

APPENDIX CHOSEN NAME FAQ

How do STUDENTS add a Chosen Name to my record

Students can follow the following [instructions](#) to self-update their record on Self-service. Thought this process students can update Chosen First Name and/or Chosen Last Name, Preferred Pronoun and Gender Identity.

How do EMPLOYEES add a Chosen Name to my record

Employees can follow the following [instructions](#) to self-update their record on ADP, additional systems will follow but the update will not be immediate as in ADP. If you have questions about the status of your name change please reach out to HR@gmercyu.edu.

- For employees who then become students, you will not be required to fill out the registrar form. Your ADP information should follow you into identified systems.

Do I have to enter a Chosen name?

No, you do not have to enter a chosen name. This is a service for people who wish to be known by something other than their legal name.

Can I use my chosen name for everything at the University?

Chosen name will be used except where legal name is necessary. Examples of where your legal name are necessary include, but are not limited to, financial aid documents, payroll, official and unofficial transcripts, and federal immigration documents. In some situations, it may be necessary to clarify that your chosen name is different than your legal name. Examples of this include, but are not limited to, official interactions with campus police, law enforcement, and verification of medical records. For legal record data, you may be asked to validate and provide identifiers. This is for legally required information and we ask that you prepare for these interactions.

To ensure accurate records, students, faculty, and staff also should routinely identify themselves with their Chosen Name and ID number. When identifying, referring to, or requesting information about others, students, faculty, and staff should use the Chosen Name of the other individual as well as the individual's ID number.

Who has access to my legal and chosen names? Staff with an administrative need (e.g., police, health, financial services; Registrar, Human Resources) will see both legal and chosen names. Similar to GPAs and other sensitive information, these staff are trained on the implications of this access.

How many times may I change my chosen name?

Every time your chosen name changes it can have ripple effects throughout your day-to-day experiences. Changing your chosen name often can lead to confusion regarding your identity, challenges in customer service, and/or the interruption of your ability to access some university systems.

May I change my chosen name to whatever I want?

When possible, your chosen name should only include alphabetical characters (A-Z and a-z), a space, or hyphen (-). Current system limitation does not accept other symbols or accents. The University reserves the right to remove a chosen name if it contains inappropriate or offensive language, or is being used for misrepresentation.

I have more questions about my chosen name and/or the Chosen Name Policy, who can I contact?

AVP of Diversity Equity and Inclusion, Tatiana Diaz Diaz.t@Gmercyu.edu

How do STUDENTS correct or change my legal name at the university?

Change of Legal Name*/Address forms can be found at www.gmercyu.edu/registrar .

*Change of legal name also requires a copy of a social security card. Please upload a copy of the required legal document with your request.

How do EMPLOYEES correct or change my legal name at the university?

Employees must contact/visit the HR office with supportive documentation to update legal name. For questions reach out to HR@gmercyu.edu.

How does the chosen name policy affect my F-1 and J-1 students?

Chosen name is for use within the college community. International students may feel free to select a chosen name for on-campus use. However, this does not apply in situations where one's legal name is required to be used. For the purpose of F-1 or J-1 student visa status, the legal name must be used on I20s and DS-2019s. An individual's legal name is what appears in the passport.

What happens after a STUDENT update their chosen name?

If you have changed your last name or the first initial of your first name, your username will be changed to reflect your new last name and/or first initial. You must provide a personal email and/or phone number so you can receive your new username. Please allow 3-5 business days for this process to be

completed. Please note once your username has changed, there will be up to an hour delay accessing email and up to an 8 hour delay when you may not be able to access the Learning Management System (Canvas) and other auxiliary systems.

Places Where Chosen Name is Used

- Student ID card (including transactions made through your card)
 - Please contact the Campbell Solution Center requesting a new ID card with your chosen name displayed
- Student email and network log in
- Self-Service (including User Profile, Class List, Grading, Advising Overview, etc)
- Canvas

Places where legal name is used

1. Financial Aid
2. Enrollment verifications
3. Bill statements
4. Grade reports, including School of Education teacher certification records
5. Transcripts
6. Human Resources -Employment Documents
7. Immigration and Visa-Related Documentation
8. Required State and Federal Data Submissions

Can I have my chosen name printed on my official university ID?

Yes. Once a chosen name is updated in the Colleague system, individuals may obtain one new ID card at no cost. Please contact the Campbell Solution Center and let them know that you are requesting a replacement ID card with your chosen name on it. You will need to provide the old card at the time the new card is requested.

Will University Correspondence Be Affected?

University correspondence, including physical mail, e-mail, phone calls, and texts, may use chosen or legal names depending on the purpose of the communication.

Even though some processes require the use of the legal name, it is the intent that all offices use the chosen name as much as possible in general communications. However, form letters and mass-mailings from administrators will likely automatically use legal names.

Correspondence to employees from third party vendors, such as health insurance, National Student Clearinghouse, lenders or retirement savings vendors, will use legal names

What do I do if I get something with the wrong name, after I have completed the chosen name process?

There are a few reasons an office or system might not be using an individual's chosen name in some or all communications. Some offices or processes require use of an individual's legal name. For example, admission-related processes; transfer credit; federal, state, and institutional student financial aid; medical records; and payroll are examples of processes that require use of the legal name. Even though some processes require the use of the legal name, it is the intent that all offices use the chosen name as much as possible in general communications.

There is also a chance that an online system is not including an individual's chosen name when it should be. If it has been more than 7 days since you reported your chosen name, contact the office where your chosen name was not used as expected to confirm that it has been updated in the system.

If you have concerns about malicious or ongoing omission of your chosen name, please contact AVP of Diversity Equity and Inclusion Diaz.t@Gmercyu.edu