Search Guidelines

1. ALWAYS try SSN first – either enter it as ID or enter it *alone* in the ID column of the search form. If there is no match, do not assume the person is not in Banner – we may not have the SSN for many Prospects, Applicants, Vendors, Alumni, Donors, Parents, etc. Or the SSN in Banner might be incorrect. Continue with a name search.
2. When searching for a Name, make liberal - and creative - use of the wild-card character " % "
   - If given a hyphenated name, try both names: for Bryan-Bethea, search for %Bryan% and %Bethea%
   - If name has Jr., II or III, etc. this is sometimes incorrectly entered in Last name field not Suffix, so search for Smiley%
   - For unusual "international" names, try switching first and last names. They are sometimes entered incorrectly.
   - For names with di, la, van, du, Mc, Mac, etc., be aware of capitalization and spacing differences: DiGiacomo and di Giacomo could be searched for with %iacomo; Mac Donald, Macdonald and McDonald could be searched for with M%onald. Some search forms are still case-sensitive.
   - Be aware of nicknames: Richard may have been entered as Rich, Rick, Ricky, Dick, etc.
   - If you have an unusual First name, you may search on that alone: Soluna.
   - In general, do not include middle name or initial in a search – this information is often not available.
   - If current name does not match name in Banner, current name can be added to xPAIDEN and the other name(s) will remain available for searching purposes.
3. It is best not to try to search on SSN and full Name at the same time. If there is not an *exact* match, no one will be selected.

When possible, always try to get FULL LEGAL name – you can enter any nicknames in the preferred name field or as Alternate names later. Also try to get birthdays as these can help in differentiating people who have the same name.
If a name is spelled incorrectly when it is first entered, try searching for the correct name first before making any changes. If the correct name already exists in Banner under a different R#, please report the duplicate immediately.

Since the entire College is using Banner, a person (or company) may have been entered in another department or converted from legacy – this includes prospective students (*anyone* who has made any inquiries to A&S, CPS, Holt School undergraduate and graduate programs, Crummer and/or the former Brevard Campus), current students (since 1988), *all* graduates from *all* programs, employees, employee applicants, vendors, donors, parents of A&S/CPS students and even Summer Campers.

The searching for all possibilities may take more time initially, but it will avoid problems and confusion later if a duplicate does not get created.