

Policy: Change of Address and Other Personal Information	Policy No: I-5.2
Policy Owner(s): Human Resources	Original Date: 3/10/2006
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- I. **POLICY:** It is the responsibility of employees to promptly notify John Carroll University of any changes to their address or other personal information, including but not limited to contact numbers, email addresses, and emergency contact details. Accurate information is essential for effective communication, access to university services, and compliance with regulatory requirements.
- II. **PURPOSE:** This policy outlines the procedures and guidelines for updating employee address and other personal information within John Carroll University to ensure accurate communication, compliance, and record-keeping.
- III. **SCOPE:** All employees of John Carroll University.
- IV. **PROCEDURES:**
- A. **Notification Requirements:**
1. Updates to personal information must be submitted within 14 calendar days of the change.
 2. Failure to update personal information may result in missed communications, delayed services, or administrative issues.
- B. **Submission of the change can be accomplished via one of these processes:**
1. **Online:** Log into the My JCU Portal and select the “Banner Employee Dashboard” on the “Home” tab and update your personal information in the designated section of your profile
 2. **In Person:** Visit or call the HR Department or the Payroll office to submit information. The employee will be asked to provide verification of identity.
- C. **Verification Process:**
1. John Carroll University can request supporting documentation, such as a utility bill, lease agreement, or government-issued identification, to verify address changes.
 2. For other personal information updates, documentation such as a marriage certificate, court order, or government ID may be required where applicable.
- D. **Data Updates:**

1. The updated information will be recorded in the university's systems within 5 business days of receipt.
2. Confirmation of the update can be viewed in the Banner Employee Dashboard.

V. Non-Compliance: Failure to comply with this policy may result in:

- A. Missed communications or services.
- B. Potential administrative holds on accounts or access to services.
- C. Additional steps to rectify issues caused by outdated records.

VI. Confidentiality: All personal information, including address and contact details, will be handled in accordance with John Carroll University's Confidentiality Policy, the Sensitive Data and Cyber Security Policy, and applicable data protection laws.

VII. CROSS REFERENCE:

- A. Email Naming Convention and Assignment Policy
- B. Sensitive Data and Cyber Security Policy
- C. Confidentiality Policy