Preventing Duplicate Record Creation in Colleague

# Overview

Duplicate records are a normal occurrence in any transaction processing system. In spite of best efforts to prevent the creation of duplicate records, duplicate records will be created – either because of incomplete information or as a result of human error. The number of duplicates will vary from system to system but can be reduced by implementing measures to govern the data entry process. This document is intended as a learning guide and reference tool for all staff who have maintenance-level access for Person, Institution, and/or Organization data in the Colleague administrative database. Staff who have inquiry-only access for these records do not need to review this entire document but should, however, be aware that duplicate records do exist in the database, and they should become familiar with the process for reporting these problems when they are discovered.

# What is a Duplicate Record?

A duplicate record is any instance of two or more person, institution, or organization records stored for a single entity in the Colleague database. There are different circumstances that could cause a duplicate record to be created for a person who had an existing person record. For example, a person record for Robert Albert Smith may have already existed in the database when someone created a record for the same person under the name Bob A. Smith. Similarly, someone else may have created a person record for Robert Smith, not knowing that two other records already existed for the same person. These duplicate records are created because we fail to complete good research before creating new Colleague records.

# Preventing Duplicate Record Creation

* Include as much information as possible for a new record

It is important to collect as much uniquely identifiable information as possible prior to creating a record. This will assist in retrieving records during a later lookup. The best way to avoid having to deal with duplicate records is to not create them. The more data that can differentiate records from one another, the less likely the user is to create one.

* Conduct a full lookup prior to creating a new record
	+ Start with Colleague ID (if possible)
	+ Search by SSN
	+ Search by Partial Name
		- We suggest that you complete a name search by using the first three letters of the last name, comma, then first three letters of the first name. For example: “Smi,Rob” or “Rob Smi”

Sometimes you may need to adapt this approach to a 3+2 approach

For example: “Smi,Jo” to accommodate Joe or Joseph

* + - When working with a two part last name, search using each part separately.

For Example, Carrie Smith-Thompson, search by “Smi,Car” and then again by “Tho,Car”

* + Search by Nickname
		- Always search for listings by alternate or abbreviated names.

For example, Bill for William, Cathy for Catherine, or even nicknames such as Skeeter, Junior, Buster

* + - Another example when searching for Institutions or Organizations, Indiana University, search by “Ind Uni” or “IU”
	+ Use the Advanced Person Search in Colleague (magnifying glass)
		- This can be a very useful tool. You can search individually by the following fields or a combination of fields.
			* Name
			* Source Code
			* Class
			* Address
			* City
			* State
			* Zip
			* Country
			* SSN
			* Status
			* Phone
			* E mail
	+ Use the Filter selection within the Search Results window
		- This can be helpful when searching through Institutions and Organizations.
* Review Search Results
	+ Don’t assume that a different address belongs to a different person. If your search returns two people with the same name but different addresses, check other identifying detail such as phone numbers, e-mail addresses, employment history and/or institutions attended history.
	+ Consider a person’s history with Wabash College. If you know that a person or organization has previous history with Wabash, such as a student, parent of student, spouse of alum, staff member, or vendor, DO NOT CREATE A NEW RECORD.

# Data Elements

In addition to the standard contact information, the following data elements have been identified as helpful in person lookups. If you have the following information about a person or organization that is not included in a record, please update the Colleague forms shown in parentheses. Alternate or former names should be placed in the Other LFM field for persons and Other Name field for Organizations.

* SSN/SIN (NAE form)
* Birth Date (NAE form)
* Maiden name (BIO form)
* Nickname (BIO form)
* Personal e-mail address (NAE form)
* Other LFM (BIO form) Please note that you can add more than one entry
* Other Name (ORGP form) Please note that you can add more than one entry
* CEEB code (INST form) for Colleges (four digit code) and High Schools (six digit code)

# Name Changes

There are three possible kinds of name changes:

* Correction – This type of name change is not truly a name change. A correction means just that, fixing a typographical error in the person’s name.
* Birth – This type of name change occurs when a person is married for the first time, and is changing his or her name from birth name (often referred to as maiden name) to the married name. If a person already has a birth name (or maiden name) in Colleague, the name change is not this kind.
* Other – This type of name change is for every other name change, including any marriages other than the first.

On the NAE form, do a lookup to find the person whose name needs to be changed. Put the new name in the appropriate name fields on NAE. You will get a pop-up asking if this is a name change.

* If you are only correcting a typo in the person’s name, it is **not** a name change, so click “N”, and update to save your changes.
* If the name change is due to marriage (probably not as common here as at a school with female students although it does happen occasionally), click “B” (Birth) and update to save your changes.
* If the name change is not due to a first marriage, then it is not a “Birth”-type change, so click “O” (Other) and update to save your changes.

TRANSCRIPT NAME CHANGES FOR ALUMS/CURRENT STUDENTS:

If the person you are making an official name change for is a current student or an alumnus, then you also need to make the name change on the FNM screen for the formatted name type of TR (which is used as the “transcript name” and printed on their transcript.

# Institutions and Organizations

Institutions are one type of organization, other types of organizations include vendors, associations, and foundations. Institutions and Organizations often have multiple addresses associated with a single record.

Always search for an Institution, first by name and then by CEEB code.

When creating a new Institution record, you should begin in the INST form and will be redirected to the ORGP form. For organizations that are not an Institution, you should begin with the ORGP form.

Important fields on the ORGP form:

* Other Name – Use this to identify former names, abbreviations
* Sort Name – May need to remove words such as “The” for sorting purposes.
* Address, CSZ, Country – This is the official address of the institution. Please do not enter addresses for satellite campuses or other alternate addresses.
* Address Type - For organizations, you should reserve the (H)ome address type for the organization’s home address.

Important fields on the INST form:

* Institution Type – Select the proper Institution type from the drop down box.
* CEEB Code – Enter the CEEB code for the Institution. Note: Colleges have four digit CEEB codes and High Schools have six digit CEEB codes.

# Where Used Codes

The Where Used column can help you determine which person in the list of results best matches the person being entered. A list of Where Used codes is below.

|  |  |
| --- | --- |
| APP  | Prospect and/or applicant activity with one of the University’s admissions offices.  |
| CON  | A constituent in Colleague Advancement  |
| COR  | A corporation  |
| DEC  | Deceased person  |
| EMP  | Employee of the institution  |
| FAC  | A faculty record in the database.  |
| FIN  | Financial aid application and/or award activity.  |
| FOR  | Foreign/international person detail on file (such as country of citizenship, Visa type)  |
| HRP  | Human resource data on file.  |
| INS  | This record is marked as institution (a school or college).  |
| MAI  | This record has mailing history (documents sent, received, and/or requested) on file.  |
| PER  | This record belongs to a person (not an institution or organization).  |
| STA  | STAFF record on file  |
| STU  | There is student detail (such as program of study, courses) associated with it.  |
| VEN  | Someone who has received a payment. A vendor can be a person or an organization.  |

# Resources

Additional documentation regarding name changes, address changes, source codes and mail codes, can be found in the following directory: [P:\Group\Datatel\Datatel Documentation\Core & ST Miscellaneous\Wabash Documentation](file:///P%3A%5CGroup%5CDatatel%5CDatatel%20Documentation%5CCore%20%26%20ST%20Miscellaneous%5CWabash%20Documentation).

Colleague documentation can be found here: [P:\Group\Datatel\Datatel Documentation\Core & ST Miscellaneous](file:///P%3A%5CGroup%5CDatatel%5CDatatel%20Documentation%5CCore%20%26%20ST%20Miscellaneous), in the Using Demographics manual. This documentation is updated regularly as software updates are released.

CEEB code search using the “College Board Online” web site: <http://sat.collegeboard.org/register/sat-code-search>

# Reporting Duplicates

For Person records, if you find two records with identical (or nearly identical) information, please report the information to duplicates@wabash.edu. The simplest way is to copy and paste the information from the Lookup screen into the text of your email message. At the very least, please include the Colleague ID and name as displayed on the Lookup screen. If you are unsure of which record to use, please note this in the email as well. The staff members who monitor the “duplicates” email will let you know which record to use.

For Institution and Organization records, if you know how to correct the information, please do so. If you are unsure of how to correct the duplicate records, please report this information through the IT Help Desk, helpdesk@wabash.edu. Please note that we are aware of multiple records for institutions and organizations. For technical reasons, we may not be able to merge all duplicate records. In such cases, please use your best judgment in selecting the proper record.