code to one’s supervisor immediately.
3. Violation of this code may lead to suspension or dismissal consistent with the general personnel policies of the University.

4. Each person is responsible for knowing the special considerations relative to student information and the Family Educational Rights and Privacy Act (FERPA).
   - Each employee must understand the reasons for the existence of the Family Education Rights and Privacy Act (FERPA), the consequences of non-compliance, and the procedure involved to respond to inquiries about students’ records.

FERPA is a federal law that guarantees students:
   - The basic right to have access to all their education records,
   - The assurance that their records are protected from access, and
   - The right to challenge their records believed to be inaccurate, misleading, or otherwise in violation of the students' privacy.

Any institution that has programs that are federally funded (such as, Pell Grant and GSL) must comply with this law or be subject to loss of those funds. Also, a staff member who does not comply with this law is subject to University personnel policies and/or accountability in a court of law.

The following guidelines will provide some assistance in complying with FERPA:

**Students must be allowed access to:**

All types of education records directly related to that student (copies of records may be provided with or without charge)

**Conditions for student access are:**

Presentation by the student of an ID (telephone requests should not be honored).

Receipt of a signed and dated request from the student.

**Students must not be allowed access to:**

Education records (such as print-outs of wait-listed classes and rosters) that contain information on more than one student (the student may review only the specific information about himself or herself).
Financial records of the student’s parents.

Confidential letters of recommendation, for which the student has signed a waiver.

**Circumstances that allow access to confidential educational records:**

Receipt of a signed, dated written consent of the student which must specify the records that may be disclosed, state the purpose of the disclosure and identify the party to whom the disclosure may be made (presentation of another student's ID card does not provide sufficient consent for release).

To college employees who are in the process of carrying out their specifically assigned educational or administrative responsibilities. Whether if they need to know is a "legitimate educational interest" must be determined by the employee's office/department administrator, manager, or chairperson.

To parents of a dependent student, as defined by the Internal Revenue Code. *All such requests should be referred to the Registrar’s Office.*

To representatives of the Department of Defense, limited to directory-type information.

In connection with financial aid.

To federal or state educational authorities.

To accrediting organizations.

In compliance with a lawfully issued subpoena.

In connection with a health or safety emergency.

**Note:** Education records disclosed in the above circumstances must include the condition that further disclosure to a third party is not be made without the prior consent of the student. *All third-party requests should be referred to the Registrar's Office.*
Directory Information:

University employees may release Directory Information to anyone without the written permission of the student; however, students have the right to restrict access to directory information. For students who have made such a request with the Registrar's Office, the specific restrictions that are requested are identified on that student's record in Ellucian. If you encounter one of these records, you will receive a message on your screen notifying you which data has been restricted. If a student has requested that access to directory information be restricted, you should refer all requests for information about that student to the Registrar's Office.

Directory information is defined as:

- Name
- Address
- Campus Residence Hall
- Campus box number
- E-mail address
- Telephone Number
- Campus phone number
- Date and place of birth
- Major field of study
- Dates of attendance
- Degrees and awards received
- The most recent previous educational agency or institution attended by the student
- Participation in officially recognized activities and sports
- Weight and height of members of athletic teams

The only non-directory information CLU releases to a third party are academic standing, which is released only to parents of students placed on academic probation or suspension.
APPENDIX: B

Acknowledgment of Provisions

This is to certify that I, ________________________________, am employed by California Lutheran University in the position of _________________________ within the Department/Office of ________________________________, and that, due to the nature of my assigned duties and responsibilities, I am aware that I have access to confidential materials in the University’s manual files and computerized Administrative Information Systems.

I understand that I am required to treat data obtained from these systems confidentially and professionally and that any breach of confidentiality or abuse of my position may result in disciplinary action, and/or other legal proceedings.

I understand that I may not, under any circumstances, give my computer system account and password to anyone else, obtain access to data, make changes to data, divulge information regarding the data, or use the data in any way except what has been clearly defined in my assigned duties and tasks.

I have received a copy of, have read, do understand, and will comply with California Lutheran University's Statement of Responsibility for the Security and Confidentiality of Data in the Administrative Information Systems of California Lutheran University.

Print Name: ________________________________
Signature: ________________________________ Date: __________________
Print Name: ________________________________
Manager Sign: ________________________________ Date: __________________