

## *Only you can prevent duplicate emplids!*

Use Search/Match carefully!

Duplicate emplids cause hours of dreary cleanup work. When they are not discovered early they can lead to errors and delays in service such as inability to register, pay fees or receive financial aid or refunds, missed communications and missed opportunities for the student and for the campuses.

New person records are created as prospects, applicants, quick admits and as non-student persons through Add/Update a Person. Most errors occurring these days are with one of the records being a prospect. Prospect information is often less complete and less formal than what comes in on formal applications. Nicknames are used, addresses are vague, national IDs and Dates of birth are rare. Usually there is enough of some combination of data to determine a match.

When performing a search/match a very natural temptation is to enter as much information as you know about the person so you can make sure the name returned is really the one you want. Despite being well-intentioned, that is not the way to go about it. *Less is more*. When performing search match, you want to enter as little as you can to get a manageable list returned to pick from. When no results are returned, do not be too quick to assume you need to add a new record—try another search. When you do get a list of possible matches, examine them carefully to see if you have the correct one, and to see if there are TWO correct matches...that is, an already existing duplicate that needs to be reported before it gets worse. This is when you can call into play the other data (address, DOB) that you know about a person. This takes extra time and care, but will speed up with practice, when you get more familiar with how search/match works.

“Less is more” examples:

JENNIFER X. was created when JENNY X was already in the system. The duplicate would have been prevented if the search had been done on the first name JEN or even JENN.

If ROBERT Y. returns no results, look again under BOB Y.

If DON MACKAY returns no results, look again under DON MCKAY.

Students whose last name may have changed may sometimes be found with the First Name, Birthdate search (if you know the birthdate).

Unusual last names, notably foreign names spelled phonetically because the originals are from a different alphabet or characters, are best approached one syllable at a time.

Don't rush. Think. This will get easier. And your colleagues who process duplicates will shower you with appreciation. Since August 1, there were 674 new rows representing 301 duplicate pairs and triplicates added to the duplicate tool.

## **Common first names that get different search/match results**

*Usually the nickname is received first, as a prospect.*

Abe, Abraham

Al, Alan, Allan, Allen

Alison, Allison, Allyson

Andrew, Andy, Drew

Alex, Alexander, Sandy

Bill, Billie, Billy, William

Bob, Bobbie, Bobby, Robert

Charles, Chuck

Dick, Dickie, Richard

Eddie, Eddy, Edward, Ned, Ted

Jennifer, Jenny

Joe, Joey, Joseph

Richard, Richie, Dick

Robert, Bob

Steffi, Steph, Stephanie

Stephen, Steve, Steven

Ted, Theodore

Thomas, Tom, Tomas, Tommie, Tommy

William, Bill

Last name possibilities

Hansen, Hanson

Johnson, Johnston

McXXX, MacXXX

Thibeau, Thibault, Thibeault