UNIVERSITY OF HARTFORD

INSTITUTIONAL ADVANCEMENT

The Raiser's Edge Database

Constituent Record Guidelines for the Office of Institutional Advancement

Preface

This manual describes guidelines for The Raiser's Edge database for the University of Hartford's Office of Institutional Advancement. Some specific procedures are documented elsewhere, but are based on the guidelines described in this book.

General Raiser's Edge information that is applicable to any Raiser's Edge database, not specific to the University of Hartford's database, can be found in the RE7 Guide by Blackbaud or on Blackbaud.com.

All Raiser's Edge records are subject to exceptions to these guidelines based on individual constituent preferences and other unique circumstances.

All red and bolded text in this manual link to the guideline that is applicable. These links are found in the Table of Contents and throughout the manual.

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Record Basics

Constituent Codes

- Constituent codes are located on the Bio 2 tab. The code depicts the individual's relation to the University.
- Primary Constituency = the first constituent code in a record.
  - Primary constituent codes always begin with a number.
  - The numbers represent a hierarchy.
  - Records with multiple constituent codes must be listed in order with the lowest number on top. If more than one code with the same number apply, they should be entered in the same order that they appear in the table (listed in full below):
    - 1.Degreed Alumni
    - 1.Non-Degreed Alumni
    - 2.Parent of Current Student
    - 2.Parent of Degreed Alumni
    - 2.Parent of Non-Degreed Alumni
    - 2.Grandparent
    - 3.Current Full Time Faculty
    - 3.Current Full Time Staff
    - 3.Current Faculty/Staff
    - 3.Current Adjunct Faculty
    - 3.Current Part Time Faculty
    - 3.Current Part Time Staff
    - 3.Current Temporary Faculty
    - 3.Current Temporary Staff
    - 3.Honorary Degree Recipient
    - 3.Former Faculty
    - 3.Former Staff
    - 3.Former Faculty and Staff
    - 3.Former Student
    - 3.Friend of the University
    - 3.Graduate Student
    - 3.Undergraduate Student
    - 3.Parent of Former Student
    - 4.Corporation or Corp Foundation
    - 4.Other Organizations
    - 5.Wills/Estates
    - 6.Fndtns and Philanthropic Funds
    - 6.Other Foundation or Trust
    - 6.Personal or Family Foundation
    - 7.Trust
    - 8.Assocations and Clubs
    - 8.Religious Organization
- Secondary constituent codes are used to track Board members, Founders, or other constituencies not considered primary.
  - Secondary constituent codes can be in any order but must be below all numbered (primary) constituent codes.
- See also **Board Volunteers** for more information about board constituent codes.

ID Numbers

- All University employees and students are assigned an 8 digit ID number when they join the University. This number is found in Banner and should be added to the RE record in the ID field. (Some Banner records start with an A or a G)
- This ID number should remain with the constituent permanently; it does not change when an employee leaves or a student graduates.
- For non-employees and non-students: RE will automatically assigned a unique ID number to new records whose ID is blank.
- If an ID is accidently deleted from a record, RE will not automatically generate a new ID. Integrity procedures are in place to correct these records.
- Certain records should have an ID that begins with a letter. These must be manually entered. *Examples: Fund records start with F, plaque records start with P.

Names: Last, First, Middle, Maiden, Preferred name

- Last name is required and must be entered accurately for all individual records.
- Full first name should be entered accurately if known.
- Middle name should be entered accurately if known; if full middle name is unknown, middle initial will suffice and does not need to end in a period.
- Some individuals go by their first initial and full middle name. In these cases, it is fine to put both in the first name field. Example: J. Lee
- Any preferred name belongs in the "Preferred Name" field. This can include: middle name, shortened version of full first name, or a nickname. Do not enter in this field unless the person truly prefers to be referred to by that name.(Do not assume Douglas prefers to be called Doug, for example)

Title

- If it is known that someone is a Doctor, Rabbi, Attorney, or any other occupation that dictates title, an abbreviation should be updated accordingly in the Title field.
- If the above does not apply, but gender is known, the following guidelines should be followed:
  - Men: Mr.
  - Women who are unmarried or do not share their husbands last name: Ms.
  - Married women who have their husbands last name (including hyphenated or two last names in which one is the husband's name): Mrs.
- If gender is unknown and the person does not hold an occupation that dictates their title, the Title field should be left blank.

Suffix

- If a suffix is known it should be added to the Suffix field.
- Do not be redundant with a suffix that is reflected in the title. For example: a suffix of 'MD' is not necessary if the title field is 'Dr.', unless specifically requested by the individual.

Date of Birth

- Date of birth should be accurately entered on the Date of Birth field whenever it is known.
- Month and year are acceptable if day is not known.
- Format as follows: MM/DD/YYYY or MM/YYYY

SSN

- Social Security numbers should be entered if known but are only viewable by select users.

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Creating a Record

To manually create a constituent record, click "New Individual" or "New organization" found in Records>Constituents.

Individual record minimum requirements:

- Last Name
- Primary Constituent Code
- Unique ID number
- Complete Address
- Addressee/Salutations
- Primary Rating
- Classification
- Prospect Status

Organizations record minimum requirements:

- Org Name
- Unique ID number
- Complete Address
- Primary Contact (can be Sir or Madam if name is Unknown)

*Organization records are not described in detail in this manual.

Follow links for more information about **Addresses, Addressee/Salutations, Primary Rating/Classification/Prospect Status.**

Defaults

Defaults can be used to enter multiple codes to a record with only 1 click. They can include as much or as little information that is needed.

Create or edit defaults by navigating to: Tools>Organize/Create Defaults.

When creating a new record using a default, the desired default should be selected from Tools>Organize/Create Defaults (double click the default you want). To load it to a new record, you must first click "New Individual" or "New Organzation" then hit **Shift + F2** to load all codes in the default.

If you only wish to load one code from the default to a new or existing record, click in the field you want to fill in and hit **F2** (do not hold shift if you only want the one code)

F5 can be used in any date field within a default. This will give load the current date into the field any time the default is used.

Phones, Emails and Links

Telephone Numbers, Email Addresses, Links and Fax Numbers each have their own tab within Bio 1. An accurate "Type" should always accompany a phone, email, link or fax. There should never be two of the same "Type". Dates will automatically update. DNC should never be used.

Active Phone Types:

- The only phone types used for contact are: Home, Cell, Business or E-mail
- There cannot be a secondary type if the above phone types are not used
  - Ex: There cannot be an E-mail 1 without an E-mail, there cannot be a Home 1 without a Home, etc.
- Home, Cell and Business must *always* reflect the actual type of phone number if it is known (do not mark a cell phone as Home or Business phone as Cell, etc.)
- E-mail *can* be a business email address if the constituent has no other e-mail address or their business email is their preferred email address. Mass emails are only sent to phone type: E-mail

Checking/Unchecking Primary:

- E-mail should always be marked Primary.
- Other phones should only be marked Primary if it is indicated by the constituent or a University employee that it is the individual's preferred number or e-mail.
- If a phone (other than E-mail) is marked Primary, it must have a brief comment next to it (ie: per donor)

Inactive phone types: Bounced, Disconnected, Former, University of Hartford Email

- These types should always have the "inactive" box checked
- E-mails should only be changed to Bounced E-mail if the email address was bounced through BBNC or bounced through an individual email. There should be no question that the email is bounced.
- Phone numbers should only be changed to Disconnected if the number was called and there was a disconnected tone. There should be no question that the phone is disconnected.
- All 'Former' phone types came from the RE 7.95 upgrade, so they may not be accurate.
- University of Hartford Email should be used on previous students and staff and checked inactive.

Cleaning up duplicates:

- If there are duplicate phone numbers that are all active types, delete the secondary.
- If one number is inactive and one is active, delete the inactive.

Spouse emails:

- The only time we should ever add someone's spouse's email to their record is if they are parents and the spouse does not have their own record. It can be primary if the parent doesn't have their own email.

Organization records:

- The only email type used in organization records is "Business E-mail". Never use E-mail.

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“Do not call” preferences:

- If there is a particular number or email that a constituent does not want used, add it to an annotation; indicate the phone type, and “do not call/email” Ex: Business Phone: 860-555-5555 DO NOT CALL
- Do not add the number to the phones section at all so that it can never be pulled.
- If someone does not want any calls or any emails, add the appropriate corresponding **solicit codes**.

Links:

- Links to an individual or organization’s website, Twitter, LinkedIn, Facebook, or any other known web-presence can be added to the Links tab on Bio 1 with an accurate type.

Fax Numbers:

- Personal or business fax numbers can be added to the Fax Numbers tab on Bio 1 with an accurate type.

Others:

- This tab is not currently used.

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Spouses

Married:

- When a spouse is known, their name should be added to the Spouse field with relationship/reciprocal "Spouse". (Adding a spouse via the Spouse field on Bio 1 rather than adding it through relationships will automatically check the "Spouse" checkbox.)
- If the spouse has a record they should be linked.
- The marital status field must say "Married"

Civil Union:

- Civil unions are treated the same as marriages in RE except for the marital status field, which should read "Civil Union".
- It is assumed that a live-in couple is married unless we know that they are in fact in a civil union.
- It should never be assumed that a couple is in a civil union, rather than a marriage, based on gender or sexual orientation.

Live-in Partner:

- Live-in partners are treated the same as marriages in RE except for the Marital Status field, which should read "Live-in Partner".
- It is assumed that a live-in couple is married unless we are informed that they consider themselves live-in partners.
- It should never be assumed that two people are live-in partners, rather than a married couple, based on gender or sexual orientation.

Divorced:

- If it is know that a couple has divorced, or it is assumed based on separate addresses, the codes above should be updated as follows:
  - Marital Status should be changed to "Divorced"
  - Relationship/reciprocal should be changed to "Former Spouse"
  - In the relationship, the "Spouse" check box should be unchecked.
  - If both parties have their own records, they should be linked as a relationship, if they aren't already.
  - If the records were originally linked as a spousal relationship, one should have a **Head of Household** attribute which must be deleted when they are updated as divorced.
  - **Addressee/Salutations** should be updated accordingly.

Widowed:

- As part of the **deceased record process**, a person whose spouse passes away should be updated as follows
  - Marital Status should be changed to "Widowed"
  - Relationship/reciprocal should be changed to "Deceased Spouse/Widow/Widower"
  - In the relationship, the "Spouse" check box should be unchecked.
  - If the records were originally linked as a spousal relationship, one should have a Head of Household attribute which must be deleted if one passes away.
  - **Addressee/Salutations** should be updated accordingly.

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(Spouses, continued)

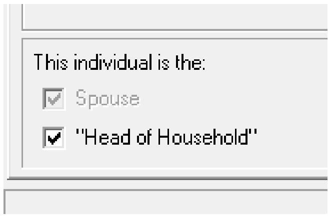
Head of Household

Anytime two records are linked as spouses (regardless of their status as married, civil union or live-in partners) one record must be determined to be the head of household.

Head of household is used for reporting and communication purposes; the record considered head of household will also display on reports and mail lists as the primary record.

The flow chart on the next page should be used to determine which record is the head of household.

How to code Head of Household: To mark someone head of household, you must go through the spouse record. Click the "Spouse" button on Bio 1, check or uncheck the "Head of Household" box.



Coding history of head of household: All Head of Household records should have an attribute that indicates that they have been updated using these policies. The date in the attribute is the date the record was updated. The attribute must be added to new records when the head of household status is confirmed and updated, and the date/comment must be updated if the status changes. Spouse record does not need an attribute. *This is important because the Head of Household box is checked automatically by RE, so there is no other way to determine if it was intentional*

Category	Description	Short Desc.	Date	Comments
Head of Household updated	Yes		2/23/2017	

When to check/update: The head of household status must be checked and updated *every time*:

- Any two records are linked as spouses
- Someone is added or removed from the Board of Regents or other Board
- A constituent code is changed, added, or removed.
- Duplicate records are merged
- If an RE ID is replaced by a Banner ID
- If Board history is updated (in case one has an earlier start date)

Exceptions to the flow chart: If a Development Officer or other University employee or official is certain that the Head of Household is the opposite of what the flow chart indicates, an exception can be made. <u>This must be added to the attribute comment so that is doesn't get changed back.</u>

Responsible for upkeep: Everyone in the Advancement Services department is responsible for checking and updating Head of Household status. Prospect Research should feel free to contact an Advancement Services staff member if they feel a record is marked incorrectly.

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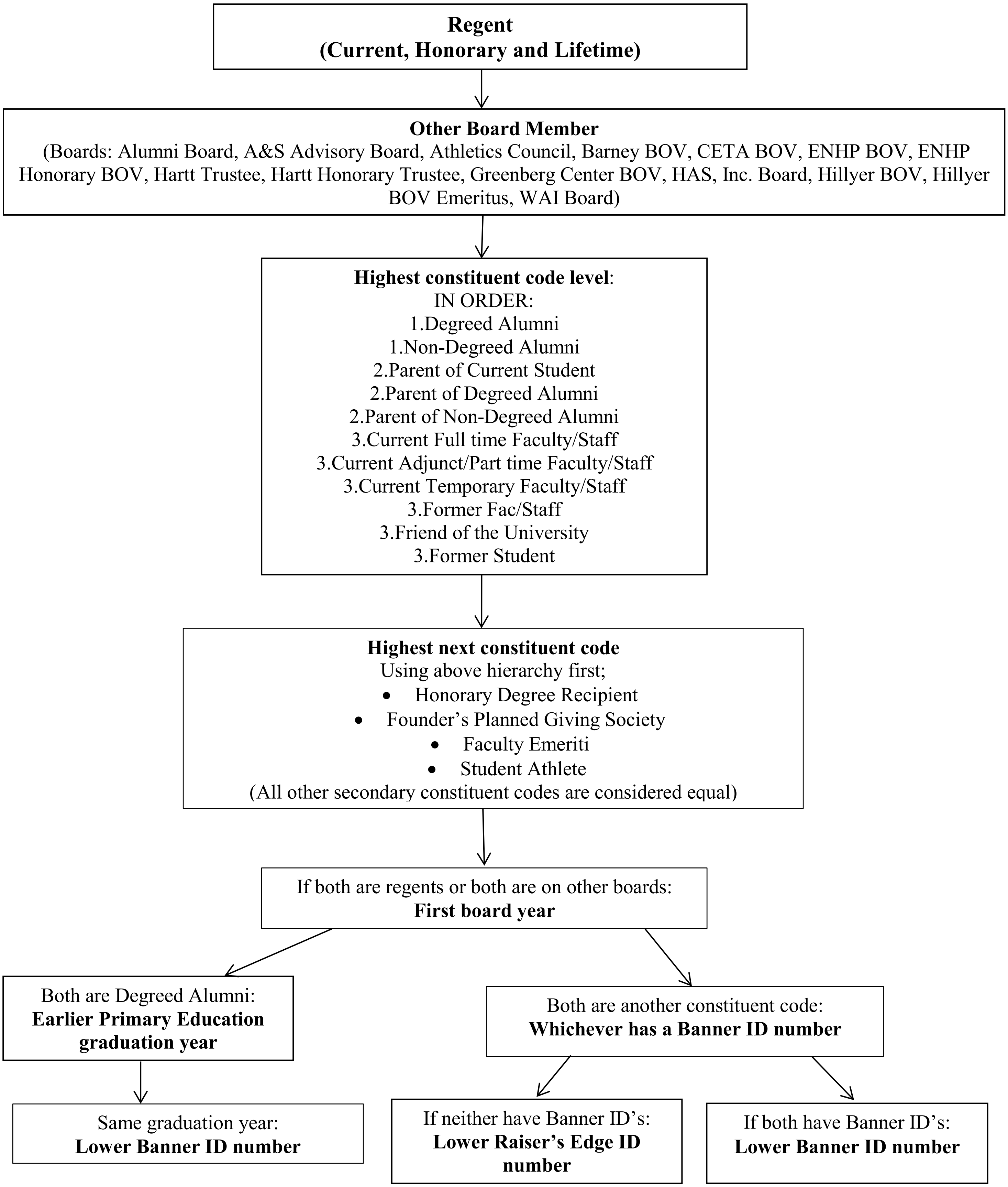
Head of Household determining flow chart



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Solicit Codes

Solicit codes are added to a record either manually based on the constituent's request, or through opt-outs via the alumni web page. Opt-outs are processed through BBNC.

Solicit Code	Definition/Who should have it
Do not list in any Alumni Directories	Anyone who requests that they are not listed in any Alumni Directories.
Do not send Anchor Fund Calendar	Anyone who requests to not receive the Anchor Fund Calendar.
Do not send event invitations	Anyone who requests that they do not receive communications from the University about *any* events. Or anyone who IA or the University has determined should not be invited to any events.
Do Not Send The Link - Alumni News	Anyone with this solicit code has requested not to receive The Link via BBNC.
Invite to Boston Alumni Events	Anyone who wants to be included to Boston events even if they don't fall into the specified criteria.
Invite to NYC Alumni Events	Anyone who wants to be included to NYC events even if they don't fall into the specified criteria.
Invite to Southern California Alumni Events	Anyone who wants to be included to Southern California events even if they don't fall into the specified criteria.
Invite to Washington, DC Alumni Events	Anyone who wants to be included to Washington, D.C. events even if they don't fall into the specified criteria.
New Alumni Record_No Solicitations	Any new non-degreed alumni record. (Or, on rare occasions, a Degreed Alumni record that was created more than a year after graduation. See 'No Solicitations - Class of YYYY' regarding recent grads.)
No Alumni Events Emails	Anyone who requests that they don't receive any alumni events emails.
No Alumni Events Mailings	Anyone who requests that they don't receive any alumni events mailings.
No Alumni Relations Mass Emails	Anyone who requests that they do not receive *any* mass email from Alumni Relations (this is not limited to event invitations).
No Annual Fund Solicitation Emails	Anyone who requests that they don't receive any Annual Fund solicitation emails.
No Annual Fund Solicitation Mailings	Anyone who requests that they don't receive any Annual Fund solicitation mailings.
No Athletics Emails	Anyone who requests that they don't receive any athletics emails.
No Athletics Mailings	Anyone who requests that they don't receive any athletics mailings.
No Barney Emails	Anyone who requests that they don't receive any barney email.
No Barney Mailings	Anyone who requests that they don't receive any barney mailings.
No Campus Events Emails	Anyone who requests that they don't receive invitations to all-university lectures. (Ex: Ellsworth, Deeds)
No CETA Emails	Anyone who requests that they don't receive any CETA emails.
No CETA Mailings	Anyone who requests that they don't receive any CETA mailings.
No College of Arts & Sciences Emails	Anyone who requests that they don't receive any A&S email.
No College of Arts & Sciences Mailings	Anyone who requests that they don't receive any A&S mailings.

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No Contact - Event Attendee	Anyone who is a Friend of the University and it only in RE because they've attended an event.
No Contact - Honor record	Any Friend/Org/Corp/Foundation that is created because the constituent gave a gift in someone's honor. Alumni, Parents, Students, Faculty, Staff and Board members should not get this code.
No Contact - Memorial record	Any Friend/Org/Corp/Foundation that is created because the constituent gave a gift in someone's memory. Alumni, Parents, Students, Faculty, Staff and Board members should not get this code.
No Contact - one time donation	Anyone who gives a one-time gift, typically to a challenge or specific campaign, and is not associated with the University is any capacity and should not be contacted. (similar to No contact - Honor/Memorial record)
No Contact - Still a Student **See also: Current Student Records**	Anyone who has earned an Associate's degree, thus giving them a "1.Degreed Alumni" constituent code in RE, but is still a student pursuing their Bachelor's degree. Or any current undergraduate or graduate student who has an RE record (*See current student policy for exceptions).
No Contact - WWUH record	Any Friend/Org/Corp/Foundation that is created because the constituent gave a WWUH gift. Alumni, Parents, Students, Faculty, Staff and Board members should not get this code.
No contact from University per Individual	Anyone who requests to have absolutely no contact from the University. This includes emails, mail and phone calls. This applies to individual outreach from Development Officers as well as mass outreach. Anyone with this code will be excluded from all mail, email and call lists.
No Email Solicitations	Anyone who requests that they don't receive any solicitations via email.
No Endowment Report	Anyone who requests that they don't receive an endowment report.
No ENHP Emails	Anyone who requests that they don't receive any ENHP emails.
No ENHP Mailings	Anyone who requests that they don't receive any ENHP mailings.
No Fall Solicitations per Individual	Anyone who requests that they don't receive *any* solicitations in the Fall (email, mail and phone).
No Hartt Community Division Emails	Anyone who requests that they don't receive any Hartt Community Division emails.
No Hartt Community Division Mailings	Anyone who requests that they don't receive any Hartt Community Division mailings.
No Hartt Emails	Anyone who requests that they don't receive any Hartt emails.
No Hartt Mailings	Anyone who requests that they don't receive any Hartt mailings.
No HAS Emails	Anyone who requests that they don't receive any Hartford Art School emails.
No HAS Mailings	Anyone who requests that they don't receive any Hartford Art School mailings.
No Hawktober Emails	Anyone who requests that they don't receive email communication about Hawktober weekend.
No Hillel Emails	Anyone who requests that they don't receive any Hillel emails.
No Hillel Mailings	Anyone who requests that they don't receive any Hillel mailings.

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No Hillyer Emails	Anyone who requests that they don't receive any Hillyer email.
No Hillyer Mailings	Anyone who requests that they don't receive any Hillyer mailings.
No Mail per Individual	Anyone who requests to not receive any mail. This code does not exclude the person from receiving phone calls or email. *Exceptions can be made at the discretion of the assigned solicitor or Development Officer.
No Mail Solicitations	Anyone who requests that they don't receive any solicitations in the mail.
No Mail, Board spouse	Anyone who is married to a current Board member and has their own record.
No Phone Calls per Individual	Anyone who does not want *any* phone calls. Includes Telefund calls, and individual calls from Development Officers.
No Planned Giving Mailings/Emails	Anyone who requests that they do not receive Planned Giving mailings or emails.
No profile update emails	Anyone who requests that they do not receive profile update (contact info update) emails.
No Solicitations - Class of YYYY	Recent graduates (undergrad level only). **Excluding Associate's level grads who are continuing for a Bachelors (they get "No Contact- Still a Student"); also excludes anyone who gave a gift in the previous fiscal year.
No Solicitations (No Gift/Event-25 years)	An alumna/us who graduated 25+ years ago and has not given a gift or attended an event in that time.
No Spring Solicitations per Individual	Anyone who requests that they don't receive *any* solicitations in the Spring (email, mail and phone) .
No Phone solicitations per Individual	Anyone who does not want solicitations phone calls. Well calls are OK.
No Third Party Emails	Anyone who does not want to receive third party emails from the University. For example: credit card offers, life insurance, etc.
No Third Party Mailings	Anyone who does not want to receive third party mailings from the University. For example: credit card offers, life insurance, etc.
No Women's Advancement Emails	Anyone who requests that they don't receive any Women's Advancement Initiative emails.
No Women's Advancement Mailings	Anyone who requests that they don't receive any Women's Advancement Initiative mailings.
Requests no email (this is a check box on Bio 1, not an actual solicit code)	Anyone who does not want to receive *any* emails. *Exceptions can be made at the discretion of the assigned solicitor or Development Officer.

Yearly solicit code changes:

- **New Alumni Record_No Solicitations** must remain on a record for at least 1 year; it should be queried and removed each year based on the Solicit Code Detail attribute date.
- **No Solicitations – Class of YYYY** should be added to all undergrads immediately after graduation. Before Founder's Day (February) it should be removed from the previous year graduates *who've donated* and the entire class from 2 years prior.
  (I.e. February 2019 Founders day we would remove the code from Class of 2018 donors and ALL of Class of 2017.) There should only ever be 2 years existing at a time.
- **No Solicitations (No Gift/Event-25 years)** – Added yearly to entire group. Remove from anyone who has since given or attended an event.

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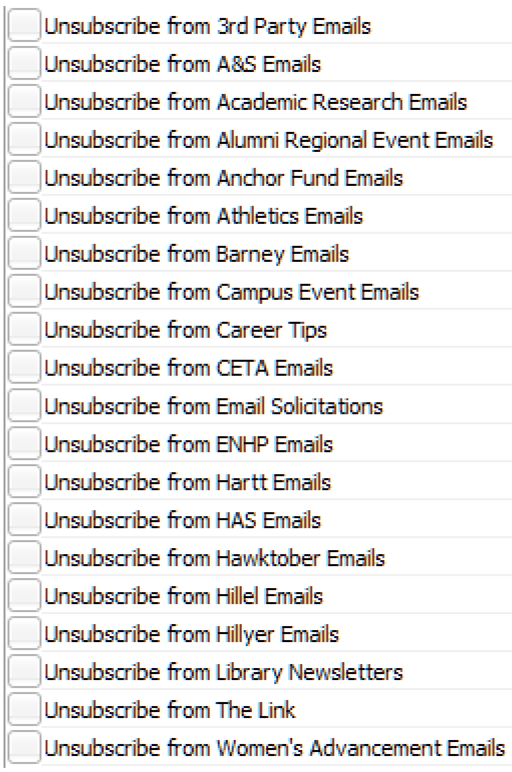
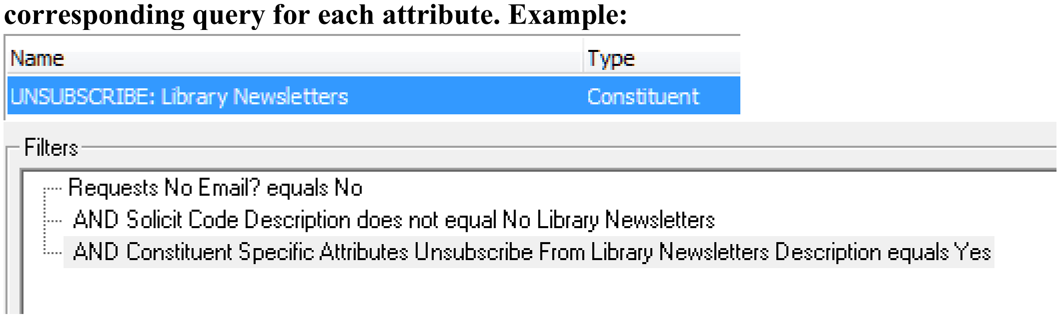
<u>(Solicit Codes, cont.)</u>

Opt-outs (aka unsubscribes)

Anytime a mass email is sent, CANSPAM laws require an "unsubscribe" link to allow users to opt-out. These links are set up by Advancement Communications, and automatically add one of the following applicable attributes to the record:



There is a query folder named "Unsubscribe queries for global adds" which has a corresponding query for each attribute. Example:



There is a corresponding global change (in Admin) set up for each query, which should be run daily. Example:

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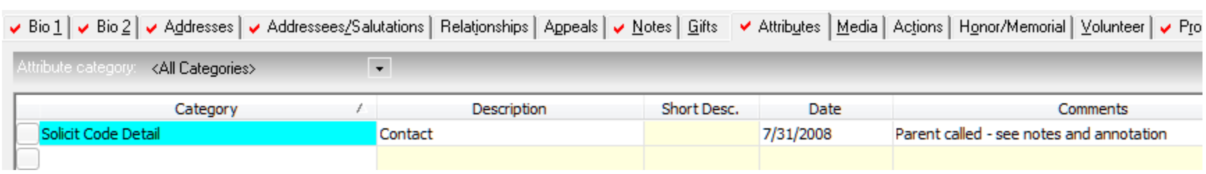
(Solicit Codes, cont.)

Solicit Code Detail Attribute

When you add a solicit code (contact, email, mail, phone, or solicitations) to any record an attribute also needs to be added with date.

1. Go to Attributes – on a new line – add "Solicit Code Detail"
2. Tab to description – add in the appropriate description
    a. Contact – includes mail, phone and email
    b. Email – email exclusion only
    c. Mail – mail exclusion only
    d. Phone – phone exclusion only
    e. Solicitations – solicitation exclusion only
    f. New Alumni Record – add with "New Alumni Record_No Solcitations" solicit code only
3. Tab to date – Press F3 for today's date
4. Tab to comment – put in comment regarding how/why solicit code was added - there is not a lot of space to add comments – if you need more room then add in notes or as an attribute
    a. i.e. – donor called, spouse called, development officer added, etc.

*No comments are necessary for New Alumni Record description



No Contact – See Attribute

- Constituents with this solicit code should have no contact from the University, unless it pertains to one of the associated attributes (listed below).
- A constituent who has this solicit code must have one or more of the below attributes, which equals Yes, in their record.
- Friends of the University and Organizations whose records are created only because they are being added to one of the below groups should automatically get the solicit code (Defaults are set up for each group).
- Alumni, Parents, Faculty and Staff should only have the solicit code if they've specifically requested no other contact besides one of the below groups. If that is the case, a "Solicit Code Detail" attribute must also be added.

Associated attributes:

- President's Event List
- President's Holiday Card List
- President's List - 15 Associates
- Rell Retirement Dinner Invitees
- Hartt Mailing List
- Chamber Music Subscribers
- Gallery Patrons Email List
- Gallery Patrons Mail List
- Hartt Event Ticket Purchasers
- Hartt Community Division Record
- Library – Presidents College Fellow
- Dean Contact – Marty Roth
- Center for Professional Development
- Scholarship Contact Type
- Greenberg Center
- Friend/Foundation
- HAS, Inc. Record
- Hartford Art School Friend
- Athletics Record
- Women's Advancement Initiative = Friend
- Center for Community Service
- CETAVIEW Newsletter
- Volunteer Interest

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Deceased Constituents

Ways to find out about a person's passing:

- Notification from family, IA staff or campus partners
- Indication on LexisNexis
- Through Legacy.com
    - Updates should be set up to send daily notice of all obituaries containing "University of Hartford", any of the 7 college names or Hartford College for Women

Any time indication of a person's passing is obtained, and obituary should be sought. Once it is confirmed that the person has passed, the following step should be taken in their constituent record:

Marking a constituent as deceased:

1. On the Bio 1 tab, check 'deceased' and enter the date of death.
2. On the notes tab, create a new note.
    a. If you have an obituary:
        i. Note type = Obituary
        ii. Description = the source of the obituary (i.e. Hartford Courant)
        iii. Notes = paste the complete obituary
    b. If you do not have an obituary:
        i. Note type = Deceased (No Obituary available)
        ii. Description = Source: (i.e. LexisNexis, family member, etc.)
        iii. Notes = blank

If the individual has a spouse:

1. In the relationships tab, open the spouse relationship:
    a. Uncheck spouse (go through relationships, not Bio 1).
    b. Relationship: Widow/Widower Reciprocal: Deceased Spouse.
    c. If the spouse has their own record:
        i. Delete Couple Addressee – Informal and Report Envelope Couple. Remove spouse name from any other add/sals (i.e. President Salutation, Planned Giving)
        ii. Update marital status to "Widowed" (if it isn't already)
        iii. Delete Head of Household Attribute

If the spouse or any other family members have their own record:

1. Go to spouse/family record add new note:
    a. Note Type: Research/Family
    b. Description: [relation]'s Obituary (i.e. Mother's Obituary)
    c. Notes = paste the complete obituary

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Reporting

Weekly Deceased Report:
This report will pull deceased records that have an Obituary note added within the specified date range. The report includes constituent details and complete obituaries.

1. Reports, Custom Reports, Weekly Deceased Report
2. Preview, enter the date range you'd like to pull (typically the last week), Finish
3. Save as in Y:\Gift Systems Office\Deceased Reports\FY
    a. Name file: Weekly Deceased Report date 1-date 2
4. Review report for an discrepancies or errors.
5. Send report to all IA employees.

Monthly Deceased Report:
This report will pull deceased records that have an Obituary note *or* a Deceased note added within the specified date range. The report is basic, including ID, Constituency, Name and Date of Death.

1. Query: Deceased monthly (Folder: General)
2. Update the date ranges for <u>both</u> Notepad types (double click field to open)

Filters
- Deceased equals Yes
- AND (Deceased (No Obituary Available) Notepad Date between 9/1/2018 AND 9/30/2018
- OR Obituary Notepad Date between 9/1/2018 AND 9/30/2018)

3. Export to Excel; [File, Export]
    a. save in Y:\Gift Systems Office\Deceased Reports\FY
    b. Name file: Monthly Deceased Report date 1 – date 2
4. Combine the two note date columns by sorting by one and copying the text over to the other.
    a. Adjust heading of combined column to "Marked Deceased in RE"
    b. Delete the other column
    c. Bold all headings

	A	B	C	D	E
1	**Constituent ID**	**Name**	**Birth Date**	**Deceased Date**	**Marked as deceased in RE**
2	12345	John Smith	1/28/1930	7/21/2017	7/5/2018
3	12345	Joe Schmoe	5/15/1938	10/28/2012	7/5/2018
4	12345	Sally Johnson	4/14/1943	5/15/2012	7/5/2018

5. Send via email to the Director of Planned Giving, an HRD contact, an Admissions Contact, an Accounts Receivable contact, and a Bursar's contact.
   <u>FY19 contacts:</u>

Name: Deceased Monthly

Name	E-mail
Berrien, Tina	berrien@hartford.edu
Carr, Jennifer	JCARR@hartford.edu
Conley, Jen	jconley@hartford.edu
Dawson, Dale	dawson@hartford.edu
Lounsbury, Amanda	lounsbury@hartford.edu
Parda, Lauren	PARDA@hartford.edu
Purcell, Diane	dpurcell@hartford.edu

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Addressee/Salutations

Abbreviations:

Hartford College for Women Degreed Alumnae:
Associate: A’65 (HCW)
Bachelors: ’65 (HCW)
Certificate: C'65 (HCW)

Parents/Current Parents:
P'17

Honorary Degree Recipients:
Hon. ‘01

All other Degreed Alumni:
Associate: A'95
Bachelors: '95
Masters: M'95
Doctorate: D'95
Certificate: C'95
Artist diploma: Art Dipl '95
Diploma: Dipl ‘95
Graduate professional diploma: GPD'95

Abbreviation rules:

- No spaces between letter, apostrophe or year (except for Artist Diploma, Diploma and Hon. Degree)
- If there are multiple abbreviations, always put commas in between.
- Current parents and parents of degreed alumni should have parent abbreviations. Parents of non-degreed alumni & former students do not get a parent abbreviation.
- Degreed Alumni should have degree abbreviations; non-degreed alumni and former students do not get degree abbreviations.
- Degrees come before parent years, and in chronological order.
- Honorary Degrees come after degrees and before parent years, no matter what the year is.
- Parent years come after degrees, and in chronological order
- If there are multiple parent years, only 1 P is needed
- Bachelor’s degrees should always show just the year, no matter how many the person has.

Same for all records:
Primary Addressee: Mr. John R. Smith Sr.
Primary Salutation: Mr. Smith

Report/Envelope Primary: (required for all records)

First name last name:
Jane Smith

If middle initial is known:
Jane A. Smith

For undergraduate alumni only: If maiden name is known, drop the middle initial, add maiden name before last name:
Jane Wilson Smith

If the individual is a doctor, add Dr. title: No other titles get put in this field.
Dr. Jane Wilson Smith

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Abbreviations:

In this example, Jane Smith earned an associate’s degree from HCW in 1955, a bachelor’s degree from UoH in 1957, a master’s degree from UoH in 1959, a Doctorate from UoH in 1961 and she has 2 children whose class years are 2016 and 2017.

Dr. Jane Wilson Smith A’55 (HCW), ’57, M’59, D’61, P’16, ‘17

Report/Envelope Couple: (required for all couples)

- For opposite sex couples: woman’s name always comes first
- For same sex couples: Head of Household comes first.

If last name is the same:
Jane A. and John R. Smith

For undergraduate alumni only: If last name is the same and maiden name is known:
Jane Wilson Smith and John R. Smith

If last name is different:
Jane A. Wilson and John R. Smith

Doctors:

- Always include the Dr. title in this field for both spouses.
- Last name should be included no matter what if the female is a doctor

  Dr. Jane A. Smith and John R Smith
  Dr. Jane A. Smith and Dr. John R. Smith
  Jane A. and Dr. John R. Smith

Abbreviations - Parents:
If last name is the same, maiden name is unknown, and both are parents to the same child(ren) OR male is a parent and female is step-parent:
Jane A. and John R. Smith P’17

If female is a parent and male is a step parent, her entire name should be written out and he should not get a parent abbreviation (*exceptions can be made if step-parent is guardian or requests to be considered a parent*):
Jane A. Smith P’17 and John R. Smith

If both are parents to the same children, and wife’s full name is included (different last name or maiden name), she gets her own parent abbreviation:
Jane Wilson Smith P’17 and John R. Smith P’17

Abbreviations – Alumni:
If female is an alumna, her entire name should be written out no matter what:
Jane A. Smith ’57 and John R. Smith ‘54

Multiple abbreviations:
If female has more than one abbreviation, a comma should be placed before the ‘and’:
Jane Wilson Smith ’57, P’17, and John R. Smith ’54, P’17

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Last Name Field – Nametags:

- Same rules for all records
- Maiden name included only for undergraduate alumnae, if it's known.
- Abbreviations should match Report/Envelope Primary.

Example:
Report/Envelope Primary: Dr. Jane Wilson Smith A'55 (HCW)
Last Name Field – Nametags: **Wilson Smith A'55 (HCW)**

Couple Addressee – Informal (required for all couples)

- Preferred names should be used if they are known.
- If preferred name is unknown, use first name.
- For opposite sex couples: Female comes first
- For same sex couples: Head of Household comes first
- No abbreviations.

If preferred name is unknown:
Jane and John

If preferred name is known (for this example, John's preferred name is Jack):
Jane and Jack

Planned Giving Name for Donor Report: (only added to records when Lauren asks)

- Add to Founder's Society members who specify how they want their name listed on Donor Reports

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BBNC Salutation: (required for all records)

- Used for email salutations
- Preferred first name only, if it is known
- Otherwise, first name only
- If it is requested that emails are addressed to both spouses, this should be treated the same as Couple Salutation – Informal

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Lexis Nexis

Lexis Nexis is a third party site used by Advancement Services to located biographical and family information on constituents. It is referred to as both "Lexis" and "Nexis" interchangeably.

Searching in Lexis Nexis:

1. Go to www.nexis.com. Enter your log in information.
2. Go to Public Records.
3. To search:
   - If the person has a Social Security Number or LexID (located in 'Aliases') you can use either of those to search the person in LexisNexis.
   - If they don't have either, it is suggested that you search by first name, last name and address. Other combinations of information can be used if a record is not located.
   - It is not advised to ever search by only a name.

Other Lexis Nexis Information:

- If the Social Security Number in Raiser's Edge gives you the wrong person in Lexis:
  - Go to Aliases (in the RE record) and
  - Add **Alias**: Not Valid **Type**: SSN.
  - Continue your search using different information.
- If Lexis Nexis indicates that the person you have searched for is deceased, followed the deceased process. **See:** **Deceased Constituents**
- While you are in a Lexis record, you should always add the following if it is available and missing from the record:
  - LexiD
  - Birth Date
  - Home phone or Cell phone
  - Current Address
  - *E-mail

Determining Address:

- It is advised that you always scroll to "Address Summary" to see all possible addresses.
- The address with the most current date is typically the correct address, but every situation varies. Use personal judgement to determine the best address based on the Lexis Nexis dates, the history of address errors and what is listed as a previous address in the RE record.
- A person might have a seasonal address or second home if there are two addresses listed in Lexis with current dates, especially if one seems to be in a vacation area such as Florida, RI, etc. Typically, it is assumed that a person has a second home unless we are told specifically that they live in their vacation home for a part of the year.

Determining Phone Numbers:

- It is advised that the phone number listed with what is determined to be the current address is added to the RE record as the "Home" phone.
- The same is advised for cell numbers in the "Cellular & Alternate Phones" section.

Determining Email address:

- ***IMPORTANT**: Email addresses from Lexis Nexis should only be used if they clearly contain the constituent's first and last name, and have been verified through one or more email verification sites.

Addresses

Address types:

- Business
- Home
- Previous Address
- Seasonal
- Second Home
- Third Home
- Fourth Home

Info Sources:

- **3rd Party Update (non-University)** – used for misc non-university sources
- **Address Error_Researched by Advancement** – when an address errors out (through NCOA) and no new address is found
- **Banner** – manual from Banner or imports
- **BBNC Transaction -** for online gifts only
- **Campus Partner Update** – someone from campus sends it
- **Event Registration** – free and expensed registrations, manually or thru BBNC
- **Gift** – any gift that isn't WWUH or online
- **Individual** – any update coming from the person; this includes updates that come through BBNC profile updates, all forms, and emails forwarded directly from the person
- **Internal Update** – IA staff gives the update
- **Internet Search** – for some business addresses
- **LexisNexis Search** – found in Lexis
- **Post Office Update** – when it's physically printed on a piece of returned mail
- **Prospect Research** – Any address that comes from PR; Business/Home/Seasonal/Second/Third/Fourth
- **Researched by Advancement Services** – this is only used for INVALID addresses, indicating that they were last researched at the "date to". Really only student need to use this.
- **Returned Mail by Post Office** – when mail is returned and record has no valid address
- **WWUH** – WWUH gifts

Inactive Info Sources (found on old addresses but should not be used anymore):AlumniFinder Update, Anchor Online, Evertrue, Harris Updates, PeopleFinder Update, Primint Changes, Scholarship Import, Telefund, Telemarketing

Address Rules:

- A valid, primary mailing address should be marked preferred and the address type must be either "Home" or "Business"
- Send Mail should be checked for all valid addresses
- Send Mail should NEVER be checked for an address with type = Previous Address
- Only one address in a record should have address type = Home; secondary address must be second, third or fourth home (and those must be added chronologically), business or seasonal
- Mass mailing will always default to the preferred address unless there are seasonal addresses with dates (see seasonal address procedures below)
- Date from should always be filled in when an address is added
- Date to should only be filled in when an address is no longer valid
- Info source should always be filled in accurately
- If there is NO valid address, the record must have the "Has no Valid Address" box check on the Bio1 Tab

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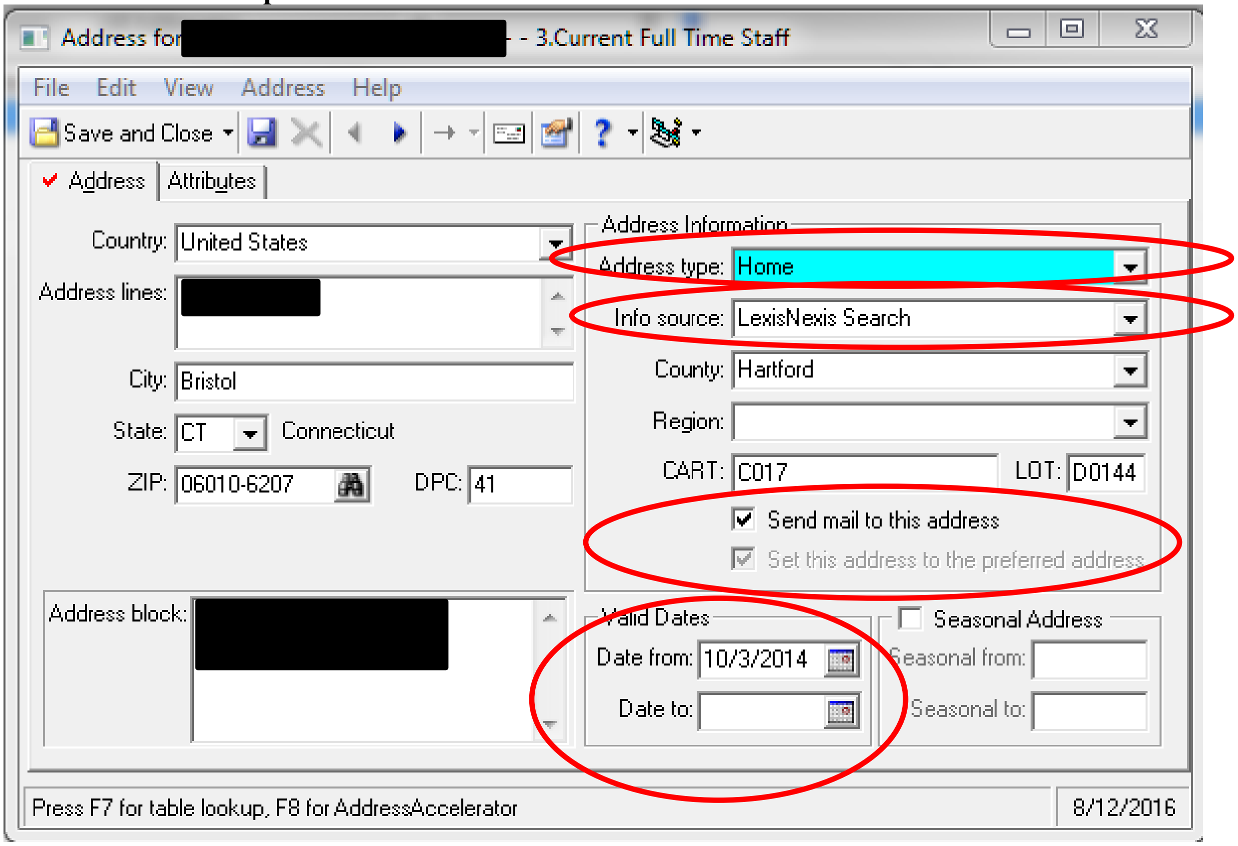
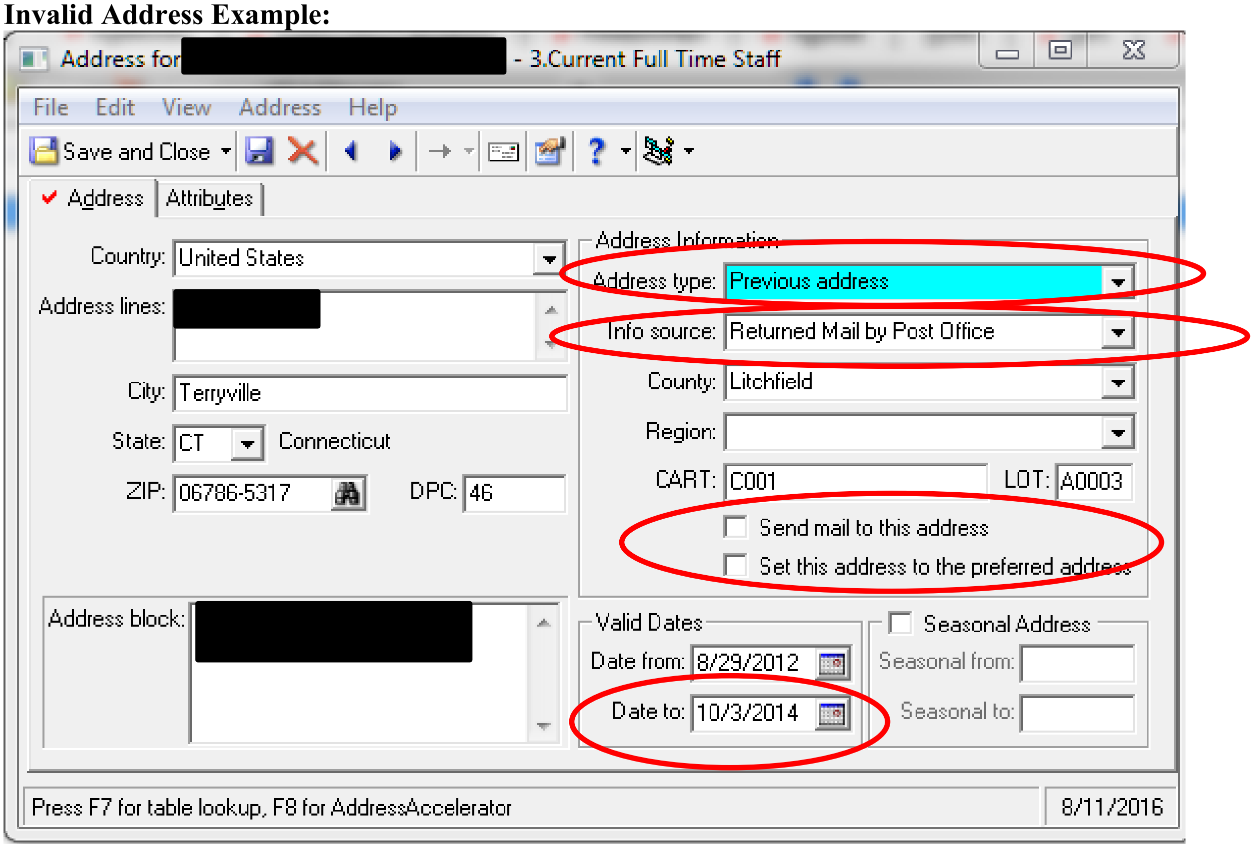
Valid Address Example:



Invalid Address Example:



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Raisers Edge Address Update Procedures:

Adding a new preferred address:

1. Open the preferred address in the RE record. At the top of the address record click **Address**, a dropdown will appear; click **Copy Preferred Address to Alternate**.
2. Add the new address directly over the old one. Click **F8**, or the envelope icon, to start address accelerator.
   a. If you get an error (and you are sure you typed in the address correctly), click **Cancel**, check the box "Add footnote as an address attribute", click **Update Address**.
3. Change the **Info Source** to appropriately reflect where you got the address information.
4. Make sure the Address Type is "**Home**" if it is a home address or "**Business**" if it is a business address.
5. Click on the **Date From** box; click F3 to add today's date. Clear the **Date to** box. It should be blank if the address is valid.
6. **Save and Close.** This address is now the preferred address.

Adding a Seasonal address: *These addresses will receive mass mailing during specified dates

1. If you've determined that the individual has a seasonal address, first be sure that their Home address is the preferred address in RE.
2. After verifying and updating the preferred address click on the **Seasonal Address** check box. Fill in **Seasonal From** and **Seasonal to** (work with DO to determine, or use best guess)
3. To add a seasonal address, go to the Addresses tab and click **New Address**.
4. Enter the Seasonal Address; click F8 or the envelope icon to start address accelerator.
5. Check the '**Send mail to this address**'. Do not check the 'Set this address to the preferred address' box.
6. Change the **Address Type** to **Seasonal**
7. Fill in **Seasonal From** and **Seasonal to**
8. **Save and Close**. This address is now the seasonal address.

Adding a Second/Third/Fourth Home address: *These addresses will not receive mass mailings

1. If you've determined that the individual has an alternate address, first be sure that their Home address is the preferred address in RE.
2. To add an alternate address, go to the Addresses tab and click **New Address**.
3. Enter the Second or Third Home Address; click F8 or the envelope icon to start address accelerator.
4. Check the '**Send mail to this address**'. Do not check the 'Set this address to the preferred address' box.
5. Change the **Address Type** to **Second Home** or **Third Home** (if there is already a second home) or **Fourth Home** (if there is already a third home)
6. **Save and Close.**

Invalidating an address: *This will happen automatically when you copy preferred to alternate, follow this process if there are NO valid addresses on the record

1. Open the preferred address in the record.
2. Click the **Date to** box; click F3 to add today's date. Do not change the 'Date from' box.
3. **Uncheck** 'Send mail to this address'
4. Change the **Info Source** to appropriately reflect why the address is being invalidated.
5. Change **Address type** to "Previous Address"
6. **IMPORTANT:** Go to the **Bio 1** tab; on the bottom right of the page check the box 'Has no valid Address'

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Relationships

Individual Relationships:

- Individual relationships are added to indicate any type of relationship between 2 individuals.
- Relationship & Reciprocal should accurately reflect the relationship.
- If the relationship does not have their own record, filling in their information directly to the relationship record is fine.
- If the relationship does have their own record, click the binoculars to link the records.

There are more detailed instructions pertaining to parent & student relationships.
See also: **Parent of Current Student Records**

Organization Relationships:

- Organization relationships are typically added to indicate where a person works, has worked in the past, or is a contact for.
- Common relationship/Reciprocals:
  - Current employer: **Relationship** = Employer **Reciprocal** = Employee
  - Owned Business: **Relationship** = Owned Business **Reciprocal** = Business Owner
  - Retired Business: **Relationship** = Former Employer **Reciprocal** = Retired Employee
  - Former Business: **Relationship** = Former Employer **Reciprocal** = Former Employee
  - Former Owned Business: **Relationship** = Former Business **Reciprocal** = Former Business Owner
- If the organization has its own record, click the binoculars to link the records.
- If the person is a current employee, the "Employee" box should be checked.
- "Primary Business Information" should be checked if applicable (only 1 per record)

There are more detailed instructions pertaining to University employee relationships.
See also: **University Employees**

Non-University of Hartford Education Relationships:

- If a non-UH school is know it can be added as a relationship
- Choose School Name from the drop down; only add new if no version of it exists
- NEVER mark a non-UH education as "Primary alumni information"
- Fill in the short degree if known
- Choose degree from the drop down if known; only add new if no version of it exists
- Fill in Class Of, Date Graduated & Major if known

There are more detailed instructions pertaining to University of Hartford education relationships.
See also: **Degreed Alumni**, **Non-Degreed Alumni** and **Former Students**

Assigned Solicitors

- Solicitor relationships are coded by Prospect Research staff, not Advancement Services.
- Solicit relationships exist to link University assigned solicitors to their prospects
- To be linked as a solicitor, the solicitor's main record needs "Is a solicitor" checked in the Bio 1 tab.
- Types of Solicitors:
  - Primary Development Officer
  - Primary Stewardship Officer
  - Secondary Partner
  - Former Solicitor

Appeals

****This guideline serves only as an explanation of the appeals tab in constituent records. For guidelines on creating, adding and deleting appeals, please reference the [Advancement Services RE Requests Manual](#).**

Appeals are used mainly to track communication that individuals have received. All mass communication that is sent from IA has an assigned appeal that is added to all records who receive it.

Packages are used when a certain appeal is segmented to various groups; not all appeals have packages.

Appeals and packages have ID's, which are abbreviated, and descriptions, which are detailed. You can adjust your view in RE to see whichever you'd like.

Description view:

Appeal	Package
2018 Non-IA Email: WBB NCAA Selection	
2018 Non-IA Event Email: Deeds Symposium - April 18, 2018	
2018 IA Event Email: Rosen Society at Dunkin Donuts Park - May 16, 2018	
2018 Non-IA Event Email: Auerbach Lecture Gutierrez - March 29, 2018	
2018 Non-IA Event Email: Auerbach Lecture Grundberg - April 11, 2018	
2018 IA Events Email: CT invites to NY and Boston Events	Alumni
2018 IA Email: TAG Day	CFY Donors, LYBUNTS, 2-5 yr SYBUNTS

ID view:

Appeal	Package
18NIAE: WBBSN	
18NIAE: DS_041818	
18IAE: RSDDP_051618	
18NIAE: AL_032918	
18NIAE: AL_041118	
18IAE: CT	ALUMNI
18IAE: TAGDAY	DON

To change your view:

- At the top of RE go to **Tools → User Options**
- On the **Records Tab**, click **Appeals**
- Change **Appeal Format** accordingly

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Volunteers

Non-Board Volunteers

Volunteer Interest

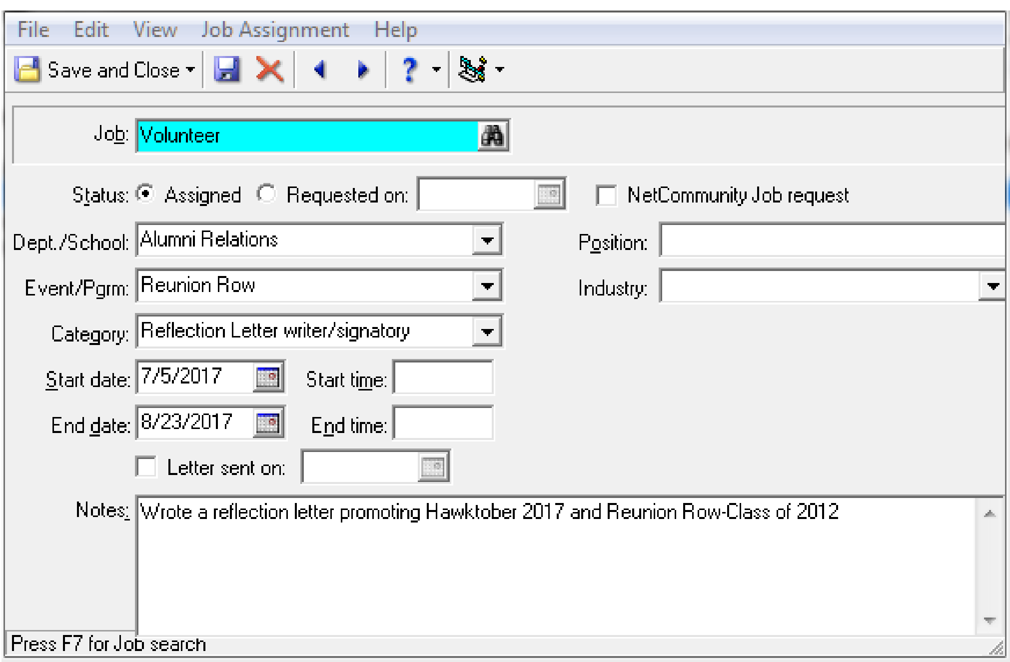
- If an individual indicates that they are interested in volunteering in come capacity, an attribute should be added to their record.

Attribute: Alumni Volunteer Interest **Description:** General area of interest
Date: The day they indicated the interest **Comments:** Any additional information, if necessary

Category	Description	Short Desc.	Date	Comments
Volunteer Interest	Event Host		6/9/2017	Interested in hosting a reunion in their home

Acts of Non-Board Volunteering

- After an individual actually volunteers, a Job Assignment should be added to their Volunteer tab. (DO NOT add if they've only said they would, only if they actually did it)
- The Job should always be "Volunteer"
- Fill in as much information as possible in the following fields:
  - Dept/School
  - Event/Pgrm (this should be a specific event or program)
  - Category (this should be a vague description of the job they did)
  - Industry (for mentors only)
  - Start/End Dates (can be the same for 1 day volunteering)
  - Notes (if information beyond the above options is known)
- TRY to use what is already in the drop down before creating new table options.
- If you know that this type of volunteer already exists, but you aren't sure how it is coded, use a query to see how others have been coded. Try to be as consistent as possible.



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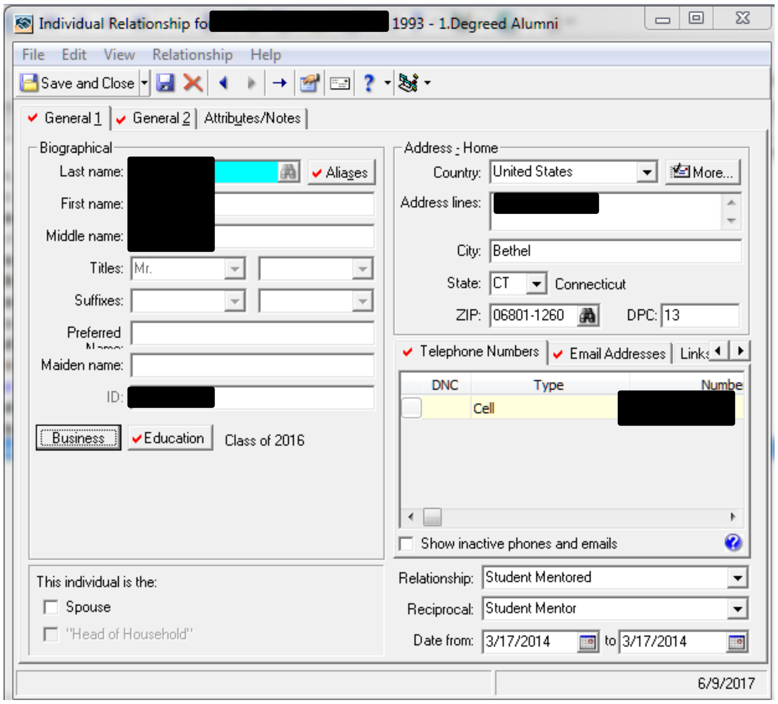
Mentors

- Mentors are considered volunteers and should follow the same guidelines as above. However, there are extra steps for mentors that do not apply to other volunteer categories.
- Industry: all mentor jobs should show the Industry that the person is mentoring the student in.
- Link to student mentored:



- Give the student mentored an Student Activities attribute that describes the mentor program:

Category	Description	Short Desc.	Date	Comments
Student Activities	Express to Success		3/17/2014	see Relationships Tab for Mentor information

---

Candidacy:

- Board, Mentor and Speaker candidates are coded in the **General** section of the **Volunteer Tab**.
- Prospect Research generally codes Board candidates
- Mentor and Speaker candidates should only be coded here if they are suggested by a staff member; if the constituent expresses their own interest they get coded with a **Volunteer Interest** attribute (outlined below)

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(Volunteers, Cont.)
Board Volunteers

Current Board Members:

- People who current hold a seat on a board should have a constituent code reflecting the board and the date they joined (typically the first of the fiscal year, unless they joined mid-year). 'Date to' should always be blank: **See Also: Constituent Codes**

Description	Code	Date From	Date To
1.Degreed Alumni	1ALM1		
Alumni Board	ALB	7/1/2007	
Institutional Advancement Committee	IAC	7/1/2008	
Founders' Planned Giving Society	FPGS	1/1/2000	
Current Regent	REG	7/1/1999	
CETA Board of Visitor	CBV	9/1/2015	

- All current and past board members should have their board information recorded in Volunteer, Job Assignments. Current Board members should have **start dates** only.
- **Job** = the board name; Dept, Event and Category should always be blank.
- See more about **Positions** below.

Job	Category	Position	Start Date	End Date	Dept./School
Regents University Education Committee			7/1/2016		
CETA Board of Visitors		Honorary	9/1/2015		
Regents Governance Committee			7/1/2014		

Past Board Members:

- People who no longer hold a seat on a board should not have the constituent code. To remove someone from a board, **delete the board constituent code.**
- To end someone's membership in their job assignment, an **End Date** must be added.

Job	Category	Position	Start Date	End Date	Dept./School
CETA Board of Visitors			7/1/2003	6/30/2014	
Ward/College of Engineering Board of Visitors			7/1/1997	6/30/2004	

Leaving the Board then returning at a later date:

- Many people leave a board for as little as one year, or as many as 10+ years, and return at a later date. Volunteer Job Assignments should only reflect active years. So, the first job assignment must be ended and a new one started if someone leaves and returns.

Job	Category	Position	Start Date	End Date	Dept./School
Alumni Board			7/1/1991	6/30/1995	
Alumni Board			7/1/1996	6/30/1998	
Alumni Board			7/1/1999		

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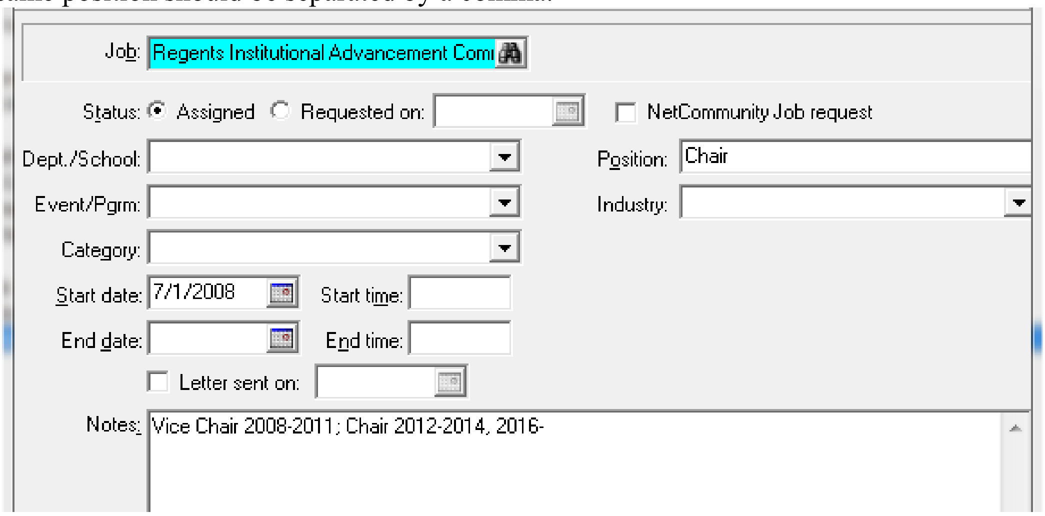
Positions (current and past):

- Within a board member's Job Assignment, the Position field should be filled in only if the person <u>currently</u> holds the position. Do not add new positions that already exist in the table.
- If the board member held a position at *any time* throughout the date range in the job assignment, it should be reflected in notes. This includes current and past positions.
- Using years only in notes is OK: 7/1/2016-6/30/2017 → 2016-2017
- Different positions should be separated by a semi-colon, and different date ranges for the same position should be separated by a comma.



Bi-Annual Board Update Requests:

- Each July and January (after monthly reports are done, and after current updates have been made), run a report of each board's current members:
  - RE: Reports
  - Profiles Lists and Directories
  - Constituent Directory
  - Board Profiles
  - Go to 6:Format tab and change Subtitle to the name of the board you want to pull
  - Click Preview
  - Operator: Equal; choose the board you want to pull

The list will include all current boards members as well as their home and business information. Send via email to appropriate IA liaison or department contact with instructions for them to review and update the list. Update records accordingly, keep all responses in a folder to be references in the future, if needed.

Creating a New Board:

You will be asked from time to time to create a new board.

- Under Records go to Jobs, Open a Job. Search for a similar board to ensure that they are not requesting a new board that already exists.
- If no similar jobs exist click on New Job. If a similar job exists ask the person if this is the list they are looking to add members to. Only fill in Job Name. DO NOT fill in any other information, or else it will automatically fill in for anyone added to the board.

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Actively recorded Boards and IA liaisons as of FY19

Arts & Sciences Advisory Board – Sean Meehan

Women's Advancement Initiative Board – Dina Morris (non-IA)

Greenberg Center Board of Visitors – Sean Meehan

Hillyer Board of Visitors – Manny Sanchez

- **Hillyer Board of Visitors Emeritus:** part of Hillyer BOV, but recorded with separate codes. Not included in Board reports.

Barney Board of Visitors – Alex Coury

Alumni Board –Chevaughn Campbell

- **Communications/Social Media Committee & Governance Committee**: will be included with Alumni Board list but should only be recorded on people who are *not* part of the Alumni Board. Should be tracked as a volunteer position *not* a board position (Job: Volunteer, Event/Prgrm: Alumni Board Sub-Committee, Start Date/End date, Notes: Committee name). New job should be added for each year.

Athletics Council – Brian Mik

ENHP Board of Visitors – Alex Devivo

CETA Board of Visitors – Alex Devivo

Hartt Board of Trustees – Rebecca Brandt

HASE, Inc. Board Trustee – Rebecca Brandt

HASE, Inc. Board Corporator – Rebecca Brandt

HASE, Inc. Board Honorary Trustee – Rebecca Brandt

Current Regents– Patty Mahon / Louise Melanson

Student Regents – Patty Mahon / Louise Melanson

Lifetime Regents– Patty Mahon / Louise Melanson

Honorary Regents – Patty Mahon / Louise Melanson

Regent Committees – Patty Mahon / Louise Melanson

(*recorded as Job Assignments only unless otherwise indicated)

- **Executive Committee**
- **Audit Committee**
- **Compensation Committee**
- **University Education Committee**
- **Investment Sub-Committee**
- **Athletics Committee (*constituent code)**
- **Physical Plant Committee**
- **Degrees and Ceremonials Committee**
- **Finance Committee**
- **Governance Committee**
- **Institutional Advancement Committee (* constituent code)**
- **Strategic Planning Committee**

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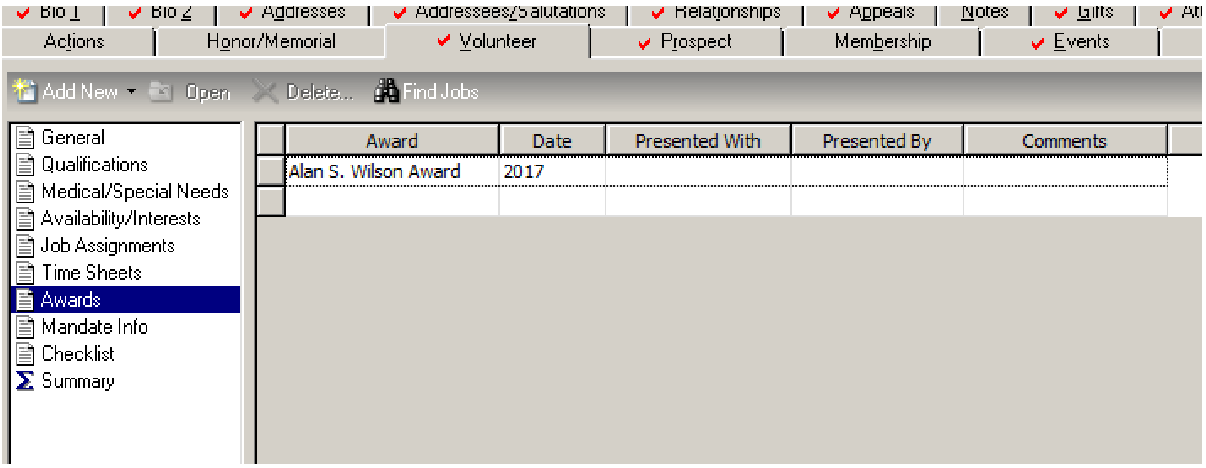
Awards

General Awards:

- All award information is stored in Volunteer → Awards
- New awards can be added to the table at any time (first check for any possible name variations)
- Exact date awarded should be entered if known, otherwise use calendar year.
- No other information is necessary; comments may be used if pertinent information exists.



Honorary Degrees:

Honorary Degree Recipient names can be found in commencement books.

1. Constituent code: 3.Honorary Degree Recipient (the order of the table indicates hierarchy of each code)

Description	Code	Date From
3.Honorary Degree Recipient	3HON	

2. Go to Volunteer → Awards; find their specific Honorary Degree in the drop down. Add date of commencement.

Award	Date
Honorary Degree - Doctor of Laws	5/20/2017

3. Add Hon. 'YY to the appropriate add/sals (Report/Envelope Primary, Report/Envelope Couple, Last name field- Name Tags). It should come after any actual degrees but before parent years. **See Also:** **Addressees/Salutations**

Type	Addressee/Salutation
Couple Salutation - Informal	Jane and John
Report/Envelope Primary	John Doe Hon. '17
Report/Envelope Couple	Jane and John Doe Hon. '17
Last Name Field - Nametags	Doe Hon. '17
BBNC Salutation	John

4. If you've created a new record, search in Nexis for an address and phone number. See Also: **LexisNexis search guidelines**

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Determining Student Status

*This guideline is to determine student status in the Banner system in order to properly code in RE

- **Current Student** – currently taking classes at the University, or has taken classes within the last year
- **Former Student** – undergrad who has earned between 1 and 29 credits at the University, but has not taken classes in at least 2 semesters, or has formally withdrawn. (graduate level students are considered Former Students after they've been out for 2 semesters, no matter how many credits they've earned)
- **Non-Degreed Alumni** – undergrad that has earned at least 30 credits at the University, but has not earned a degree and has not taken classes in at least 2 semesters, or has formally withdrawn.
- **Degreed Alumni** – someone who has earned a degree from the University.

Associated Business Rules:

- A "semester" will be considered Spring and Fall semesters for the purpose of this process.
- 2 semesters = 1 academic year.
- The following Banner pages are required to determine a student status:
  - SHADGMQ – Degrees received, degree sought, major, college
    - Outcome status translations:
      - AP: Applied – has submitted an application for graduation
      - AW: Awarded – has been officially awarded the degree
      - RF: Must Re-File Application – has submitted the application but not earned the degree in the past 3 award ceremonies, must re-apply to walk and earn the degree
      - SO: Sought – currently seeking the degree, or sought the degree at some point
  - SGASTDN – General Student information, degree details and expected graduation date
  - SHACRSE – All past courses with grades
  - SFAREGQ – All past courses and current semester enrollment
    remember you must add a registration date range to see this information
    - Term codes = Calendar Year plus term. Term translations:
      - 40 – Fall
      - 10 – Spring
      - 20 – Summer
      - 05 – Winter
      - 07 – Saturday Term
  - SHATERM – total credits (use Institution Passed hours)

Determining Degreed Alumni status:

- SHADGMQ is the one and only place to determine that a degree has been official earned.
- The outcome status code "AW" translates to "Awarded" and indicates that that degree has been earned.

Sequence Number	Outcome Status	Learner Record Term	Bulletin Year	Outcome Completion Term	Dual Degree	Graduation Term	Graduation Status	Graduation Date	Diploma Name
1	AW	201240	1213	201610		201610	AW	15-MAY-2016	

- Highlight this line to see degree details on this page.

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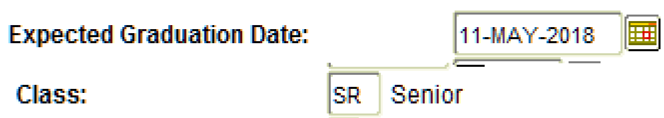
Determining Current Student status:

- Go to SFAREGQ, if the individual has taken a class within the last year (2 semesters) they are considered a current student.
- Use the term codes listed above to determine if the classes taken were within the last year.

- If you determine that the student has not taken classes within the last year, move on to "Determining Non-Degree or Former Student Status"
- **The only exception** to the "2 semester" policy is if a student formally withdraws (find this info on SGASTDN: Student Status)

Determining Current Student expected graduation year:

- Once you've determined that the individual is a current student, go to SHADGMQ
  - If the student has Applied "AP" for a degree, that is their graduation year.
- If they have not applied, go to SGASTDN.
- Go to the "Academic and Graduation Status, Dual Degree" tab. This year *should* match with the students Class on the "Learner" tab, it may be 1 year ahead.
- If the two match (or they match with 1 year subtracted), and the year has not passed yet, it is safe to assume this as their accurate Expected Grad Year.
- For the following example, assume we are looking this student up during the Fall of 2016:



- We would give the student in the above example and expected graduation year of 2017.
- If the Banner Expected Graduation Date has passed:
  - As long as you are sure they are still enrolled, push them to the next Graduation ceremony date.

*Unfortunately, the graduation dates in Banner are not always 100% correct. Use all of the info you can find to make the most accurate decision you can. Just know is it not guaranteed and there is no 100% accurate way to get the date unless you speak to the student themselves.

Determining Inactive Status:

- Go to SGASTDN, if the Student Status in the "Learner" tab is Inactive Student or Withdrawn Student, you don't need to check enrollment, the student has already been determined to be Inactive.
- If the Student Status is Active Student, <u>it does not guarantee they are actually active.</u> You must go to SFAREGQ and check the last time they took classes. If there last enrollment was more than two semesters (1 year) ago, including the current semester, they can be determined to be an Inactive Student.

Determining Non-Degreed or Former Student Status:

- Once you've determined that that student is Inactive, go to SHATERM (enter "01" in Course Level for undergrads)
- If the individual has less than 30 Passed Hours (institution), they are a Former Student
- If the individual has 30 or more Passed Hours (institution), they are a Non-Degreed Alumni.

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Current Student Records

General student business rules:

- Students generally do not need to be added to RE.
- Students who are in RE are added for a specific reason (examples: student athlete, event attendee, degreed alumni, faculty, staff, etc.) should be adhered to the following business rules.
- After the add/drop date each semester, a list of current undergraduate students and a list of current graduate students should be requested from the Registrar's office and compared to what is in RE.

Undergraduate level student business rules:

- Constituent code: 3.Undergraduate Student
  - Code should be added to *anyone* who is enrolled as an undergraduate student (including Degreed Alumni, Staff, adults, etc.)
- Primary email address should be their @hartford.edu email.
- Should be linked to their parents if they're "traditional" students (age 18-23).
- Do not need education records for schools/degrees that they are currently pursuing.
- Primary address should be their "Permanent address" from Banner (not necessary to add their 200 Bloomfield Ave Box # to RE)

Graduate level student business rules:

- Constituent code: 3.Graduate Student
  - Code should be added to *anyone* who is enrolled as a graduate student (including Degreed Alumni, Staff, etc.)
- Primary email should be @hartford.edu but can be home email if they prefer.
- Do not need education records for schools/degrees that they are currently pursuing.
- Primary address should be their "Permanent address" from Banner

Solicit code rules: (for both undergraduate and graduate level)

- "No Contact – Still a Student" should be added to any student record that is *not:*
  - Faculty or Staff
  - Parent of a current student
  - Parent of a degreed/non-degreed alumnus/a
  - Parent of a former student
  - Board member (unless they are a "student representative")

(Exceptions can be made for adult students who aren't any of the above but are active donors, etc.)

Degreed Alumni (Associates level) who are pursuing a bachelor's degree: These individuals are treated as students, therefore they *should have* the solicit code.

Degreed Alumni who are pursuing a graduate level degree: These individuals are treated as Alumni, therefore they *do not need* the solicit code.

Non-Degreed Alumni who return to complete their degree:

- If someone has been coded as a non-degreed alumnus/a for 2 or more years and they return to complete their degree, they should *keep* 1.Non-Degreed Alumni as their primary constituent code. This is to avoid cutting off Alumni communication that they are used to receiving.

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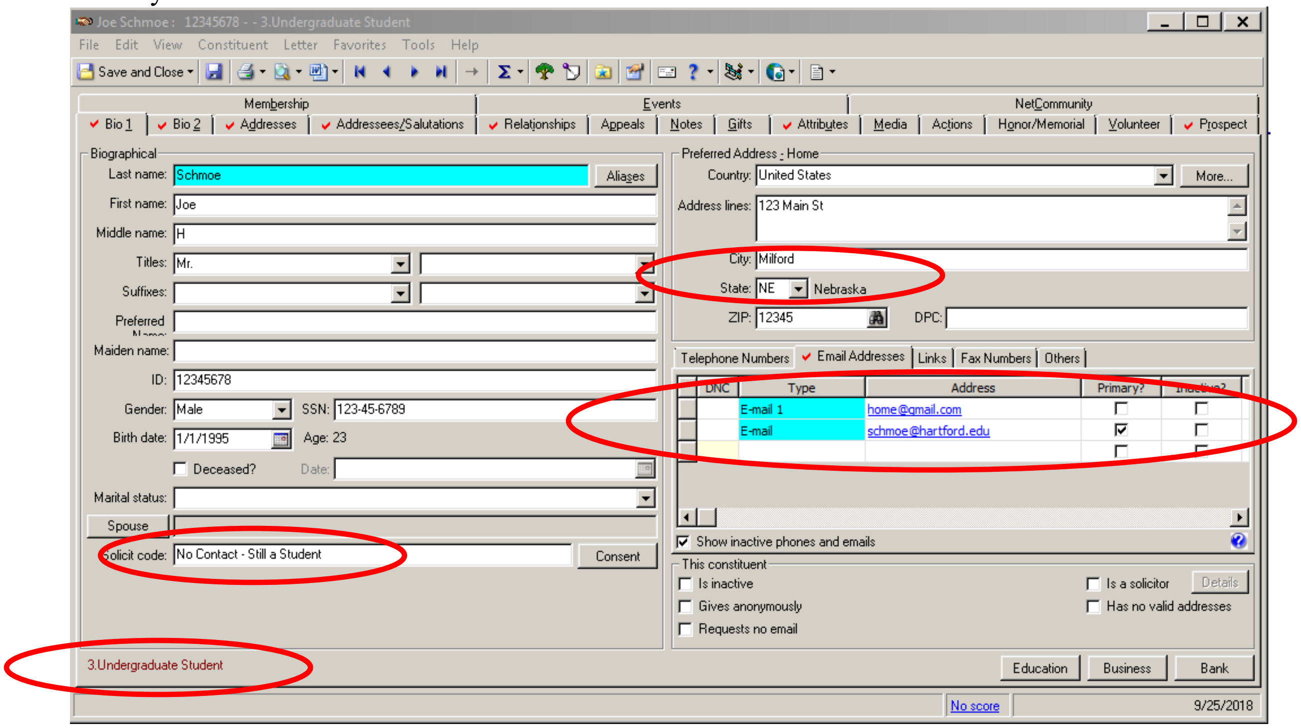
Quick notes on undergraduate student records:

Use home address (usually the same as their parents) rather than Campus or Local
Primary Email = Hartford.edu account



No Class year in Addresee/Salutations

Type	Addressee/Salutation
Report/Envelope Primary	Joe H. Schmoe
BBNC Salutation	Joe
Last Name Field - Nametags	Schmoe

No education; always link to parent records

New Individual Relationship | Open | Delete... | Filters: Applied

<All>
- Individuals
- Organizations
- Banks/Financial Institutions
- Education/Schools
- Assigned Solicitors
- Funds

Name	Relationship	Reciprocal	School type	Short Degree
Dad Schmoe	Parent	Child		
Mom Schmoe	Parent	Child		

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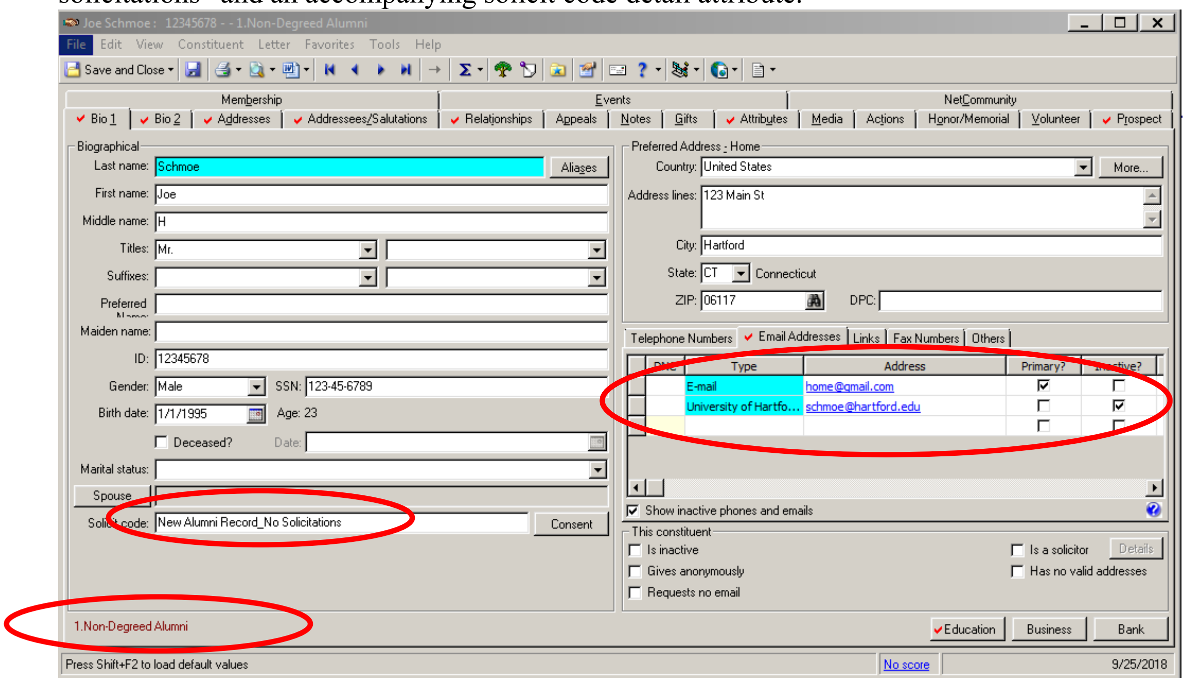
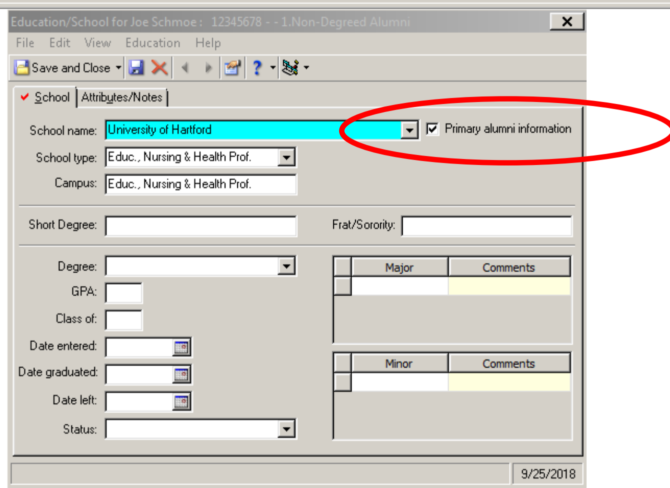
Non-Degreed Alumni Records

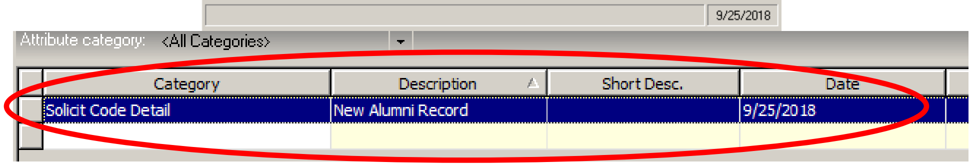
Non-Degreed Alumni = earned 30 or more institution credits, no longer attends
(See also: Determining Student Status)

- All non-degreed alumni should have a Raiser's Edge record
- Constituent code: 1.Non Degreed Alumni
- Educ. should include School Name, School Type & Campus and should be marked primary.
- Non-Degreed alumni *should not have***:**
    - o Primary degree level attribute
    - o Degree/class year in their add/sals
    - o Any additional education information
- All new non-degreed alumni records should get solicit code "New alumni record_No solicitations" and an accompanying solicit code detail attribute.





IMPORTANT: Graduate students who do not complete their degree should be treated as Former Students __regardless of how many credits they've earned__.



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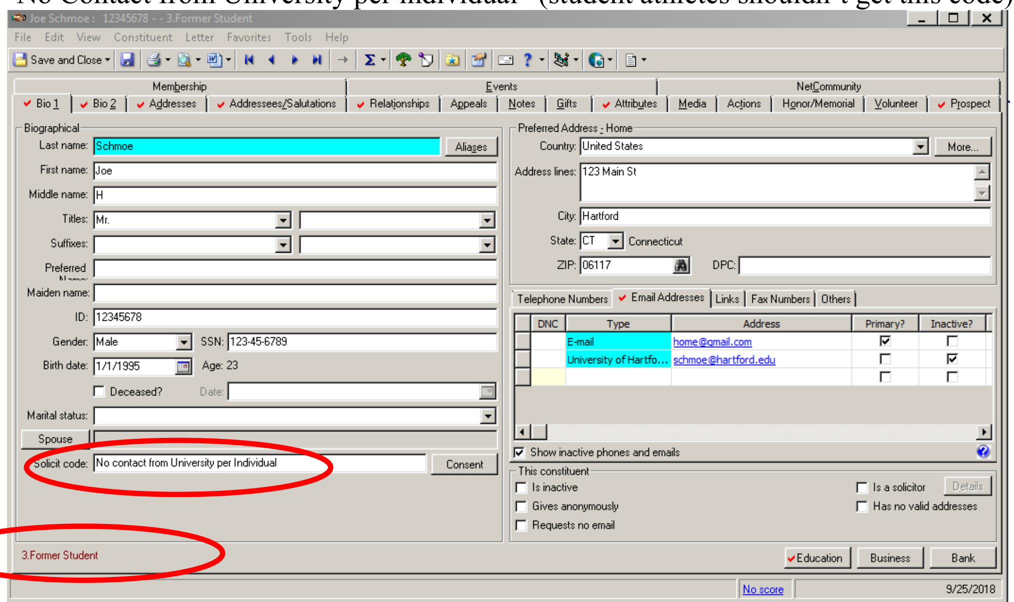
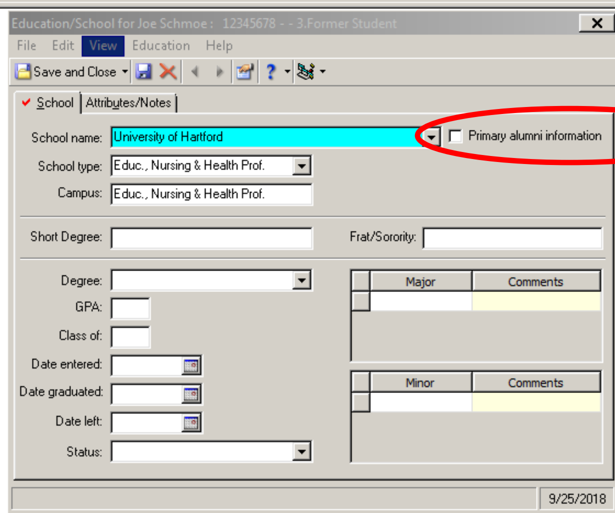
Former Student Records

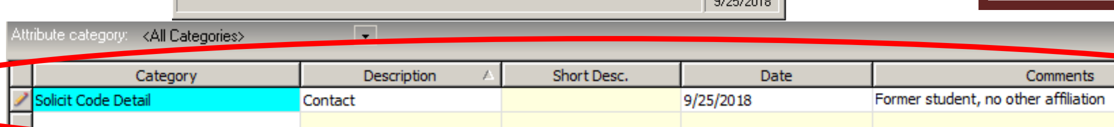
Former Student = earned 1-29 institution credits, no longer attends
(See also: Determining Student Status)

- Former students do not need a Raiser's Edge record, but should be updated accordingly if they are already in RE or need to be added for another reason.
- Constituent code: 3.Former Student
- Educ. record should include School Name, School Type and Campus and should *not* be marked primary.
- Former Students *should not have*:
  - Primary degree level attribute
  - Degree/class year in their add/sals
  - Any additional education information
- Former students who have no further affiliation with the University should get solicit code "No Contact from University per individual" (student athletes shouldn't get this code)





IMPORTANT: Graduate students who do not complete their degree should be treated as Former Students <u>regardless of how many credits they've earned</u>.



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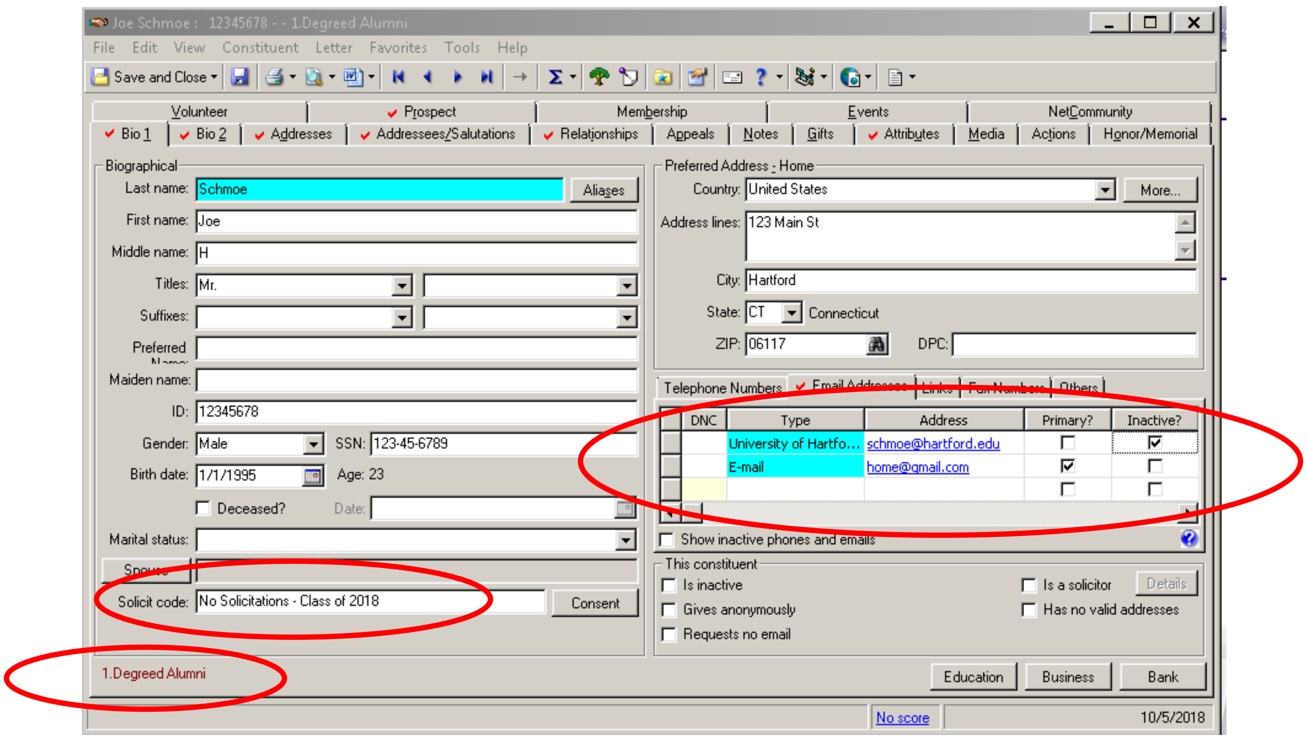
Degreed Alumni Records

Anyone who earns a degree from UH is considered degreed alumnus/a.
To determine if someone has earned a degree, you should check the SHADGMQ form in Banner.
Completed degrees are coded "AW" which translates to "awarded".
See also: **Determining Student Status**

Degreed Alumni Record Requirements:

- All degreed alumni must have a Raiser's Edge record
- Constituent code: 1.Degreed Alumni
- Recently graduated alumni should have solicit code "No Solicitations – Class of YYYY"
    - Degree alumni who are added more than 1 year after graduation should instead get the solicit code "New Alumni Record_No Soliciations" and an accompanying attribute. **See Also:** **Solicit Codes**



- Addressee/Salutation should be updated to reflect their degree. **See Also:** **Add/Sals**

Type	Addressee/Salutation	Editable?
Report/Envelope Primary	Joe H. Schmoe A'16, '18	☑
BBNC Salutation	Joe	☐
Last Name Field - Nametags	Schmoe A'16, '18	☑
		☐

- The following fields should be filled in to the Education record*
    - School Name
    - School Type
    - Campus (same as School Type)
    - Short Degree (See **Short Degrees** for list of abbreviations)
    - Degree

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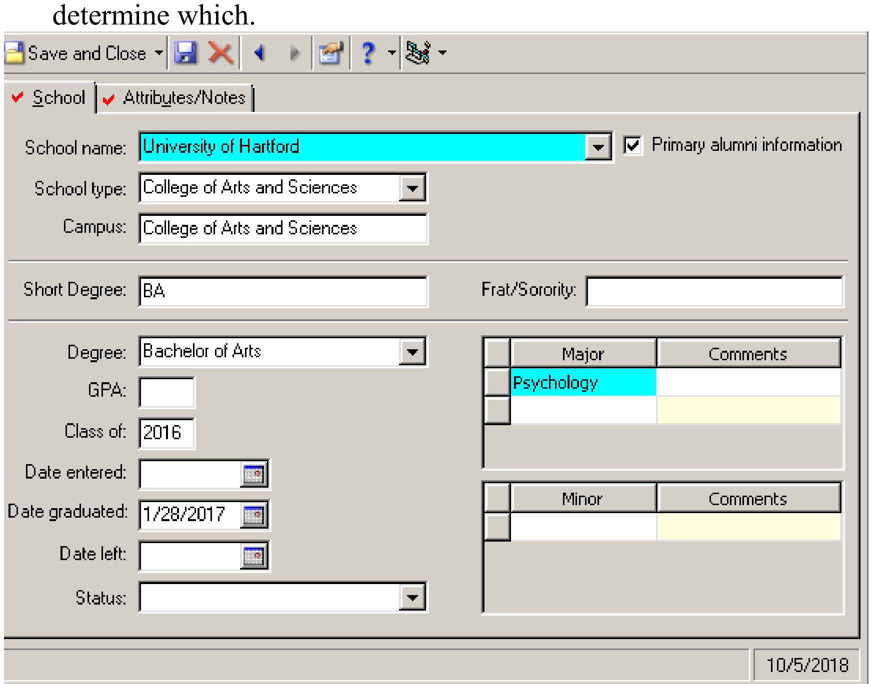
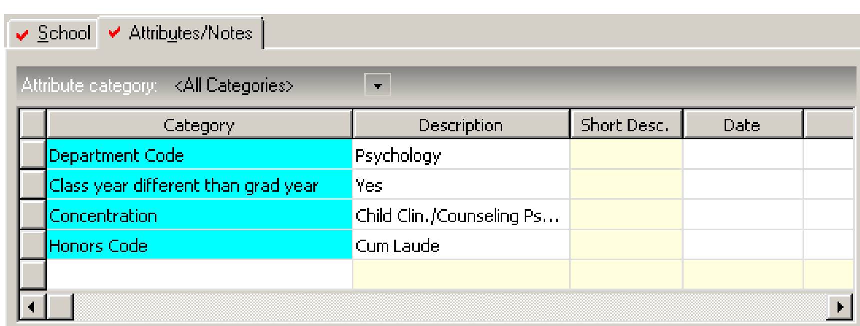
- Class of
  - If an alum associates with a class different than the year they graduated (common for January grads or anyone who finishes late) their “Class of” should reflect their preferred year. In attributes, add “Class year different than grad year = Yes” to indicate that this was done intentionally, and update add/sals to match preferred year.
- Date Graduated (this should remain accurate regardless of preferred class year)
- Major
- Minor (if applicable)
- In attributes: Department Code
- In attributes: Concentration (if applicable)
- In attributes: Honors Code (if applicable)

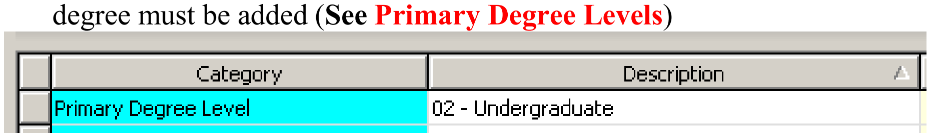
  *All of the above is found in Banner page SHADGMQ except Honors code which is listed in the commencement book

- At least 1 education record must be marked “primary”. **See Primary Degree levels** to determine which.





- A “Primary Degree Level” attribute that correctly corresponds with the chosen primary degree must be added (**See Primary Degree Levels**)



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Short Degrees and Primary Degree Levels

- If an alumnus(a) has a bachelor's degree, that will always be the primary degree.
- If an alumnus(a) has more than one bachelor's degree, the first earned will be the primary.
- If an alumnus has an associate's or masters and no bachelor's, the primary degree is the first earned.
- Certificates and diplomas can only be primary if no degrees have been earned.
- If someone with a certificate or diploma earned a degree (associates, bachelors, masters or doctorate), one of these degrees would become the primary degree following the guidelines listed above (bachelor's first, all other degrees hierarchy dependent on date earned).

Banner Short Degree	RE Short Degree	Full Degree	Primary Degree Level (corresponds with attribute)
AA	AA	Associate in Arts	1
AAS	AAS	Associate in Applied Science	1
AASCET	AASCET	AAS Computer Engineering Tech	1
AASCT	AASCT	AAS Computer Technology	1
AASEET	AASEET	AAS Electronic Engr Technology	1
AASET	AASET	AAS Electronic Technology	1
AS	AS	Associate in Science	1
CERTIF	Cert	Certificate Program	1
DIPLMA	Dipl	Diploma	1
SAMAJR	SAMAJR	Subject Area Major	1
BA	BA	Bachelor of Arts	2
BASS&P	BA	BA in Social Systems & Policy	2
BET	BET	Bachelor of Engineering Tech	2
BFA	BFA	Bachelor of Fine Arts	2
BMUS	BMus	Bachelor of Music	2
BMUSED	BMusEd	Bachelor of Music Education	2
BS	BS	Bachelor of Science	2
BSBA	BSBA	Bachelor of Sci Business	2
BSCE	BSCE	BS in Civil Engineering	2
BSCMPE	BSCmpe	BS in Computer Engineering	2
BSE	BSE	BS in Engineering	2
BSED	BSEd	Bachelor of Science/Education	2
BSEE	BSEE	BS in Electrical Engineering	2
BSEET	BSEET	BS Electronic Engr Technology	2
BSET	BSET	BS in Electronic Technology	2
BSME	BSME	BS in Mechanical Engineering	2
BSMET	BSMET	BS Mechanical Engineering Tech	2
BSN	BSN	Bachelor of Science in Nursing	2
BSW	BSW	Bachelor Social Work	2
DOUBLE	DOUBLE	Double Degree	2
TBD	TBD	To Be Determined	2

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5TH YR	5th-Yr Cert	Five Year Combined	3
EMBA	EMBA	Executive Master Bus. Adm.	3
EMPA	EMPA	Executive Master Public Admin	3
M ARCH	MArch	Master of Architecture	3
MA	MA	Master of Arts	3
MAEC	MAEc	Master of Arts In Economics	3
MAED	MAEd	Master of Art Education	3
MALS	MALS	Master of Arts Library Science	3
MAT	MAT	Master of Arts in Teaching	3
MBA	MBA	Master Business Administration	3
ME	ME	Master of Engineering	3
MED	MEd	Master of Education	3
MFA	MFA	Master of Fine Arts	3
MMUS	MMus	Master of Music	3
MMUSED	MMusEd	Master of Music Education	3
MPA	MPA	Master of Public Adminstration	3
MS	MS	Master of Science	3
MSACT	MSACT	Master of Sci. in Accounting	3
MSAT	MSAT	MS in Accounting and Taxation	3
MSI	MSI	Master of Science in Insurance	3
MSN	MSN	Master of Science Nursing	3
MSN/OB	MSN/OB	MS Nursing/Organiz.Behavior	3
MSOB	MSOB	Master of Science Organzil	3
MSPA	MSPA	MS in Professional Accounting	3
MSPO	MSPO	MS in Prosthetics/Orthotics	3
MSPT	MSPT	MS in Physical Therapy	3
MST	MST	Master of Science in Taxation	3
6TH YR	6th-Yr Cert	Sixth Year Program	4
AD	Art Dipl	Artist Diploma	4
ART DP	Art Dipl	Artist Diploma	4
CAGS	CAGS	Certificate of Adv Grd Study	4
GPD	GP Dipl	Graduate Professional Diploma	4
SD	Dipl	Specialist Diploma	4
DMA	DMus	Doctor of Musical Arts	5
DPT	DPT	Doctor of Physical Therapy	5
ED.D	EdD	Doctor of Education	5
PHD	PhD	Doctor of Philosophy	5
PSYD	PsyD	Doctor of Psychology	5
ADM.CT	Admc Ct	Adm & Supv Certification Prgm	6
ART CT	Art Cert	Art Certification	6
CERT	Cert	Professional Certificate	6

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Hillyer Alumni and Former Students

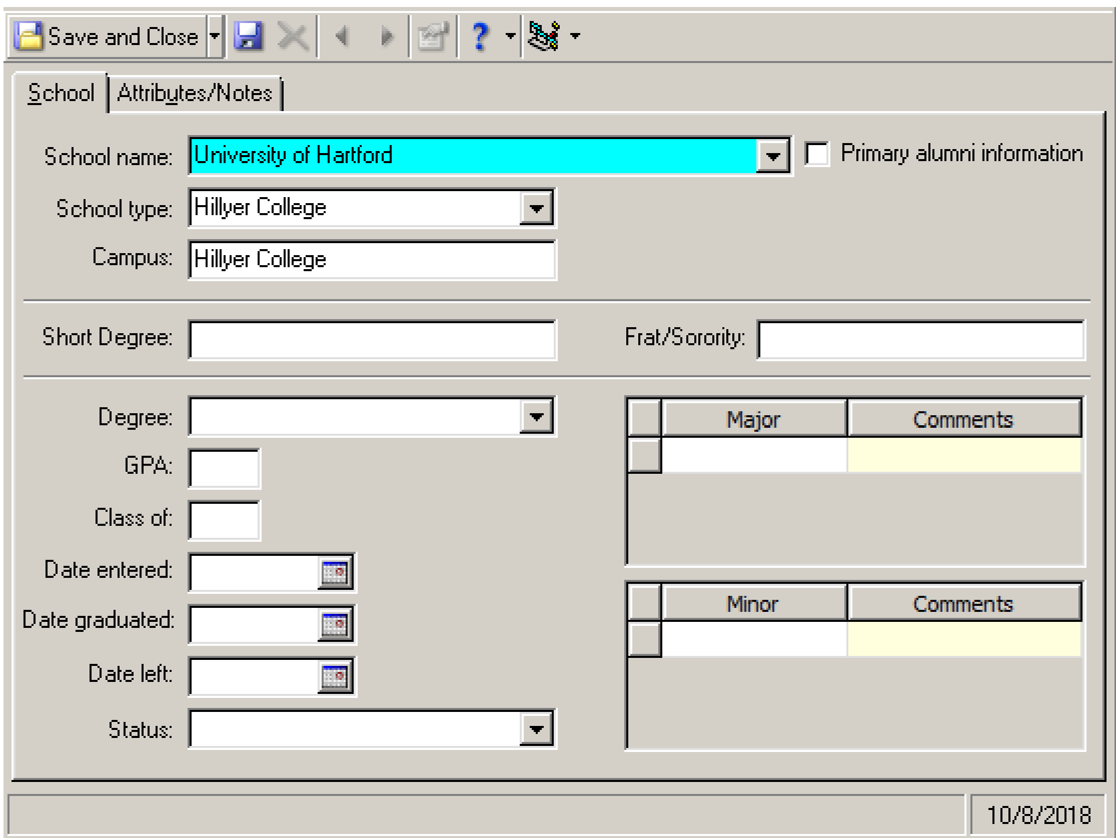
Hillyer College is a 2 year school in which most graduates continue on for a bachelor's degree from another school. Those who attend Hillyer, whether they earn an associate's degree or just take classes, tend to have more of a bond with Hillyer than they might another school. For this reason, Hillyer alumni and former students have added procedures.

All of the above procedures regarding degreed alumni, non-degreed alumni and former students should still be followed.

Hillyer degreed alumni do not need anything extra, because they will get an education record which links them to Hillyer.

Anyone who takes a class at Hillyer but does not graduate should be given an education record (in addition to any earned degrees) which displays their association with the school.

Only School Name, School Type and Campus are necessary. This ensures that they are included on Hillyer communications that they would otherwise miss.



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Parents of Current Students

- Current parent records are added to RE every fall, after the census date, for the incoming class of freshman and transfer students.
- Parent information in Banner is found in form SOAFOLK
- If parents are married, only one record is necessary unless both have specific relationships with the university beyond being parents of a student.

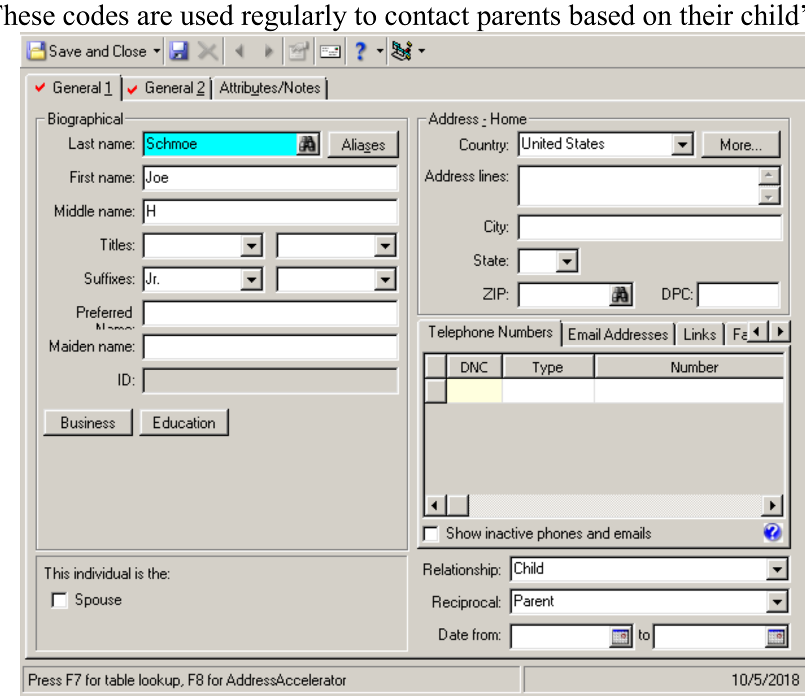
<u>Current Parent Record Requirements:</u>

- Constituent code 2.Parent of Current Student.
- No solicit code is necessary unless specifically requested.
- Addressee/Salutation should reflect their child's expected graduation year.
  See Also: Add/Sals
  - <u>IMPORTANT:</u> If a student goes to Hillyer, the parent's add/sals should reflect their Hillyer expected graduation year, even if the student plans to continue for a bachelor's degree. After the associate's degree is earned, the year should be updated.
  - Parents should only have one year per child; regardless of how many degrees they have or are expected to have. **See Parents of Degreed Alumni** for more on this.

Type	Addressee/Salutation	Editable?
Report/Envelope Primary	Jennifer E. Carr P'17, '21	☑
Last Name Field - Nametags	Carr P'17, '21	☑
BBNC Salutation	Jennifer	☐

- An individual relationship record should be added for their child who is enrolled as a student.
  - The student must be linked if they have a record.
  - *These attributes are critical in a student's relationship on a current parent record:
    - Student Grad Yr, Student ID, Student College

*These codes are used regularly to contact parents based on their child's association



General 1 | General 2 | Attributes/Notes

Attribute category: <All Categories>

Category	Description	Short Desc.	Date	Comments
Student College	College of Arts and Sciences			
Student Grad Yr	2020			
Student ID	12345688			

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- Full list of attributes that may be added to student relationships in their parent's records:

Description	Data Type	Table Name	Allow Only 1 pe...	Req...	Active
Citizen?	Yes/No		☐	☐	☑
Financial Aid?	Yes/No		☐	☐	☑
Major	Table	Major-Individual Relationship	☐	☐	☑
Starting Termcode	Number		☐	☐	☑
Student College	Table	School Types	☐	☐	☑
Student Grad Yr	Number		☐	☐	☑
Student ID	Number		☐	☐	☑
Student PIDM	Number		☐	☐	☑
Student Legacy	Table	Legacy Codes	☐	☐	☑
Student Type	Text		☐	☐	☑
Total Credits	Text		☑	☐	☐
Last Term	Text		☑	☐	☐
Student Status	Table	Student Status	☑	☐	☐
Academic Status	Table	Academic Status	☑	☐	☐
			☐	☐	☐

All attributes in addition to the required attributes (Student ID, Student Grad Yr and Student College) are pulled from Banner and are not typially added manually. Procedures are still being put into place to add and maintain these codes.

Parents of Freshman and Transfer students:

- New parents are imported to RE from Banner each fall after the census date.
- They will get all of the above (active) attributes in their student's relationship record.
- **Spouses** and **addressee/salutation abbreviations** need to be added manually after the import is complete.
- A constituent attribute will be added to track which have been updated.
  No = not yet updated / Yes = updated

Freshman Current Parent Clean up	No

- The "Student Type" attribute in the relationship record will indicate whether the student entered as a freshman or a transfer.

Current Parent Clean up (sophomore-senior):

- Each Fall, after the census date, all parents of current students should be researched to determine whether the student is active, on the same graduation track, and in the same school.
- An attribute will be added to all sophomore-senior parent of current student records that indiciates that it needs to be researched.
  No = not yet research / Yes = researched

2018-2020 Current Parent clean up	No

- Use **Determining Student Status** to determine if the student is active and to verify their expected graduation year and school.
- Parent records should be updated accordingly (relationship attributes and addressee/salutation abbreviations)
- Any student who was active the previous Spring semester but is not enrolled in fall classes should be given a relationship attribute "No Fall Classes"
- Each spring these records must be researched again to see if the student returned or should be considered inactive.

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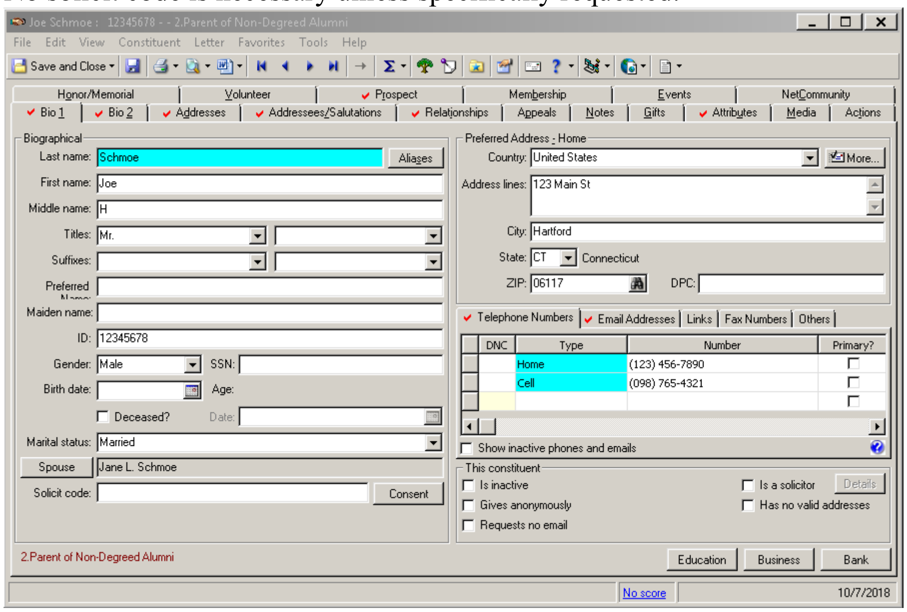
Parents of Non-Degreed Alumni

When it is determined that a student is now a non-degree alumnus/a (**See also: Determining Student Status** and **Non-Degreed Alumni Records**), their parent's record(s) should be updated accordingly.

<u>Parent of Non-Degreed Alumni Record Requirements:</u>

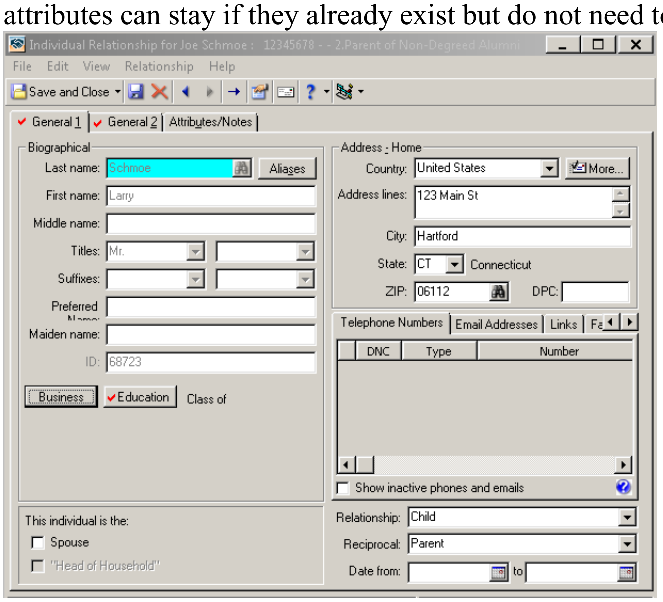
- If parents of non-degreed alumni do not already have a parent of a current student record when the student becomes non-degreed, a record does not need to be created.
- Constituent code: 2.Parent of Non-Degreed Alumni.
- No solicit code is necessary unless specifically requested.



- Parent years should be <u>removed</u> from addressee/salutations (**See also: Add/Sals**)

Type	Addressee/Salutation
Report/Envelope Primary	Joe H. Schmoe
BBNC Salutation	Joe
Last Name Field - Nametags	Schmoe
Couple Salutation - Informal	Jane and Joe
Report/Envelope Couple	Jane L. and Joe H. Schmoe

- Link the Non-Degree Alumni record to the parent record in relationships. The relationship attributes can stay if they already exist but do not need to be added.



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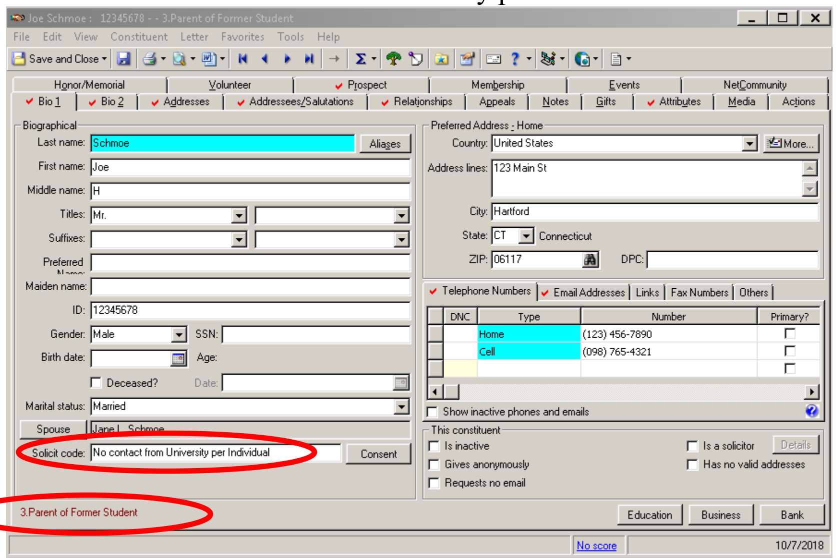
Parents of Former Students

When it is determined that a student is now a former student (**See also: Determining Student Status** and **Former Student Records**), their parent's record(s) should be updated accordingly.

<u>Parent of Former Student Record Requirements:</u>

- If parents of a former student do not already have a record when the student becomes "former", a record does not need to be created.
- Constituent code: 3.Parent of Former Student
- Parents of former students who have <u>no further affiliation</u> with the University should get solicit code "No Contact from University per individual" **See Also: Solicit Codes**

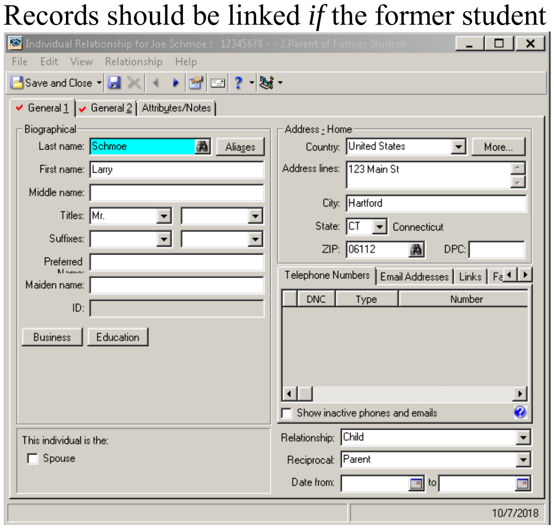


Category	Description	Short Desc.	Date	Comments
Solicit Code Detail	Contact		9/25/2018	Parent of former student, no other affiliation

- Parent years should be <u>removed</u> from addressee/salutations (**See also: Add/Sals**)

Type	Addressee/Salutation
Report/Envelope Primary	Joe H. Schmoe
BBNC Salutation	Joe
Last Name Field - Nametags	Schmoe
Couple Salutation - Informal	Jane and Joe
Report/Envelope Couple	Jane L. and Joe H. Schmoe

- An individual relationship with the former student should exist in the relationships tab. Records should be linked *if* the former student has their own record.



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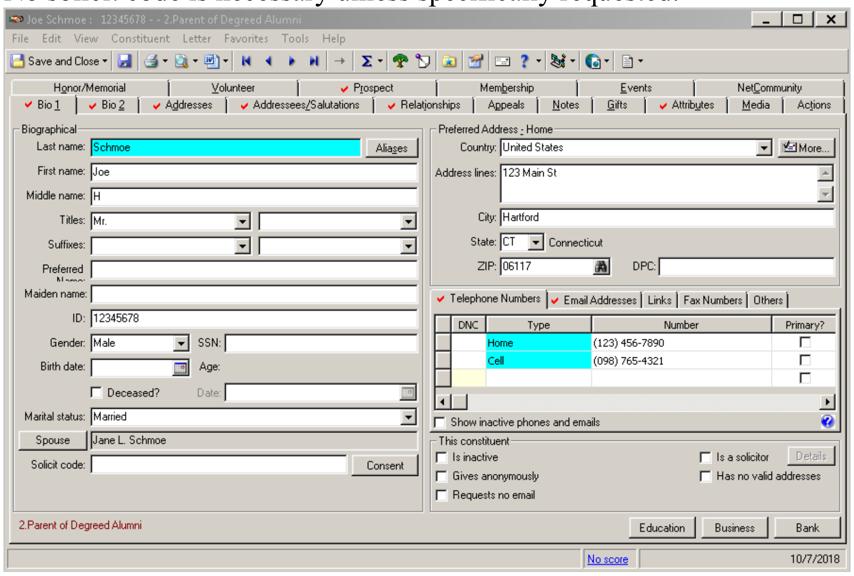
Parents of Degreed Alumni

When it is determined that a student is now a degree alumnus/a (**See also: Determining Student Status** and **Degreed Alumni Records**), their parent's record(s) should be updated accordingly.

Parent of Non-Degreed Alumni Record Requirements:

- If parents of degreed alumni do not already have a record when the student is awarded a degree, a record does not need to be created.
- Constituent code: 2.Parent of Degreed Alumni.
- No solicit code is necessary unless specifically requested.

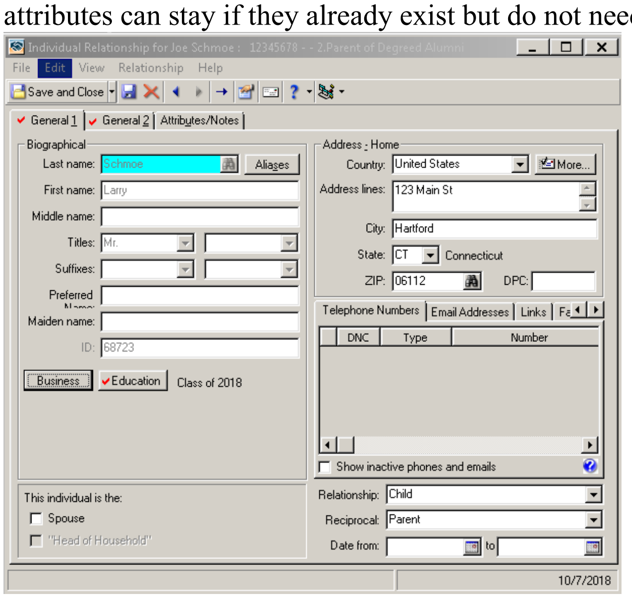


- Parent years should be listed in addressee/salutations (**See also: Add/Sals**)

*Only 1 year per child should be listed and it should be the alumnus/a's primary grad year

Type	Addressee/Salutation	Editable?
Report/Envelope Primary	Joe H. Schmoe P'18	☑
BBNC Salutation	Joe	☐
Last Name Field - Nametags	Schmoe P'18	☑
Couple Salutation - Informal	Jane and Joe	☐
Report/Envelope Couple	Jane L. and Joe H. Schmoe P'18	☑

- Link the Degree Alumni record to the parent record in relationships. The relationship attributes can stay if they already exist but do not need to be added.



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Legacy

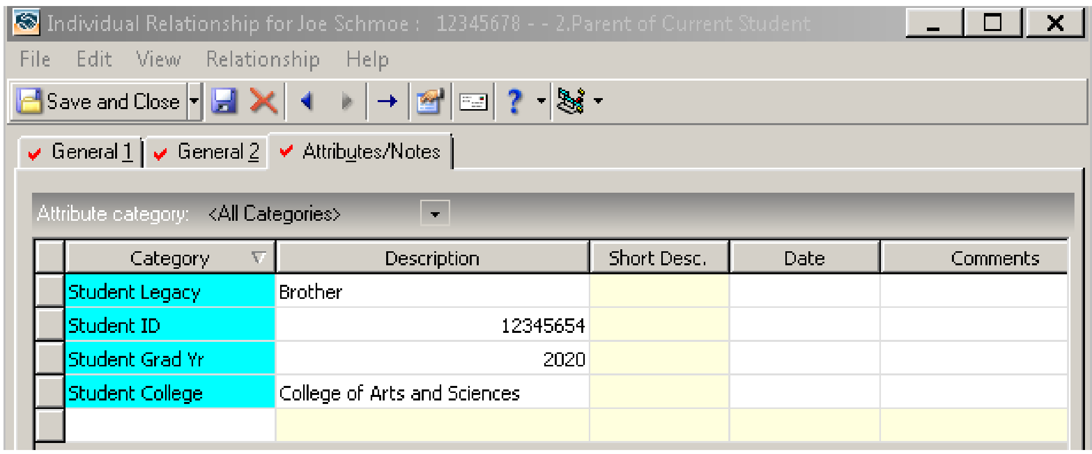
- Legacy students are defined as any student or alumnus/a who has a blood relative that is also an alumnus/a of the university. Relationships by marriage are not typically considered legacy.
- Legacy information is recorded for current students and degreed alumni but should not be recorded for non-degreed or former students.

Determining Current Student Legacy Relationships:

- Legacy information that is self-reported by incoming students is recorded in Banner

Coding Current Students with Legacy Relationships:

- Legacy relationships that are known for current students should be listed in the student's relationship record on their parent's constituent record (this happens through the incoming freshman parent import).

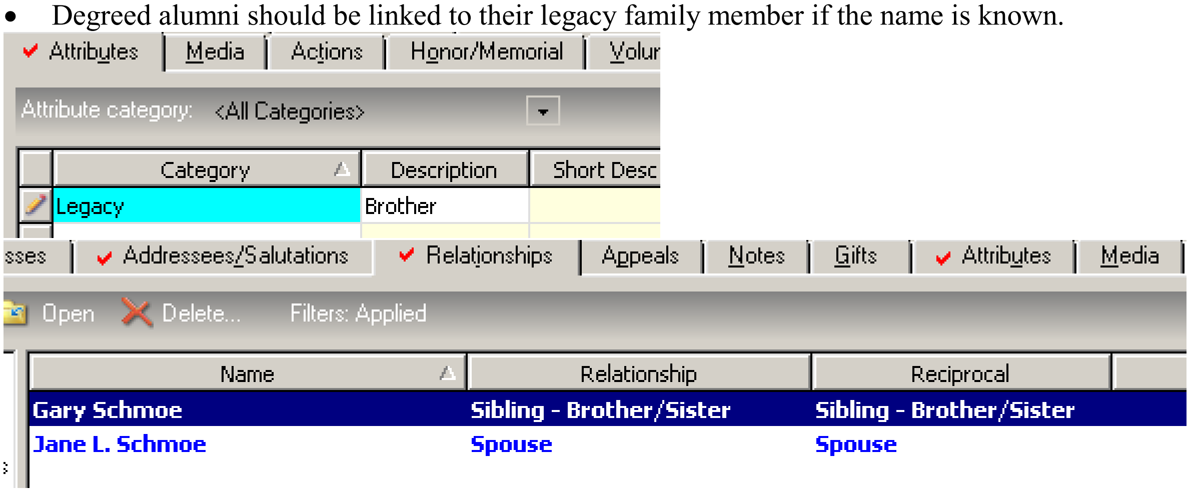


Determining degreed alumni legacy relationships:

- Legacy information recorded from banner should be added to alumni records upon graduation (this happens through the alumni import).
- During the weeks leading to graduation, degree applications should be obtained from the office of the registrar and self-reported legacy information should be recorded.

Degreed Alumni with Legacy Relationships

- Legacy relationships that are known for degreed alumni should be listed in the alumnus/a's constituent record attributes.
- Degreed alumni should be linked to their legacy family member if the name is known.



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Constituent Attributes

*This section will not describe *all* attributes, but rather the general use of attributes and several that are used the most frequently.

Constituent attributes serve as a “catch all” for codes. Most basic information that doesn’t have a designated place to be stored in a constituent record can be made into an attribute. However, it is important to only create attributes that are absolutely necessary. It is *not ideal* to create an attribute for only one record or a small number of records.

Common uses for attributes:

Data Projects; tracking which records have been researched/completed. “No” indicates that the record research/clean-up has not been completed. Description is updated to “Yes” after completion.

For example:
Moves/Errors Returns:

Attribute category: <All Categories>

Category	Description	Short Desc.	Date	Comments
ConnectRight Move/Error/Return	No		2/27/2018	123 Main St

The project query is then build to only include records that have not been researched/cleaned:

Filters
Constituent Specific Attributes ConnectRight Move/Error/Return Description equals No

Mail Lists/Friend Lists; many attributes exist to group together constituents who have an interest in, or who have subscribed to, a particular school/group/department mail list or general friend list.

For example:
*There are several dozen other groups recorded in constituent attributes in addition to these examples.

Category	Description	Short Desc.	Date	Comments
Hartt Mailing List	Yes		1/1/2017	via Arts People

Category	Description	Short Desc.	Date	Comments
Women's Advancement Initiative	Friend		1/1/2017	online sign up

Category	Description	Short Desc.	Date	Comments
CETAVIEW Newsletter	Yes		1/1/2017	online sign up

Category	Description	Short Desc.	Date	Comments
Library	Presidents' College Fellows		1/1/2017	

Other current uses for attributes:
Student Activities
Student Athletes
Opt-outs (aka unsubscribes)
Solicit Code Detail Attribute
Solicit Code: No Contact – see attribute
Volunteer Interest
Confidentialty Statements
Plaque Records
Legacy

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Student Activities

Any university group that students are a part of can be considered a "student activity".

- Student activities are recorded in constituent attributes in the student constituent record.
    - Most students are not added to RE until they graduate, however, students who participate in any student activity should have a record created so that their group/activity can be recorded promptly and annually.
    - Student activities may be added to a record after the student leaves the university (former or non-degreed) or graduates, if the activity was not know when they were a student.

General:

- The *majority* of student activities are recorded under the constituent attribute "Student Activity".
- The descrption table lists all student activities currently being recorded and those that are recorded historically (groups that no longer exist).
- As of FY19 there are approximately 140 student activities in the student activity table.
- Details such as year participated, position (president, secretary, etc.) should be added to the comments section if known. Comments are not required or necessary for all.
- Dates are not typically applicable or needed
- Most student activities only need 1 attribute per group (not necessary to add the same activity for each year involved), though many students are involved in several groups in which case each group should have their own attribute.

Examples of Student Activities recorded in the Student Activity constituent attribute:

Category	Description	Short Desc.	Date	Comments
Student Activities	Resident Facilities Assistant			

Category	Description	Short Desc.	Date	Comments
Student Activities	Hillel			
Student Activities	SGA/SFA/Student Association			
Student Activities	Student Philanthropy Ambassador			

Category	Description	Short Desc.	Date	Comments
Student Activities	Red Cap/Orientation			2007
Student Activities	SGA/SFA/Student Association			'08-09 President

---

Greek Life (social fraternities and sororities):

Fraternities and sororities have their own attribute and are not recorded in the Student Activity attribute table. This is so they are not confused with Honor Societies.

Example:

Category	Description	Short Desc.	Date	Comments
Greek life (Social Fraternity/Sorority)	Phi Mu			

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Honor Societies:

Honor societies have their own attribute and are not recorded in the Student Activity attribute table. This is so they are not confused with fraternities or sororities.

Example:

Category	Description	Short Desc.	Date	Comments
Honor Society (Academic/Honorary Greek Org.)	Beta Gamma Sigma (Business)			

Study Abroad:

Study Abroad information is housed in a specific Study Abroad attribute due to the necessary additional information associated.

Attribute: Study Abroad
Description: Country (choose from table, add new table option only if it is not listed)
Date: Leave blank
Comments: City and University (if known; format as shown below)

Example:

Category	Description	Short Desc.	Date	Comments
Study Abroad	England			London: Regents College

Regional Admissions Counselors (Graduate Assistants):

Regional Admissions Counselors (GAs) have their own attribute and are not recorded in the Student Activity attribute table; this is mainly because they aren't undergraduate students, which make up the majority of the Student Activity attribute coding.

RACs/GAs are considered interns; this should be noted in the comments section.

Example:

Category	Description	Short Desc.	Date	Comments
Regional Admissions Counselors (GAs)	Yes			Intern

LEAD Students:

LEAD Students are given their own attribute so that their participation year can be recorded in "Description" and easily queried. Separate attributes are required for each academic year:

Example:

Category	Description	Short Desc.	Date	Comments
LEAD Program	2013-2014			
LEAD Program	2014-2015			

Parents of LEAD students should get the attribute Parent Type = LEAD (no year's necessary)

- Parents should keep this code permanently.
- They should be linked to their child as soon as records are created.

Example:

Category	Description
Parent Type	LEAD

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(Student activities cont.)

Student Athletes

This section includes information about current student athletes, former student athletes (referred to as alumni student athletes) and parents of athletes.

<u>Student athlete attributes in Raiser's Edge:</u>
*indicates inactive sport

- Baseball
- Basketball (Men)
- Basketball (Women)
- Cheerleading
- Cross Country (Men)
- Cross Country (Women)
- Golf (Men)
- Golf (Women)
- Lacrosse (Men)
- Lacrosse (Women)
- Soccer (Men)
- Soccer (Women)
- Softball
- Swimming (Men)*
- Tennis (Men)*
- Tennis (Women)*
- Track & Field (Men)
- Track & Field (Women)
- Volleyball
- Wrestling*

<u>Current student athletes:</u>

- Current student athletes should be coded as soon as rosters are received (beginning of academic year).
- Banner page ____ can be used to confirm if a nickname is used on roster.
- Records should be created for all student athletes, even though some may leave before they reach non-degreed status.
- Students should have an attribute that corresponds with their sport, along with the academic year that they've played.
  (Scroll for corresponding athletic seasons with academic years).
- Separate attributes are required for each academic year.
- If it is known that a player is a team captain, this can be added to the attribute comments section.
- Student should also have a constituent code "Student Athlete".

Example:

Description	Code
3.Undergraduate Student	3.UGS
Student Athlete	SA

Attributes | Media | Actions | Honor/Memorial | Volunteer | Prospect | Membership | Events | NetCommu

Attribute category: <All Categories>

Category	Description	Short Desc.	Date	Comments
Basketball (Women)	2014 - 2015			
Basketball (Women)	2015 - 2016			
Basketball (Women)	2016 - 2017			Captain
Basketball (Women)	2017 - 2018			Captain

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Alumni athletes:

- The same student athlete codes (attributes and constituent code) should remain on the alumni record, whether they are degreed, non-degreed or former student.
- They should be included on all athletic communications unless they specify otherwise (this includes former students, which is a quality unique to athletics).

Parents of athletes:

- Parents of current student athletes should get an attribute "Parent Type" with a description of the sport their child plays. This code remains on the parent record permanently.
- Academic years are not necessary for parents, so they only need 1 code per sport.
- Parents should be linked to their child as soon as the student record is created.

Example:

Category	Description
Parent Type	Soccer (Women)

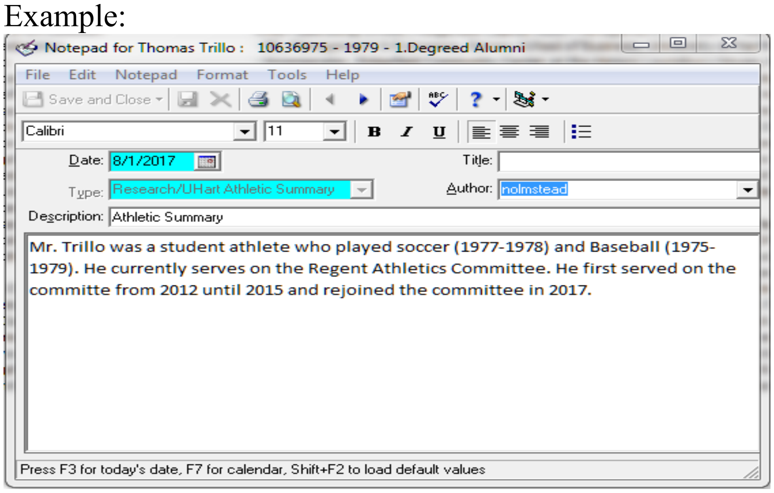
End of year clean up:

- At the end of the academic year, online rosters should be compared with Raiser's Edge data.
- Any discrepancies should be brought to an athletics staff or coach for verification.
- Students who do not actually play are not considered student athletes.
    - Example 1: a student who is on a roster for a Spring sport, but withdraws at the end of the Fall semester (therefore never plays), will have been on the original roster but should be removed at the end of the year, or when his/her withdrawal is made known.
    - Example 2: a student who is on the original roster but sustains an injury that prohibits them from playing should be removed (unless otherwise indicated by an athletics staff or coach)
    - Example 3: a student who is added to the roster late (after the sport has already been coded in RE) should be given the attribute and included on future communications.

Prospect Research Notes:

- After end of year updates are made, the Prospect Research department should be notified.
- They will then add a Note Type: Research/UHart Athletic Summary to each Alumni athlete's record that describes their history in athletics.
- Notes will only be added to athlete's records after they've graduated or left the school so that it encompasses their entire athletic career at the school.
- If any changes are made by Advancement Services to an alumnus/a athletic history, Prospect Research should be notified so they can update the note.

Example:



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Athletic Seasons breakdown:

If information is given with only a season year, be sure to accurately translate it to the correct academic year to avoid miscoding.

Fall Sports (2016 = 2016-2017)

- Soccer (Men's and Women's)
- Volleyball
- Cross Country (Men's and Women's)

Spring Sports (2016 = 2015-2016)

- Baseball
- Lacrosse (Men's and Women's)
- Softball

"Full year" sports (listed as academic year range ex: 2015-2016)

- Basketball (Men's and Women's)
- Golf (Men's and Women's)
- Track & Field (Men's and Women's)
- Tennis (Men's and Women's)

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University Employees

This section describes how university employee information is obtained and interpreted, record requirements of employee records, and procedures for upkeep.

The following monthly reports (sent by OTS) are used on a monthly basis to update Raiser's Edge (RE) records as appropriate:

- **Employee Detail (all employees):** uses the effective date of the most recent active positions prior to run date
- **Employees Not Terminated but No Position:** uses last work date (is in the future or doesn't exist), and no job ending within the parameter range, and no job existing prior to run date
- **Name Change:** activity date of when the spriden record was last updated/inserted between the start parameter and the run date (Only produces a report if there are employees having name changes.)
- **New Address:** uses the From: date in the PY address when between the start and end date parameters and an active job exists as of run date (Only produces a report if there are employees having new addresses.)
- **New Employee or New Position**: uses current active job begin date between date range given in parameters as well as that job still exists at runtime (Only produces a report if there are employees having new or changed positions.)
- **Terminated Employees:** uses last work date from PEAEMPL when between the date range given in the parameters.

The following lists the translation of Banner employee classes to their long descriptions. Those highlighted in red are not recorded in RE.

EMPLOYEE CLASS	LONG DESCRIPTION
C1	Non Employee Contractors
E1	Exempt Staff 12 Month
E2	Exempt Staff 10 Months
E3	Executive Staff
E4	Hartt Skills Specialists
E5	Exempt Temporary Employees
E6	Exempt Temporary Pay Employees
F1	Faculty 12 Month
F2	Faculty 10 Month
F3	Faculty Part Time
F4	Adjunct Faculty
F5	Adjunct Faculty 10 Months
G1	Graduate Assistants
N1	Non-Exempt Staff 12 Months

EMPLOYEE CLASS	LONG DESCRIPTION
N2	Non-Exempt Staff 10 Months
N3	Non-Exempt Part Time Staff
N4	Hartt Non-Exempt Instructors
N5	Non-Exempt Temporary
N6	Non Exempt Temporary Pay Employees
N7	Non-Exempt Staff 12 Months 70
N8	Non-Exempt Staff 10 Months 70
O1	Faculty Overload Assignments
P1	Public Safety
S1	Student Federal Work Study
S2	Student University Work Study
U1	Facilities UAW

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University Employee Record Requirements:

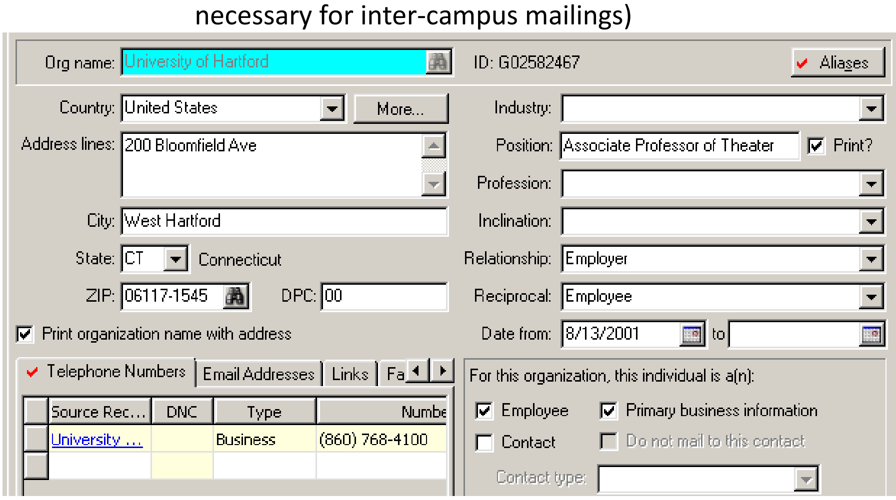
1. Accurate constituent code:
   - 3.Current Full Time Faculty
   - 3.Current Full Time Staff
   - 3.Current Adjunct Faculty
   - 3.Current Part Time Faculty
   - 3.Current Part Time Staff
   - 3.Current Temporary Faculty
   - 3.Current Temporary Staff

**Temporary faculty and staff do not need to be added to RE, but if they are already in because of another relationship, the constituent code may be added.

2. Hartford.edu email as their primary email (using phone type: E-mail)

Type	Address	Primary?	Inactive?
E-mail 1	home@gmail.com	☐	☐
E-mail	employee@hartford.edu	☑	☐

3. Organization relationship which includes the following:
   a. Full university address
   b. Position (title should be found on website directory if banner report does not give an accurate/complete title. Abbreviations should *only* be used if full title doesn't fit.
   c. Relationship: Employer
   d. Reciprocal: Employee
   e. Start Date: should reflect position start date if known; hire date is ok if former positions are not known.
   f. End date: should be blank
   g. Employee check box should be checked
   h. Primary Business Information should be check *except* if a part-time or adjunct faculty has a full-time job at another organization, in which case this can be their primary business.
   i. Relationship Attributes:
      i. Required: UH Department
      ii. If known/necessary: UH Campus Location (this is the building or mail stop, necessary for inter-campus mailings)



Category	Description
UH Campus Location	Hartt - PAC
UH Department	HARTT THEATRE

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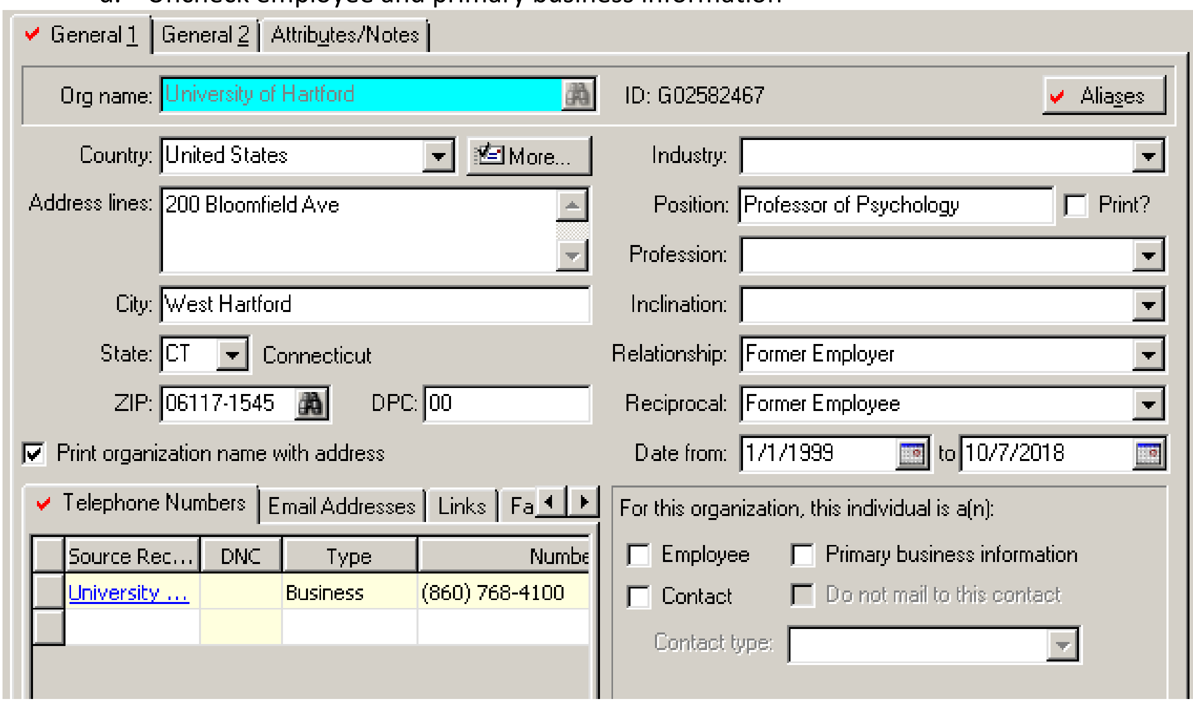
Former University Employees:

When an employee leaves the University, their record should be updated as follows:

1. Constituent code changed to either 3.Former Faculty or 3.Former Staff
2. Hartford.edu email type changed to “University of Hartford” and marked invalid

	DNC	Type	Address	Primary?	Inactive?
		E-mail	home@gmail.com	☑	☐
		University of Hartfo…	schmoe@hartford.edu	☐	☑

3. Organization relationship:
   a. Relationship: Former Employer
   b. Reciprocal: Former Employee
   c. End date: last worked date
   d. Uncheck employee and primary business information



New positons:

If a current employee gets a new position, Former Employees Step 3 should be followed for their former position and a new organization relationship should be added using University Employee Requirements Step 3.

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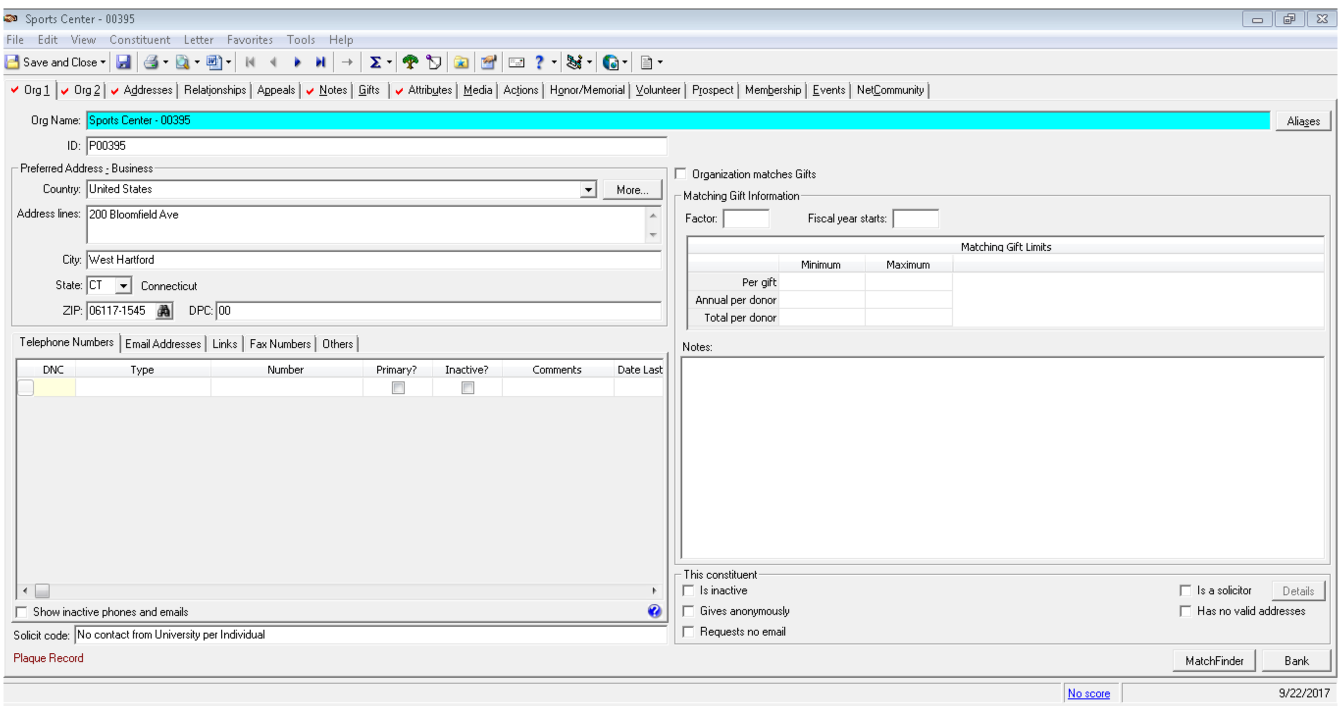
Plaque Records (aka named spaces)

Named spaces, buildings, structures or objects on the University of Hartford campus should have a Raiser's Edge record which records details of the space and/or plaque, as well as the gift history, naming agreement, photos and any other documentation that accompanies the named space. (This process will always refer to the named spaces as "plaques" but there are some named spaces that do not have a physical plaque.)

Record Creation:

A plaque record should be created as soon as sufficient information or documentation is received.

- **ID number:** An ID number should be assigned first. ID number can be determined using query: Plaque ID's, which is sorted by ID number highest to lowest. The person assigning the number should choose the next number up from the highest existing ID number. Plaque ID's should always start with the letter P followed by a 5 digit number.
- **Record Type:** Organization
- **Organization Name:** Building (can be shortened version of the full building name) followed by the ID number without the P
- **Solicit Code:** No contact from University per Individual
- **Address:** 200 Bloomfield Ave West Hartford, CT 06117-1545
- **Constituent Code:** Plaque Record; 'data from' should be the installation date.



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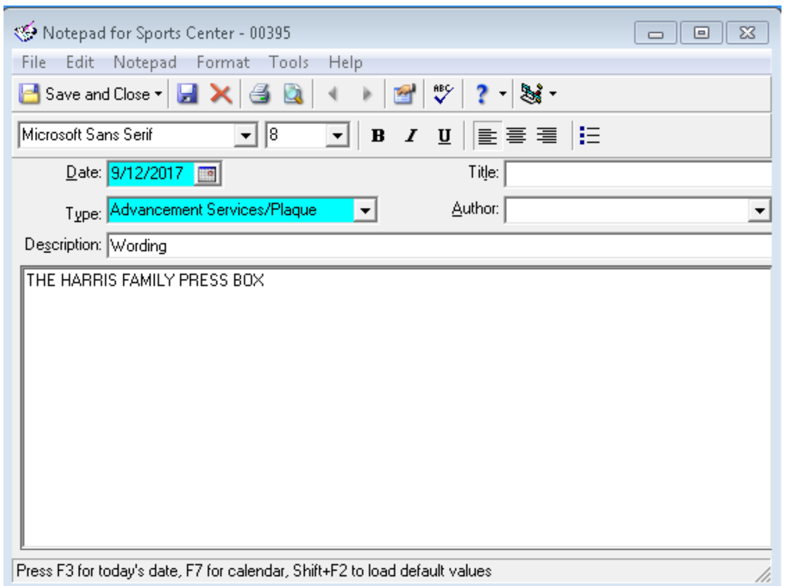
Record details and maintenance:

All details of the named space do not need to be known before a plaque record is created. Information can be added or changed when it is received.

- **Relationships:** All donors should be linked to the plaque record with relation code "Plaque Donor" and reciprocal "Plaque. Honorees should also be linked with relation code "Plaque Honoree" and reciprocal "Plaque"
- **Notes:** *The exact wording of the plaque or sign should be recorded in Notes. Date: date the note was added; Type: Advancement Services/Plaque; Description: Wording; Note: plaque wording *capitalization, punctuation and line separation should reflect exactly as it is on the plaque or sign.



- **Photos:** A clear photo of the plaque up close, and a clear photo of the surrounding area should be put in the constituent PaperSave Folder. File names should include the ID number.
- **Documentation:** All documentation that accompanies the named space should be put in the constituent PaperSave Folder. File names should include the ID number.
- **Attributes:** Attributes will house all details of the plaque so that they are easily accessible and can be queried. Some attributes are not applicable to all named spaces. Anything applicable should be added.
  - Annual Plaque Check / Date last checked – added to plaque which are updated yearly (i.e. award plaques)
  - Building – Choose from drop down
  - Description – example: Red lettering on white siding
  - Documentation – Magic Folder
  - Floor – single digit number
  - Latitude – example: 41.8031
  - Longitude – example: -72.715
  - Location Detail – example: Outside to right of Reich Family Pavilion
  - Named Object – example: building, classroom, tree, bench, conference room, press box, etc.
  - Section – example: Wilson Wilde Auditorium is a section within building: Harry Jack Gray Center
  - Size (Inches; WxH) example: 8x8 (this applies to measurable things like plaques, not benches, buildings, etc.)

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Hartt Community Division Records

This section will outline the basics of Hartt Community Division (HCD) student and parent records. At this time (FY19), clean up of these records is still necessary, and procedures outlining the import process and class details are not complete.

Hartt Community Division Student Record Requirements:

- Constituent code: Hartt Community Division Student
  - This code will not change, whether or not the individual is a current HCD student.
- Class details (housed in Organization Relationships)
  - These are added through the HCD import and do not need to be researched or added manually at this time.
  - Separate classes have been added for those who've taken more than one, so it is not uncommon to see many listed in one record
- Solicit Code: No Contact – see attribute (this *only* applies if they have no other affiliation)
- Attribute: Hartt Community Division Record = Yes

Hartt Community Division Parent Record Requirements:

- Constituent code: Hartt Community Division Parent
  - This code will not change, whether or not the child is a current HCD student.
- Solicit Code: No Contact – see attribute (this *only* applies if they have no other affiliation)
- Attribute: Hartt Community Division Record = Yes

Common issues with HCD records (this will be addressed when clean-up projects begin):

- Duplicate Records
  - It is *very* common for any Hartt constituent to be mistakenly duplicated due to their long-lasting relationships (i.e. they may be added as an HCD student when they're 12 years old, then added again as a Hartt student when they're 18)
  - Another common source of duplicates: when 2 children are HCD students, their parents often are mistakenly added to RE twice.
- Incorrect Constituent Codes
  - Since HCD records start as a "Friend of the University", their primary constituency code must be updated if they become a student, parent, faculty or staff.
- Multiple individual relationships for the same person
  - This is most common in HCD student records; you may see that their parent is listed several times or duplicate parent records are all linked to the same student

Clean up should occur manually on an "as needed" basis until a larger clean-up effort is established.

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Primary Rating, Classification and Prospect Status

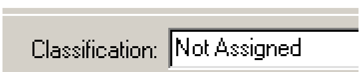
Primary Rating, Classification and Prospect Status should *only* be updated by Prospect Research staff. However, since Advancement Services is responsible for all record creation, new records should be given the following standard codes.

Primary Rating:

- Location: Bio 2 tab
- Default code (must be typed exactly as indicated): ZZ – Not Rated

Classification:

- Location: Prospect tab; General section
- Default code (choose from table): Not Assigned



Prospect Status:

- Location: Prospect tab; General section
- Default code (choose from table): Determine Status

Integrity:

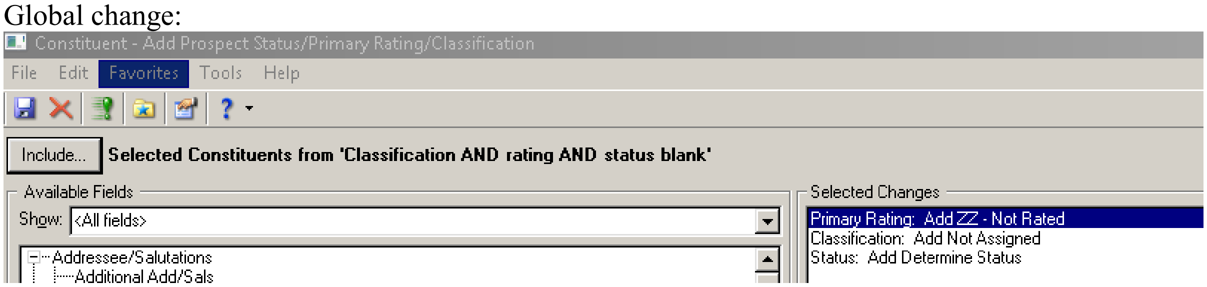
A query is set up to catch all new records that do not have these codes.

Query:

Name	Type	Format	Created	Created by
Classification AND rating AND status blank	Constituent	Dynamic	5/17/2016	Giovinazz

The following global change should be run anytime there are records on this query. The global change will add the codes listed above.

Global change:



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Confidentiality Statements

Confidentiality expectations should be thoroughly discussed with any individual who will be given access to *any* information housed in the Raiser's Edge database. This includes, but is not limited to, staff, faculty and volunteers (including board members).

There are 2 current confidentiality statements that all individuals with temporary or permanent access to RE information (including reports or any other documents created using RE information) must sign (only one form is necessary; choose which applies to their status/relationship).

File Location: Y:\DEVELOPMENT OFFICE\OFFICE FORMS & POLICIES
Document name: Ethics and Confidentiality Statement Employee-Final.pdf
Document name: Ethics and Confidentiality Statement Volunteer-Final 10 31 2013.pdf

---

Storing Confidentiality Statements:

Scanned copies of signed confidentiality statements should be added by an advancement services staff to the individual's Constituent PaperSave folder.

An attribute must be added to the constituent record that indicates that the form has been signed and is stored (this is used to audit staff, faculty and volunteers regularly):

Attribute: Confidentiality Statement
Description: Yes
Date: date signed
Comments: See constituent PaperSave folder for signed form

Attribute category: <All Categories>

Category	Description	Short Desc.	Date	Comments
Confidentiality Statement	Yes		4/7/2015	See constiuent's PaperSave folder for signed form

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