

ellucian.



**Banner
General Person
Data Standards /
Data Integrity**

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Introduction

Banner is an Enterprise Resource Program (ERP) and our Student Information System (SIS) from Ellucian. Banner has modules for different functional areas. The five main modules are Student, Finance, Financial Aid, Human Resources, and Information Access. A general module ties all of the functional modules together and contains General Person information, including ID number, name, address, and some biographical information which is shared by the other modules.

Banner is a collection of forms with imbedded instructions used to enter, modify, delete, and query data. Banner provides the screens and programs necessary to manipulate data. The data itself is stored in tables residing in an Oracle database. It is a relational database meaning that tables are linked together by means of an internal identification number, and, therefore, data redundancy is limited. One table might have a student's ID number and the course numbers that he/she is enrolled in. A separate table has the course numbers and the course descriptions. The course numbers would link the two tables together providing a course description for the courses a student is enrolled in. There are over several thousand tables in the Banner system.

Data Integrity

Purpose

These guidelines provide recommendations for establishing measures for the protection, access, and use of La Verne data that is electronically maintained on the Banner system. The guidelines should define the responsibilities of users who input and access that data. Divisions/departments may have individual guidelines that supplement, but do not replace or supersede these guidelines.

Administrative Responsibility

In accordance with the Family Education Rights and Privacy Act (FERPA), 1974, as amended, and to ensure maximum safeguards against indiscriminate distribution of information contained in students' personal records of the La Verne system, only authorized personnel will disclose information of a confidential nature (that is, information not normally available to the general public) only to the students themselves, to a parent/guardian claiming that student as a dependent (as demonstrated through provision of a copy of the parent/guardian's most recent federal income tax return), or to a third party upon receipt of an original written release signed by the student concerned.

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

As a general principle of access, the La Verne 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 La Verne must protect the security and confidentiality of data, the procedures allow access to data must not unduly interfere with the efficient conduct of La Verne business.

Division/department heads will ensure that, for their areas of accountability, each user is trained regarding user responsibilities. As part of that training, each user will read, understand, and agree to abide by the stipulations in this document. Division/department heads will ensure a secure office environment with regard to all La Verne data systems. They will also determine the data access requirements of their staff as it pertains to their job functions before submitting a Banner Access Request Form.

These guidelines are to ensure database integrity and goals of easy, professional, cost-effective communication and reporting for the La Verne system by:

- Avoiding creation of duplicate records for a single entity
- Using standard entry to facilitate consistent reports and searches
- Sharing effective processing and problem-solving tasks with other team members
- Taking advantage of the database capabilities and workflow analysis

Access to La Verne Data

Below are the requirements and limitations for all La Verne divisions/departments to follow in obtaining permission for inquiry and update access to the 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 Steward (see the Data Steward section). Users **MUST** protect all La Verne 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 (ID) and password. Users are not to loan or share access codes with anyone.** If it is found that a user is loaning or sharing their access codes, they are subject to disciplinary action, up to/or including termination.

The Banner Access Request Form and instructions for completing it can be obtained from the La Verne Technology Services Website. Your signature on the Banner Access Request Form signifies your agreement to abide by all data standards and security guidance.

Information Access Definitions

“Inquiry-only” access enables the user to view, analyze, but not change, La Verne data. 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. If any data is downloaded, it must be used for reporting and analysis and not maintained outside of the Banner system.

“Update” access provides both inquiry and update capabilities. Update capability is generally limited to users directly responsible for the collection and maintenance of the data.

The following (tentative) procedures will be used to establish an ID and password for the Banner System. These steps are also delineated on the Banner Access Request Form:

1. The employee’s supervisor, department or division head should complete and request appropriate and necessary access using the Banner Access Request Form. Clear, appropriate and necessary access request is necessary to ensure proper and timely access.
2. The Banner Access Request Form is filed out with the first name, middle initial and last name. These fields are required in order to receive a Banner Account. After the employee’s division/department head has determined the appropriate classifications the user is to be assigned, the form is sent to the Data Steward(s) for approval. Data Stewards do not need an authorizing signature for access to their own data. The supervisor, department or division head contracts the FERPA administrator to setup FERPA training.
3. The employee then must obtain and abide by FERPA training provided by the Registrar’s office. The FERPA administrator will sign off on the Banner form and then Banner training must occur. If you are full time faculty, please contact HR for FERPA training.
(add info about annual review process – waiting for Dana and Tiffany to provide the info)
4. At the completion of training, the Banner Trainer will sign the Banner form, which should be forwarded with all appropriate signatures to the Banner Security Administrator for fulfillment.
5. The Banner Security Administrator creates a unique Banner Account for the employee and adds the account information to GUIDEN.

6. The Banner Security Administrator notifies the employee of his/her Banner Account. Immediately upon login, the employee will need to change the password on GUAPSWD. Passwords must be a minimum of six characters, cannot begin with a number, and cannot contain special characters.
7. If a user forgets his/her password, he/she must contact the Unified Service Desk (x4130 or help@laverne.edu). Since the passwords are encrypted, the Banner Security Administrator cannot read the old password and must issue a new one.

Data Owner

Data owners are those individuals responsible for the accuracy and completeness of data files in their areas. Data owners have two levels, Executive and Functional. Executive Data Owners are responsible for the overall policy and practice employed by university constituents when entering, modifying or deleting data. Functional Data Owners are also responsible for the maintenance and control of their Banner validation tables and rules tables, and knowing when these tables may be common to other modules. It is important that the Functional Data Owner is aware of progress on table builds, and should also be aware of what data can be cleaned (scrubbed), what data can be moved to Pre-Prod or Production, and what instance their team should be working in at all times. The DBA or Banner Security Administrator will communicate with the Functional Data Owner on a frequent basis concerning these issues.

	Data Owner	
Area of Responsibility	Executive	Functional
General Module	Shared across group	
Student Module	Adeline Cardenas-Clague	Marilyn Davies
Finance Module	Lori Gordien	Nabil Sadik
Advancement Module	Myra Garcia	Debra Calderon
Human Resources Module	Jody Bomba	Tiffany Ballesteros
Financial Aid Module	Homa Shabahang	Fernando Ramos
Admission Module	Homa Shabahang	Loreto D'monte
Accounts Receivable Module	Lori Gordien	Xochitl Martinez

Functional Data Stewards will be responsible for communicating between modules if necessary, recommending changes to forms or tables, and act as a liaison between their users and the Application Development team for updates to forms and tables.

Data Steward

Data stewards are those individuals responsible to work with Data Owners to ensure proper, timely and necessary access to the Banner System. The Data Stewards will liaise with Data Owners and implement the access to the Banner system as dictated by the Data Owners and as prudent and appropriate. Data Owners determine and authorize types of access, the Data Stewards implement that access through Banner security rights and roles.

Area of Responsibility	Data Steward
General Module	Nga Vo; Rosine Saghian
Student Module	Nga Vo; Rosine Saghian
Finance Module	Liang Ren; Rosine Saghian
Advancement Module	Fernando Pineda; Rosine Saghian
Human Resources Module	Nga Vo; Rosine Saghian
Financial Aid Module	Nga Vo; Rosine Saghian
Admission Module	Tola Oyenusi, Rosine Saghian
Accounts Receivable Module	Nga Vo; Rosine Saghian

Data Change Rules

The following rules govern which office makes name, identification number, address, and/or telephone number changes to student, employee, financial aid recipient, vendor, or alumni records in Banner. These rules are subject to changes as new procedures are defined and implemented.

If the person is a/an:

Then:

Employee (including student employees) or

Employment Applicant Names only cannot be changed on Self Service. Names can only be changed by HR with appropriate documentation. Addresses can only be changed by HR office.

Student, Student Recruit or Student Applicant

Names cannot be changed on Self Service. Admissions, Recruiting, or Registrar can make name changes with appropriate

	documentation. Addresses can be changed on Self Service or by staff.
Financial Aid Applicant Only	Names cannot be changed on Self Service. Financial Aid can make name changes with appropriate documentation. Addresses can be changed on Self Service or by staff.
Vendor Only	Purchasing or Accounts Payable can make name and address changes. There is no Self Service for vendors.
Student and Financial Aid Recipient	Names cannot be changed on Self Service. Registrar or Financial Aid can make name changes with appropriate documentation. Addresses can be changed on Self Service or by staff.
Alumni Only	Names cannot be changed on Self Service. Address can only be changed by staff.
Employee or Business Vendor	Names cannot be changed on Self Service. Address can be changed by business office.

Rules for Clean and Accurate Records

- **Search first.** New records will go through Common Matching Methodology. It is important to check the matching form for possible duplicates before you Add New. It is very difficult to align all subsequent transactions into a single ID once a duplicate has been created. **Each user in every office MUST conduct a thorough search to prevent entering a duplicate record.** The Banner wild card is the percent sign. For example, D% returns all names that start with a D. Anders%n returns both Anderson and Andersen.
- **Remember** – some data fields have specific data entry rules. See the specific section under General Person Information for those data entry rules.

- **Abbreviations** are often used when entering data. If you are in doubt about an abbreviation, spell the word out, except as specified in this document.
- The percent sign (%) should not be used in any data field, except when searching, because they may cause Oracle database errors.

General Person Information

General Person data is entered on forms ending with IDEN. Each Banner system has its own form:

Student uses SPAIDEN
Finance uses FOAIDEN
Human Resources uses PPAIDEN
Advancement uses APAIDEN

Entry into any one of these forms will affect all systems. Prior to entering any data for the first time, it is crucial to perform a person search to ensure that the information does not already exist in the database. Careful searching will prevent the creation of duplicates. See rules for clean and accurate data on previous page.

Banner Identification Number Standards

Both Persons and Non-Persons (Vendors) will use a unique, system-generated, nine-digit number as identification in the format (xxxxxxxxx). Do not type in an ID. General Persons will also have their SSN in the SSN/SIN/TIN field, if they have one, and Vendors will also have a Federal Identification Number. Banner ID numbers can only be changed in rare cases where privacy or safety is a concern, and will be determined by the appropriate office on a case-by-case basis.

In addition, General Persons will have an assigned login that will be used for both email and network access. Format is first initial of first name + first 15 characters of last name. In the case of duplicates, a number will be added to the last name in the format x. Here are some examples:

rsaghian
mdavies
janderson1

Banner Pin

The assigned Banner Pin will be date of birth format MMDDYY. The Pin is set to pre-expire, so will need to be changed the first time someone tries to use it.

SSN/TIN

Employees: A Social Security Number is required for all employees. The SSN/TIN cannot be changed in Self Service. An employee needing to make a social security number change must present a new social security card to the Office of Human Resources.

Students: The SSN/TIN cannot be changed in Self Service. A student needing to make a social security number change must present a new social security card to the Office of Registrar or designee.

Name Standards

While name fields are free-form and data will be entered by individual students and employees, the following guidelines should be followed:

Both first and last name are required in Banner General Person. You can choose to either enter "." or "." to indicate no last name or no first name, or repeat the one name in both fields.

<u>Last Name</u>	<u>First Name</u>
.	Cher
Cher	Cher
Cher	.

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.

- Use punctuation as supplied by the person, but do not use a comma or period in a name field.

<u>Correct</u>	<u>Incorrect</u>
O'Connor	OConnor
D'Angelo	D,Angelo

- Use hyphens to separate double last names as supplied by the person. However, if there are two last names that are not hyphenated (e.g. Monica Lou Creton Quinton), Monica would be input at the first name, Lou would be input as the middle name and Creton Quinton would be input as the last name.
- Omit spaces between syllables (i.e., Mc, Mac, La, etc.). However, if the portion of the name is an abbreviation rather than a syllable, i.e. Saint (St.) a space is maintained. Use punctuation if required.

<u>Correct</u>	<u>Incorrect</u>
McPherson	Mc Pherson
MacIntosh	Mac Intosh
St John	StJohn

Do NOT use titles, prefixes, and suffixes in the last name, including Jr., III, etc. These go in their separate and appropriate fields.

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

Note: When a new person is being entered into Banner and that new person has a previous name that is deemed necessary to be recorded, enter the previous name into the system FIRST and commit the record. Change the name using Banner's name change procedure.

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.

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 field and the middle name in the middle name field.

<u>First Name</u>	<u>Middle Name</u>	<u>Last Name</u>
F	Scott	Fitzgerald

- Hyphens MAY be used to separate double first names. Do not use a comma or period.

- 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. These are entered in a separate field.

The 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. If no middle name exists, leave the field blank. If entering an initial, do not include a period.

Hyphens MAY be used to separate double middle names.

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

4. Prefixes (Optional)

Prefixes are to be entered using **mixed case** (standard combination of upper and lower case letters). Use if supplied by the person. 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 (Optional)

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

6. Preferred First Name (Optional)

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

7. Legal Name (Optional)

Enter the legal name as it appears on a government issued document (SSN/TIN) or passport.

Non-Person Name/Vendor

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. If THE is part of the business name, enter that also, ie., The Book Rack.

- 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. Other forms of abbreviation may be used if the business name does not fit in the field, ie. Dept. or Assoc.

Acronyms – Companies that are recognized by their acronyms should be entered using their acronym with no punctuation (e.g., IBM, SCT, and ITT). Should there be a chance that a search would not produce the name, an

alternate name should be created to ensure that a user can find the company using either name.

Non Person Name Changes

Non Person Name change policies should be followed with regard to required documentation. Informed professional judgment must be used to determine what constitutes a name correction (data entry spelling error) rather than a name change. For official non person name changes a W9 is required.

Address Standards

Multiple addresses can be entered for a person or vendor using different address types. When various reports are run, address type can be selected so the correct address is used. Address standards have been established cooperatively so that address types are used consistently. Banner does not restrict address updates by functional area. Therefore, it is critical for the user to ensure that the most current appropriate address is available for all areas.

Address Types (Remove and add the new types in Banner)

AP	Accounts Payable Address
AS	Advancement Seasonal
BI	Billing Address
BU	Business Address
BX	ULV Box
DI	Diploma Mailing Address
EM	Emergency Address
FA	Father's Address
GB	Grant Billing Address
GU	Guardian
LK	Last Known Address
MA	Mailing Address
MO	Mother's Address
PA	Parent's Address
PI	Preparer Address
PM	Permanent Address
PO	Purchasing Address
PY	Payroll
SU	Summer Address
TX	Tax Address
XX	Reserved for TGRFEED Use Only

1. Street Standards

- All information is to be entered using **mixed case**. Use standard abbreviated street designators without punctuation:

<u>Correct</u>	<u>Description</u>
Ave	Avenue
Bldv	Boulevard
Ctr	Center
CR	County Road
Ct	Court
Cir	Circle
Dr	Drive
Hwy	Highway
Pkwy	Parkway
Pl	Place
Rd	Road
Rt	Route
St	Street

- Hyphens and slashes may be used when needed for clarity or designated fractions.
- Do NOT leave blank lines between street lines.
- 'In Care of' should be entered as 'c/o'. Do NOT use the % sign or spell out 'in care of'. Use the abbreviation Attn: for Attention.

<u>Correct</u>	<u>Incorrect</u>
c/o Sharon Stone	% Sharon Stone
c/o Sharon Stone	In Care of Sharon Stone

The address format allows three lines of street address information. Do not skip a line in the address entry. If two addresses are given, enter the preferred mailing address above the city, state and zip.

Example:

Information Given:

John F Smith
PO Box 200, 100 Major St.
New York, NY 10001

Enter as:

Mr. John Smith
100 Major St
PO Box 200 (enter PO Box with no punctuation)
New York NY 10001

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

If unit type is known, use one of the following designators:

<u>Correct</u>	<u>Description</u>
Apt	Apartment
Bldg	Building
Rm	Room
Ste	Suite
Dept	Department

If unit type is not known, leave blank. Enter on same line as address.

<u>Correct</u>	<u>Incorrect</u>
1234 Main X-104	1234 Main # X-104

3. Compass Directions

Compass directional words may be abbreviated if they are not the street name. Do not use punctuation. For example:

<u>Correct</u>	<u>Incorrect</u>
102 N South St	102 N. South St.
4929 W Arizona St NW	4929 W. Arizona St. N.W.

4. 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.

<u>Correct</u>	<u>Incorrect</u>
Colorado Springs	Colo Springs
Colorado Springs	Co Sprgs
Fort Morgan	Ft. Morgan
Fort Collins	Ft. Collins

5. State Codes

State codes can be entered or selected from the validation table.

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.

<u>Correct</u>	<u>Incorrect</u>
80222	802224439
80222-4439	

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. Military Address (current University address verification software)

Enter APO or AFO code into the city field. Enter the state designation in the state field:

AE - Europe, Middle East, Africa, Canada	[ZIP=09nnn]
AP - Pacific	[ZIP=96nnn]
AA - The Americas (excluding Canada)	[ZIP=34nnn]

Example:

Mary Jones
Sixth Battalion 43rd Box 72
APO AE 09602-8802

8. County Codes

County codes can be selected from the validation table.

9. Nation Codes

Codes should only be added for non-US addresses, and state and county fields should be left blank. Do not enter a code for US.

10. Telephone Numbers

A person or non-person in Banner may have multiple telephone numbers. Telephone numbers should be accurate and reflect the most recent data received. All telephone numbers should be entered using the ten-digit format (area code and number). Type over a phone number change rather than mark it as inactive.

Telephone Number Types

Telephone types may correspond with address types, with the addition of the final three.

MA Mailing Phone Number
BU Business Phone Number
FA Father's Phone Number
MO Mother's Phone Number
PA Parent's Phone Number
PM Permanent Phone Number
SU Summer Phone Number
RE Relative's Phone Number
BX ULV Campus Phone Number
BI Billing Address Phone
EM Emergency Telephone
PG Pager Number
DR Dorm Room Extension
FX Fax Phone Number
CL Cellular Phone Number
GU Guardian
PI Preparer Phone Number
AP Accounts Payable
PO Purchasing
GB Grant Billing
TX Tax
AS Advancement Seasonal
OF Office
PY Payroll
PC Personal Cell

Address Changes

Address changes should be made by the appropriate office, optionally making note of the change source from the valid values. Some address type changes can be made on Self Service, please see the section above.

Biographical Standards

These should be entered as supplied by the student/employee, using the valid value tables associated with each field. They are:

Gender

M or F

Birth Date

Enter the date of birth to accurately display age calculation.

Citizenship

Y Citizen

N Non-Citizen

Ethnicity

A American Indian/Alaskan Native

B Black

C Caucasian

H Hispanic

N Non Resident Alien

O Other

P Asian/Pacific Islander

U Unknown

R Declined to Answer

New Ethnicity

Not Hispanic or Latino

Hispanic or Latino

None

Race Code

AAI American Indian/Native Alaskan

ASI Asian

BAF Black/African American

PAC Hawaiian/Pacific Islander

WHI White

Marital Status

1 Unmarried

2 Married

3 Separated

- 4 Unknown
- 5 Refused to Answer
- 6 Divorced
- 7 Widowed
- 8 Common Law
- 9 Registered Partnership

Religion Code

Legacy Code

Legacy is used to track a familial relationship with the college or first generation status.

- A First Gen. Coll/Trans Std.
- B First Generation at ULV
- C First Generation Coll Student
- D Second Generation at ULV
- E Third Generation at ULV
- F Other
- G Unknown
- H Fourth Generation at ULV

Date Standards

While dates can be entered in the following formats:

mmddy
mm/dd/yy
mm-dd-yy

they will display as dd-mmm-yyyy.

Example:

Enter	Displayed as
011703	17-JAN-2003
01/17/03	17-JAN-2003
01-17-03	17-JAN-2003

You may enter any alpha key for today's date. If you place a 2 digit number, the system will assume that day in the current month.

Confidential Information Indicator

Biographic information should always be considered confidential.

For students, this field will be left blank unless they request (in writing) the Registrar/Regional Campus to place a confidentiality hold on Directory or any student or personal Information. This hold will remain in place until revoked, in writing, by the student. Directory information includes name, whether a student is enrolled part or full time, dates and terms of attendance, major, and degree or certificate earned as listed in the University Catalog.

For employees (Faculty, staff and student employees): HR to determine standards.

Deceased Information

Due to the sensitivity of this issue, prompt attention is important so future contacts are discontinued. Deceased information should be verified.

Students: This update is restricted to the office of the Registrar

Alumni: This update is restricted to the Advancement Services

Employee: This update is restricted to Human Resources

Veteran File Information

The Student Veteran File Number is used to maintain a person's veteran identification number and is entered on the Student General Person Form.

Email Standards

Enter the email address as supplied by the student/employee/vendor. Email types include:

PER Personal E-Mail Address
BUS Business E-Mail Address
ULV ULV E-Mail Address - should not be updated
LAV La Verne E-Mail Address - should not be updated
WEB Website
ADV Alumni Preferred
GU Guardian
MO Mother's E-Mail Address
FA Father's E-Mail Address

Emergency Contact

This information is provided by students and employees via Self Service.

Duplicate Records

Every effort should be made to avoid the creation of a duplicate record. Any employee who finds a duplicate record should contact and work with your appropriate data owner for the predominant record type (e.g. Registrar's office for Active Students, University Advancement for Alumni only records etc.) so that the records can be merged in the correct manner.