



THE UNIVERSITY OF  
**TENNESSEE**  
KNOXVILLE

# ***DATA STANDARDS MANUAL***

***July 31, 2020***

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**Table of Contents**

**SUMMARY of REQUIREMENTS for CREATING and MAINTAINING ACCURATE RECORDS ..... 5**  
**‘PERSON’ (Student and/or Vendor) – Data Standards Quick Reference ..... 6**  
**‘NON-PERSON’ (Vendor) – Data Standards Quick Reference ..... 7**  
**PREFACE..... 8**

**1. Data Administration..... 10**

1.A. Purpose ..... 10

1.B. Data Confidentiality ..... 10

1.B.1. General ..... 10

1.B.2. Student Directory Information ..... 10

1.B.2.a. Directory Exclusion ..... 11

1.B.3. Confidentiality Indicator for Students ..... 11

1.C. Data Stewards..... 11

1.C.1. General ..... 12

1.C.2. UTK Data Custodians ..... 12

1.C.3. Areas of Responsibility for UTK Custodians ..... 13

1.D. Data Access ..... 13

1.D.1. Banner User ID and Password User Responsibility ..... 13

1.D.2. Banner User ID and Security Assignment ..... 14

1.D.3. Banner User Names..... 14

1.D.3.a. Banner User Name Format ..... 14

1.D.3.b. Banner User Name and NetID Changes ..... 15

1.D.4. Access to UTK Student Information Systems..... 15

1.D.4.a. Objective..... 15

1.D.4.b. Purpose and Scope..... 15

1.D.4.c. Definitions ..... 15

1.D.4.d. Elevated Privileges Requests..... 16

1.D.4.e. Termination of Access..... 17

1.D.4.f. Responsibilities of the Student Information System User..... 17

1.D.5. Banner Security Process for Banner Administrative Pages and SSB ..... 18

1.D.6. Banner Operational Data Store (ODS) Account Process ..... 20

1.D.7. Argos Account Process ..... 21

**2. Data Input – Original Entry and Modification..... 22**

2.A. Modifications to Data Standards ..... 22

2.B. Modifications to Validation Tables ..... 22

2.C. Original Entry of Student and Vendor Records..... 22

2.D. Modifications to Legal Name, Social Security Number and/or Taxpayer Identification Number ..... 23

2.D.1. ‘Person’ and ‘Non-Person’ Identifying Information Change Process..... 23

2.D.2. Acceptable Documentation for ‘Person’ Student Information Changes ..... 23

2.D.3. Acceptable Documentation for ‘Person’ Vendor Information Changes ..... 24

2.D.4. Acceptable Documentation for ‘Non-Person’ Vendor Information Changes ..... 24

2.E. Identifying the Appropriate Data Custodian to Complete Identifying Information Changes..... 24

2.F. Data Entry Process for Completing an Identifying Information Change ..... 25

**3. Common Matching and Ensuring Unique Banner Records..... 26**

3.A. Common University of Tennessee Electronic Identifications ..... 26

3.A.1. Goal..... 26

3.A.2. Typical Scenarios Requiring IT/Functional Staff to Reconcile Various Methods of Identification ..... 26

3.B. Common Matching ..... 26

3.C.	Multiple PIDM .....	27
<b>4.</b>	<b>Identification .....</b>	<b>27</b>
4.A.	Current Identification .....	27
4.A.1.	General .....	27
4.A.2.	'Person' and 'Non-Person' UTID Numbers.....	28
4.A.2.a.	'Person' ID.....	28
4.A.2.b.	'Non-Person' ID .....	28
4.A.2.c.	Changes to UTID Numbers .....	28
4.A.2.d.	PERNR .....	28
4.A.3.	Name Types .....	28
4.A.3.a.	'Person' Names.....	29
4.A.3.b.	'Non-Person' Names .....	32
4.B.	Alternate Identification.....	33
4.B.1.	General .....	33
4.B.2.	Name Type.....	33
4.B.3.	Change Type .....	33
4.C.	Summary .....	33
<b>5.</b>	<b>Address Information .....</b>	<b>34</b>
5.A.	General .....	34
5.B.	Address Type.....	34
5.C.	Address Data Custodians.....	35
5.D.	From/To Dates.....	35
5.E.	Sequence Number.....	35
5.F.	Street Lines 1, 2, and 3 .....	35
5.F.1.	Special Characters, Symbols, and Punctuation .....	36
5.F.2.	Street Names .....	36
5.F.3.	Street Suffixes .....	37
5.F.4.	Secondary Unit Designators.....	37
5.F.5.	Compass Directionals.....	37
5.F.6.	P.O. Boxes.....	38
5.F.7.	Dual Addresses .....	38
5.F.8.	Campus Addresses .....	38
5.F.9.	Student On-Campus Housing Addresses .....	39
5.G.	City .....	39
5.H.	State or Province.....	39
5.I.	Zip or Postal Code .....	40
5.J.	County .....	40
5.K.	Nation .....	40
5.L.	International Addresses .....	41
5.M.	Military Addresses .....	41
5.N.	Telephone Type/Telephone .....	42
5.O.	Inactivate Indicator .....	42
5.P.	Delivery Point/Corrective Digit/Carrier Route.....	42
5.Q.	Summary .....	42
<b>6.</b>	<b>Telephone Information.....</b>	<b>43</b>
6.A.	General .....	43
6.B.	Telephone Type.....	43
6.C.	Telephone Numbers.....	43
6.C.1.	Area Code .....	43

6.C.2.	Phone Number.....	43
6.C.3.	Extension.....	44
6.D.	Primary/Unlisted/Inactive Indicators.....	44
6.E.	International Access .....	44
6.E.1.	International Telephone Numbers .....	44
6.E.2.	North American Numbering Plan (NANP).....	44
6.F.	Comment .....	45
6.G.	Address Type.....	45
6.H.	Sequence.....	45
<b>7.</b>	<b>Biographical Information .....</b>	<b>45</b>
7.A.	Gender .....	45
7.B.	Birth Date .....	45
7.C.	Age .....	45
7.D.	Social Security Numbers (SSN) and Taxpayer Identification Numbers (TIN) .....	45
7.E.	Confidential Indicator.....	46
7.F.	Deceased Indicator/Date.....	46
7.G.	Citizenship.....	46
7.H.	Ethnicity .....	46
7.I.	Marital Status .....	47
7.J.	Religion .....	47
7.K.	Legacy .....	47
<b>8.</b>	<b>E-mail Information.....</b>	<b>47</b>
8.A.	General .....	47
8.B.	Email Type .....	48
8.C.	Email Addresses .....	48
8.D.	Preferred/Inactive/Display on Web Indicators .....	48
8.E.	Comment .....	48
<b>9.</b>	<b>Emergency Contact Information .....</b>	<b>48</b>
9.A.	General .....	48
9.B.	Priority.....	48
9.C.	Relationship.....	49
9.D.	Contact Name.....	49
9.E.	Address Type.....	49
9.F.	Address.....	49
9.G.	Telephone .....	49
<b>Appendix A – Abbreviations and Crosswalk Tables .....</b>		<b>50</b>
<b>Appendix B – Miscellaneous .....</b>		<b>51</b>

## SUMMARY of REQUIREMENTS for CREATING and MAINTAINING ACCURATE RECORDS

- **NEVER SHARE YOUR PASSWORD:** Data integrity begins with control over access to the database. Your user ID and password create your identity within the Banner system. Protecting your password safeguards the validity of the data held in the system and the personal information of students and staff. It also protects your identity from being misused within the system by someone else.
- **SEARCH FIRST:** Before you create a new record for an entity ('Person' or 'Non-Person'), please make sure that the entity has not been previously entered in the Banner database. **Each user must conduct a thorough search to prevent entering a duplicate and/or multiple records.** Duplicate and/or multiple records create problems in many parts of the system and may take many hours of staff time to locate and remove.
- **NEVER USE:** In **creating** a record, **never** use the pound sign (#) or the percent sign (%). The pound sign can cause Banner database errors. The percent sign has a special use within the search functions of the system.
- **ABBREVIATIONS:** Specific ways to abbreviate words are included in this document and in [Appendix A](#). Please use only these approved forms when entering data.
- **PUNCTUATION: Do not add punctuation where there is none.** For 'Person' names, use hyphens, apostrophes or dashes exactly as the person indicates in writing. Do not use commas or periods in any name field. Do not use punctuation in abbreviations, prefixes or suffixes, such as Dr, PhD or Jr. Punctuation for address fields should be used only if specifically required for the address number and should be limited to periods, slashes and hyphens.
- **DATA CHANGES:** Please do not make any data changes unless you have the appropriate responsibility and authority. When you do make changes, please follow the procedures established by the Data Steward of the data you want to change.
- **REMEMBER:** Many data fields have specific data entry rules. These specific rules are outlined in this manual and should be carefully followed.

**‘PERSON’ (Student and/or Vendor) – Data Standards Quick Reference**

<p><b>Before creating a Person ...</b> Search on GUIALTI or GOAMTCH using ID, SSN, Last Name, and First Name with % before and after each search string.</p>	<p><b>Address Abbreviations</b></p>	
<p><b>‘Person’ Names</b></p> <ol style="list-style-type: none"> <li>1. Enter last, first, and middle names exactly as provided, using upper and lower case and maintaining spaces. (<i>duBois, Van Buren, Vander Lage, Vander Vaart</i>)</li> <li>2. Enter hyphens, apostrophes, or dashes as indicated, but do not use periods or commas. (<i>Ann/M/St John-O’Neil</i>)</li> <li>3. Do not enter special characters (&amp;, %, #, ‘ ’).</li> <li>4. If first name is indicated as initial and full middle name, enter both in <b>First Name</b> field. (<i>D Gary/blank/Smith</i>)</li> <li>5. If a person has more than two given names and does not specify first vs. middle, enter first two in <b>First Name</b>, remainder in <b>Middle Name</b>. (<i>Ann Marie/Susan/Smith</i>)</li> <li>6. If a person has only one name, enter it in <b>Last Name</b> field and leave <b>First Name</b> field blank.</li> <li>7. Enter prefixes (<i>Dr, Rev</i>) and suffixes (<i>PhD, Esq, Jr, III</i>) without punctuation, if required.</li> <li>8. If a name is longer than the field allows, enter as much as possible.</li> </ol>	<p><b>Street Suffixes</b></p>	<p><b>Unit Designators</b></p>
	<p>Avenue <b>Ave</b> Boulevard <b>Bldv</b> Center <b>Ctr</b> Circle <b>Cir</b> County Road <b>CR</b> Court <b>Ct</b> Drive <b>Dr</b> Expressway <b>Expy</b> Freeway <b>Fwy</b> Highway <b>Hwy</b> Lane <b>Ln</b> Parkway <b>Pkwy</b> Place <b>Pl</b> Point <b>Pt</b> Road <b>Rd</b> Route <b>Rt</b> Rural Route <b>RR</b> Square <b>Sq</b> Street <b>St</b> Trail <b>Trl</b> Turnpike <b>Tpke</b> Way <b>Way</b></p>	<p>Apartment <b>Apt</b> Building <b>Bldg</b> Department <b>Dept</b> Floor <b>Fl</b> Number <b>Unit</b> Room <b>Rm</b> Suite <b>Ste</b> Unit <b>Unit</b>  <b>Compass Directional</b> North <b>N</b> South <b>S</b> East <b>E</b> West <b>W</b> Northeast <b>NE</b> Northwest <b>NW</b> Southeast <b>SE</b> Southwest <b>SW</b></p>
<p><b>Street Addresses</b></p> <ol style="list-style-type: none"> <li>1. Enter data in first address line, then second, then third.</li> <li>2. Enter delivery address in last used line before <b>City</b>.</li> <li>3. Abbreviate Post Office PO with no space and enter by itself on last used line before <b>City</b>. (<i>PO Box 1234</i>)</li> <li>4. Do not use special characters (#, %, &amp;).</li> <li>5. Enter and in place of &amp;.</li> <li>6. Use the word Unit, Ste, Apt, etc. in place of #, No, or Number.</li> <li>7. Enter <i>c/o</i> in place of <i>in care of</i> in <b>Street Line 1</b>.</li> <li>8. Enter attention line in <b>Street Line 1</b>. (<i>Attn Bob Snow</i>)</li> <li>9. Enter periods, slashes, and hyphens only in street number and zip code. (<i>39.2 Rd, 101 ½ Main St, 97203-4798</i>).</li> <li>10. Use numbers for numbered streets and include <i>st, nd, rd, th</i>. (<i>201 4<sup>th</sup> St, 1919 23<sup>rd</sup> Ave, 4801 NW 101<sup>st</sup> St</i>)</li> <li>11. Abbreviate street suffixes, unit designators, and directional, if not part of primary name (<i>N South Oak</i>)</li> <li>12. If there are two street suffixes, abbreviate second; first becomes part of street name. (<i>1300 W 43<sup>rd</sup> Avenue Ct</i>)</li> <li>13. Enter unit designators after street address or on a line above.</li> <li>14. Spell out street and city names, if space allows. (<i>County Road 14, Fort Collins, Idaho Springs</i>)</li> <li>15. Allow Banner to enter <b>City</b> and <b>State</b> from <b>Zip Code</b>.</li> </ol>		
<p><b>Telephone Numbers</b></p> <ol style="list-style-type: none"> <li>1. Enter telephone number if provided. Do not use any punctuation. (such as hyphens)</li> <li>2. The telephone number entry is divided into three fields. The <u>first field</u> is for area code entry, the <u>second field</u> should include all seven digits of the phone number (without a hyphen), the <u>third field</u> is reserved for the extension number.</li> <li>3. Only numeric values should be entered in any of the three fields, NO ALPHA CHARACTERS.</li> <li>4. All regional and local telephone numbers, including On Campus telephone types, are entered using the ten-digit format.</li> <li>5. Set the <i>Primary</i> indicator if the telephone number is the primary contact for the entity.</li> <li>6. Set the <i>Unlisted</i> indicator if the telephone number should be designated as ‘unlisted.’</li> <li>7. Set the <i>Inactive</i> indicator if the telephone number is no longer valid.</li> </ol>	<p><b>Telephone Types</b></p> <p>Billing <b>BI</b> Business/Work <b>BU</b> Cell Phone <b>CP</b> FIPS Home <b>EH</b> Employee Office <b>EO</b> Mailing <b>MA</b> Parents <b>PA</b> Permanent <b>PR</b> Residency <b>RA</b> Residence Hall <b>RH</b></p>	
<p><b>Foreign Addresses</b></p> <ol style="list-style-type: none"> <li>1. Enter as provided including punctuation, except commas.</li> <li>2. Do not abbreviate spelled-out words, if space allows.</li> <li>3. Enter non-Canadian state/province in <b>Street Line 3</b>.</li> <li>4. For Canadian addresses, enter Province in <b>State</b> or <b>Province Code</b>.</li> <li>5. The <b>County Code</b> field should be left blank.</li> <li>6. Enter postal code (with spaces) in <b>Postal Code</b>.</li> <li>7. Enter country name from validation table in <b>Nation Code</b>.</li> </ol>		

## ‘NON-PERSON’ (Vendor) – Data Standards Quick Reference

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## **PREFACE**

### **DATA STANDARDS**

The University of Tennessee, Knoxville (the University) utilizes the Ellucian Banner system integrated database as the main student information system. Within this integrated database, various modules share data items. The primary data warehouse for student, financial aid, accounts receivables and a host of other datasets is the Ellucian ODS platform. UTK has created the IDS (Institutional Data Set) that extends the base ODS to include additional data elements needed for data reporting and decision support.

UTK recognizes that data standards are vitally important in protecting the data assets of the University by maintaining accurate and consistent data standardized for use in all areas of the University. A Decision Support Community on the UTK campus supports the Data Governance initiative including these data standards. Through communication, planning and data sharing the aim is to reduce redundant data on campus and facilitate involvement in the effective use of data and tools. The standards in this manual address the data entry standards for data shared among the various information systems.

This manual is intended as a standards policy reference guide and is not meant to be used as a training guide. This manual is also intended to be a living document, with each standard reviewed on a regular basis.

### **PURPOSE**

The purpose of this document is to establish guidelines for:

- stewards of the University's data and records maintained in the Banner Database
- ensuring data integrity, consistency and completeness
- providing appropriate security for personal information about staff and students
- providing appropriate access to the Banner system and ODS data warehouse
- ensuring that the interpretation of information is accurate and consistent within the University
- outlining the responsibilities of users of the information maintained in the database

### **ADMINISTRATIVE RESPONSIBILITY**

By law, certain data is confidential, and the University cannot release it without proper authorization. Users of the data **MUST** adhere to any applicable federal and state laws as well as University policies and procedures related to data protection and confidentiality.

Data is a vital asset owned by the University. All institutional data, whether maintained in the central database or copied into other data systems (e.g. personal computers), remains the property of the University. Access to data is provided to support a user's official University responsibility. Data will be used only for legitimate University business.



## **INFORMATION ACCESS**

All Banner users are assigned a User ID and Password. Users **ARE NOT** to share these access codes with anyone. The user is responsible for all transactions occurring during the use of their User ID and password. Data downloaded to a personal computer or other device must be safeguarded and utilized responsibly.

UTK will provide appropriate training for each type of access which will include the following:

- reading, understanding and agreeing to the guidelines of this document, and any additional requirements identified by the data steward
- hands-on training in accessing, understanding and interpreting the information
- maintaining the security, confidentiality, integrity and accuracy of the data accessed

## 1. Data Administration

### 1.A. Purpose

This manual provides data standard requirements for the protection, access, maintenance, and use of University data that is electronically maintained on University systems. This manual defines the responsibilities of users who input and access that data. Divisions/departments may have individual requirements that supplement, but do not replace or supersede the requirements outlined in this manual.

The standards outlined in this manual are supported by the Campus Decision Support Community, a key component of the Campus Data Governance Program, and span the central Student Information System and Campus Data Warehouse.

### 1.B. Data Confidentiality

#### 1.B.1. General

The Banner information system is an integrated database with information on constituents of all types – applicants, students, employees, vendors, etc. Many benefits come from this integration. Information that can personally identify constituents is made available to University employees for the sole and explicit purpose of allowing them to carry out their official University functions. Any other use is prohibited. The same principles of confidentiality that apply to paper records also apply to electronic data. It is crucial for each school official to understand his or her legal responsibilities under the Family Educational Rights and Privacy Act (FERPA), the Student & Exchange Visitor Information System (SEVIS) and the European Union’s General Data Protection Regulation (GDPR). Failure to adhere to privacy regulations can result in disciplinary action up to, and including, termination.

**FERPA:** The Office of the University Registrar administers FERPA for the University. FERPA information is available at <https://ferpa.utk.edu/>.

**SEVIS:** The Center for International Education and UTK Human Resources oversee policies and procedures in compliance with the United States Department of Homeland Security and its subdivisions, including U.S. Immigrations and Customs Enforcement. Further information is available at <https://international.utk.edu/>.

**GDPR:** The University of Tennessee may be a data “controller” or “processor” with regard to certain activities as defined under the European Union’s General Data Protection Regulation. Students living in the EU can gather more information and submit a request for data protection at <https://dataprivacy.utk.edu/>.

#### 1.B.2. Student Directory Information

Based on FERPA requirements as noted on the official University FERPA website, ‘directory information’ for students is eligible for release unless the student has requested privacy or directory exclusion. ‘Directory information’ includes:

Name  
Local Address

Permanent Address  
NetID  
Email Address (University-supplied)  
Telephone Number  
Classification  
Most recent previous educational institution attended  
Graduate or Undergraduate Level  
Full-Time or Part-Time Status  
College  
Major  
Dates of Attendance  
Degrees, Honors, and Awards  
Participation in school activities and sports  
Height and Weight

Directory information does NOT include:

Social Security Number  
Grades  
Student Schedule  
Academic Standing  
Student ID Number  
GPA (term and cumulative)  
Academic History

Telephone numbers identified as ‘unlisted’ in the Banner System will not be released as directory information.

Additional information pertaining to students’ rights to limit the disclosure of directory information is outlined in the student handbook *Hilltopics*, available on this website: <http://dos.utk.edu/hilltopics/>.

#### **1.B.2.a. Directory Exclusion**

FERPA allows certain information to be released in a directory format. A student can choose not to be included in the directory and other public UTK data releases (commencement program, data provided to external requestors, etc.) Forms for requesting directory exclusion are found on the official University FERPA website at <https://ferpa.utk.edu/forms/>.

#### **1.B.3. Confidentiality Indicator for Students**

A student may request full confidentiality/privacy of their student records. The request must be made in person to the Office of the University Registrar. A privacy indicator will be set in Banner using SPAIDEN and GOADPRF. A privacy message will appear on most screens and forms accessible by faculty and staff that provide student information. Staff in OIT will remove the student from the UT online directory.

#### **1.C. Data Stewards**

### 1.C.1. General

Below is a listing of the ten duties that have been assigned to data stewards for their respective modules. The primary tasks are:

- 1) reviewing Banner data for accuracy and dependability
- 2) reviewing and approving reports for accuracy, dependability, and timeliness
- 3) updating and maintaining Banner validation tables and other system maintenance forms
- 4) updating and maintaining Banner Student Attributes, STVATTS
- 5) updating and maintaining Banner Course Attributes, STVATTR
- 6) updating and maintaining Banner Cohorts, STVCHRT
- 7) updating and maintaining Banner Activities, STVACTC
- 8) assigning Banner security access
- 9) assigning reporting security access
- 10) supervising the addition or changing of Person and Non-Person changes.

Accuracy and completeness of Banner data can be maintained through adequate training and adherence to the requirements of this manual and any additional requirements as set forth by the Data Steward.

Banner validation and rule tables have been established to conform to the requirements of this manual and Banner processes. These validation tables create the drop-down tables that are utilized throughout the Banner system.

Banner users must first be authorized to access the Banner System by their immediate supervisor. Access is then approved by the responsible Banner Data Steward. Data Stewards must be satisfied that the employee has received adequate training and ‘need to know’ is clearly demonstrated before granting security access to the Banner System. By approving user access to University data, the Steward consents to the use of that data within the normal business functions of administrative and academic offices or departments.

The ability to create persons and non-persons in the Banner System is restricted to the Undergraduate Admissions Office, The Office of Graduate and International Admissions, the Registrar’s Office, the Bursar’s Office and the Office of Financial Aid. The Data Steward for each area is responsible for the data input into the Banner System by the employees that they supervise who enter data to create persons and non-persons.

**Misuse or inappropriate use by individuals will result in revocation of the user’s access privileges.**

### 1.C.2. UTK Data Custodians

The six identified data custodians for the following data types are:

- general – University Registrar for all forms
- financial aid – Director of Financial Aid
- student – Bursar for Accounts Receivable
- student – Director of Undergraduate Admissions for Undergraduate Admissions
- student – Director of Graduate and International Admissions for Graduate and International Admissions
- student – University Registrar for all other Student Forms

### 1.C.3. Areas of Responsibility for UTK Custodians

The following are the six areas of the UTK Custodians' responsibilities:

- 1) Monitoring Banner data for accuracy and dependability
- 2) Reviewing and Approving Reports
- 3) Banner system maintenance/validation tables
- 4) Assigning Banner Administrative Pages Security Access
- 5) Adding Persons/Non-persons
- 6) Assigning View Security Access

UTK will provide appropriate training for each type of access, which will include the following:

- Reading, understanding and agreeing to the guidelines of this document, and any additional requirements identified by the data Custodian;
- Hands-on training in accessing, understanding and interpreting the information; Maintaining the security, confidentiality, integrity and accuracy of the data accessed.

### 1.D. Data Access

#### 1.D.1. Banner User ID and Password User Responsibility

**Users are not to share access codes such as User ID and passwords with anyone.**

All users must understand that data security, electronic or otherwise, is every user's responsibility. Users are responsible for data elements that are accessed. Users **MUST** protect all University data files from unauthorized use, disclosure, alteration, or destruction. Users are responsible for the security, privacy, and control of data within their control.

**The user is responsible for all transactions occurring during the use of their User ID and password.**

**Anyone found loaning or sharing their access codes, are subject to corrective and/or disciplinary action, up to and including termination.**

The use of the University's information technology resources is a privilege extended to authorized users for education, research, service and administration. The "Acceptable Use of Information Technology Resources Policy" (AUP) [*Information Technology Policy No: IT0110* - <https://policy.tennessee.edu/policy/it0110-acceptable-use-of-information-technology-resources/>] governs the use of the University's information technology resources. *Information Technology Policy Number IT0115* on information classification describes the roles and responsibilities for creating, handling, managing, and destroying the university's information [<https://policy.tennessee.edu/policy/it0115-information-and-computer-system-classification/>].

## **1.D.2. Banner User ID and Security Assignment**

Banner system access and authentication is achieved through CAS authentication of the NETID and password and 2-Factor Authentication(2FA). 2FA authentication is required for all users accessing the Banner system. All accounts will be periodically reviewed by The Office of Information Technology and Office of Enrollment Management.

Users requesting access to the system must complete the “Banner System Account Request” accessible on the Data Governance Steering Team website under the forms menu: <https://data.utk.edu/forms/>.

An employee’s signature on a “Banner System Account Request” form signifies agreement to abide by all University data standards, University policies and procedures and state and federal laws, as well as an understanding of the implications due to improper use. The supervisor’s signature indicates approval for the requester to view or maintain the requested system data.

The Office of Enrollment Management and The Office of Information Technology will create and define the appropriate Banner system access based on the job responsibilities and approval of the appropriate supervisor for the person requesting access. ‘Query’ access enables the user to view, analyze, but not change, University data. ‘Maintenance’ access provides both query and update capabilities. Maintenance access is generally limited to users directly responsible for the collection and maintenance of the data.

Downloading of Banner data to personal devices such as laptops or external storage devices is explicitly prohibited without the use of secured and encrypted procedures. If data is downloaded to a personal computer or other device, the downloaded data must be responsibly used, protected, and accurately represented.

If a user’s Banner security request is denied by a Data Custodian, the user’s supervisor may appeal the decision by writing a request for review of the decision to the Provost. The decision of the Provost will be final. The request for review should, at a minimum, include the following information:

- a description of the specific data access requested
- justification for access to the data
- the name of the individual/position who denied the access to the data

## **1.D.3. Banner User Names**

### **1.D.3.a. Banner User Name Format**

Each Banner user is assigned a Banner user name that utilizes the employee’s first and last names as they are entered into Banner on ‘SPAIDEN’ as follows:

FIRST NAME\_LAST NAME

### 1.D.3.b. **Banner User Name and NetID Changes**

Changing student NetIDs in Banner is often necessary due to marriage, divorce, legal name changes, etc. Two changes are required: the student's name and the student's NetID.

The Change of Name Request Form, with complete instructions, is available on the website of the University Registrar: <https://registrar.utk.edu/forms>. Proper submission of the form and required documentation will change the name in the Banner student system.

To change the NetID, students must appear in person at The Commons on the second floor of Hodges Library, and must present a photo ID. If the student's name has already been changed in the Banner student system, a photo ID with either the current or former name will be accepted. Students not located on campus may contact the OIT Help Desk at (865)974-9900 for assistance in changing their NetID remotely.

### 1.D.4. **Access to UTK Student Information Systems**

#### 1.D.4.a. **Objective**

To provide guidelines for the access and use of student system information.

#### 1.D.4.b. **Purpose and Scope**

The purpose of Access to UTK Student Information Systems is to ensure the security, confidentiality, and appropriate use of all Student Information which is processed, stored, maintained, or transmitted on University of Tennessee, Knoxville computer systems and networks. This includes protection from unauthorized modification, destruction, or disclosure, whether intentional or accidental. These guidelines are intended to serve as a general overview on the topic and may be supplemented by specific policies as required by law such as the *Family Educational Rights and Privacy Act* (FERPA), and the *Gram-Leach-Bliley Act*. Information in the Student Information Systems is classified as confidential (Level 3) as defined in section 5.b.ii in the University's *Information and Computer System Classification* policy [IT0115 - <https://policy.tennessee.edu/policy/it0115-information-and-computer-system-classification/>].

#### 1.D.4.c. **Definitions**

##### *Systems*

**Student Information Systems** – Systems and software used by the University to manage electronic student records. They are:

1. Banner Administrative Pages – user access to the Banner system
2. Self Service Banner (SSB) – web-based access to Banner software, typically accessed through MyUTK
3. OnBase - document repository
4. Argos – web-based reporting tool that can access data in a variety of databases
5. Operational Data Store (ODS) – Ellucian data warehouse
6. Institutional Data Set (IDS) - extension of the base ODS to include additional data elements needed for data reporting and decision support

***Roles and Responsibilities***

**Banner Security Administrator** – An IT Professional who is authorized and is responsible for processing approved Student Information System requests.

**Data Stewards** – Data Stewards are responsible for determining who should have access to data within their jurisdiction, and what those access privileges should be. Responsibilities for implementing security measures may be delegated, though accountability remains with the owner of the data.

<u>Area of Responsibility</u>	<u>Data Owner(s)</u>
Student System	Provost
Student Financial Aid	Provost
Accounts Receivable	Vice Chancellor for Finance and Administration

**Data Custodians** – Data Custodians oversee data management functions related to the capture, maintenance, and dissemination of data for a particular operational area. They are responsible for general administration of user access to data within their area(s) of responsibility. Data Custodians, appointed by Data Stewards are defined as follows:

<u>Area of Responsibility</u>	<u>Data Owner(s)</u>
Student System	Director of Undergraduate Admissions
	Director of Graduate Admissions
Registrar	University Registrar
Student Financial Aid	Director of Financial Aid
Accounts Receivable	Bursar

**Data Users** – Data users are individuals who need access to the Student Information System data in order to perform their assigned duties or role at the University.

**1.D.4.d. Elevated Privileges Requests**

Users who need elevated privileges to query/maintain banner system data must request access through proper procedures. Elevated privilege users are required to use two-factor authentication (2FA) on their devices.

Elevated privileges require the following:

- a. Banner access is established through the Banner System Account Form process
- b. static IP address is assigned to user’s desktop
- c. Firewall Change Request is submitted to Network Services through standard OIT Change Management procedures



Users without static IP addresses can get access by being added to the appropriate Banner LDAP groups for VPN access. Access to Banner allows for access via VPN.

Campus systems can update Banner via the Hold/Charge 'dropbox'. Approval is controlled by the Bursar. Once approved, OIT works with the unit to establish a secure OPSEC tunnel. The user is given write access to the dropbox table. Standard Banner batch jobs then process records written to this table.

#### **1.D.4.e. Termination of Access**

1. Access to the Banner system is automatically revoked through the Human Resources exit procedure processing.
2. Access to all Student Information Systems will be terminated when a user has a cost center change (i.e. changed departments) or terminates employment with the University.
3. For those users who have changed cost centers, they will need to submit new access form(s) for the system(s) to which they need to regain access.
4. Users who have terminated their employment with the University and return to work at the University will need to submit new access form for the system(s) to which they need to regain access.
5. Access to Banner accounts will be reviewed annually. Accounts that have not had any activity within the last year from the date of review will be locked and all security access will be revoked. If the user needs to regain access, they must submit a new Banner System Account Security Request form.

#### **1.D.4.f. Responsibilities of the Student Information System User**

All users must understand that Student Information Systems data is confidential and that data security, electronic or otherwise, is every user's responsibility. Users are responsible for data elements that are accessed. Users must protect all University data files from unauthorized use, disclosure, alteration, or destruction. Users are responsible for the security, privacy, and control of data within their control.

1. Users may not share their passwords with anyone. Anyone found loaning or sharing their access codes are subject to corrective and/or disciplinary action, up to and including termination.
2. The user is responsible for all transactions occurring during the use of their User ID and password.
3. An employee's signature on a Student Information System Access Request form signifies an agreement to abide by all University data standards, University policy and procedures and state and federal laws, as well as an understanding of the implications due to proper use.
4. Users understand that student data is confidential and is governed by the *Family Educational Rights and Privacy Act* (FERPA), 20 U.S.C. & 1232g, as amended, and its implementing regulations, and the confidentiality provisions of the *Tennessee Public Records Act*, Tenn. Code Ann. & 10-7-504 (a)(4). Absent the

student's written consent, review and approval by the Chancellor, the Dean of Students, the Asst. Provost of Enrollment Services, or the University Registrar (or their designees) is required for the exercise of the statutory exceptions to the confidentiality of education records, including any lawful disclosure to non-University persons or agencies and disclosure under emergency circumstances.

5. Users agree to comply with the University's *Acceptable Use of Information Technology Resources* policy [IT0110 - <https://policy.tennessee.edu/policy/it0110-acceptable-use-of-information-technology-resources/>].

#### 1.D.5. **Banner Security Process for Banner Administrative Pages and SSB**

The fundamental objective of the Banner Security Process is to protect data from unauthorized disclosure, modification, and deletion.

Security access is generally restricted to faculty and staff, but students who are employed by the university are allowed job-specific access to the Banner Student System.

In August 2000, the university established a new policy for access to student records. As part of a lawsuit and settlement, the university was required to "strengthen its policies concerning access to and disclosure of student records and information contained in those records." This is the guiding principle when restricting data level access. In general, a user should have access only to those forms and data required to do their job as restricted by their security classes. When there is a request for an exception to the stated policies, the Assistant Vice Provost for Enrollment Management grants access on a case by case review.

Graduate and Undergraduate Admissions, Academic History, Bursar, Catalog & Curriculum, Financial Aid, General Person/Student, Graduation, Registration, Timetable & Schedule, and Transfer Articulation are the modules that make up the Banner Student System. There is a defined security process for each module. The Graduate and Undergraduate Admissions Offices, Bursar, Financial Aid Office, and the Office of the University Registrar designate one or two individuals to determine what constitutes legitimate access for each user based on their job responsibility.

The Office of the University Registrar is responsible for approving authorized users for the Catalog/Curriculum, Graduation, Registration, Student Records and Timetable/Schedule modules in the Banner SIS. The module owners and OIT work together to pre-determine the names of the Banner Security groups, the objects (forms) in the groups, and the users who can have access to the Validation tables and Banner forms.

- The Banner security groups, objects (forms), and the user security classes are set up by the Office of Enrollment Management and OIT. Banner security classes determine the screens (forms) a user can view, which determine the information to which that individual has access.
- The user fills out a Banner System Account Security Request form requesting Banner access found on the Data Central web site: <https://data.utk.edu/forms/>.
- The user must sign a statement of responsibility and confidentiality on the security request form, and have this request approved by their dean, director or department head.

- The Office of Enrollment Management sends the security request forms to Graduate and Undergraduate Admissions, Bursar, Financial Aid and Registrar offices for approval for both the Banner security class and the different objects in the security class.
- The Office of Enrollment Management processes the security request by adding the user to Banner Admin and giving the user an initial password. They securely email the user this password with a reminder that the password is set to expire, and the user must change their password the first time they log into Banner.
- The Banner system authenticates through single sign-on (SSO). Authorized users would use their NetID and NetID password once Banner system access setup has been completed.
- The Office of Enrollment Management puts users in Banner security groups and classes based on the approval from the Graduate and Undergraduate Admissions Offices, Bursar, Financial Aid Office, and the Office of the University Registrar. They give the user either Maintenance or Query access based on the user's job responsibilities.
- The Office of Enrollment Management maintains a historical file of all authorized forms.
- Instructional guides for Banner Administrative Pages and SSB for faculty and staff are available at the Registrar's website. <http://registrar.tennessee.edu/>.

#### **Academic History/Degree Audit Reporting System (DARS)/SSB Access**

- The user may request Academic History/DARS access on the Banner System Account Request form.
- Once the user is set up in Banner Administrative Pages, additional user set up is needed on the form SIAINST.
- The user is added as faculty or advisor, or both. The advisor role has access to clear the advising requirement at MyUTK.
- The user is added to the Faculty College and Department if restricted to a college, or if there is a need to change major/advisor on SZACURA.
- OIT runs an advisor load process to pick up COLL and ATHL advisors and automatically loads them into Banner.
- If the user has access to all, the Override Process Rule Security flag is set manually in Banner by the Office of the University Registrar.
- Override access to Academic History/DARS must be approved by the Associate Dean because this is an exception to the established university security guidelines.
- The assistant dean or assistant registrar in the Office of the University Registrar contacts OIT for the faculty or advisor requesting access to AH/DARS, when the Faculty Services tab on SSB is missing.
- The assistant dean or assistant registrar in the Office of the University Registrar contact OIT if the Clear Advising link is missing on the Faculty Services menu.
- Directions for running an Academic History/DARS report are emailed to the user.

## **SIAINST/SGAADVR PROCESS**

The Banner System Account Request form is sent to the Assistant Dean in the Office of the University Registrar for approval of user access to the SZACURA Form in Banner. The level, college and department are identified for the SZAUSDA table.

- User is granted access to SZACURA (change of major/advisor form) by being added to UTK\_M\_REG\_SZACURA \_A group. College, Level and major areas are identified on the Banner request form.
- The user is set up in Banner by the Enrollment Management IT staff.
- The user is added to SIAINST by the Assistant Dean in the Office of the University Registrar.
  - made active
  - checked as faculty
  - checked as advisor – check is limited to academic advisors
  - if override access approved, the override box is checked
  - no data is added to the Faculty Contract
  - faculty college and department data are entered for user access to change majors and advisor on SZACURA; home, college and department information are entered for the user

OIT uses SIAINST to grant access to Academic History and DARS in SSB when the user requests AH/DARS Query on the Banner request form.

The user is granted SGAADV (Primary Indicator form) access when added to the UTK\_M\_REG\_ADVISING\_ASSMNT\_C group by the Enrollment Management IT staff. This process gives the user access to change the primary advisor flag for students.

SGAADVR is limited to advising centers and some specific staff or faculty in the colleges which do not have a centralized advising staff.

### **1.D.6. Banner Operational Data Store (ODS) Account Process**

ODS is a database system which holds historical data from the UTK Banner system. ODS allows multiple users to run multiple queries on the historical Banner data in ODS without causing performance degradation of the Banner production database.

Direct access to ODS is an “all or none” access level. Therefore, access to this system is restricted to OIT information technology administrators, a select few other tech savvy staff members outside of OIT in the offices of the Registrar, Bursar, Financial Aid, Admissions, Provost, and Institutional Research. Select a few faculty members who are working on special projects for the Chancellor or Provost may obtain access. This access must be approved.

ODS Account Request form: <https://data.utk.edu/forms/>

### **Process**

Direct access to ODS is not intended for general staff and faculty. It is intended for report writers in OIT, Chancellor's Office, Institutional Research and Enrollment Management.

1. Users can request access by completing the ODS Account Request form found at <https://data.utk.edu/forms/>.
2. Completion of the form requires the user to sign a statement of responsibility and confidentiality and have it approved by their dean, director or department head. The form is then submitted to the Enrollment Management (EM) Tech Team.
3. The form is reviewed by a member of the EM Tech Team for level of access. Access is usually only granted to faculty, staff, and OIT-contracted programmers in the aforementioned groups.
4. EM Tech Team will contact the ODS account administrator to setup the ODS account.
5. The user will be sent ODS account information (username and password).
6. If the user is outside of OIT, the EM Tech Team, through OIT, will request the user be put in either the 'Banner Academic History' or 'Banner Financial Aid' active directory (AD) groups. This must be done so the user can connect with the ODS Oracle tables which reside behind a firewall. If the user is in OIT, the user's PC will be assigned a static IP address. The static IP address will be added to a firewall group to allow access to ODS.
7. Once access is setup, the user will have to use an application which allows access to Oracle database tables such as PL/SQL Developer or Toad.
8. Access to Argos and other student information systems are terminated when a user changes to another department or terminates employment. Employees who change departments will need to submit account request forms for each system their new position requires them to use.

#### **1.D.7. Argos Account Process**

Argos is a reporting system implemented by the University in 2010. It has reports available that pull from Banner, Operational Data Store (ODS), Institutional Data Set (IDS) and several other systems. Reports are generally segregated by functional area (i.e. Bookstore, Financial Aid, Registrar college reports, etc.). Access is granted by functional area and/or college.

Argos Account Request form can be found on Data Central <https://data.utk.edu/forms/>.

### **Process**

Argos security divides reports into folders for functional areas (Bookstore, Financial Aid, Graduation, etc.) Each folder has 2 levels of security, one for report writers and another for report viewers. There are also college-level report groups, where users are restricted to view only the report version created for their college.

1. Users can request access by completing the Argos form found on the Data Central website at <https://data.utk.edu/forms/>. Completion of the form requires the user to sign a statement of responsibility and confidentiality and have it approved by their dean, director or department head. The form is then submitted to the Enrollment Management (EM) Tech Team.
2. The form is reviewed by a member of the EM Tech Team for level of access. A determination is made as to folder access and level (data block designer, report writer, and report viewer) access based on the user's title and job responsibilities. Access is usually only granted to faculty, staff, and OIT contracted programmers.
3. If the user has requested access to reports which query the Banner production instance, the EM Tech Team will check to ensure the user has an active Banner Administrative Pages production account. If the user does not have an active Banner Administrative Pages account, the user is sent an e-mail with a Banner Administrative Pages account request form attached. The Argos account is not setup until this step of the process is complete.
4. A member of the EM Tech Team sets up the Argos account. When this has been completed, the user is sent an e-mail with basic account instructions.
5. Access to Argos and other student information systems are terminated when a user changes their department or terminates employment. Employees who change departments will need to submit account request forms for each system their new position requires them to use.

## **2. Data Input – Original Entry and Modification**

### **2.A. Modifications to Data Standards**

Modifications to Data Standards elements listed in this manual require supporting documentation and a formal written request submitted to the Data Governance Steering Team: <https://data.utk.edu/community/>.

### **2.B. Modifications to Validation Tables**

Modifications to Banner validation table elements require supporting documentation and approval by the Table Data Custodian.

### **2.C. Original Entry of Student and Vendor Records**

Banner System student and vendor 'identifying information' includes UT identification number (UTID), legal name, Social Security Number (for internal use ONLY) and/or taxpayer identification number (TIN). In the Banner System, a 'Person' is an individual who uses his/her UTID, or SSN for some vendors, for identification purposes. A 'Non-Person' is an entity that uses a TIN for identification purposes. A non-person cannot be a student and/or an employee.

Person related information is entered into the Banner System using the Banner form 'SPAIDEN.' Non-person related information is entered into the Banner System using the form 'FOAIDEN.'

Original student information is self-reported through the application process. Students are required to provide an SSN, or TIN, if they apply for financial aid and/or submit a W-4, W-9, or I-9 form for Accounts Payable purposes. An invalid SSN or TIN should never be entered intentionally into the SSN/TIN field. In cases where an SSN or TIN is not required, the field should be left blank.

Banner users who are authorized to enter original student and/or vendor information into the Banner System MUST carefully complete a search of the System before creating a new record to ensure that the student or vendor has not previously been created.

## **2.D. Modifications to Legal Name, Social Security Number and/or Taxpayer Identification Number**

UT identification numbers, SSN's, TIN's, birthdates, etc. can be changed by authorized functional Banner users. Changes made by users to either a UT identification number or to a Name are noted with either an 'I' (ID change) or 'N' (name change) on the GUIALTI 'Person/Non-Person' Banner Search form. If a Banner functional user attempts to use either a UT identification number or a name that has been changed, Banner will automatically retrieve the information using the updated or correct UT identification number or name.

### **2.D.1. 'Person' and 'Non-Person' Identifying Information Change Process**

Changes required to correct initial input errors related to identifying information (name, marital status, SSN and/or TIN) are based upon the original, correct documentation provided to the University, and therefore, do not require additional documentation.

When adjustments to identifying information are required due to errors and/or changes to the original documentation supplied to the University by 'Person' students, employees and/or vendors, information should be verified and approved by The Office of Enrollment Management.

### **2.D.2. Acceptable Documentation for 'Person' Student Information Changes**

The supplied documents may be originals, copies, or faxed copies. Acceptable forms of documentation for student SSN changes:

Social Security Card

Acceptable forms of documentation for a student's legal name change includes:

Birth Certificate  
Social Security Card  
Marriage License  
Passport  
Driver's License  
Court Document

On 'SOAIDEN,' the Person Search form, the Change Indicator will indicate an 'I' for an ID change and an 'N' for a name change. A blank change type indicates that the entry is current.

### **2.D.3. Acceptable Documentation for 'Person' Vendor Information Changes**

A 'Person' vendor is an individual using an SSN for identification purposes. 'Person' vendors include sole proprietorships, independent contractors, employees and students receiving expense reimbursement checks, etc.

A revised W-9 form is acceptable documentation for a change to legal name, SSN and/or marital status for a 'Person' vendor **who is not currently and has not previously been a student and/or employee at the University**. Accounts payable and/or Purchasing personnel must check Banner 'GUASYST' to determine if a 'Person' vendor is currently or has been previously a University student or employee.

**'Person' vendors who have previously been or currently are University students and/or employees must provide the same documentation for name, SSN, and marital status changes as students or employees as described above in [Section 2.D.2](#).**

### **2.D.4. Acceptable Documentation for 'Non-Person' Vendor Information Changes**

A 'Non-Person' vendor is a corporation, partnership, and/or LLC that uses a TIN for identification purposes.

A revised W-9 form is acceptable documentation for a change to legal name and/or TIN for a 'Non-Person' vendor.

## **2.E. Identifying the Appropriate Data Custodian to Complete Identifying Information Changes**

Identifying information changes can affect more than one Banner module; therefore, the appropriate Data Custodian must be determined before making such changes to Banner records.

- **Undergraduate students before enrollment:** Undergraduate students who have been admitted but have not yet registered. Changes for these students should be made by the Admissions Office and do not require separate documentation.



- **Graduate students before enrollment:** Graduate students who have been admitted but have not yet registered. Changes for these students should be made by the Graduate Admissions Office and do not require separate documentation.
- **International students before enrollment:** International students who have been admitted but have not yet registered. Changes for these students should be made by the appropriate Undergraduate or Graduate Admissions Office and do not require separate documentation.
- **All students and student employees after enrollment:** Changes for these students are made by the Office of Enrollment Management. **Appropriate documentation is required.**
- **‘Person’ vendors who have previously been and/or currently are a student and/or employee of the University:** Information changes for these individuals should be made by the Office of Enrollment Management or the Office of the University Bursar. **Appropriate documentation is required.**
- **‘Person’ vendors who have never been a student and/or employee of the University:** Changes for these individuals are made by the Office of the University Bursar. **A valid revised W-9 form is required for documentation.**
- **‘Non-Person’ vendors:** Changes for these entities are made by Procurement Services. **A valid revised W-9 form is required for documentation.**
- **Students and employees with multiple roles:** Changes for these individuals can be made by the Office of Enrollment Management. **Appropriate documentation is required.**

## 2.F. Data Entry Process for Completing an Identifying Information Change

As determined by the Data Custodian, any one of the following Banner forms may be used to make identifying information changes:

- Students:                   ‘SPAIDEN’
- Vendors:                   ‘FOAIDEN’

**Before any changes are made to the Banner System, the spelling of the name and/or the numbers in the UTID, SSN and/or TIN should be verified.**

Authorized Banner users making the identifying information changes are responsible for ensuring that changes are made only to the appropriate and correct records. To retrieve the correct records to be changed, the Banner user should enter the correct UTID into the appropriate Banner Identification form (SPAIDEN or FOAIDEN). If the correct UTID is unknown, the Banner user should complete a search of valid UTID using GUIALTI and using

the 'Person' or 'Non-Person's' name, UTID, SSN, TIN, and/or birth date as parameters. Once the correct 'Person' or 'Non-Person' record is retrieved, the incorrect information should be corrected by typing over it with the correct information. After the correct information has been entered, the record should be saved to the Banner System.

**DO NOT CREATE A NEW STUDENT or VENDOR RECORD WHEN MAKING A LEGAL NAME, SSN and/or TIN CHANGE.**

**DO NOT CHANGE A LEGAL NAME, SSN and/or TIN RECORD WITHOUT PROPER LEGAL, ORIGINAL DOCUMENTING PROOF**

### **3. Common Matching and Ensuring Unique Banner Records**

#### **3.A. Common University of Tennessee Electronic Identifications**

##### **3.A.1. Goal**

Each individual within the university community must have a single NetID, Unique Tennessee ID, PERNR (in IRIS if an employee), UTK Student ID (if a student) and PIDM (internal key in Banner). If an individual has more than one of any of these, reconciliation should occur as quickly as possible across all systems.

##### **3.A.2. Typical Scenarios Requiring IT/Functional Staff to Reconcile Various Methods of Identification**

1. Person has two NetIDs in the directory and those have propagated or created conflicts in other systems
2. Person has two PIDMs in Banner.
3. Person has two PIDMs, but only one is associated with a NetID.
4. Person has same SSN on multiple PIDMs.
5. Person has two PIDM's but SSN only exists on one PIDM.
6. A person has two PERNRs in IRIS. Sometimes, if not able to be deleted because existence of auditable data, the record will be marked 'DO NOT USE'.

Any identified issues with a NETID or PIDM should be communicated to the Office of Information Technology and handled through coordinated efforts between the Office of Information Technology and the Office of Enrollment Management.

#### **3.B. Common Matching**

For data accuracy and consistency, it is very important to prevent the creation of duplicate records and/or multiple PIDMs. To achieve this goal, few Banner users will be granted access to create new students, employees or vendors. Access is also limited for users capable of changing personal information. Users who are granted access to create or change personal information should be carefully trained and should know the standards required by this manual.

Before creating a new record, a thorough search **must** be conducted to ensure that duplicate and/or multiple records are not created. This search is to be conducted using the Banner form ‘GOAMTCH.’

Common matching is set up to search on the following criteria for each method of data input:

Online input:	First Name	Middle Name	Last Name	Date of Birth	SSN
Batch input:	First Name	Middle Name	Last Name	Date of Birth	SSN
‘Non-Person’ input:	Non-Person Name				TIN

If a Social Security Number (SSN) or Taxpayer Identification Number (TIN) is provided by a student, employee or vendor, it should always be used during the common matching process to make sure that no other persons have been created in the Banner system previously using the same SSN.

If a match does not exist, the information entered into the GOAMTCH form will be entered as appropriate into the SPAIDEN (Student information form) and/or FOAIDEN (Vendor Information form) automatically by the Banner system.

**Banner Validation Table:**

**GTVCMSC– Common Matching Source Codes**

**3.C. Multiple PIDM**

A unique PIDM (Person Identification Master) number is assigned by the Banner System to connect all data that is associated with each ‘Person’ (student, vendor) and ‘Non-Person’ (vendor, other) record maintained in the Banner System. These unique, Banner System generated PIDM numbers cannot be accessed or changed by functional area Banner users. Only authorized users in the Office of Information Technology can access or make any non-system generated changes to a Banner PIDM.

**4. Identification**

**4.A. Current Identification**

**4.A.1. General**

The University considers the current name in Banner, provided on the application for admission, to be a student’s legal name. Legal names appear on official documents such as birth certificates, court orders, Social Security Cards, marriage licenses, driver’s licenses, and passports.

Names for ‘Persons’ and ‘Non-Persons’ should have a customer-friendly appearance. The objective is to enter names and addresses with both upper-and lower-case letters for ease of reading and to ensure a professional look. Name formats have been developed to meet US Postal Service regulations.

It is recommended that offices that collect ‘Person’ names on applications, or any other types of forms, designate separate fields on the form for the ‘Person’ name to indicate first name, middle name, and last name. This will facilitate correct entry into Banner data fields.

Before creating a person or non-person entity in Banner, a thorough name and ID search must be performed to ensure that the entity does not already exist in Banner. Use the Banner form ‘GOAMTCH’ to search for an existing record. See [Section 3](#) *Common Matching and Ensuring Unique Banner Records*.

#### 4.A.2. ‘Person’ and ‘Non-Person’ UTID Numbers

##### 4.A.2.a. ‘Person’ ID

A UTID will be used for all ‘Person’ ID’s. Banner will supply a new UTID for each newly created person.

##### 4.A.2.b. ‘Non-Person’ ID

A UTID will be used for all ‘Non-Person’ ID’s. Banner will supply a new UTID for each newly created ‘Non-Person.’

##### 4.A.2.c. Changes to UTID Numbers

It is vitally important to maintain the unique integrity of each PIDM and its relationship to a UTID. A UTID, therefore, is only cancelled when duplicate and/or multiple numbers are assigned to a single entity or Banner PIDM. Only in the rarest of circumstances will a student be manually assigned a different UTID other than the one automatically assigned by the Banner System. Requests for such changes may be made by students through the University Registrar’s Office.

##### 4.A.2.d. PERNR

At UT Knoxville, students are assigned a unique Student ID number; other campuses throughout the UT System have additional identification systems as well. Employees system-wide are assigned an IRIS Personnel Number or PERNR; these are identified in Banner with the Name Type ‘IRIS’. In addition, the university has recently merged all NetID formats into a central directory system wide. These are stored in Banner with a Name Type of ‘NTID’. Finally, besides unique Net ID’s, people who have a directory entry are also assigned a Unique Tennessee ID Number, identified in Banner as a Name Type of TNID. The TNID or NTID should be used in lieu of SSN wherever possible for distinct identification in information systems.

#### 4.A.3. Name Types

A ‘Person’ or ‘Non-Person’ **current** name is the **legal** name and does not require a separate name type. Previous legal or other non-legal names do require a separate name type.

These name types are identified on the 'GTVNTYP' validation table as:

AKA:	Also Known As
FRMM:	Former Married Name
MAID:	Maiden Name
PREV:	Previous legal Name

**Banner Validation Tables:**

**FTVVVTYP – Vendor Type Codes** (Required)

**GTVNTYP – Name Type Codes** (Required only for previous and non-legal names)

**4.A.3.a. 'Person' Names**

**4.A.3.a.1. Last, First and Middle Names**

The last, first, and middle names should be entered exactly as the person has indicated. If given the full middle name, enter the full middle name. **DO NOT** change a full name to an initial. Always use normal upper- and lower-case letters for names. **DO NOT** enter leading spaces in any fields.

**4.A.3.a.2. Name Case**

If a person has written all upper-case letters, convert the name to normal upper- and lower-case letters. If the person's name starts with a lower-case letter, enter the first letter in lower case.

Example: duBois

For externally obtained data feeds, names will be converted into an upper- and lower-case format based upon these rules.

**4.A.3.a.3. Name Initials, Abbreviations, and Symbols**

Do not use periods after initials or abbreviations.

Pamela A. Humphrey

Enter as: **First Name**= Pamela / **Middle Name**= A / **Last Name**= Humphrey

Leslie M.F. Donner

Enter as: **First Name**= Leslie / **Middle Name**= MF / **Last Name**= Donner

James St. Martin

Enter as: **First Name**= James / **Middle Name**= blank / **Last Name** = St Martin

D. Gary Smith

Enter as: **First Name**= D Gary / **Middle Name**= blank / **Last Name**= Smith

The ampersand (&) should never be used in place of ‘and.’

**The percent symbol (%), the pound sign (#) and double quotations should never be used.**

#### 4.A.3.a.4. Multiple Names

In cases where a single character is designated as the first name followed by a full middle name, place the single character and the middle name in the first name field.

W Mark Jones

Enter as: **First Name**= W Mark / **Middle Name**= blank / **Last Name**= Jones

If it is later learned that the ‘W’ stands for William, the name should be changed in Banner to:

**First Name**= William / **Middle Name**= Mark / **Last Name**= Jones

If a person has more than two given names and has not specified which are considered first vs. middle name(s), enter the first two names into the first name field and any other names into the middle name field.

Anne Marie Susan Smith

Enter as: **First Name**= Anne Marie / **Middle Name**= Susan / **Last Name**=Smith

Billy Joe Daryl Thomas Miller

Enter as: **First Name**= Billy Joe / **Middle Name**= Daryl Thomas / **Last Name**= Miller

Upon request, it is acceptable to enter two names in the first name field.

Anne Marie Smith

Enter as: **First Name**= Anne Marie / **Middle Name**= blank / **Last Name**= Smith

#### 4.A.3.a.5. Multipart Names

Maintain spaces in last names (one space maximum) exactly as reported by the person.

Van Buren

Van der Vaart

Vander Vaart

#### 4.A.3.a.6. Long Names

If a person’s first, middle, or last name is longer than the field allows in Banner, enter as much possible into the field. The rest should be truncated.

**4.A.3.a.7. Persons with One Name**

It is common in some countries for persons to have only one name (not a first, middle, and last name). In this case, enter the person’s name into the last name field.

**4.A.3.a.8. Punctuation**

Use hyphens, apostrophes or dashes exactly as the person indicates in writing. Do not use commas or periods in any name field. Do not add punctuation where there is none. In the following examples, any could be correct:

O'Donnell	Odonnell			
Dell'Acqua	DellAcqua	Dellacqua		
Jones-Smith	JonesSmith	Jonessmith		
Al-Hassan	AlHassan	al-Hassan	alHassan	al Hassan
St. Denis	StDenis	St-Denis	SainteDenis	Saint-Denis

**4.A.3.a.9. Prefixes and Suffixes**

Prefix and Suffix fields are only used if the person indicates a prefix or suffix.

Salutations (such as Dr, Rev, etc.) are considered prefixes and if indicated by the person should be entered in the prefix field on General Person (SPAIDEN and FOAIDEN) forms. Prefixes will be entered in normal upper- and lower-case with no punctuation.

Professional status indicators (such as MD, DO, PhD, DVN, ESQ, etc.) and generational indicators (such as Jr, Sr, II, IV, etc.) are considered suffixes and if indicated by the person should be entered in the suffix field on the General Person (SPAIDEN and FOAIDEN) forms.

DO NOT include any punctuation with a prefix or suffix.

Correct:	Dr	MD	PhD	Jr
Incorrect:	Dr.	M.D.	Ph.D.	Jr.

DO NOT enter prefixes or suffixes in the name fields (first, last, middle, preferred) of the current identification block on the Banner IDEN forms.

See [Appendix A.1](#) for a list of prefix abbreviations. See [Appendix A.2](#) for a list of suffix abbreviations.

**4.A.3.a.10. Preferred First Name**

The preferred first name field is used for variations to the legal name. The use of the preferred first name field is optional in Banner and is for ‘informational use’ only. Currently, preferred name is used in many internal places such as class and grade rolls and on the ID card. The information provided by this field, however, is available for use on any internal reports or letters generated and maintained by the University.

Example:

Current Name: William Knight  
**Preferred First Name:** Bill

Current Name: D Mark Williams  
**Preferred First Name:** Mark

**4.A.3.a.11. Full Legal Name**

The current name field in Banner is considered the legal name (See [Section 4.A.1.](#)). The full legal name field is, therefore, NOT used or maintained by the University.

**4.A.3.b. ‘Non-Person’ Names**

All ‘Non-Person’ name information is typed in normal upper- and lower-case format (i.e. not all upper- or lower-case). All words should be spelled out if space allows, except the business suffix (Corp, Inc, Co, Ltd) unless it is part of the primary name. Use U.S. Postal Service standard business word abbreviations to accommodate space constraints (See [Appendix A.3](#)). If an article (a, an, or the) is used as an adjective within the full legal name of an entry, it should be included when entering the name in Banner. If a ‘Non-Person’ name begins with the word ‘The’, it should be included when entering the name in Banner (e.g. The Home Depot).

Do not space between initials. Acronyms should be used only if the full name of the vendor is unknown. Acronyms should be entered as alternate names.

Except for the period in ‘.com’ names, do not use periods, commas, apostrophes, or special characters. Use ‘and’ in place of an ampersand (&) and a space in place of a hyphen (-) or slash (/).

Example:

ABC Trucking Corp	First National Bank Inc
US Department of Defense	The Earle
University of Portland	Karens Kitchen
JF Kennedy Company	AT and T



## 4.B. Alternate Identification

### 4.B.1. General

For the alternate identification block, follow the same standards as shown in [Section 4.A.](#) (Current Identification). With the exception of corrections made due to data entry errors, it is the University's policy to maintain previous information in Banner. Forms used by some University offices ask for a person's previous name or names (for example, admission applicants). The earliest name should be entered first.

Example:

Name:	Lee Livingstone
Previous Name:	Lee Stanley

Enter previous name (Lee Stanley) and save.  
 Enter current name (Lee Livingstone) and save.  
 Previous name will appear in the alternate identification block.

The University's previously used five-digit ID numbers that were effective from Fall 1959 through Summer 1971 were migrated into Banner and are maintained as an additional means of identification.

### 4.B.2. Name Type

Name type is required in the alternate identification block (see [Section 4.A.3.a.](#)).

### 4.B.3. Change Type

Change type shows whether the alternate record is for a previous/alternate name or a previous/alternate ID.

## 4.C. Summary

- Use the Banner form 'GOAMTCH' to search for existing records and prevent duplicate and/or multiple records.
- Banner will automatically generate a UTID for all entities. Use standard upper- and lower-case letters for names.
- Do not use special characters in names (ex. &, %, #, etc.). This includes periods for initials or abbreviations.
- Enter prefixes and/or suffixes if provided using standard abbreviations.
- Preferred first name is an optional field that can be populated with a name other than the current legal name. However, the current legal name must be provided also.
- Full legal name field is not used at the University.

## 5. Address Information

### 5.A. General

Banner data standard conventions are critical for shared data such as addresses. For example, units such as Accounts Receivable, Admissions, University Registrar, and Financial Aid must be able to produce individualized correspondence conforming to formal addressing rules. Academic departments and other areas may have less stringent formatting requirements but should still follow the standards set forth here.

The Decision Support Community has utilized the following sources to determine the standards to be employed in the University's Banner System:

- Banner System requirements
- Accepted standards for formal communications
- Federal information processing standards
- International address requirements
- U.S. Postal Service guidelines

The standards outlined in this manual are supported by the Campus Decision Support Community, a key component of the Campus Data Governance Program, and span the central Student Information System and Campus Data Warehouse.

All information should be entered into the Banner System using normal upper- and lower-case format. U.S. Postal standards, however, prefer mailing addresses to be in all upper-case and international postal standard **require** upper-case. To accommodate these needs, Banner data can be revised as needed to all upper-case when necessary using the population selection (pop-sel) process.

All addresses must meet U.S. Postal Service addressing requirements. According to the U.S. Postal Service postal addressing standards, **“A standardized address is one that is fully spelled out, abbreviated by using the Postal Service standard abbreviations...and uses the proper format for the address style.”** These guidelines are designed to convey the minimum standard requirements in order to enhance the processing and delivery of mail, reduce instances of undeliverable mail, and position the University to obtain the most advantageous postal rates.

### 5.B. Address Type

The Banner System list of address types is based on address purposes rather than University department.

- MA is the primary address type for students.
- BU is the primary address type for 'Non-Persons' (vendors).
- BI is the address to which notices of accounts payable will be mailed.
- PA is the address of parents, guardians, or family of students.
- PR is the permanent address (non-campus) of students.
- RA is the address that is pertinent to the determination of residency status.
- RH is the address of students living in University residence halls.
- EO is the office address of those who are employed by the University.

Each Banner application (Admissions, Accounts Payable, etc.) will seek a valid address in a prescribed, hierarchical sequence. For example, the billing routine might look for addresses in this order: BI and then MA, followed by PR. Address hierarchies should be thoughtfully and carefully prepared. Before running Banner system applications that require the use of address types, users should verify that the sequence to be utilized will retrieve the highest number of valid addresses.

**Banner Validation Table:**

**STVATYP – Address Type Codes**

**5.C. Address Data Custodians**

Unless a correction is necessary for an initial data entry error, prior addresses should not be changed or deleted without authorization. Address information can be changed by the following data custodians:

<u>Address Type</u>	<u>Data Custodian</u>
MA	Student self-service; University Registrar
BU	Financial Aid; Bursar; University Registrar
BI	Student self-service; Bursar; University Registrar
PA	Student self-service; University Registrar
PR	Student self-service; University Registrar
RA	Admission Offices; University Registrar
RH	University Housing; University Registrar
EO	IRIS

**5.D. From/To Dates**

When adding a subsequent address of the same address type, the prior address should be end dated, the inactive box checked, and the new address added.

**5.E. Sequence Number**

The sequence number field is automatically populated by Banner.

**5.F. Street Lines 1, 2, and 3**

The main components of a delivery address are:

- address number including special characters, symbols and punctuation
- street name
- street suffix
- secondary unit designator
- compass directional

**5.F.1. Special Characters, Symbols, and Punctuation**

Special characters should never be used in the street lines of an address unless it is part of the punctuation of an address number. Punctuation is normally limited to periods, slashes, and hyphens.

Periods:	39.2 Rd
Slashes (fractional addresses):	101 ½ Main St
Hyphens (hyphenated addresses):	289-01 Montgomery Ave

Do not use periods after abbreviations.

Never use the pound sign (#) or the percent symbol (%) within an address because it causes a problem with the Banner printing function.

The ampersand (&) should never be used in place of ‘and.’

The designation for ‘in care of’ should be abbreviated as ‘c/o’ and should be entered on the first street address line.

**5.F.2. Street Names**

Street names should be spelled out in their entirety.

<u>Correct:</u> Reservoir Rd	<u>Incorrect:</u> Resvr Rd Resvr Road (‘Road’ is a street suffix)
Interstate 5	I5 I 5

Use numbers for numbered streets and include ‘st’, ‘nd’, ‘rd’, or ‘th’.

4415 101st St  
1901 23rd Ave

County Roads and Rural Routes are used in many different ways by different counties. They can be used as both a street name and as a street suffix. They should be entered exactly as the person originally requests or abbreviated appropriately if there is insufficient space for full entry:

<u>Correct:</u> WCR 14 Weld County Rd 14 CR 14 County Rd 14 Rural Rt 14 RR 14 SCR 14	<u>Incorrect:</u> Weld Cty Road 14 Weld County Road 14 County Road 14 Cnty Rd 14 Rural Route 14 Rur Route 14 South County Road 14
---	--

Highway, Turnpike, Freeway, Expressway and Parkway may also be used either as a street name or as a suffix. These should be entered exactly as the person originally requests or abbreviated appropriately if there is insufficient space for full entry.

<u>Correct:</u>	<u>Incorrect:</u>
2200 Highway 50	2200 H 50
2200 Hwy 50	2200 Hiwy 50
523 Parkway Rd	523 Pkwy Rd
523 Green Parkway	523 Green Pkwy
6710 Coastal Freeway	6710 Coastal Fwy

**5.F.3. Street Suffixes**

Common street suffixes are identified in [Appendix A.3](#). These common street suffixes should always be abbreviated as shown in the Appendix.

123 Magnolia St                      1401 Main Ave

Uncommon street suffixes such as Terrace, Corner, or Estate should be spelled out in entirety.

**5.F.4. Secondary Unit Designators**

If the street address contains a secondary unit designator, such as an apartment, suite, building, etc., the preferred location is at the end of the street address. Abbreviate all secondary unit designators using the standard abbreviations in [Appendix A.3](#).

102 Main St Apt 101  
 1356 Executive Dr Ste 202  
 1600 Central Pl Bldg 14  
 55 Sylvan Blvd Rm 108

If the primary address uses all available characters on the address line, the secondary unit designator should be on the address line immediately **preceding** the primary address. The unit designator should never be on the line following the primary address.

Apt C  
 5800 Springfield Gardens Cir

**5.F.5. Compass Directionals**

If appropriate, compass directional words should be abbreviated at the beginning and/or end of the street name. Directional words between the street name and the street suffix are part of the street name and should be spelled out.

1100 S Key West Dr  
 8912 E Mason South Ct

Two directional words appearing consecutively before or after the street name should be abbreviated as one directional, except for combinations of north-south or east-west. In these cases, if they appear before the street name the second directional is part of the street name and should be spelled out. If they appear after the street name, the first directional is part of the street name and should be spelled out.

E Main St  
 Bay Ave SW

**5.F.6. P.O. Boxes**

Do not use periods when entering a post office box address. The correct format is:

PO Box 1234

**5.F.7. Dual Addresses**

Banner address formats allow three lines of street address information. If an address contains BOTH a street address and a post office box, the U.S. Post Office will deliver mail to the first address line listed above the city/state/zip line. In this situation, it is preferred that the post office box be the last part of the address entered before the city/state/zip.

Street Line 1: Evergreen Bldg  
 Street Line 2: 1379 W Mississippi Ave  
 Street Line 3: PO Box 2351

**5.F.8. Campus Addresses**

Campus address type (EO) is used only for student employees. The purpose for this address type is to identify each employee’s home department. The campus address for student employees working for more than one area should be the primary or ‘home’ department for the employee. This is the address to which the individual prefers to have his/her pay advices, employment related correspondence, etc. sent.

For University campus addresses, street line 1 should provide the home department name. Street line 2 should provide the building and room number, and street line 3 should provide the campus box number.

Name: Name of Employee  
 Street Line 1: University Department Name  
 Street Line 2: Building and Room Number  
 Street Line 3: Campus Box #  
 City: Greeley  
 State: CO  
 ZIP: 80639

**5.F.9. Student On-Campus Housing Addresses**

Student On-Campus Housing addresses should use the mailing address type ‘RH’. These addresses should follow the recommended U.S. Postal Service address format shown below:

Name:	Name of Student
Street Line 1:	University of Tennessee, Knoxville
Street Line 2:	Name of Building and Room Number
Street Line 3:	Campus (To be used for sorting, etc.)
City:	Knoxville
State:	TN
ZIP:	37996

**5.G. City**

Banner is configured to automatically enter the city name when a zip code is entered (‘GTVZIPC’). **This is the preferred method of entering the city name.** If more than one city is listed for the zip code entered, the correct city should be selected from the drop-down list. If the city does not appear on the list and the zip code has been verified to be correct, the information for the city may be entered by typing the correct city in the city field. If the preferred name that defaults is not correct, it is acceptable to change the city to the actual city name. If it is necessary to manually type in the city name, use normal upper and lower-case format and spell out the name in its entirety. Do not abbreviate.

West Stockbridge	Colorado Springs
Fort Collins	Glenwood Springs

**5.H. State or Province**

Banner is configured to automatically enter the state name when a zip code is entered. This is the preferred method of entering the state name.

State codes must be entered for all U.S. and Canadian addresses. The appropriate code may be selected using Banner on the state code validation table (‘STVSTAT’). The authoritative source for these codes is the Postal Service Address Standards publication. Information from this source is periodically updated by Information Technology Services into the Banner System.

Canadian addresses must include the city in the city field and the province in the state or province field. Canadian provinces include Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland, Northwest Territories, Nova Scotia, Ontario, Prince Edward Island, Quebec, Saskatchewan and Yukon. Canadian provinces have their own code for entry into the state field.

International state and provinces (excluding Canada) are entered in the city field, NOT in the state or province field. The State or Province field should be blank for all international addresses excluding Canada.

**Banner Validation Table:**

**STVSTAT - State or Province Codes**

**5.I. Zip or Postal Code**

Zip or postal codes **MUST** be entered for all U.S. and Canadian addresses. If available, it should also be entered for other international addresses.

The authoritative source for these codes is the Postal Service Address Standards publication. Information from this source is periodically updated by Information Technology Services into the Banner System validation table ‘GTVZIPC.’

A hyphen must be entered when the entire 9-digit zip code is available. If the last four digits are unavailable, enter the first five digits in the first five positions of the field without the hyphen.

97203                      97203-4798

For Canadian addresses enter the six-character postal code by keying in three characters, a space and the last three characters.

T2T 2Y5                      R2L 1N4

**Banner Validation Table:**

**GTVZIPC - Zip Codes**

**5.J. County**

A county code is required for all address within the state of Tennessee and suggested for all U.S. addresses. When it is undesirable to print the county code on correspondence, county information can be suppressed by the various letter writing, population selection software utilized by Banner.

County codes are listed on the ‘STVCNTY’ validation table. The authoritative source for these codes is the Postal Service Address Standards publication. The Banner System is periodically updated with information from this source.

**Banner Validation Table:**

**STVCNTY - County codes**

**5.K. Nation**

A nation code from ‘STVNATN’ is required for all non-U.S. addresses. The authoritative source for the Banner System is the FIPS – Federal Information Processing Standard. These codes are consistent with standards provided by the United States Post Office and are periodically updated in the Banner System.



DO NOT enter a nation code for U.S. addresses.

**Banner Validation Table:**

**STVNATN – Nation Codes.**

**5.L. International Addresses**

Use the Nation Validation codes to enter nation or country codes ('STVNATN'). The authoritative source for the Banner System is the FIPS - Federal Information Processing Standard. These codes are consistent with standards provided by the United States Post Office and are periodically updated in the Banner System. More information is available on the National Institute of Standards and Technology website: <https://www.nist.gov/itl/publications-0/federal-information-processing-standards-fips>.

Enter an international address into the address fields exactly as provided, including punctuation. Try to avoid commas, however, as much as possible. Do not abbreviate words that are spelled out. If available, the postal code should be entered in the zip/postal code field.

Care should be taken to enter international addresses as closely as possible to the format required by that country. The country name appears automatically when a nation code is entered. The city field is required, and three address lines are available.

1501-203 Kunyoung Villa	(address 1)
Dae-Wha Dong	(address 2)
Zi-San Ky Kyungido	(city)
South Korea	(nation)

In some cases, postal code and city should be inserted in the city field.

27, rue Pasteur	(address 1)
14390 Cabourg	(city)
France	(nation)

In other cases, the city alone should appear in the city field.

49 Featherstone Street	(address 1)
London	(city)
EC1Y 8SY	(zip)
Great Britain	(nation)

**Banner Validation Table:**

**STVNATN – Nation Codes**

**5.M. Military Addresses**

Overseas military addresses must contain the APO (Army Post Office) or FPO (Fleet Post Office) designation along with a two-character state abbreviation of AE, AP or AA and the zip code. Enter the zip code in the zip code field. The APO or FPO code will default into the city field. The military state

code (AA, AE or AP) will also default into the state field.

Use AA for mail in the Americas, other than Canada (340). Use AE for mail going to Europe, the Middle East, Africa and Canada (090-098). Use AP for mail destined to the Pacific (962-966).

SGT Mario Martian  
Unit 2050 Box 4190  
APO AP 96522-1215

Sgt Cher Downey  
PSC 802 Box 2625  
APO AE 90777-0010

Seaman Duane Reeves  
Division  
SS North Dakota PO  
AA 34093-2344

All domestic military mail must have a regular street style address.

Col Margaret Henry  
Lowry Air Force Base  
8205 E 6th Ave 405  
Denver CO 80234

Capt Jack Harris  
2314 Barracks St  
Minot ABF ND 58705

#### **5.N. Telephone Type/Telephone**

Telephone type/telephone fields are entered via the telephone form. See [Section 6](#).

#### **5.O. Inactivate Indicator**

The inactivate indicator should be used when an address is no longer valid. The date field must be entered when inactivating an address.

#### **5.P. Delivery Point/Corrective Digit/Carrier Route**

The delivery point/corrective digit/carrier route fields are not used by the University.

#### **5.Q. Summary**

- All address information should be entered in normal upper- and lower-case format.
- Do not use special characters (ex. &, %, #, etc.) in any address fields.
- Only use periods, slashes, and hyphens in the street number (39.2 Rd).
- Use *st*, *nd*, *rd*, and *th* on numbered street names. (23rd Ave).
- Abbreviate street suffixes, unit designators, and compass directionals using standard abbreviations (St, Ave, Rd).
- Only student employees should have a campus address (EO).
- City, state, county, and nation codes are populated automatically when entering a zip code.
- If necessary, to manually enter a city name, spell it out in its entirety.
- Enter international addresses exactly as shown (three address lines available for use).
- International state and provinces (excluding Canada) are entered into the city field.
- Military addresses must include and APO or FPO designation along with the appropriate

State and Zip codes.

## **6. Telephone Information**

### **6.A. General**

An entity ('Person' or 'Non-Person') may have multiple telephone numbers within the Banner system. Telephone numbers should be accurate and reflect the most recent data received.

Supplemental information for international phone numbers may be added in the international access code field.

Telephone numbers are added and/or changed on the Banner Telephone information form:

#### **SPATELE.**

All regional and local telephone numbers, including on-campus phone numbers, are entered using the ten-digit format. This ten-digit number is entered into the Area Code and Phone Number fields. If available an Extension may be added using digits only.

When adding a subsequent telephone number of the same type, the prior telephone number should be end dated, marked inactive, and the new telephone number added. Unless making a correction due to an initial data entry, do not change or delete the prior telephone number.

Telephone numbers are displayed on Address forms but are not stored with the address in the Banner tables.

### **6.B. Telephone Type**

The Banner System list of telephone types is based on telephone number purposes rather than University department and closely resembles the types of addresses stored.

#### **Banner Validation Table:**

##### **STVTELE - Telephone Type Codes**

### **6.C. Telephone Numbers**

The telephone number is entered into 'SPATELE' using three separate entry fields as noted below:

#### **6.C.1. Area Code**

The three-digit area code must be entered for all phone numbers including the local (865) area.

#### **6.C.2. Phone Number**

Enter the seven-digit number without inserting a hyphen.

3341756

**6.C.3. Extension**

If an extension number is provided, enter only the digits of the extension. **DO NOT enter EXT or X into the extension field.**

5961

1764

**6.D. Primary/Unlisted/Inactive Indicators**

The primary indicator is set for a telephone number that is the primary contact for the entity. The unlisted indicator is set for a telephone number that is designated as unlisted. The inactive indicator is set for a telephone number that is no longer valid.

**6.E. International Access**

**6.E.1. International Telephone Numbers**

International telephone numbers consist of four to seven digits.

They should include the country and city codes as part of the international access code field. The country code consists of one to four digits and is required (e.g. 876).

The city code consists of one to three digits. Not all countries utilize city codes. The city code is often reported with a leading zero (0). **DO NOT** enter the zero.

The code '011' must be dialed when making international calls from the United States unless dialing to any country included in the North American Numbering Plan (NANP).

Examples:

**Student Supplied**

Country Code: 3741  
Number: 55-3984

Country Code: 886  
City Code: 7  
Number: 236-2315

**Banner Entry**

City Code: 3741 (international access code)  
553984 (phone number)

8867 (international access code)  
2362315 (phone number)

**6.E.2. North American Numbering Plan (NANP)**

The North American Numbering Plan (NANP) is an agreement among Canada, the United States and its territories, and the Caribbean. The agreement establishes a procedure for dialing international numbers similar to traditional U.S. dialing protocols. The country code for all NANP countries is '1'. Member countries of NANP can be dialed using '1' plus the three-digit area code. Any phone numbers from NANP countries can be entered in the domestic phone number field in the Banner system.

Information about NANP is available on this website: <https://nationalnanpa.com/index.html>.

Mexico is not a member of NANP.

**6.F. Comment**

The comment field is available for use for any comments about the associated telephone information.

**6.G. Address Type**

Telephone type codes may be associated with a specific address type code.

**Banner Validation Table:**

**STVATYP – Address Type Codes**

**6.H. Sequence**

The sequence field is automatically populated by Banner.

**7. Biographical Information**

**7.A. Gender**

A gender code is required for all students. This information is maintained for federal and state reporting purposes.

**7.B. Birth Date**

A date of birth is required for all students. A copy of the birth certificate, passport, or driver's license must be provided with all date of birth change requests. Personnel in the University Registrar's Office may enter and/or change student date of birth information.

**7.C. Age**

The age field is automatically calculated by Banner.

**7.D. Social Security Numbers (SSN) and Taxpayer Identification Numbers (TIN)**

A U.S. SSN should be entered into the SSN/TIN field for 'persons' and a TIN should be entered into the SSN/TIN field for 'Non-Persons'. Dashes and spaces between numbers should be omitted (e.g. 123456789).

A student should present a copy of his/her SSN card to have the SSN changed or updated in the Banner System. The Office of the University Registrar is the custodian of SSN information for students.

The Office of the Bursar is the custodian of TIN information for students.

**7.E. Confidential Indicator**

The confidential indicator field is used for students who do not want information released.

**7.F. Deceased Indicator/Date**

All population selections for communication purposes must search for and exclude deceased persons.

Due to the sensitivity of this issue, prompt attention is important so future mailings from University offices are discontinued.

Upon notification by the Dean of Students' Office, personnel in the Office of the University Registrar will set the deceased status indicator in Banner. In addition, street addresses for all the active addresses of the deceased student will be updated to reflect the word 'deceased', rendering future mailings undeliverable.

**7.G. Citizenship**

A citizenship code is required for all students.

Citizenship information is used in State and Federal reporting.

**Banner Validation Table:**

**STVCITZ - Citizenship Codes**

**7.H. Ethnicity**

Ethnic codes are required for all students.

Ethnicity data is requested at the time of student application to the University. Applicants are asked to answer 'Yes' or 'No' to the following question:

Are you Hispanic/Latino?

Applicants who answer 'No' are asked to indicate all of the following options that characterize their race:

- Alaskan Native
- American
- Indian Asian
- Black or African American Native
- Hawaiian or Pacific Islander
- White

The Banner System will accommodate student records in which multiple races are designated. Banner form SPAPERS should be used to assign or correct ethnicity and race information.

**Banner Validation Tables:**

**STVETHN - Ethnic Codes**  
**STVETEC - IPEDS Ethnic Codes**

**7.I. Marital Status**

Students who apply for financial aid report marital status on the FAFSA (Free Application for Student Aid) form. The information is retained in the Financial Aid module. Marital status information is not maintained in the student record.

**Banner Validation Table:**

**STVMRTL - Marital Codes**

**7.J. Religion**

The University does maintain religious preference in the Banner System.

**Banner Validation Table:**

**STVRELG - Religion Codes**

**7.K. Legacy**

Legacy codes define students' relatives who also attend(ed) the University. Legacy data is maintained in the Banner System.

**Banner Validation Table:**

**STVLGCY - Legacy Codes**

**8. E-mail Information**

**8.A. General**

'Persons' or 'Non-Persons' may have multiple email addresses with the Banner System. Email addresses should be accurate and reflect the most recent data.

University email correspondence to students will be sent only to University assigned email addresses.

Unless making a correction due to an initial entry error, do not change or delete the prior email address. When adding a subsequent email address of the same type, the prior email address should be end-dated and the new address added.

### **8.B. Email Type**

The Banner System list of email address types is based on email address purposes rather than University department and closely resembles the types of addresses stored.

#### **Banner Validation Table:**

##### **GTVMAL – Email Address Type Codes**

### **8.C. Email Addresses**

Information about email addresses, initial set-up of accounts, etc., is available on the OIT website for new students at <https://oit.utk.edu/general/areyounew/netid-and-email-accounts/>.

Additional information on email address retention and policies is available on the OIT Email Page at <https://oit.utk.edu/email/volmail/>.

### **8.D. Preferred/Inactive/Display on Web Indicators**

The preferred indicator is set for an email address that is the preferred contact for the entity.

The inactive indicator is set for an email address that is no longer valid.

The Display on Web indicator is set for display of an email address in the online directory.

### **8.E. Comment**

The comment field is available for any comments about the associated e-mail address information.

## **9. Emergency Contact Information**

### **9.A. General**

The general form is used to enter emergency contact information for persons. Emergency contacts are added and/or changed on the Banner form: **SPAEMRG**.

### **9.B. Priority**

A priority number is a number assigned for persons with more than one emergency contact.



**9.C. Relationship**

The relationship field reflects the relationship of the emergency contact to the person.

**Banner Validation Table:**

**STVRELT – Relation Codes**

**9.D. Contact Name**

The last, first, and middle names should be entered exactly as the person has indicated. If given the full middle name, enter the full middle name. DO NOT change a full name to an initial. Always use normal upper- and lower-case letters for names. DO NOT enter leading spaces in any fields.

**9.E. Address Type**

Emergency contact address type codes may be associated with the same address type codes as regular addresses.

**Banner Validation Table:**

**STVATYP – Address Type Codes**

**9.F. Address**

All information should be entered into the Banner System using normal upper- and lower-case format. All addresses must meet U.S. Postal Service addressing requirements. Extensive documentation for address entry can be found in the general address standards section (See [Section 5](#)).

**9.G. Telephone**

All regional and local telephone numbers, including on-campus phone numbers, are entered using the ten-digit format. This ten-digit number is entered into the Area Code and Phone Number fields. If available an Extension may be added using digits only.

## Appendix A – Abbreviations and Crosswalk Tables

### A.1 Prefixes

Doctor	Dr
Father	Fr
Governor	Gov
Honorable	Hon
Judge	Judge

Professor	Prof
Rabbi	Rabbi
Representative	Rep
Reverend	Rev
Senator	Sen

### A.2 Suffixes

Chief Executive Officer	CEO
Chief Financial Officer	CFO
Certified Public Accountant	CPA
Doctor of Chiropractic	DC
Dean	Dean
Dentist	DDS
Doctor of Dental Medicine	DMD
Doctor of Osteopathy	DO

Doctor of Veterinary Medicine	DVM
Doctor of Education	EdD
Esquire	Esq
The Second	II
The Third	III
The Fourth	IV
Juris Doctor	JD
Junior	Jr

Doctor of Laws	LLD
Doctor of Medicine	MD
Doctor of Optometry	OD
Doctor of Philosophy	PhD
Retired	Ret
Registered Nurse	RN
Senior	Sr

### A.3 Address Abbreviations

Apartment	Apt
Avenue	Ave
Building	Bldg
Boulevard	Blvd
Center	Ctr
Circle	Cir
Court	Ct
County Road	CR
Department	Dept
Drive	Dr
East	E
Floor	Fl
Freeway	Fwy

Highway	Hwy
Lane	Ln
North	N
Northeast	NE
Northwest	NW
Number	Unit
Parkway	Pkwy
Place	Pl
Point	Pt
Road	Rd
Room	Rm
Route	Rt
Rural Route	RR

South	S
Southeast	SE
Southwest	SW
Square	Sq
Street	St
Suite	Ste
Terrace	Ter
Trail	Trl
Turnpike	Tpke
Unit	Unit
Way	Way
West	W
Weld CR	WCR

## Appendix B – Miscellaneous

### B.1 Calendar Dates

Date fields appear on forms throughout the Banner system.

Banner is set up to accept dates in the format month, day, year. The default is MM/DD/CCYY.

Always enter all three parts of calendar dates (month, day, year).

Always enter two digits for the month and day. For example:

Enter January as 01

Enter the 5th day of the month as 05

A date may be entered without separators (no spaces or special characters) or using a dash (-) or slash (/) as separators.

The date March 5, 2006 can be entered in any of the following ways:

03052006      03/05/2006      03-05-2006      05-MAR-2006

In all cases, the date will be stored as: 05-MAR-2006

If only part of the current date is entered, the rest of the current date will default. Entering a ‘T’ in a date field and pressing ‘enter,’ will enter today’s date as a default.

When completing a query on the date field, all four digits are required. For example, enter 26-JUN-2006, not 26-JUN-06. Zeros are entered for the century if the century is omitted. In this example, entering 26- JUN-06, results in the date of 26-JUN-0000, not 26-JUN-2006.

### B.2 Driver’s License Information

Enter the driver’s license number as it appears on the license. Do not include the state which issued the license in the license number field. Do enter the state which issued the license in the state field.

### B.3 Letter and Paragraph Names Prefixes

The names of letters created within any module of Banner are stored in a common validation table called ‘GTVLETR.’ Letter names are 15 characters. Paragraph names are stored in ‘GTVPARA.’

In order to avoid confusion as to the owner of a letter defined within Banner, the following prefixes will be used by offices when defining a letter name on the Banner screen ‘GTVLETR:’

**Prefixes**

ADM	Undergraduate Admissions
AR	Accounts Receivable
ATH	Athletics
CIE	Center for International Education
GA	Graduate Admissions
GS	Graduate School
FA	Office of Financial Aid & Scholarships
OIT	Office of Information Technology
REG	Office of the University Registrar

**Banner Validation Tables:**

**GTVLETR – Letter Names**

**GTVPARA – Paragraph Codes**

**B.4 Quick-flow Names Prefixes**

The names of quick-flows created within any module of Banner are stored in a common validation table call ‘GTVQUIK.’ Quick-flow names can be up to four characters long.

In order to avoid confusion as to the owner of a quick-flow defined within Banner, the following prefixes will be used by offices when defining a quick-flow name on the Banner screen ‘GTVQUIK:’

**Prefixes**

ADM	Undergraduate Admissions
AR	Accounts Receivable
ATH	Athletics
CIE	Center for International Education
GA	Graduate Admissions
GS	Graduate School
FA	Office of Financial Aid & Scholarships
OIT	Office of Information Technology
REG	Office of the University Registrar

**Banner Validation Table:**

**GTVQUIK – Quickflow Codes**

**Index**

'NON-PERSON'	7, <i>See</i> Vendor	Fleet Post Office (FPO)	41, 42
'Non-Person' ID	28	FOAIDEN	7, 23, 25, 27, 31
'Person' ID	28	Foreign Addresses	6, 7
'Person' Names	6	FTVVTYP	29
2FA	<i>See</i> 2-Factor Authentication(2FA)	General Data Protection Regulation (GDPR)	10
2-Factor Authentication(2FA)	14	GOADPRF	11
Academic History	11, 18, 19, 20, 21	GOAMTCH	6, 7, 27, 28, 33
Access	8, 12, 13, 15, 17, 19, 21, 22, 26, 44	Graduate	11, 12, 16, 18, 19, 25, 51, 52
Acronyms	32	<i>Gram-Leach-Bliley Act</i>	15
Address Abbreviations	50	GTVCMSC	27
Admission	27, 33	GTVEMAL	48
Alternate Name	7	GTVLETR	51
Argos	15, 21, 22	GTVNTYP	29
Army Post Office (APO)	41, 42	GTVPARA	51, 52
Banner 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 38, 39, 40, 41, 43, 44, 45, 46, 47, 48, 49, 51, 52		GTVQUIK	52
Banner Administrative Pages	13, 15, 18, 19, 22	GTVZIPC	39, 40
Banner Security Administrator	16	GUASYST	24
Banner Student System	18	GUIALTI	6, 7, 23, 25
Bursar	12, 16, 17, 18, 19, 20, 25, 35, 45	<i>Hilltopics</i>	11
Bursar's Office	12	IDEN	31
Chancellor	16, 18, 20, 21	IDS	8, 15, 21
City	6, 7, 38, 39, 42, 44	In Care Of (c/o)	6, 7, 36
Compass Directionals	37	Institutional Data Set	8, 15, 21
Confidentiality	10, 11	International	10, 12, 25, 34, 39, 41, 42, 44, 51, 52
County Code	6, 7	IRIS	26, 28, 35
Data Central	18, 22	IT0110	13, 18
Data Custodians	12, 16, 35	IT0115	13, 15
Data Governance	8, 22	LLC	7, 24
Data Governance Steering Team	14, 22	Nation Code	6
Data Steward	5, 11, 12	National Code	7
Data Stewards	16	NetID	11, 15, 19, 26, 28
Data Users	16	North American Numbering Plan (NANP)	44
Dean of Students	18, 46	NTID	28
Deceased	46	ODS	8, 15, 20, 21
Decision Support Community	8, 34	Office of Enrollment Management	14, 18, 19, 23, 25, 26
Degree Audit Reporting System (DARS)	19, 20	Office of Financial Aid	12, 51, 52
Directory Exclusion	11	Office of Graduate and International Admissions	12
Directory Information	10	Office of Information Technology	14, 26, 27, 51, 52
Disciplinary Action	10, 13, 17	Office of the University Registrar	<i>See</i> Registrar's Office
Employee	6, 38	OnBase	15
Ethnicity	46	Password	9, 13
European Union's General Data Protection Regulation (EU GDPR)	<i>See</i> GDPR	Percent Sign (%)	5, 30, 36
Family Educational Rights and Privacy Act (FERPA)	10, 11, 15, 17	PERNR	26, 28
Federal Information Processing Standard (FIPS)	6, 40, 41	PIDM	26, 27, 28
		Postal Code	6, 7, 40
		Pound Sign (#)	5, 30, 36
		Privacy	10, 15, 17
		Province Code	6, 7
		Provost	14, 16, 18, 20

UTK Data Standards Manual

Race	46, 47, <i>See</i> Ethnicity	STVETEC	47
Registrar's Office	12, 28, 45	STVETHN	47
Roles and Responsibilities	16	STVLGCY	47
Security Access	12, 13	STVMRTL	47
Self Service Banner (SSB)	15, 18, 19, 20	STVNATN	40, 41
SGAADVR	20	STVRELG	47
SIAINST	19, 20	STVRELT	49
SOAIDEN	24	STVSTAT	39
SPAEMRG	48	STVTELE	43
SPAIDEN	14, 23, 25, 27, 31	Symbols	29, 36
SPAPERS	47	<i>Systems</i>	15
SPATELE	43	SZACURA	19, 20
Special Characters	6, 7, 32, 33, 35, 42, 51	Telephone Numbers	6, 7, 43, 44
SSN	6, 7, 22, 23, 24, 25, 26, 27, 28, 45	Tennessee ID (TNID)	28
State	6, 7, 38, 39, 42, 46	TIN	22, 23, 24, 25, 26, 27, 45
Street Addresses	6, 7	Undergraduate	11, 12, 16, 18, 19, 24, 25, 51, 52
Student and Exchange Visitor Information (SEVIS)	10	Undergraduate Admissions Office	12
Student and Exchange Visitor Information System (SEVIS)	10, <i>See</i> SEVIS	User ID	9, 13, 14, 17
Student Information Systems	15, 17	User Name	14, 15
STVACTC	12	UT Identification Number (UTID)	22
STVATTR	12	UTK_M_REG_ADVISING_ASSMNT_C	20
STVATTS	12	UTK_M_REG_SZACURA_A	20
STVATYP	35, 45, 49	Vendor	6, 7, 22, 24, 27, 29
STVCHRT	12	Vice Chancellor for Finance and Administration	16
STVCITZ	46	W-9 form	24
STVCNTY	40	W-9 Form	25
		Zip Code	6, 7