

Addresses – Procedures/Responsibilities/Definitions

Inactivate – To inactivate an address, click the inactivate box and enter an ending date. In the case of multiple inactive addresses, just keep the most recent one to be made inactive.

Business Addresses (BU) – Student Accounts is responsible for addresses in this category; adding, changing, deleting, marking as inactive, entering and deleting holds.

Mailing Addresses (MA)/Permanent Addresses (PR)/Parents Addresses (PA) – After matriculation, the Registrar's Office is responsible for these addresses, changing, adding, deleting, marking as inactive, etc.

Geographical Origin (XO) – Admissions is the only office to enter these addresses, they are not to be changed, deleted, or inactivated, etc, by anyone.

Residence Life (HA) – Residence Life does the original entry for these addresses, updates are given to the Registrar's Office for input.

Owes Money Hold (OM) - If a student owes \$100 or more a hold will be placed on their account. If they are on the revolving charge plan and have been making the monthly payments for the current term (previous terms have been paid in full) go ahead with the transcript request. Student Accounts is responsible for placing and removing this hold. An automated process has been created that will remove this hold if the account is at a Zero balance.

No Address (NA) – Returned mail is given to the Registrar's Office from the Student Accounts Office. RO is to either update the address (MA/PR/PA only) or mark it as inactive. If there is no BU address place a NA hold on the student's account if there is no longer a valid address. If there is a BU address that is also incorrect, initial the envelope and return it to Student Accounts for them to finish the process, which will include placing the hold.

If a student is at the Cashier window and they have an NA hold, Student Accounts will have the student complete a change of address form which will then be given to the Registrar's Office to update the MA/PR/PA addresses. Student Accounts will remove the hold and if needed, make any changes to the BU address.

An automated process will be created that will delete NA holds if there is a current address with a date more recent than the date the NA was placed on the account. This will be to remove the NA holds in instances not covered by the above.

Addresses received via the web - The Registrar's Office will update MA/PR/PA addresses received from the students via the web. If the student should have a BU address the same as MA/PR/PA an email will be sent to Student Accounts informing them that Student Smith submitted a change of address and their BU address needs to be examined.