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the Registrar’s Office, the specific restrictions that are requested are identified on that page. For students who have made such a request with the Registrar's Office, the specific restrictions that are requested are identified on that page. For students who have made such a request with the Registrar's Office, the specific restrictions that are requested are identified on that page.

7.1.1 Adopted by the CORE Team: 4 May 1995

APPENDIX: A

5. Directory Information  University employees may release Directory Information to anyone without 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 page.
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.
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. A new Ellucian user must adhere to the policies and procedures set forth for all account holders on CLUnet and Ellucian (see Appendix A, Statement of Responsibility). Each new user is required to sign a Data Security and Confidentiality Statement (see Appendix B, Acknowledgment of Provisions) before a new account will be created.

1.1.1 Who 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: http://www.callutheran.edu/its/ to bring up the ITS home page.
- From the ITS home page, click on the "Colleague" link under the ITS home header.
- From this point, select "Ellucian/Informer Account Request Form" in order to make the request for a new Ellucian account (or to close an existing account). Log in credentials 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 selects "New Accounts" from the CATEGORY drop down menu. In the COMMENTS section enter the employees’ name, and department. Also provide the information necessary to complete the employees 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.

1.1.3 Ellucian 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 printer,
reports (queries or Informer reports), problem investigation, and error messages, among others. [http://www.callutheran.edu/its/](http://www.callutheran.edu/its/)

**Administrative Information Systems (AIS)**
Upon receipt of the signed "Acknowledgement of Provisions of the Data Security and Confidentiality Statement), the director of AIS will create a new user account and will notify either the area manager or the new employee upon completion.

1.1.4 **Training**
The area manager will initiate training to use the Ellucian system. If further or more in depth instruction is required, the area manager will contact AIS to schedule internal training or to arrange for attendance at the appropriate Ellucian class.

1.1.5 **Logging into Ellucian**
Logging into Ellucian Colleague requires a user name and a password. When a new account is created the employee will receive this information from AIS. The password is unique to each individual user ID. User ID’s are typically created in UPPERCASE.

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. AIS will not have a record of the password once you have taken possession of it. Immediately upon receiving the temporary password from AIS group, the employee must change the password to something other than the initial password (see section 1.3). MyCLU passwords expire after 90 days. Notification of password expiration is sent via email 10 days prior to expiration. Users must change their passwords when prompted in order to access Colleague.

For security reasons only three sequential, failed attempts to log into Ellucian using your username and password are allowed. If you go past three, the system will lock you out and you will not be able to do anything further. Your only option at this point is to notify AIS by phone or email. **This is not a Help Desk problem.**

1.1.7 **Unlocking Your Password**
MyCLU passwords are unlocked by contacting the HELP desk. (Figure 2)

1.2 **Closing a 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 persons SVM record will be flagged as (F)ormer.
In the comments field indicate the date the account in 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 immediate login in and change your password.

To change your password, follow these steps:

- Access the "Change Your Password" website at [http://www.callutheran.edu/password](http://www.callutheran.edu/password)
- Follow the directions at this site.

Account Tools

- [Unlock Your Account](#)
- [Change Your Password](#)
- [Forgot Your Password?](#)
- [Update Security Profile](#)
- [Forgot Your Username?](#)
- [Network Status](#)

Figure 1

- All accounts holders are expected to use strong passwords. Strong passwords have the following attributes:

  * Minimum of 8 characters in length.
  * Combination of both letters, numbers, symbols, or special characters
  * Does not contain common dictionary words, even foreign language words
- Passwords can be reused after 5 iterations, users will be warned when attempting to re-use a prior password. After 3 attempts users will be locked out (see section 1.1.7)
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)
- 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 Release 18/HR4, to prevent duplicate records from being created.

2.1 Search Procedure

In order to prevent the creation of duplicate record ID numbers, exact procedures are necessary prior to adding a new person record onto Ellucian Colleague. Lookup for names, record IDs, and addresses are performed from resolution screens and inquiry screens in Ellucian Colleague Release 18 and HR4. 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 "looked up" 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 the OK button, that person's record will be displayed.

![Figure 3](image)

But, 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 using 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).

![Person LookUp](image)

Figure 4

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

![Person LookUp dialog box](image)

Figure 5

If the social security number is not in the system, you will be shown the following dialog box:

![Record not found dialog box](image)

Figure 6

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 his/her 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, a 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 Susie Test would look like:

![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.

![Name Resolution Screen](image)

Figure 8

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 Decision to add a new record

Anytime the Name Resolution screen is displayed, the following message will show at the bottom of the screen:

PERSON Search Results for:

If the individual you are searching for does not appear and you have exhausted all of the above options, type "C" to search on all files. The following prompt will then be displayed at the bottom of the screen:
Current View is from ALL files.....

If the individual you are searching for still does not appear in the list, select "A" to add the individual to the database. Ellucian Colleague will automatically assign a new ID number to this person.

### 2.6 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

![Record not found -- Reenter or Add](image)

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 individuals "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., Valdeez-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 a space in between are permitted. Double initials for the first name should be entered with a 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 a 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, Suffix. For example: Mr. John A. Smith, Jr.. Prior to 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:

<table>
<thead>
<tr>
<th>CORRECT</th>
<th>NOT CORRECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patti Brown</td>
<td>Patti Brown</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Version</th>
<th>Date Adopted</th>
<th>Revision Dates:</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft 8</td>
<td>13 January 2000</td>
<td>May 23, 2018</td>
<td>4-9</td>
</tr>
</tbody>
</table>
4.1.3 P.O. Boxes vs. Street Address

Never use both a street address and a post office box (P.O. Box) in 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

**NOT CORRECT**
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 stored as Street.

4.1.5 International Addresses

International addresses should be entered only using the multiple address lines. **Do not** use city, state, and zip fields (CSZ). Follow the addressing standards for that country as indicated on the source document. Do not include 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 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

1. Use **ST** to designate email address the student prefers to use.
2. Use **CE** to designate email address assigned by ISS (i.e. studentname@clunet.edu) CLU preferred email address
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.

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

Your office policy should identify only one or two people within your department who have 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 a (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
5.2.1 Address Resolution Screen

When you do a LookUp in 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 home address, we would need to click in the first blue box and detail down.

![Address Resolution Screen](image)

Figure 11

Colleague will then prompt you with the dialog box pictured below. Make the appropriate change and hit enter. Menu items shown below are examples.
5.2.2 ADR Screen

You are now in the ADR screen. Review ISS Document ISS-0004, Personal and Corporate Address Standard. This document describes the standard method for entering personal and corporate address.

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.

Figure 12
5.2.3 Verification of Address Type

Verify that the address type is correct, based on the current setup in R16/HR4 (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 “current” to “former.” 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.
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

5.2.7 Seasonal Dates
If this address will only be valid for a specific period of 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.
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 login name to the record in order 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
- **ADF** = Address Change Form
- **R** = Returned Mail
- **O** = Obituary

![Address Change Form](image)

**Figure 16**

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 bring up the following screen in order 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 who 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 Admission Office (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 Prospect Records

All duplicate prospect records should be reported to the appropriate Admission Office (UG, PROFESSIONALS, and Grad) 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 respective Admission Office should handle duplicate prospect records, the appropriate Admission 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 an APP STAT code of "DEL" for batch deletion by ISS. Marking the invalid records with the "D" privacy code for invalid duplicate records.

### 6.2.4 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 on a quarterly basis and will be coordinated with the respective offices (HR, AP, ADM, REG) to insure 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

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 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 of 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>
</tbody>
</table>
6. ISS will be responsible for regular loading of CEEB, Zip and Country code data.

### 7.3 DATA ENTRY STANDARDS

1. All key abbreviations will be governed by 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 setup 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 and (query Builder) 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:
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 to sign off a workstation when leaving the immediate work area.
   - Not to allow any person to use a workstation which has been signed on under any other person’s user ID and Password.
   - Not to make or permit 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 in cases with prior approval.
ELLUCIAN COLLEAGUE
Appendix A
Statement of Responsibility for Data

- 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).

It is important that each employee understand the reasons for the existence of the Family Education Rights and Privacy Act (FERPA), the consequences of non-compliance, and the procedure involved in order 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. In addition, 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.**

5. **Directory Information**

University employees may release Directory Information to anyone without 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 is 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 in a confidential and professional manner 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.

Signature: _________________________________   Date: _________________

Supervisor: _________________________________   Date: _________________