



## STEERING COMMITTEE RECOMMENDATION APPROVAL REQUEST

**Process:** Address Types and Maintenance

**Description of Recommendation:**

Currently, we maintain 12 different address types in the legacy system. Considering what we believe that Campus Management will provide, we propose to limit the number of addresses that we maintain, eliminate manual editing of addresses, and allow students the capability of updating their addresses through web self-service. At registration, students will be prompted to update their addresses and have the option of forwarding their olemiss.edu address to a different email address.

As a result of limiting the number of addresses to maintain, some decisions had to be reached about where to direct correspondence that was attached to several of the eliminated addresses. For example, commencement instructions will always be directed to the local mailing address. Within campus management, we propose to maintain the following address types:

- \*One Local residence (physical address, i.e. sorority house, residence hall room, apartment)
- \*One Local mailing (present address, oftentimes post office box)
- \*One Home (permanent address, oftentimes parents' address)
- \*Multiple AR bill (monthly bursar/billing address)
- \*Grades (grades and suspension/dismissal letter address -- **Note: See 'Issues, Concerns, or Currently....' below**)
- \*Multiple Emergency

We propose to eliminate the fee bill address type since all charges (including tuition) will be noted on the monthly bursar bill. The commencement instruction type will be eliminated and correspondence will be directed to the local mailing address. The degree mailing, press release, and commencement program types will be eliminated. All correspondence for these 3 types will be sent to the home (permanent address).

**Underlying Opportunities:**

The source of this recommendation is not due to any limitations within Campus Management; however, limiting the number of addresses that we maintain will eliminate some of the confusion about where correspondence will be routed. The amount of time university staff members devote to manually editing addresses on applications for admission can be used for more important issues. Allowing students to update addresses through a web application should encourage students to notify us of address changes. Also, we recommend that the current address information is displayed to the student so that errors can be corrected.

**Pros Supporting the Recommendation:**

Maintaining fewer addresses will decrease confusion for students and staff. Campus management will display only the active addresses; therefore, inactive addresses will be hidden. However, inactive addresses (used primarily for **financial** collection purposes) can be viewed by indicating a broader date range.

**Cons Against the Recommendation:**

Limiting the number of addresses will remove some of the flexibility our students are accustomed to receiving. For instance, students will be unable to have their diploma directed to an address other than the home address without changing the home address.

**Issues, Concerns, or Currently Unresolved Aspects of the Recommendation:**

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A separate recommendation will follow regarding the elimination of mailing grades. If the University discontinues the practice of mailing grades, the grade mailing address type will be eliminated. Consequently, a recommendation will have to follow concerning the appropriate address to send important information regarding academic standing.

The population will have to be educated on the changes involving addresses.

The labels or names of address types must be reviewed in an effort to adequately describe the category.

Extensive planning and preparation will be required in order to allow the capability to update addresses through the WEB. Many issues, such as LDAP to CM interactions, must be clearly defined before this process can be put in place.

**Date Submitted:** April 5, 2002

**For further information about this recommendation, contact:**