

Project SAGE

Enterprise Resource Planning Project Banner Implementation

***Data Standards, Data Integrity
and Security Guidelines***

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Historical Changes

From v1.15 (January 30, 2009) to v2.5 (June 1, 2009)

Section	Change
0.0 – Executive Summary	<ul style="list-style-type: none"> ● Meeting dates and version # updated ● Minor wording edits ● Removed paragraph referencing two deleted Appendices: “Required Research for Next Meeting” and “DSWG Items to Revisit”
2.6 – Banner Account Creation/Maintenance Procedure	<ul style="list-style-type: none"> ● Removed first bullet regarding “It is mandatory that the individual is first added to General Person...” ● Edited most bullets to remove excess detail regarding DBA processes ● Removed mandatory ‘Banner training’ and placed priority on ‘awareness’ of related policies ● Last bullet wording changed from “termination/transfer out of an individual’s employment within a specific position or when a contract is terminated” to “the termination or change of an individual’s functional role”
3.2 – Data Custodian Procedures	<ul style="list-style-type: none"> ● Added Visiting Scholar or Adjunct Faculty ● Removed Visiting Scholar as a separate row ● Moved contact information changes to 4.1
4.1 - Procedures	<ul style="list-style-type: none"> ● Added contact information changes from 3.2
4.2 – Identity Verification	<ul style="list-style-type: none"> ● Added valid “BC” driver’s licence and “BCID card” ● Added table of valid Primary and Secondary ID
4.4 – Duplicate Records/Identification	<ul style="list-style-type: none"> ● Modified list of entities in first bullet & minor wording edit ● Changed “Banner business functionality” to “Banner modules”
5.2 – Name Standards	<ul style="list-style-type: none"> ● Added Previous Name
5.8 – Social Insurance Number Standards	<ul style="list-style-type: none"> ● Added formatting standard
5.12 – Deceased Information	<ul style="list-style-type: none"> ● Added location of referenced procedure
5.13 – Roles Assigned to General Person	<ul style="list-style-type: none"> ● Clarified ‘roles’ ● Removed ‘Visiting Scholar’, no separate role is needed
6.0 – Shared Rule and Validation Tables	<ul style="list-style-type: none"> ● Minor edits to two explanations ● Deleted STVETCT and STVDEPT as they are not shared tables ● New Additions: GTVCMSC (new) GTVCURR (new) GTVLETR (new) GTVNTYP (new) GTVQUIK (new) GTVSDAX (new) GTVVISS (new) STVCNTY (new) STVDIVS (new)

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	<p>STVCOMF (new) STVCOMT (new)</p>
6.1 – STVATYP – Address Type	<ul style="list-style-type: none"> • Edited explanation for “PA” code
6.3 – GTVZIPC – Zip/Postal Code	<ul style="list-style-type: none"> • Added data entry/formatting standard
6.4 – STVTELE – Telephone Type	<ul style="list-style-type: none"> • Added data entry/formatting standard • Under “BU” code, added in Tutors under explanation • Added code “CELL” per PASBC requirements
6.8 – STVMRTL – Marital Status	<ul style="list-style-type: none"> • Removed “U” Undeclared; not system required—can leave blank
6.11 - GOAADRL – Address Role Privileges	<ul style="list-style-type: none"> • Removed ‘Visiting Scholar’ role
6.19 – numbering	<ul style="list-style-type: none"> • Renumbering 6.19 forward due to removal of STVETCT and STVDEPT
6.20 – Naming Convention for Codes in Shared Tables	<ul style="list-style-type: none"> • Added GTVLETR
6.21 – GTVSQRU – Business Rule Code Validation Form	<ul style="list-style-type: none"> • Removed Visiting Scholar
7.0 Data Glossary	<ul style="list-style-type: none"> • Moved to Appendix B • Revised scope of glossary
Appendix A	<ul style="list-style-type: none"> • Updated Terms of Reference
Appendix B	<ul style="list-style-type: none"> • New • Data Glossary for document
Appendix C	<ul style="list-style-type: none"> • New • Procedures for Identity Changes/Updates
Appendix D	<ul style="list-style-type: none"> • New • Procedures for Contact Information Changes/Updates
Appendix E	<ul style="list-style-type: none"> • GOAMTCH Search Procedures updated for Student and added Human Resources
Appendix F	<ul style="list-style-type: none"> • Deleted • Required Research or Follow-up: answered or part of future agenda items

0.0 EXECUTIVE SUMMARY

The Data Standards Working Group is tasked with drafting a Data Standards, Data Integrity, and Security Guidelines document unique to Thompson Rivers University (TRU). As this document develops and matures, it will undergo periodic review and ratification by the Data Standards Resource Group. This current Version 1.15 encompasses the substantial portion of the Data Standards that affect the Project SAGE Banner ERP Implementation at TRU. As the working group continues to meet over the course of the project, this document will include additional guidelines following industry best practices for Project SAGE in its entirety. In its development of the shared rule and validation tables, the Data Standards Working Group will strive, in general principle, to keep the number of valid codes in validation tables to the minimum number required in order for TRU to conduct its business. The Data Standards Working Group met its initial mandate to complete enough output for Data Standards to allow the implementation of the Banner HR/Payroll and Finance modules, which are the first modules of the Project SAGE to go live April 2009.

According to the direction at the Implementation Steering Committee on May 7, 2008, the Data Standards Working Group convened its meetings as follows:

- Thursday, May 8th – 10:00am to 4:00pm (Kickoff)
- Friday, May 9th, 2008 – 10:00am to 12:00pm (Kickoff)

The group has met subsequently on:

- Thursday, May 22, 2008 – 9:00am to 1:00pm
- Monday, June 9, 2008 – 9:00am to 1:00pm
- Monday, June 23, 2008 – 9:00am to 1:00pm
- Friday, July 11, 2008 – 9:00am to 1:00pm
- Friday, July 25, 2008 – 9:00am to 1:00pm
- Monday, August 11, 2008 – 9:00am to 1:00pm
- Monday, September 15, 2008 – 9:00am to 1:00pm
- Monday, October 20, 2008 – 9:00am to 1:00pm
- Monday November 3, 2008 – 9:00am to 1:00pm
- Monday November 24, 2008 – 9:00am to 1:00pm
- Monday January 12, 2009 – 9:00am to 1:00pm
- Thursday February 12, 2009 – 9:00am to 1:00pm
- Monday March 16, 2009 – 10:00am to 12:00pm
- Friday May 8, 2009 – 10:00am to 12:00pm
- Monday, May 25, 2009 – 1:30 – 3:30pm
- Monday, June 1, 2009 – 9:30 – 10:30am
- Monday, September 21, 2009 – 10:00am – 12:pm

The Data Standards Working Group will continue to meet:

- monthly or as necessary during the remainder of the Project SAGE implementation; and
- post-implementation, no less than semi-annually on an ongoing basis.

For a comprehensive description of the goals, functions, rules and procedures that the Data Standards Working Group will comply with, please refer to Appendix A: DSWG Terms of Reference.

The Data Standards Working Group requests that all feedback and/or acceptance of this output document be forwarded to ERPFeedback@tru.ca.

1.0 INTRODUCTION

Banner is the name of the Administrative Information System (also known as Enterprise Resource Planning or ERP) software purchased from SunGard Higher Education in 2008 and configured/tailored for Thompson Rivers University (TRU) in a multi-faceted project spanning several years branded as Project SAGE.

By executing business practices within a university-wide administrative suite that includes Student, Finance, Human Resources and Advancement, Banner offers TRU a tremendous increase in the quantity and quality of information it can maintain as well as increased accessibility to that information, enhanced data security and compatibility across functional areas of responsibility. Primarily, TRU is implementing Banner as an ERP system to provide a better experience to our main stakeholders, our students.

The modules implemented at TRU are Student, Finance, Human Resources and Advancement. In addition, web products are available for Student, Faculty, and Employees and will be integrated with Luminis, TRU's enterprise-wide web portal from SunGard HE. These functional modules are tied together with General Person. A person's identification number, name, address, biographical and demographic information is contained within the General Person module and is shared by all other modules.

The Banner user interface is a collection of forms with imbedded instructions used to enter data, modify data, delete data, and query data. Banner simply provides the forms and processes 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 some internal identification number, thereby limiting data redundancy. For example, one table might have a student ID number and the course numbers that s/he 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 2,600 tables in the Banner system.

2.0 DATA CONFIDENTIALITY, INTEGRITY & AVAILABILITY

2.1 – PURPOSE

These Data Standards guidelines establish measures for the protection, access, and use of TRU's data that is electronically maintained on the Banner system. The guidelines also define the responsibilities of users who input and access that data. Divisions and departments will have procedures that are consistent with and supplement these guidelines, but do not replace or supersede these guidelines. When divisional or departmental situations arise that reveal the necessity to review these guidelines, the Data Standards Working Group will be convened to review and recommend solutions.

2.2 – ADMINISTRATIVE RESPONSIBILITY

By law, certain data is confidential and may not be collected, stored, used, released, or destroyed without proper authorization. Users **MUST** adhere to any applicable federal and provincial legislation as well as university policies and procedures concerning collection, storage, use, release, and destruction of data. TRU maintains an Information Security web site which provides detailed direction to these responsibilities at <http://www.tru.ca/its/infosecurity.html> which is maintained by the Information Security Office.

Divisional and departmental 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 guidelines in this document.

Data is a vital asset owned by the university. All institutional data, whether maintained in the central database or copied to any other system or media (e.g. personal computers or print) remains the property of TRU. Access to data is not approved for use outside a user's official TRU responsibility. Data will be used only for legitimate TRU business. Data containing personal information will only be used for purposes consistent with the purposes for which the data was collected.

Divisional and department heads will ensure a secure office environment with regard to all university data systems. Divisional and department heads will determine the data access requirements of their staff as it pertains to their job functions before submitting a *Applications and System Access Request (ASAR)* form.

As a general principle, the university's data (regardless of who collects or maintains it) may be shared among those employees whose work requires such information provided such sharing complies with privacy laws. Although the university must protect the confidentiality, integrity and availability of data, and it must comply with privacy laws, these control procedures, provided they fulfill the University's legal requirements, must not unduly interfere with the efficient conduct of university business.

All procedures and data systems owned and operated by TRU must meet these requirements:

- All data is input accurately;
- Appropriate levels of confidentiality and compliance with privacy laws must be maintained during collection, use, transmission, storage and destruction of data;
- Integrity (Accuracy and completeness), of all data is maintained during transmission and storage;
- Availability of data meets University requirements for operations and can be restored after loss or damage by accident, breach of security, or natural disaster;
- Unauthorized access attempts can be promptly detected and controlled;
- Data breaches are addressed effectively to limit damage to the University and its constituents. Integrity, accuracy and completeness of all data are maintained.

2.3 – APPEALS PROCEDURE

If a user is denied access by a Data Custodian, it is recognized that in most cases differences can be resolved by an open and frank discussion between the supervisor and the Data Custodian; however, a process is required whereby supervisors may bring forward for formal review, matters that have not been resolved to their satisfaction.

The supervisor can appeal the decision by writing a request for review of the decision to the Data Custodian. The request for review should include the following information: (1) description of the specific data access requested, and (2) justification for access to the data. The Data Custodian will provide a written explanation as to why access was denied.

In the event that the difference over the access request cannot be resolved between the Data Custodian and the supervisor in a timely manner, then the data (as differentiated from access to the data) may be provided on a restricted basis, as required. The matter will continue to be reviewed by the supervisor of the involved parties. A final written decision and justification will be permanently kept in the ITS administrative office. Copies will be forwarded to the user and the Data Custodian.

2.4 – INFORMATION ACCESS DEFINITIONS

“Read-only” access enables the user to view, analyze, **but not change**, university data. If data is downloaded to a work computer or other device it must not be used to misrepresent data held in the Banner database. “Write” access provides both inquiry and update capabilities. Update capability is generally limited to users directly responsible for the collection and maintenance of the data.

2.5 – SECURED ACCESS TO DATA — REQUIREMENTS & LIMITATIONS

Access to and treatment of information at Thompson Rivers University is subject to University policy and procedures, and Provincial and Federal Legislation. It is the responsibility of all TRU employees and contractors to understand their roles and responsibilities and requirements of privacy laws with regard to Information Security. (Refer to Policy: BRD 16-1 Information Security).

Below is a summary of requirements and limitations for all TRU divisions/departments to follow in obtaining access to, and in the treatment of, the University’s data.

- TRU employees and contractors are responsible for understanding the appropriate uses and access controls for all data fields that they are using. If a user does not understand the meaning of, or the controls required for the use of a data field, the user must consult their supervisor or the appropriate Data Custodian (see Section 3.0 Data Custodians). Users must protect all university data from unauthorized access, use, disclosure, alteration, or destruction. Users are responsible for the security and privacy of data in their control. This includes understanding encryption standards, how the data may be used, and where and by whom the data may be accessed, stored, or destroyed.
- Each user is responsible for all transactions resulting from the use of his/her Banner log-in username and password. Users must not loan or share their individual access credentials with anyone. It is the responsibility of the division/department head to ensure that staff is provided with appropriate direction and awareness training to meet these responsibilities.
- Division/department heads must request application and system access for an employee or contractor under their supervision by completing the *Applications and System Access Request* process which is described online at <http://www.tru.ca/its/hdesk/accessrequestform.html>. The role of the division/department head in this process is to provide authentication for the user requesting access. That is, the individual’s identity has been verified and is making a legitimate request for access.
- Once the *Applications and System Access Request* form has been completed and signed by the employee/contractor and supervisor it is forwarded to the Data Custodian(s) who reviews the request and authorizes or denies access. Once the request is authorized, the request for access will be processed as described in detail below. If the request is denied, the division/department head(s) may follow the established appeals procedure. Under no circumstances will access be granted

without the signed approval of the division/department head(s) and the Data Custodian(s). (See Appeals Procedure Section 2.4.)

- To expedite necessary access, the Chief Information Officer in consultation with the appropriate Data Custodian(s) may grant short-term access for an individual. This will be followed up by completing the Applications and System Access Request form and process.
- Banner access control classifications will be established based on functional roles; for example Admission/Records Assistants, Cashier, Accounts Payable Clerk, etc. Specific capabilities will be assigned to each role. For example, the Admission/Records Assistants would have write access to registration and academic history, but read only access to financial records of the student. Each user will be assigned a role, or possibly several roles, depending on their particular needs as established by their division/department head and approved by the Data Custodian(s).
- Generic accounts will be created with specific role-based access for temporary staff working on short-term assignments in divisions/departments. The creation of generic accounts and passwords will comply with all rules and procedures defined in these guidelines including the need for an *Applications and System Access Request* form which will be processed as defined herein for the initial setup. In the case of generic Banner usernames, the password will be in the secure custody of the supervisor/department head, and the password will be changed when each temporary staff member transitions out of the department.
- An authoritative source/list of available Banner roles which are clearly tied to “functional” job descriptions (not necessarily the job descriptions as defined by HR), and their defined security classes will be maintained in the appropriate business area. Applicable roles will be identified in the ASAR form for IT to do account creation.

2.6 – BANNER ACCOUNT CREATION/MAINTENANCE PROCEDURE

When a new employee is hired and a general person record is created, s/he will be assigned access to Self-Service Banner (SSB). Banner is the authoritative source for usernames. The Banner username must coincide with other TRU identities used to login to major systems (for example Novell and email). When an employee’s role requires them to access Internet Native Banner (INB), the following procedures will apply:

From DSRG: HR is planning to have orientation in place for October 2009. Plan to incorporate auxiliary training in HR as part of this process.

1. The *Applications and System Access Request* Form, as filled out by the employee’s supervisor, must include the employee’s number along with the full name, including a middle name, if available. As stated above, after appropriate roles are assigned by the division/department head, and the request for access is authorized by the Data Custodian(s), the division/department head then submits the *Applications and Access Request Form* to the IT Service Desk. A ticket requesting the creation of the Banner INB account is forwarded to the Banner Systems Administrator.
2. The Banner System Administrator creates a temporary password and notifies the individual of their Banner INB account access. Upon first login to Banner, the user will be required to reset their temporary password to a password that meets the University’s password standards and is encrypted in the database.

3. Passwords must currently be a minimum of eight characters in length and include a combination of upper and lower case alpha characters, numeric characters, and non-alphanumeric characters. For examples see the Information Security site at <http://www.tru.ca/its/infosecurity.html>. Password changes will be system enforced every ninety (90) days, and passwords cannot be reused. User accounts will be disabled after three invalid login attempts for financial roles/functions and six invalid login attempts for other administrative functions. The IT Service Desk must be contacted to re-enable access for the individual.
4. The individual's supervisor must ensure that the individual is aware of TRU's information security, including but not limited to, the following policies:
 - BRD 16-0: Responsible Use of Information Technology Facilities and Services; and
 - BRD 16-1: Information Security. **Sign-off with ASAR.**
5. If a user forgets his or her password, the user should try re-setting the password in myTRU, then click on a Banner link (such as the timesheet link). If this attempt is unsuccessful, the user must contact the IT Service Desk to have his or her password reset. Since Banner/Oracle passwords are encrypted, the Banner Administrator cannot retrieve the old password and must issue a new temporary password.
6. It is the responsibility of the supervisor or department head to inform Human Resources and the IT Service Desk upon the termination or change of an individual's functional role. This begins the access termination process and ensures that access is disabled or revised in a timely manner.

3.0 DATA CUSTODIANS

3.1 – DEFINITION

A Data Custodian is the administrator of an office or department at TRU. The Data Custodian may make data within their charge accessible to others for the use and support of an office or department's functions.

Before granting access to data, the Data Custodian must be satisfied that the data protection requirements have been implemented and that a "need to know" also known as "least privilege" is clearly demonstrated. By approving user access to TRU data, the Data Custodian consents to the use of that data within the normal business functions of administrative and academic offices or departments.

Data Custodians are responsible for the accuracy and completeness of data files in their areas. Misuse or inappropriate use by individuals will result in revocation of the user's access privileges. Data Custodians are also responsible for the maintenance and control of Banner validation and rules tables and will ensure that this is delegated to the approved operational staff on the Data Standards Working Group. These tables and processes related to their use, define how business is conducted at TRU.

Thompson Rivers University Data Custodians

Area of Responsibility	Data Custodian
Student System	Registrar and Associate Registrars
Student Financial Aid System	Registrar and Manager, Financial Aid
Finance System	Associate VP, Financial Services
Human Resources System	Associate VP, Human Resources
Advancement	Vice-President, Advancement

Any changes to Shared Rule and Validation Tables, and General Person Data Entry Procedures and Maintenance must be submitted to the Data Standards Working Group and approved by the Data Standards Resource Group.

3.2 – DATA CUSTODIAN PROCEDURES

The following conventions govern which office makes the initial entry to the General Person (GP) record in the Banner integrated administrative information system.

If the PERSON is...	THEN...
An Employee, former Employee, Visiting Scholar, or Adjunct Faculty	Human Resources initiate the GP record.
A Student or Applicant (OL or F2F) and not an Employee	Registrar's Office (OL or F2F) initiates the GP record or Self-Service automation process for OL initiates the GP record for OL Students.
A Vendor, not an Employee and not a Student	Financial Services initiates the GP record.
A Student, and/or an Employee, and/or a Vendor	The GP record is initiated by the office with which the person/vendor has primary affiliation.
A benefactor/friend of the university who is not an employee or an alumnus	Advancement initiates the GP record.
A Financial Aid applicant, but not a Student	Financial Aid initiates the GP record.

4.0 DATA CHANGE RULES

4.1 – PROCEDURES

Data change rules are subject to the provisions set out in Section 3.0 above.

- Changes to a person's identity, in particular, the legal name, SIN, birth date, or gender must be made by the office with which the person has primary affiliation. The person's identity will be verified before the change is made according to 4.2 Identity Verification below and Appendix B: Procedures for Identity Changes.
- In principle, to facilitate efficient and effective customer service, once the General Person record exists, any office may make changes to contact information (addresses, telephone numbers, emails and emergency contacts) in the General Person record of a person or non-person, based upon established institutional procedures as outlined in Appendix C.
- Data changes may ONLY be made with appropriate authority and using the procedures established by the Data Custodian(s) of the data you want to change.
- Remember – some data fields have specific data entry rules. See Section 5.0 under General Person Information for those data entry rules.

- The pound sign (#) and percent sign (%) should not be used in any data field because they may cause Oracle database errors. Avoid the use of commas (,) in text fields where possible.

4.2 – IDENTITY VERIFICATION

If a person requests changes to their identity information (as differentiated from contact information) the verification of the identity of the person requesting that change or information will be required. This may include a combination of identification documents and/or real-time verification by asking the person specified questions with pre-determined answers, as determined by the appropriate Data Custodian and/or departmental procedures.

- Identification changes in particular, the legal name, SIN, birth date, or gender will require the presentation of legal documents as determined by the appropriate Data Custodian and/or departmental procedures.
- Legal documents that will satisfy identity verification or changes may include: marriage certificate, court order, social insurance card, valid BC driver's licence, BCID card, birth certificate, passport, citizenship card, Canada Student Loan documentation, or permanent resident card.

Primary ID	Secondary ID
We will accept any one of the following as primary ID. (Must show legal name and date of birth .) Original document must be presented.	We will accept any one of the following as secondary ID. (Must show name, signature and/or photo .) Original document must be presented.
<p>Issued by ICBC:</p> <ul style="list-style-type: none"> • B.C. driver's licence or learner's licence (must have your photo) • B.C. Identification (BCID) card <p>Issued by provincial or territorial government:</p> <ul style="list-style-type: none"> • Canadian birth certificate (sorry, a baptismal certificate is not acceptable) <p>Issued by Government of Canada:</p> <ul style="list-style-type: none"> • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record • Study, Work, Visitor or Temporary Resident Permit (formerly Minister's Permit) • Identity Card (Issued by Department of Foreign Affairs and International Trade to foreign representatives accredited to Canada and eligible 	<ul style="list-style-type: none"> • School ID card (student card) • Bank card (only if applicant's name is on card) • Credit card (only if applicant's name is on card) • Passport • Foreign birth certificate (sorry, a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if applicant's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (new style without signature strip not acceptable) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

4.3 – RULES FOR CREATING NEW GENERAL PERSON RECORDS

Search first by Banner ID number or SIN, if supplied, and confirm that the record is correct by verifying the person's full name and birth date.

- Before creating a new record for a person or organization, one **MUST** conduct a thorough ID and name search to make sure that person or organization does not already have a record in Banner.
- The Common Matching Entry (GOAMTCH) is a person search/match process in Banner that helps prevent the creation of duplicate or incorrectly merged person records. Before creating a new record, one or more GOAMTCH searches must be used following the established criteria. Choose the appropriate GOAMTCH search rules depending on the context (Student, Finance, Human Resources, or Advancement). See Appendix C.

4.4 – DUPLICATE RECORDS/IDENTIFICATION

Duplication of the General Person record in Banner tables is a serious issue in terms of data integrity. There should be a one-to-one relationship between a person/non-person and the Banner General Person record.

- From a General Person perspective, the record must uniquely represent a specific entity that may be a recruit, applicant, student, employee, vendor, and/or advancement prospect. From a General Non-Person perspective, the record must uniquely represent a specific non-person that may be a vendor organization, advancement organization, and/or other third party or corporate entity for billing purposes. To purge multiple records and contain multiple records that cannot be purged requires a planned and continuing coordinated effort across all Banner Modules (Advancement, Finance, Human Resources, Financial Aid, and Student).
- Records occurring more than once under different IDs can occur in a variety of ways. The following activities can result in the creation of duplicate IDs:
 - Errors made by end users when creating a new general person record via SPAIDEN, FOAIDEN, APAIDEN or PPAIDEN and related forms. This occurs when the result sets from Common Matching are overlooked or misinterpreted. It is critical that we perform due diligence including, as needed, the engagement of other Data Custodians before assuming the "person" we are entering has no prior relationship with TRU.
 - Errors made by student applicants (or other end users) using Self-Service Banner (SSB) functions (or Web Entry).
 - Data interfaces that feed data values to Banner database.
 - Interim General Person data load scripts and/or dual entry procedures that keep Banner database in synchronization with legacy systems until all major modules have been converted, as well as mock (or trial) conversions.

In order to prevent the addition of information on a duplicate ID record, the Last Name field will be changed in the duplicate record that will eventually be deleted. For example:
 From "Smith"
 To "Smith: DUPLICATE ID, USE 9123456"

where the USE 'id number' is the correct ID where you will add further data. TRU will have a Central Merge ID Authority comprised of the Data Custodians to ensure that the accurate merging of duplicate IDs across all Banner modules is performed according to established Data Standards Guidelines. **TO BE RATIFIED BY DATA STANDARDS RESOURCE GROUP**-confirm if ratified

- Each Data Custodian will assign a representative to the “Central Merge ID Working Group” to be the key contact involved in resolving multiple/duplicate record issues.
- When multiple records cannot be purged from the database they will be contained so further use of the unusable record will be severely limited.
- Rules for managing duplicate IDs and merging records will be established under REFER TO NEW ADMIN PROCEDURE/- TO BE DRAFTED BY THE DSWG(Orlund Norstrom, Rob Carrelli, Joe Kelly, Brant Leigh, Debbie Blackwell, Sylvie Veilleux, Ellen Wilson and Karen Grigoleit) First two meetings have taken place. **This group can be the data integrity group???**

4.5 – SELF-SERVICE STANDARDS

- All roles except Vendors and incarcerated students will be allowed access to self-service (on the web) to change specified Banner General Person contact information.
- Address Role Privileges in Section 6.11 GOAADRL govern the access roles that are granted via self-service for Student, Employee, Alumni, Faculty, and Friends.
- It is understood that Banner Address Role Privileges for a person with more than one role (Example: student and employee) defaults to the broadest role privilege for that person.

5.0 GENERAL PERSON DATA

5.1 – IDENTIFICATION NUMBER STANDARDS

The identification number standards are:

- The system generated ID will be an 8 digit number preceded by the letter “T” for a total of 9 characters. Example: T00010141. This convention is to differentiate Banner Student IDs coming from Thompson Rivers University from other institutional Banner IDs generated from sister universities (Example V00010131 – University of Victoria).
- Conversion of Legacy IDs to Banner:
 - Existing Person Identification Numbers from Colleague (7 digit ID) and Banner 3.X (9 digit ID) will be imported/converted into the new Banner system in 2008/2009. For example, the ongoing Banner ID for a person pre-existing in Colleague will be 9999999; there will be no padding with leading zeros.
 - When an employee/vendor has a Colleague and/or Banner 3.X and/or JDE ID, the Colleague ID will be the ongoing ID. The Banner 3.X or JDE ID(s) will be alternate ID(s).
 - Students with a Colleague and/or a Banner 3.X and /or a JDE ID will have their records merged and, where possible, the Colleague or Banner 3.X ID under which they have the most activity/data transactions will become their ongoing ID. Their other ID will become an alternate ID. In cases where a

student is or has been an employee/vendor, their Colleague ID will be their ongoing ID. A new system generated Banner ID will be used only under extenuating circumstances.

- Students and employees added into the Banner system post-go live for each module will receive a system-generated ID.

5.2 – NAME STANDARDS

The **Person Name** elements utilized in the Banner General Person forms are:

- Last Name (mandatory)
- First Name (mandatory)
- Preferred First Name (optional)
- Middle Name (optional)
- Legal Name (optional)
- Prefix (optional)
- Suffix (optional)
- Previous Name (optional)

The **Non-Person Name** element is:

- Non-Person Name

5.2.1 – Last Name (mandatory)

- Last Name is mandatory.
- Enter the legal last name in Last Name.
- Verify which name part of the full name is the Last Name to ensure that it goes into the correct name element.
- Last Name must be entered in mixed case (upper & lower case letters).
- Last Name may begin with a capital letter or a lower case letter.
- Hyphens may be used in Last Name when part of the legal last name, for example in Smith-Jones, but spaces must not be used before or after the hyphen.
- Single spaces may be used in Last Name when part of the legal last name, for example in von der Lin, Mc Donald.
- Apostrophes may be used in Last Name when part of the legal last name, for example in Van D'Boer.
- A period may be used in Last Name when part of the legal last name, for example St. Pierre.
- Other special characters may not be allowed in Last Name. The Pound Sign (#) and Percent Sign (%) are not allowed as they cause database storage errors.
- Prefixes and Suffixes must not be entered in the Last Name.
- If a person has only one name, enter the name in the Last Name and enter a period (.) in the First Name.
- Note for Data Entry Procedures: 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 on the xxxIDEN form.

5.2.2 – First Name (mandatory)

- First Name is mandatory.
- Enter the legal first name, if known, in First Name.
- If a person has only one name, enter the name in the Last Name and enter a period (.) in the First Name.
- First Name must be entered in mixed case (upper & lower case letters).
- First Name can begin with a capital letter or a lower case letter.

- Enter the legal first name. Nicknames and shortened version of the first name should be entered in Preferred First Name and must NOT be entered in First Name, unless the full legal First Name is not known.
- Hyphens may be used in First Name when part of the legal first name, for example in Betty-Joe, but spaces must not be used before or after the hyphen.
- Single spaces may be used in First Name when part of the legal first name, for example in Anne Marie.
- Apostrophes may be used in First Name when part of the legal first name.
- A period may be used in First Name when part of the legal first name.
- A single character in First Name (initial) must be followed by a period.
- Other special characters may not be used in First Name. The Pound Sign (#) and Percent Sign (%) are not allowed as they cause database storage errors.
- Prefixes and suffixes must not be entered in the First Name.
- ~~Note for Data Entry Procedures: If the first name is longer than 15 characters, enter as much of the first name as will fit in First Name, and then enter the first name plus middle name plus last name in Legal Name. Now have 60 characters~~

5.2.3 – Middle Name (optional)

- Enter the legal middle name, if known, in Middle Name.
- Middle Name must be entered in mixed case (upper & lower case letters).
- Middle Name can begin with a capital letter or a lower case letter.
- Hyphens may be used in Middle Name when part of the legal middle name, for example in Carla-May, but spaces must not be used before or after the hyphen.
- Single spaces may be used in Middle Name when part of the legal middle name, for example in Anne Marie.
- A period may be used in Middle Name when part of the legal middle name.
- A single character in Middle Name (initial rather than full middle name) must be followed by a period.
- Apostrophes may be used in Middle Name when part of the legal middle name.
- A period may be used in the Middle Name when part of the legal middle name.
- Other special characters may not be used in Middle Name. The Pound Sign (#) and Percent Sign (%) are not allowed as they cause database storage errors.
- Prefixes and suffixes must not be included in the Middle Name.
- ~~Note for Data Entry Procedures: If the Middle Name is longer than 15 characters, enter as much of the middle name as will fit in Middle Name, and then enter the First Name plus Middle Name plus Last Name in Legal Name. Now have 60 characters~~

5.2.4 – Prefixes (Optional)

- Prefix is entered in mixed case (upper & lower case letters).
- Prefix may end with a period, when needed.
- Below are examples of the more commonly used prefixes and recommended abbreviations.

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

5.2.5 – Suffixes (Optional)

- Suffix is entered in mixed case (upper & lower case letters).
- Suffix may end with a period, when needed.
- Multiple suffixes are separated by a comma and a space.
- Name elements, not including credentials, for example a title such as Ph.D.
- Below are examples of commonly used suffixes and recommended abbreviations. The suffix field is not included on printed payroll checks and tax reports.

<u>Abbreviation</u>	<u>Description</u>
Sr.	Senior
Jr.	Junior
II	The Second
III	The Third

5.2.6 – Name Types

- Current names are not associated with a name type.
- Previous or alternate names should be associated with the appropriate name type from GTVNTYP.

5.2.7 – Preferred First Name (Optional)

- Enter a Preferred First Name only when different than the First Name (mandatory).
- When a person prefers to be addressed as something other than their First Name, enter that name in Preferred First Name. For example, Joe (First Name of Joseph), or Anne (Middle Name of Anne).
- Preferred First Name can begin with a capital letter or a lower case letter.
- Hyphens may be used in Preferred First Name, for example in Betty-Joe, but spaces must not be used before or after the hyphen.
- Single spaces may be used in Preferred First Name, for example in Mary Beth.
- Apostrophes may be used in Preferred First Name.
- A single character in Preferred First Name (initial rather than full first name) must be followed by a period.
- Other special characters may not be used in Preferred First Name. The Pound Sign (#) and Percent Sign (%) are not allowed as they cause database storage errors.
- Prefixes and suffixes must not be entered in the Preferred First Name.

5.2.8 – Legal Name (Optional)

- If the first name or the middle name is longer than 15 characters and does not fit into First Name or Middle Name respectively, enter as much of the first or middle name as will fit, and enter the first name plus middle name plus last name in Legal Name.
- Ceremonies and events (for example, Convocation, credential production, Advancement) will enter the name of a graduate/person in Legal Name, for printing on their diploma/document/program when it is different from the combination of the First Name, Middle Name and Last Name.

5.2.9 – Non-Person Name/Vendor

- Enter the exact name, as supplied by the organization, in Non-Person Name, including articles and determiners, such as “The”, “A”, “and”.
- Non-Person Name must be entered in mixed case (upper & lower case letters).

- Non-Person Name can begin with a capital letter or a lower case letter.
- Acronyms in Non-Person Name must NOT have spaces; for example, do not type in I B M. Instead type IBM.
- Abbreviations are used only when they are part of the legal Non-Person Name, and with the exact spelling from the legal name, and are followed by a period only if the period is included in the Legal Name.
- Special characters may be allowed in Non Person Name, when they are part of the legal Name. The Pound Sign (#) and Percent Sign (%) should not be used as they may cause database storage errors.

The ampersand (&) can be used only when part of a legal name (e.g., J. Walsh & Sons). Use 'and' in all other cases.

Abbreviations are allowed for Co., Corp., Ltd. or Inc. when used after the name of a corporate entity as part of their legal name. All other forms of abbreviations should not be used for the corporate entity name.

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

5.3 – NAME AND ID CHANGE STANDARDS

Name or ID changes are not permitted without proper legal documentation according to departmental procedures as referenced under Section 4.1.

5.4 – ADDRESS STANDARDS

Banner permits multiple addresses to be entered for a person or vendor. These addresses can be of different types and can be by effective date. The use of each address type must be strictly defined so that conflicts do not arise among the various functional areas. As a user having authorization to update address data, one can update all address data. 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.

In addition, there are some restrictions in Banner on how addresses can be used within each system. The Student System permits address hierarchy to be used when printing reports. For instance, when invoices are run, the system can first search for a billing address and then a permanent address type. This allows for multiple locations for a single student.

5.4.1 – Address Types

- Addresses are entered on the General Person form in the address information block on IDEN. Multiple addresses can be entered for a person or vendor by using different address types. Address standards have been established cooperatively so that address types are used consistently. Use the appropriate address type code from the STVATYP table as created in Section 6.

5.4.2 – Address Changes

- Address changes are entered in the address information block on the General Person form IDEN. When an address needs to be updated, the new address should be entered and the previous address deactivated in order to keep an audit trail. Previous addresses should not be overwritten.
- The source of the address change MUST be recorded using valid sources for address changes in the STVASRC table as created in Section 6.

5.4.3 – Street, City, Province, Postal Code Standards

- Sources for valid street, city, province and postal code values are found in the table GTVZIPC table as created in Section 6. Sources for valid provinces are found in the STVSTAT table as created in Section 6. These tables are updated quarterly based on data available from Canada Post. For additional information on address standards required by Canada Post, see the Canada Post addressing guidelines at: <http://www.canadapost.ca/tools/pg/manual/PGaddress-e.asp#1385939>
- For internal campus addresses, (get from Debbie)

5.4.4 – Nation Code Standards

- The nation code MUST be populated on the general person record. The source for valid nation codes will be found in the STVNATN table in Section 6, which will be maintained by updating it according to Statistics Canada standards.

5.4.5 – Email Address Standards

- Employees and Faculty will have on their General Person record their TRU GroupWise account (name@tru.ca) as their preferred work email.
- Students will have on their General Person record their Luminis email account (first-last@mytru.ca) as the preferred email address. This field will be populated in Banner by an automated system.
- Email addresses with MTRU email type (Luminis email) cannot be edited by students/alumni.
- Self-Service Luminis Portal will allow students enter more email addresses; however, students will not be able to change their preferred email address.
- The source for valid email types are found in the GTVEMAL table in Section 6.

5.4.6 – Emergency Contact Standards

Both Last Name and First Name are required fields in Banner. If Last Name and/or First Name are not supplied for the emergency contact, the specific name element will be defaulted as “NS” which will be the accepted acronym at TRU for “Not Supplied”. If an address is supplied, do not populate the Address Type field (leave it blank) as there is no emergency address type. If an address type is used, the address fields will be automatically populated with the person’s corresponding address, NOT the emergency address.

5.5 – GENDER CODE STANDARDS

- The gender codes entered on the General Person form IDEN are Male, Female and Not Available. This field should be validated whenever possible.

Code	Description	Explanation
M	Male	A male person, man or boy
F	Female	A female person, woman or girl
N	Not Available	Use when the gender information is not available.

5.6 – DATE STANDARDS

- The default Banner date display will be set the metric format of YYYY-MON-DD e.g. 2008-NOV-03.
- The default date entry into Banner forms will be metric (YYMMDD), if not using the calendar date-picker.
- The date will be stored on the table level as YYYYMMDD without spaces, slashes, dashes or special characters because these are added by the editing/display environment.

- All reports will display dates with four-digit years. Two-digit monthly format is preferred in most cases. The preferred date separator is a dash. The preferred date order is year, month, day, e.g. YYYY-MM-DD.

5.6.1 – Birth Date Standards

- The Date of Birth (DOB) is required for all students and is entered on the General Person form and generally captured during the admission process for all graduate, undergraduate and special students.
- New employees or contractors may/will show their birth certificates or valid passport in Human Resources when the hiring information is documented.

5.7 – CONFIDENTIAL INFORMATION INDICATOR STANDARDS

TO BE COMPLETED – more research required (Marion and Leena).
The HOLD function may also be used for enhanced confidentiality. There does not appear to be a way to completely hide data without using fine grained access controls. Training coming up.

5.7.1 – Confidential Information Standards (Banner confidential indicator)

This field will be left blank unless a student requests the Registrar to not release any Directory Information (see Requests for Information in catalog) at which time this box will be checked. If checked, no Directory Information will be released to the Web. (Possibly will be used for OL Tutors?) Update 2009/11/23: Custom modifications are requested from IT for both confidentiality and incarcerated

5.7.2 – Incarcerated Person Information Standards

- Incarcerated students are required to self-declare their incarcerated status upon registering for a course. The agent receiving the students request for registration will follow data standard GOAMTCH Search Procedures (Appendix B) to first determine whether the student currently has an ID in the system.
- If a current ID is found, the agent will place the Incarcerated Hold on the student's account. If no ID is found in the system, the agent will create a new ID and place the Incarcerated Hold on the student's account. Once a system ID has been created, the agent will proceed with the student's request, as per departmental procedures for incarcerated students.

5.8 – SOCIAL INSURANCE NUMBER STANDARDS

- A valid Social Insurance Number is required for all employees. Students are requested, but are not required, to provide SIN information. Some optional student services may require the provision of a SIN.
- No spaces or dashes will be used when entered (e.g. 123456789).

5.9 – CITIZEN TYPE STANDARDS

- Citizenship will be recorded as required by the Registrar and Human Resources. Sources for valid citizen type values are found in the table STVCITZ table as created in Section 6.

5.10 – ETHNIC CODE AND RACE CODE STANDARDS

- Self-disclosed Aboriginal status is recorded for Students only as required by the Registrar pursuant to legislative requirement. The ethnic field is used to store the Aboriginal Identity Indicator. Employees will be recorded as “U” for Undisclosed. The source for

valid ethnic types are found in the table STVETHN table as created in Section 6. Race codes will be used specify the Aboriginal Identity Groups to which the individual may belong. The source for valid race codes are found in the table GORRACE as created in Section 6.

5.11 – MARITAL STATUS STANDARDS

- When required by Student Financial Aid, Human Resources, and/or Advancement, the marital status will be indicated. The source for valid marital status codes are based on Statistics Canada standards and are found in the table STVMRTL table as created in Section 6.

5.12 – DECEASED INFORMATION

- Enter ‘Y’ on the Deceased Indicator on the Bio/Demographical Form in General Person if the employee/student is deceased. Update the date of death, if known. Change the surname and full legal name to “The Estate of ...*surname*” & “The Estate of... *Full legal name.*” (Needs to be tested for appearance in mailings.) Deceased information should be maintained using the same guidelines as for name or ID changes. Refer to the Data Change Rules section of this document. For additional details, refer to Response Procedures for Student Emergencies (which is stored in public folder P:\Student_Affairs).

5.13 – ROLES ASSIGNED TO GENERAL PERSON

- The baseline roles assigned to a General Person are contained in the GTVSQRU table which is accessed by the GTVSQRU Business Rule Code Validation form, refer to Section 6.21 below. Check self-service to see what’s required now (and what do we want to require without limiting student access)
 - Data required to create the General Person record are: Legal Name, birth date, gender, and address (street, city?). Optional additional data collected may include: SIN, preferred name, email, phone and local.(FOIPOP, Employment Stds-need legitimate reason) Still on the table – rationale for full or partial birth date
From DSWG: Unanimous response to require full birth date
Also need for GOAMTCH, PENs, health and dental
[Can report out only preferred name and month/day, so a persons’ privacy is protected.]
 - Access granted may include keys and credentials for: offices, labs, TRU Computers, Network, Telephone, Email, Library Services, Staff ID Card, and/or Business Cards.
- The web roles (defined as web access to Banner SSB through Luminis) are automatically assigned to users based upon the specific record that exists in the Banner database. If assigned on:
 - PEAEMPL (employee form) they will be assigned as an EMPLOYEE role;
 - SGASTDN (student form) they will be assigned as a STUDENT role;
 - FOMPROF (finance form), they will be assigned as a FINANCE role;
 - SOAROLE (faculty/advisor), they will be assigned as a FACULTY/ADVISOR role;
 - APACONS (many levels of alumni) they will be assigned as an ALUMNI role.
- TRU Custom *Types/Attributes/Sub-Role*:
 - Faculty *Types/Attributes/SubRoles*:
 - SE = Sessional

- Faculty who teach on credit courses on temporary contracts
- PT = Part-Time Instructional Contracts
 - Persons who teach non-credit on campus on temporary contracts
- TU = Tutors
 - Persons who tutor Open Learning courses under the BCOUFA Collective Agreement.
- FA = Ongoing Faculty
 - Faculty who teach CA courses on an ongoing basis
- Student Types:
 - CA= Campus
 - All students that are registered and taking transcriptable courses on any TRU campus including non-OL distance education courses
 - OL= Open Learning
 - Students enrolled in Open Learning courses/programs.
 - CE = Continuing Education
 - Students in non-transcriptable level Continuing Education courses
 - WO= TRU World
 - International students in CA programs/courses and Canadian students studying abroad
 - TT= Trades & Technology
 - Students registered in trades courses and have a TWID
- Employee Types:
 - SU = Support
 - Employees CUPE positions
 - AD = Administration
 - Employees in Administration positions
 - Faculty role defined above

6.0 SHARED RULE AND VALIDATION TABLES

The entries in the rule and validation tables will, as a general principle, be kept to the minimum number required in order for TRU to conduct its business.

Form Name	Form Description	Explanation
STVATYP	Address Type	Use this form to define codes that identify the address types used throughout all Banner. Examples of address types include billing, mailing, and permanent. An address type is required whenever you maintain an address associated with an ID. You can link a

Prepared by: Data Standards Working Group, Thompson Rivers University

Version: 3.4

Last Revision Date: March 22, 2010

Form Name	Form Description	Explanation
		telephone type with an address type. Contains system required address types. Validates against STVTELE.
STVSTAT	State/Province Code	State/Province Code referenced throughout ALL Banner systems (General Person, Admissions, Gen. Student, Student Billing, and Academic History Modules).
GTVZIPC	Zip/Postal Code	Zip/Postal Codes shared throughout ALL Banner systems, defined by Canada Post.
STVTELE	Telephone Type	Telephone Type Codes shared throughout ALL Banner systems.
STVASRC*	Address Source Code	Address Source Codes shared throughout ALL Banner systems.
STVCITZ	Citizen Type	Shared throughout ALL Banner systems. This form is used by the General Person Form (SPAPERS) to validate the citizen type codes. You can only create or update these codes from this form.
STVETHN**	Ethnic Code	Ethnic Codes specify the Aboriginal Identity Indicator. Shared throughout ALL Banner systems. See explanation under GORRACE and GTVRRAC.
STVMRTL*	Marital Status	Shared throughout ALL Banner systems. The General Person Form (SPAPERS) uses this form to validate the marital status codes. You can only create and update these codes from this form.
GTVEMAL*	E-Mail Type	E-Mail Address Type Code. This indicator has no influence on the E-Mail Address Form GOAEMAL which can be used to determine which e-mail address for a particular person should appear on the web.
STVRELT	Relationship Code	Relationship Code specifies the relationship of contact person to person associated with record. Shared throughout ALL Banner systems.

Form Name	Form Description	Explanation
GOAADRL	Address Role Privileges	Address Role Privileges define user roles. Values are STUDENT, EMPLOYEE, FACULTY or ALUMNI. Privileges are U=Update, D=Display, or N=None.
STVRES D	Residence Code Validation	Used to establish permanent residency for student loan/grant applications and tuition fees.
GT VNTYP	Name Type	Name type defines names that are not the current name of the person. Shared throughout ALL Banner systems.
STVNATN	Nation Type	Maintains the nation/country associated with the address of person. Shared throughout ALL Banner systems.
GORRACE	Institution Race	Maintains the Aboriginal Identity Group(s) of the person as required by the Aboriginal Administrative Data Standard Version 1.0 as provincially regulated. Will be used in conjunction with STVETHN.
GT VRRAC	Regulatory Race	Maintains the Aboriginal Identity Groups as required by the system to correspond with GORRACE.
GT VADID	Additional Identification Code	Maintains additional identification codes used for medical coverage and reporting requirements.
GORNAME	Name Translation Rules	To be populated with as many alias names as possible. To be used along with common matching rules.
STVVTYP	Visa Type Code Validation	<p>You use this form to create, update, insert, and delete visa type codes (i.e., Tourist, Student Visa, Exchange Scholar, etc.). The International Information Form (GOAINTL) uses this form to validate the visa type codes. You can only create and update these codes from this form.</p> <p>Note: All Banner systems share this validation form. You should coordinate with other Banner system users at your institution when deciding what codes are used on this form</p>

Form Name	Form Description	Explanation
GTVSQURU	Business Rule Code Validation Form	This form defines the baseline and custom roles and rule codes that will be used to differentiate that role in the Banner system.
GORCMDD	Common Matching Data Dictionary	To be completed. This form defines the fields that can be used in GOAMTCH. Would like to add PPEN, VPEN and TWID, if possible
GTVCMSC	Common Matching Source Code Validation	To be completed.
GTVCURR	Currency Codes Validation	Will only use US and CDN per Finance.
GTVLETR	Letter Code Validation	To be completed.
GTVNTYP	Name Type Validation	To be completed.
GTVPARS	Partition Code Validation	To be completed. May be used by OL to store workflows that will drive Tutor Pay and materials management. Will need to be able to restrict access to it for security.
GTVQUIK	QuickFlow Code Validation	To be completed.
GTVSDAX	Crosswalk Validation	To be completed.
GTVVISS	Visa Issuing Authority Validation	To be completed. Student Team wants to use this field to store International Student Advisor (ISA) names in order to track contact for updating VISA information. Check with HR.
STVCNTY	County Code Validation	Should be blank.
STVDIVS	Division Code Validation	To be completed. May be used for consortium courses for OL unless STVSITE can be used instead. Do not need
STVCOMF	Committee Member Role/Function Validation	To be completed. This form will be used to identify special faculty roles of Adjunct and Visiting Faculty.

Form Name	Form Description	Explanation
STVCOMT	Committee/Service Type Code Validation	To be completed. <i>Can be printed on student transcript (useful for new Student Advisory Committee Tracking?)</i>

*These validation forms are optional if TRU makes the decision to not track this data

** This is required, but TRU HR can enter only one option – not disclosed; when other modules move towards implementation they can add the coding that they wish to track (i.e. student).

6.1 – STVATYP – Address Type

Table: STVATYP – Address Type			
Code	Description	Module	Explanation
BI	Billing	Finance, Advancement	<u>System required.</u> For vendor or non-person, used to mail invoices and statements. BI (billing) and BU (business). If the Finance System is installed, these address types are required for sample data per SunGard documentation.
BU	Business	Finance, Advancement	<u>System required.</u> BI (billing) and BU (business). If the Finance System is installed, these address types are required for sample data per SunGard documentation.
CA	Campus Address		<u>System required.</u> Not sure if we will need this address type. Not currently in use. Might be used for future Telbook?
HO	Head Office	Finance, Advancement	Used to differentiate a vendor or nonperson address if different than billing address or business address.
BO	Branch Office	Finance, Advancement	Used to differentiate an address for a business if different than head office address or business address.
EM	Emergency	Student	<u>Required for PASBC load only.</u>
MA	Mailing (Temporary)	Finance, Student, Human Res Advancement	<u>System Required.</u> Used to differentiate an address for mailing purposes if different than permanent residence address or head office address (business). If the Student System or Financial Aid System tape loading process adds a person, the MA address type is used. The Preferred Address type in Constituent records created by the Student to Advancement Interface (APPSTDI) defaults to MA if a person has no address types entered as parameters for the interface.
PA	Parents	Student,	<u>System Required.</u> No ongoing use

Table: STVATYP – Address Type			
Code	Description	Module	Explanation
		Advancement	of this field is recommended.
PR	Permanent	Finance, Student, Human Res, Advancement	Permanent address for a person or a non-person. May or may not be the mailing address.
XX	TGRFEED	Finance	<u>System Required</u> . This address type is used when Accounting Feed (TGRFEED) creates an Accounts Payable record for a refund and the person does not have an effective address as specified in the address hierarchy parameters for the job per SunGard documentation. Note: Not used for General Person records.
TM	Tutor Mailing	Student – OL	Used to direct mail from Open Learning students to tutors to avoid disclosing tutors' residential or personal mailing address.
CA	Campus Address	Human Res	Campus address type and corresponding data must be designated on General Person (for employees) in order to populate to GOADIRO (Web Directory Configuration Form) which will replace the TRU Telbook functionality. Standard building/room format (e.g. OL249, AE 327, etc)

6.2 – STVSTAT – State/Province Code

- Provincial/State drop down list will include ALL states and ALL provinces in Canada according to Canada Post.

6.3 – GTVZIPC – Zip/Postal Code

- All Canadian postal codes will be imported and updated on a quarterly basis based on updates published by Canada Post.
- A space must be used when entered (e.g. V2C 5N3).

6.4 – STVTELE – Telephone Type

- Enter area code in first field, phone number in second field and extension in third field, if applicable. Get standard for international phone numbers. No spaces or dashes will be used when entered (e.g. 2505559999). SSB strips out dashes; INB doesn't.

For web admissions, can only have 2-char codes: Revised 2009/11/23

Table: STVTELE – Telephone Type			
Code	Description	Module	Explanation
BU	Business or Work	Student, Finance, Advancement,	Trades & Tech must call the student's business number when student is out on an apprenticeship.

Prepared by: Data Standards Working Group, Thompson Rivers University

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Last Revision Date: March 22, 2010

Table: STVTELE – Telephone Type			
Code	Description	Module	Explanation
		Human Res	Tutors may provide a separate business number at another institution.
PR	Permanent Residence	Student, Finance, Human Res, Advancement	To be associated with the Permanent Residence address which associated with primary address on the General Person record and to differentiate from daytime/nighttime primary telephone.
FXA	Fax	Student, Finance, Human Res, Advancement	Primary fax number to contact person/business. Used across Banner system.
TRUA	TRU Alert	Student, Human Res	For designating the cellular phone with text messaging functionality that will be loaded into the TRU Emergency Alert system.
DAY	Daytime Telephone	Student, Finance, Human Res, Advancement	Primary daytime telephone number to contact person or vendor. Used across Banner system.
EVE	Evening Telephone	Student, Finance, Human Res, Advancement	Primary evening telephone number to contact person or vendor. Used across Banner system.
CA	Campus Office 10 digit number	Human Res	Campus telephone type and data must be designated on General Person (for employees) in order to populate to GOADIRO (Web Directory Configuration Form) which will replace the TRU Telbook functionality.
CELL	Cellular Phone	Student	To be used to record data per PASBC application form.
TU	Tutor Phone	Student	Tutor VOIP phone number. Not to be included in any public directories.

6.5 – STVASRC – Address Source Code

Table: STVASRC – Address Source Code			
Code	Description	Module	Explanation
RSCH	Research	Advancement	Staff do research on person's location (contact information) then confirm with person when found.
SELF	Self Reported	Student, Human Res, Advancement	Includes notification/change made in person, by telephone call, by email or through web self-service.
POST	Post Office Returned mail	Student, Finance, Human Res, Advancement	Upon returned mail from Canada Post, address on General Person record will be marked inactive.

6.6 – STVCITZ – Citizen Code

Table: STVCITZ – Citizen Code			
Code	Description	Module	Explanation
C	Canadian	Student, Financial Aid, Human Res.	A citizen of Canada.
N	Non-Canadian	Student, Human Res.	A person who is not a citizen of Canada.
PR	Permanent Resident		
RC	Refugee Claimant		
RS	Refugee Status		

6.7 – STVETHN – Ethnic Code

Table: STVETHN – Ethnic Code			
Code	Description	Module	Explanation
A	Aboriginal	Student	Legislative requirement to track Aboriginal Identity Indicator and report externally.
U	Undisclosed	Student, Human Res	Ethnic code is a system required field for HR. All employees will be defaulted with U.
N	Non-Aboriginal	Student	Legislative requirement to track Aboriginal Identity Indicator and report externally.

6.8 – STVMRTL – Marital Status

Table: STVMRTL – Marital Status			
Code	Description	Module	Explanation
M	Married / Common Law	Financial Aid, Advancement	Marital status affects student's eligibility for financial aid. Advancement tracks marital status for use with seating arrangements during Advancement social functions.
S	Single	Financial Aid, Advancement	Marital status affects student's eligibility for financial aid. Advancement tracks marital status for use with seating arrangements during Advancement social functions.
P	Separated	Financial Aid	Marital status affects student's eligibility for financial aid.

Table: STVMRTL – Marital Status			
Code	Description	Module	Explanation
D	Divorced	Financial Aid, Advancement	Marital status affects student's eligibility for financial aid. Advancement tracks marital status for use with seating arrangements during Advancement social functions. Need to specify source.
W	Widowed	Financial Aid, Advancement	Marital status affects student's eligibility for financial aid. Advancement tracks marital status for use with seating arrangements during Advancement social functions.

6.9 – GTVEMAL – E-Mail Type

Table: GTVEMAL – E-Mail Type			
Code	Description	Module	Explanation
PERS	Personal	Student, Finance, Human Res, Advancement	Can be used by any person or non-person to record an additional email address on their General Person record.
WORK BUSI	Business or other email	Student, Finance, Human Res, Advancement	Can use this email type to record an additional email address.
MTRU	myTRU email	Student, Advancement	Students and alumni will have an email address with this email type populated with Luminis email account by an automated system. Email addresses with myTRU email type cannot be edited by students/alumni and will be indicated as the preferred email address for official contact as an university policy (Registrar's Office).
TRU	TRU employee email	Student, Finance, Human Res, Advancement	Institutional email address (name@tru.ca).

6.10 – STVRELT – Relationship Code

Table: STVRELT – Relationship Code			
Code	Description	Module	Explanation
C	Child	Student, Finance, Human Res, Advancement	Used to differentiate the relationship with a person named as an Emergency Contact on the General Person record. Grandparent, relative, partner, friend, sibling, etc can all be categorized under "Other".
F	Father		
G	Guardian		
M	Mother		
O	Other		
S	Spouse		

6.11 – GOAADRL – Address Role Privileges

For access privileges on the web (self-service Banner through Luminis):

Roles

1. STUDENT
2. EMPLOYEE
3. FACULTY
4. ALUMNI
5. FRIEND

Privileges

1. U=Update
2. D=Display
3. N=None

Table: GOAADRL – Address Role Privileges			
Role	Privileges	Address Type	Explanation
Employee	Update	Mailing	Enable/encourage web self-service
Employee	Update	Permanent	Enable/encourage web self-service
Employee	Display	Campus Office	Populated internally by telcom
Student	Update	Mailing	Enable/encourage web self-service
Student	Update	Permanent	Enable/encourage web self-service

6.12 – STVRES D – Resident Code

Table: STVRES D – Resident Code			
Code	Description	Module	Explanation
R	Resident	Student	Requires the declaration of residency if Canadian, Permanent Resident or Convention Refugee as these are all charged the same tuition fees.
0	Undeclared	All	<u>System Required</u> . The use of 0 (zero) is required for “Undeclared” per SunGard documentation.
I	International	Student	International student fees charged to on campus students who are not a Canadian citizen or permanent resident.

6.13 – GTVNTYP – Name Type

Table: GTVNTYP – Name Type			
Code	Description	Module	Explanation
PREV	Previous Name	Student, Human Res	On the General Person record, to record and differentiate a previous name from a current name in the event of legal name change due to marriage, divorce or other court orders.

6.14 – STVNATN – Nation Code

- Valid nation codes will be imported and maintained by updating the table according to ISO 3166-1 standards. The three alpha-character ISO code will be stored in the “Nation Code” field. The two alpha-character ISO code will be stored the “EDI Equivalent” code field. The five digit PSIS numeric code will be stored in the “Canadian Statistics Code” field. The table will be updated at least annually or as required.

6.15 – GORRACE – Institution Race Code

- If the person has chosen to be identified as an Aboriginal Person, then the Aboriginal Identity Group may be recorded in the Banner SPAIDEN form under Race. One or more Identity Groups may be indicated in the person record.

Table: GORRACE – Institution Race Code			
Code	Description	Module	Explanation
FN	First Nations	Student	Maintains the Aboriginal Identity Group(s) of the person as required by the Aboriginal Administrative Data Standard Version 1.0 as provincially regulated. Will be used in conjunction with STVETHN.
IN	Inuit		
MT	Métis		

6.16 – GTVRRAC – Regulatory Race Code

The Institution Race code from GORRACE (which validates the Aboriginal Identity Group) will be matched to the Regulatory Race code. The values for both will be determined by current government legislation.

6.17 – GTVADID – Additional Identification Code

The Additional Identification Codes will be used to track additional identification codes for students as required.

Table: GTVADID – Additional Identification Code			
Code	Description	Module	Explanation
MED	Medical Insurance Number	Student	Required for student athletes and students enrolled in sports camps.
PPEN	Preliminary Provincial Education Number	Student	May be provided by students on application (not Verified by the Ministry of Education).
TWID	Trade Worker Identification	Student	Required to report to Industry Training Authority.
VPEN	Verified Provincial Education Number	Student	PEN is verified by the Ministry of Education.

6.18 – GORNAME – Name Translation Rules

- Aliases for common names used along with the common matching rules.
- Will be populated with 1800 aliases received from consultant and will be added to as needed.

6.19 – STVVITYP – Visa Type Validation

- Will be used to track International student visa types as required.
 - EN – Entry Visa – Student, HR
 - OC – Off Campus Work Permit - Student, HR
 - PG – Post-Graduate Work Permit - Student, HR
 - ST – Student Permit
 - WK – Work Permit - Student, HR
 - PR – Permanent Resident

6.20 – Naming Convention for Codes in Shared Tables

- GTVLETR – Letter Code Validation (might have more areas to add)

- AD = Admissions
- AV = Advancement
- FI = Finance
- FA = Financial Aid
- HR = Human Resources
- RO = Registrar's Office (to be used by OC and OL)
- RP = Registration Priority (possible new group)
- SA = Student Affairs (to be used by OC and OL)

- AR = Faculty of Arts
- ED = Faculty of Education and Human Development
- SW = School of Social Work and Human Service (or under ED??)
- SC = Faculty of Science
- BE = School of Business and Economics
- TO = School of Tourism
- NU = School of Nursing
- TT = School of Trades & Technology
- LW = Faculty of Law

- STVHLDD – Hold Type Code Validation

- To denote the functional area whilst maximizing the total number of codes available per area, 2-char alpha codes will be used. The first alpha character will be used to denote the functional area as defined below. The second alphanumeric character (A-Z) will be used to make the code unique for its designated purpose. (E.g. FA, FB, FC, etc.). The INB Form that uses STVHLDD is SOAHOLD. The holds are created in STVHLDD pursuant to **BRD XX – X policy (currently under revision??)** (Marion will supply when available) applied in SOAHOLD according to the policy by authorized staff. The relevant authoritative department defined below is responsible to apply the hold and to remove it when the conditions are satisfied.
 - F = Finance
 - A = Financial Aid
 - R = Registrar's Office (to be used by OC and OL)
 - S = Student Affairs (to be used by OC and OL)

- STVCMTT – Comment Type Code Validation

The comment field can be used to explain the hold. The first alpha character will be used to denote the functional area as defined below. The second and third character will be used to make the code unique for its designated purpose.

- F = Finance
- A = Financial Aid
- L = Library
- T = Trades & Tech
- D = Dormitory and Housing
- R = Registrar's Office (to be used by OC and OL)
- S = Student Affairs (to be used by OC and OL)

- STVMEDI – Medical Code Validation

The first alpha character will be used to denote the functional area as defined below. The second and remaining characters will be used to make the code unique for its designated purpose. **Fine grained access needs to be implemented to maintain privacy of this information for employees.** Student disability information is tracked in 3rd Party software (Clockwork).

- H = Human Resource
- R = Registrar's Office

- STVDISA – Disability Type Code Validation

Use of this code will trigger workflow in order to contact students for their needs. Numeric codes will not be used. To denote the functional area whilst maximizing the total number of codes available per area, 2-char alpha codes will be used. The first alpha character will be used to denote the functional area as defined below. The second alpha character (A-Z) will be used to make the code unique for its designated purpose. (E.g. HA, HB, HC, etc.) **Fine grained access needs to be implemented to maintain privacy of this information for employees (DS access only).** Student disability information is tracked in 3rd Party software (Clockwork).

- H = Human Resource
- R = Registrar's Office

- STVMDEQ – Medical Equipment Code Validation

The first alpha character will be used to denote the functional area as defined below. The second and third character will be used to make the code unique for its designated purpose. **Fine grained access needs to be implemented to maintain privacy of this information for employees.** Student disability information is tracked in 3rd Party software (Clockwork).

- H = Human Resource
- R = Registrar's Office

- STVSPSR – Disability Service Code Validation

This table is called from Banner INB form. Numeric codes will not be used. To denote the functional area whilst maximizing the total number of codes available per area, 2-char alpha codes will be used. The first alpha character will be used to denote the functional area as defined below. The second alpha character (A-Z) will be used to make the code unique for its designated purpose. (E.g. HA, HB, HC, etc.) **Fine grained access needs to be implemented to maintain privacy of this information for employees.** Student disability information is tracked in 3rd Party software (Clockwork).

- H = Human Resource
- R = Registrar’s Office

6.21 – GTVSQRU– Business Rule Code Validation Form

This form will be used by IT Services to assign roles for portal access. Custom roles may be defined to be consistent with business practices. **From DSRG: confirm if all system-required roles as currently stated. YES!!!**

Table: GTVSQRU– Business Rule Code Validation Form			
Code	Description	Module	Explanation
ALUMNUS	Alumnus Role	Advancement	Baseline, system required.
ALUMNI	Alumni Role	Advancement	Baseline, system required.
FRIENDS	Friend Role	Advancement	Baseline, system required.
EMPLOYEE	Employee Role	Human Resources	Baseline, system required.
STUDENT	Student Role	Student	Baseline, system required.
STUDENT_ENROLLED	Student with enrollment in given term	Student	Baseline, system required.
FACULTY	Faculty Role	Student	Baseline, system required.
FINANCE	Finance Role	Finance	Baseline, system required.
DEVELOPMENTOFFICER	Development Officer Role	Student	Baseline, system required.
PROSPECT	Prospect Role	Student	Baseline, system required.
APPLICANT	Applicant Role	Student	Baseline, system required.
INTACCEPT	Institution Accept Role	Student	Baseline, system required.
APPACCEPT	Applicant Accept Role	Student	Baseline, system required.
BANNERINB	Internet Native Banner Role	All modules	Baseline, system required.

Appendix A: DSWG TERMS OF REFERENCE



Enterprise Resource Planning Project Data Standards Working Group (Terms of Reference)

The Data Standards Working Group develops standards for data that is shared across the various components of the Banner system. During the implementation process this working group will serve to administer standards for the collection and maintenance of shared data. Post implementation, this working group will meet periodically to ensure that data standards are met for any new administrative applications or changes to business practises.

ERP ISC Data Standards Working Group Goals and Functions:

In consultation with representatives of the University community, the Data Standards Working Group will develop, document, and maintain data standards for the shared components of the Banner System.

Responsibilities include:

- Developing standards for data shared across the various components of the Banner system;
- Administering standards for the collection and maintenance of shared data during the implementation process;
- Determining data ownership, establishing user security access levels and developing procedures for change permissions;
- Defining data maintenance standards/conventions, maintaining tables of valid values, and formulating measures to ensure accuracy, validity, and completeness of shared institutional data.

Membership, Resource Group:

- ERP Project Director – Frank Pahlke (Co-Chair)
- Director, Human Resources – Rick Browning (Co-Chair)
- Contracted Project Leads – Peter Gray, Peter Siermacheski, Lynda Pattie
- VP, Advancement – Christopher Seguin
- AVP Finance – Paul Manhas
- AVP IT Services / CIO – Brian Mackay
- Chief Recruitment Officer, Open Learning – Cameron Beddome
- Registrar – Dennis Mayberry
- Associate Registrar, Admissions & Records – Marion Hannaford
- Associate Registrar – Kristine Smalcel-Pederson
- Director, Business Intelligence – Andre Larouche
- Director, Institutional Planning and Analysis – Heather Friesen
- Manager, Admissions & Advising – Leena Niemela
- Manager, AIS – Anna Machaj
- Manager, Client Services Finance – Yvette Laflamme
- Senior Technology Coordinator – Hugh Burley

Membership, Working Group:

- Manager, Enrolment Analysis – Karen Grigoleit (Co-Chair)
- Senior Technology Coordinator – Hugh Burley (Co-Chair)
- Associate Registrar, Admissions & Records – Marion Hannaford
- Manager, TRU-OL Admissions & Advising – Leena Niemela
- TRU World, International Admissions – Eric Kim
- Data Management Coordinator – Brant Leigh
- Data Coordinator, Open Learning – Joe Kelly
- Project Analyst, IT Services – Abby Sereda
- Software Analyst, IT Services – Carla Granberg
- Software Analyst, IT Services – Rob Carrelli
- Software Analyst, IT Services – Steve Sereda
- Treasury Analyst - Finance – Brian Harris
- Accounting Assistant – Finance – Debbie Blackwell
- Admissions & Records Clerk – Judy Kress
- Trades & Technology – Julie Dekowny
- Advancement – Livia Costantino
- Advancement – Sylvie Veilleux
- Disability Services – Marge Huntley
- TRU-OL Business Intelligence – Ryan Steele
- Supervisor, Payroll – Teri Froescul
- HRIS Coordinator – Ellen Wilson

Prepared by: Data Standards Working Group, Thompson Rivers University

Version: 3.4

Last Revision Date: March 22, 2010

Enterprise Resource Planning Project
Data Standards Working Group
(Terms of Reference)

Rules and Procedures:

- All committee decisions require consensus. If consensus cannot be reached, the issue will be submitted to the ERP Quick Response Team and/or the Implementation Steering Committee for further consideration.
- The working group will convene/consult on an as-needed basis.
- Requests for modifications to standards/values for shared data are submitted to the committee for review. In cases where the committee suspects possible widespread impact, consultant input will be solicited. In all cases, consultants will be notified of committee-approved changes prior to implementation.
- Initial action will be made on all requests within 10 working days of submission. Initial action may be a final decision, a request for additional information, or a report that the request has been submitted for higher and/or wider consideration.

Appendix B: GLOSSARY

The following glossary defines terms used in the Data Standards, Data Integrity and Security Guidelines to assist users in reading and understanding this document.

Terms in Guidelines	Definition
Aboriginal identity	Aboriginal identity refers to a person reporting that he or she identifies with, or is a member of, an organic political or cultural entity that stems historically from the original persons of North America. The term includes the Indian (status or non-status), Inuit and Métis peoples of Canada.
admission	Being allowed into a program after the requirements for entering the program have been met. Some programs have 'limited admission,' which means there are a limited number of spaces available.
advancement constituent	Alumni or friends of TRU from whom the institution solicits donations and to whom it provides services.
alpha character	Consisting of only letters.
alpha numeric	Consisting of letters and/or numbers. Reference to a number (e.g. 1,2,3, etc.) are treated as characters, such as a,b,c, etc.
alumni	A graduate of a particular school, university or college.
applicant	A person who has submitted an application to be admitted to TRU.
apprenticeship	Apprenticeship is a structured system of supervised training leading to certification in a designated trade, occupation or craft. It is a systematic 2-4 year program of on-the-job training supplemented by in-school instruction lasting from 4 to 10 weeks per year, depending on the trade.
Applications and Systems Access Request (ASAR) form	The ASAR form must be completed for all TRU faculty, staff, and approved contract staff, to be granted TRU network access, as well as for access to specific applications required to carry out their work. This form is not intended to be used for student accounts.
Banner 3.X	The legacy student information system used by TRU-OL.
Banner ID	The Banner system-generated ID that is an 8 digit number preceded by the letter 'T' for a total of 9 characters. Example: T00010141.
Benefactor	A person who donates to the institution by giving financial support.
calendar date-picker	The calendar date-picker in Banner allows users to easily input a date into a form field, by selecting it from a popup calendar window.
Central Merge ID Authority	The committee responsible for merging duplicate Banner records.
Colleague	The legacy information system used by TRU-Campus.
continuing education and/or continuing studies	Continuing Studies delivers credit and non-credit courses and programs to business, government, industry and individuals on a cost-recovery basis.
course	A single component of a program of study, which includes classes, seminars and/or labs. Semesterized courses are 15 weeks long.
credential	On successful completion of a program, students may apply for a certificate, diploma, associate degree, or baccalaureate

degree, or master's degree.

credit course	TRU courses which carry credit towards a TRU certificate, diploma, or degree are known as credit courses. Credit courses are listed in the Calendar, and registration in such courses is open to suitably qualified members of the general public. Enrolment into credit courses requires prior acceptance into a TRU program or the permission of the instructor.
department	An academic, service or business unit that reports to a faculty, school or division.
disability	Any condition requiring special accommodation or support, such as chronic/systemic health impairments; blind or low vision; mobility/functional impairment; neurological disabilities; mental health disability; deaf, deafened or hard of hearing; learning disabilities; or ADHD.
division	A non-academic administrative or service area which contains departments.
domestic student	Canadian citizens and landed immigrants who are eligible for admission to all TRU programs and courses.
Employee	A person employed at TRU.
ERP	ERP (or Enterprise Resource Planning) refers to a collection of integrated business software systems designed to help people facilitate efficiency in managing and operating complex organizations.
Faculty	A person employed within the bargaining unit represented by the TRU Faculty Association.
fine-grained access	Fine-grained access determines what level of detail different groups of people, specified by a role, may be able to view and/or update in Banner.
Friend	An advancement constituent.
functional area	An operational group that perform tasks in the context of a business process.
functional role	More detailed than the job description, the operational role of an employee determines specific Banner access that is required to perform the job duties.
general non-person	An entity that is not an individual person, but is entered into Banner with a Banner ID for operational purposes (for example, a sponsoring organization or a company invoiced for rented space).
General Person	The baseline Banner record from which student, employee, faculty, vendor or advancement records are created.
Graduate	A person who has completed a certificate, diploma, associate degree, or degree program.
GroupWise (account)	GroupWise is a collaboration tool utilized by TRU for email, messaging, and meeting scheduling
identity information	Items of information that can uniquely identify or distinguish one individual from another
incarcerated student	Any student that is currently detained in a correctional facility
international student	Foreign students in possession of a valid Student Authorization admitted to a program or course(s), subject to the International

JDE	JD Edwards is an inventory management system utilized by Product Support
Luminis	Luminis, as referenced in DSWG document, refers to the portal features in the Luminis Platform, which create an online environment that can be customized by every member of the campus community. Users can access the portal at any time and from any place. Information is "pushed" into an individual's portal in channel format.
non-alphanumeric character	Any characters that do not contain the value of a number or a letter. E.g. !@#\$%^&*()
non-credit course	TRU offers short non-credit courses in a wide variety of subjects. Registration in such courses is open to the general public. Completion of a non-credit course may lead to a Certificate of Completion, but academic standards are not normally defined. Non-credit courses do not satisfy prerequisite requirements for credit programs.
numeric character	Reference to a number (e.g. 1,2,3, etc.)
one-to-one relationship	One-to-one relationships occur when there is exactly one record in the first table that corresponds to exactly one record in a related table
Oracle username	Oracle is a relational database management system. The BANNER System was constructed using ORACLE technology. To interact with the database, and access the information contained within, a user must have a "username" to login, similar in principle to logging into the TRU network.
personal information	Personal Information, as defined by the Personal Information Protection Act, "means information about an identifiable individual and includes employee personal information but does not include (a) contact information, or (b) work product information.
program	A predefined collection of courses that combine to provide skills and learning leading to a certificate, diploma or degree.
Project SAGE	Project SAGE is Thompson Rivers University's Banner Implementation Project, formerly referred to as "The TRU ERP Project".
prospect	A person who has contacted TRU and/or is considering applying to TRU.
Registrar's Office	The Registrar is responsible and accountable for the administration of all student records retained by TRU except interim statements of grades and other interim student evaluations which may be held by individual instructors, departmental chairpersons and other university staff.
self-service	The ability for a system user to access, and in some cases modify, their personal records electronically without the assistance from a third party.
Shared rule tables	A rule that enforces predefined business standards and best practices and is shared across the modules of the Banner system.

Shared validation tables	Validation tables define the codes that can be used in a field and is shared across the modules of the Banner system.
Student Student Affairs	A person who is enrolled in a credit course at the university. Within Student Affairs, student complaints and concerns (e.g. academic probation, appeals), and student rights and responsibilities (e.g. student code of conduct issues) are addressed within this division.
transcript	Students are issued transcripts to document their achievement in credit courses. On successful completion of a program, students may apply for a certificate, diploma, associate degree, baccalaureate degree, or master's degree.
tutor	As teaching staff of the Open Learning division of TRU, the role of the tutors is to actively encourage, support and guide students toward success in their academic studies. Specific duties of the tutor include but are not limited to initiating and maintaining contact with students, teaching the course using materials provided, contributing to course content as required, marking assignments and providing prompt feedback, responding to voice and email communication from students and TRU staff in a timely manner, maintaining weekly office hours for synchronous communication, marking final exams, and posting evaluation scores.
undergraduate	A student registered in a program leading to a certificate, diploma, associate degree, or baccalaureate degree
university preparation	The University Preparation department offers adult learners the opportunity to complete prerequisites for admission into a diverse range of career, vocational and academic programs or to complete several ABE diplomas including the B.C. Adult Graduation Diploma (the equivalent to high school completion).
Vendor	An individual or organization that supplies goods or services to TRU for payment.
Visiting Scholar	TRU will provide and appoint term positions to those individuals who meet the criteria of visiting scholar. A major requirement for the creation of this position is that all funds to cover salary, benefits, supplies and relocation are provided by external granting agencies and/or external contracts. The appointments of visiting scholar are non-teaching positions.

Appendix C: PROCEDURES FOR IDENTITY CHANGES/UPDATES

Confirm Roles

Determining the Office Responsible for Changing the General Person Identity

1. Look up the general person record in GUASYST (System Identification) to identify which roles are attached to the general person.
2.
 - a. If the general person record has **only one role** assigned, then the record will be updated using the established documentation and procedures at the office of origin as follows:

General Person Role	Office Responsible for Update
Employee, Adjunct Faculty or Visiting Scholar Only	Human Resources
Student Only	Office of the Registrar
Vendor Only	Finance
Friend Only	Advancement

- b. If the general person record has **more than one role** assigned, then any office with an attached role can change the identity using the established documentation and procedure. However, if a Friend is also an active Employee and/or Student and/or Vendor, then the identity will be updated by Human Resources, Office of the Registrar, or Finance, as appropriate.

General Person Roles	Office Responsible for Update
Employee and Student and Vendor	Human Resources or Office of the Registrar or Finance
Employee and Vendor	Human Resources or Finance
Employee and Student	Human Resources or Office of the Registrar
Student and Vendor	Office of the Registrar or Finance
Friend and/or Employee and/or Student and/or Vendor	Human Resources, Office of the Registrar or Finance, as applicable

Changing the General Person Identity

1. Request the original legal documentation required to make the change (e.g. birth certificate, marriage certificate court order, social insurance card, passport, citizenship card, Canada Student Loan documentation or permanent resident card). (Exceptions to having original? Should we just let them be 'exceptions' and not address them here. Request Legal Counsel? Karen.)
2. Retain a copy of the provided documentation according to standard archiving practice and procedures.
3. Make the change in the current general person ID (e.g. SPAIDEN for Student). The previous ID historical changes will automatically be stored in Alternate ID.

Appendix D: PROCEDURE FOR CONTACT INFORMATION CHANGES/UPDATES

To facilitate efficient and effective customer service, once the General Person record exists, any office may modify contact information (addresses, telephone numbers, emails and emergency contacts). This is to be accomplished in the General Person record of a person or non-person, based upon established institutional procedures, through the Banner Address Review and Verification Form (GOAADDR and GOAEMAL).

Contact information may be updated by self-service on the web, phone, email, fax, or in person. If contact information is not being changed via self-service, then the following procedures should be followed:

1. Look up the General Person Identification record (e.g. SPAIDEN, PPAIDEN, etc.).
2. Confirm the ID of the person/non-person by at least 3 items of identification, such as student/staff card (if in person), ID number, SIN, name (last, first, middle), birth date, address. In doing so, verify you have the correct identity by asking questions and listening for responses—don't prompt by reading from the screen.
3. Make the requested contact information change(s). No documentation is required for the file.
4. Workflow **(to be implemented)** will automatically generate an email to confirm the change with the person/non-person (which will help protect against unauthorized changes).
5. Historical changes to addresses, telephones and emails will automatically be stored in the system (e.g. SOADDRQ)

Appendix E: GOAMTCH SEARCH PROCEDURES

STUDENT

Retrieving a Record

1. If given a Student ID number or SIN, then GOAMTCH will retrieve a definitive match.
2. If not given a Student ID number or SIN, then search on Last Name and First Name:
 - a. For international admissions, GOAMTCH will search last and first names interchangeably (e.g. Xu Chen for Chen Xu)
 - b. For regular admissions, GOAMTCH will search for alias names (e.g. Rob, Bob, Bobby, Robbie for Robert)

If a record is retrieved on Last Name and First Name, then confirm Birth Date and Gender are a match.

3. Search on Last Name and full Birth Date and Gender.
4. Search on Last Name only. Confirm Birth Date and Gender are a match.
5. Search on first few letters of Last Name & wildcard (e.g. Smi%). Confirm First Name, Middle Name (if applicable), Birth Date and Gender are a match.
6. Search on First Name, space and first few letters of Last Name & wild card. (E.g. Rob Smi%). Confirm First Name, Middle Name (if applicable), Birth Date and Gender are a match.
7. Search on First Name comma and wild card (e.g. Rob,% Rob %) Applies to query fields. Confirm First Name, Middle Name (if applicable), Birth Date and Gender are a match.

Verify the Retrieved Record

1. Use as much information as available to compare with the maximum number of data fields, such as:
 - Last Name, First and Middle name(s)
 - Birth Date
 - Gender
 - SIN
 - Address
 - Other factors for reasonableness (GUASYST to see if in appropriate Student area(s), Academic History, Recent Applications)

Creating a New Record

1. When a thorough search does not display any records, a new record can be generated.
2. Any records that appear as a result of a search need to be scrutinized to determine if there is a possible match.
3. If there is not enough information to verify the identity on listed criteria, contact the person to clarify, if possible.
4. If it is not possible to verify a record after completing the search procedures and contacting the person, then a new record will need to be created to avoid over-writing an existing record.

HUMAN RESOURCES

Retrieving a Record

1. If given a Employee ID number or SIN, then GOAMTCH will retrieve a definitive match.
2. If not given a Employee ID number or SIN, then search on Last Name and First Name:
If a record is retrieved on Last Name and First Name, then confirm Birth Date and Gender are a match.
3. Search on Last Name and full Birth Date and Gender.
4. Search on Last Name only. Confirm Birth Date and Gender are a match.
5. Search on first few letters of Last Name & wildcard (e.g. Smi%). Confirm First Name, Middle Name (if applicable), Birth Date and Gender are a match.
6. Search on First Name, space and first few letters of Last Name & wild card. (e.g. Rob Smi%). Confirm First Name, Middle Name (if applicable), Birth Date and Gender are a match.
7. Search on First Name comma and wild card (e.g. Rob,% Rob %) Applies to query fields. Confirm First Name, Middle Name (if applicable), Birth Date and Gender are a match.

Verify the Retrieved Record

1. Use as much information as available to compare with the maximum number of data fields, such as:
 - Last Name, First and Middle name(s)
 - Birth Date
 - Gender
 - SIN
 - Address
 - Other factors for reasonableness, Example Position History

Creating a New Record

1. When a thorough search does not display any records, a new record can be generated.
2. Any records that appear as a result of a search need to be scrutinized to determine if there is a possible match.
3. If there is not enough information to verify the identity on listed criteria, contact the person to clarify, if possible.
4. If it is not possible to verify a record after completing the search procedures and contacting the person, then a new record will need to be created to avoid over-writing an existing record.

FINANCE (Vendor search)

In progress. To be completed

ADVANCEMENT (Friends search)

To be complete