

VALUING IDENTITY:

Use of Chosen/Preferred Name on Identification
Cards, in Data Systems and in Academic Records

Samantha Smith (she/her) and Joe Rizzo (he/him)



Definitions for Identity:

Gender Identity:

- a person's internal sense of being male, female, some combination of male and female, or neither male nor female
 - A person's gender may or may not coincide with their biological assigned sex.
 - The psychological sense of oneself.

(Biological) Sex (Assigned at Birth)

- Based on physical characteristics, including the internal and external reproductive system of the individual and genetics.

Why this matters:

- According to a 2010 study, 38% of transgender students have sincerely considered leaving higher education due to discrimination, violence, or harassment (Wilson, 2016, p.39)
- “The correct name, gender, and pronouns recorded on official paperwork is important to students, transgender or otherwise; it prevents potentially outing or embarrassing situations with future employers and brings them a step closer to living a less disrupted life.” By updating these databases in order to have easy access to changes as the student evolves over time, this can prevent possible serious damage after their college career. The proper use of this information, in turn, can create affirming environments for students and their gender identity through name and pronoun use, housing, and in a classroom setting. The lack of these affirming services can create negatives consequences, such as lack of respect around pronouns, living as a gender they do not align with and disrespect academically, which lead students to feel isolated and unable to build community (Garvey, 2020).

Ctd.

- Researchers interviewed transgender youths ages 15 to 21 and asked whether young people could use their chosen name at school, home, work and with friends. Compared with peers who could not use their chosen name in any context, young people who could use their name in all four areas experienced 71 percent fewer symptoms of severe depression, a 34 percent decrease in reported thoughts of suicide and a 65 percent decrease in suicidal attempts.



UB's Initiative

- UB launched the Transgender Working Group which created an initiative to create an alternative name “preferred name”
- In summer 2020, updated to “Chosen/Preferred name”
- Change was made to better reflect that some people chose to be called by a certain name while others prefer it
- Updated labels in HUB and website to say preferred/chose (pref'd/chosen name due to character limits in some spaces
 - Customization in HUB to the name type description



Goals for Initiative:

- Create a process for students to enter their own chosen/preferred name, no review is required
- Allow students to enter chosen/preferred first and middle names
- Only have students enter their chosen/preferred name in one location, feed to as many systems as possible
- Use the chosen/preferred name in as many systems as possible
- Don't "out" students by showing legal and chosen/preferred name together
 - Not Joseph (Joe) Rizzo

Student Chosen/Preferred Name policy

- Student Chosen/Preferred Name policy was created and promulgated by the University President
- Students have the right to enter a chosen/preferred name
- University will use this name whenever possible except when there is a legal requirement



IMPLEMENTATION

Inside of HUB & External Systems



Student entry in HUB Student Center

- Students can enter their preferred name on the Personal Details page of the profile tile
- Students navigate to the names page and click on the '+' to add a new name type

The screenshot displays the HUB Student Center interface. At the top, there is a grid of six navigation tiles: PROFILE (with a bull icon), MANAGE CLASSES (with a document icon), BILLING, PAYMENTS AND REFU... (with a dollar sign icon), ACADEMIC PROGRESS (with a graph icon), FINANCIAL AID AND SCHOLAR... (with a house and dollar sign icon), and GRADES AND AWARDS (with a ribbon icon). Below this grid is a 'TO-DO' tile with a checkmark icon and '1 To Do's'. A red arrow points from the PROFILE tile to the 'Personal Details (Names)' section of a sidebar menu. This sidebar menu includes options for Personal Details (Names), Contact Details, Addresses, Emergency Contacts, and FERPA. To the right of the sidebar, the 'Personal Details' page is shown, featuring fields for Date of Birth (08/26/2000) and Gender (Male). Below these are the 'Names' section, which includes a list of current names and links for 'Legal Name Change Documentation' and 'Preferred Name Information'. A text input field labeled 'Name' contains the text 'Victor Bull'.

[HUB JOB AID](#)

Student entry in HUB Student Center

- When adding a new name students can enter a First, Middle, Last, and Suffix
- UB implemented a customization to this page to autofill the last name to match the primary name and not allow editing
- Student clicks ‘Save’

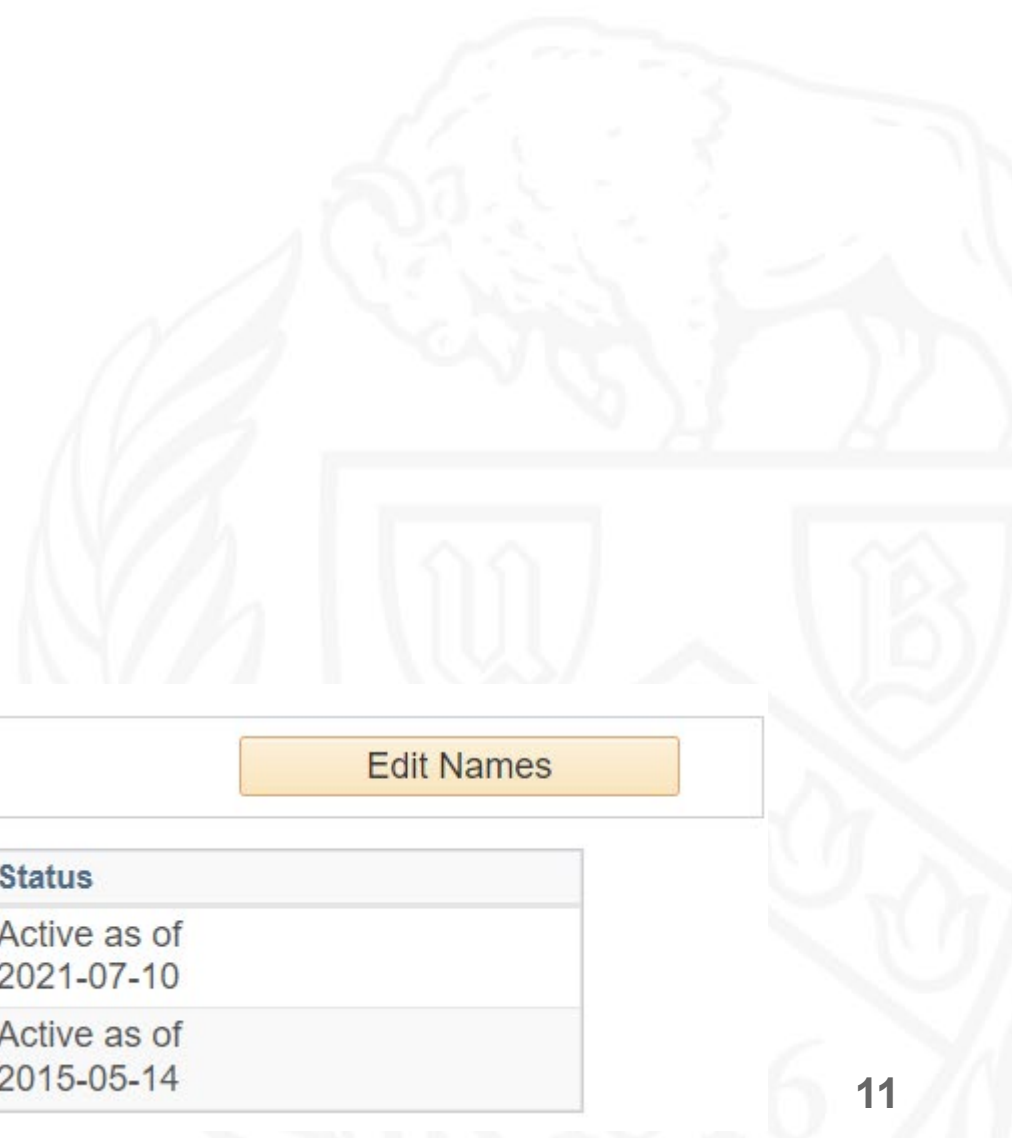
Below is a list of your current names. Adding a preferred/chosen name will help faculty and staff refer to you by the name of your choice. Please note that chosen and preferred names do not currently display in all UB systems and certain documents and communications will be required to use your legal name.

[Legal Name Change Documentation](#)
[Preferred/Chosen Name Information](#)

Name	Type	
Mrs Samantha Smith	Primary	>
Sam Smith	Pref'd/Chosen	>

Administrative pages

- Chosen/Preferred name are shown at the top of most administrative pages

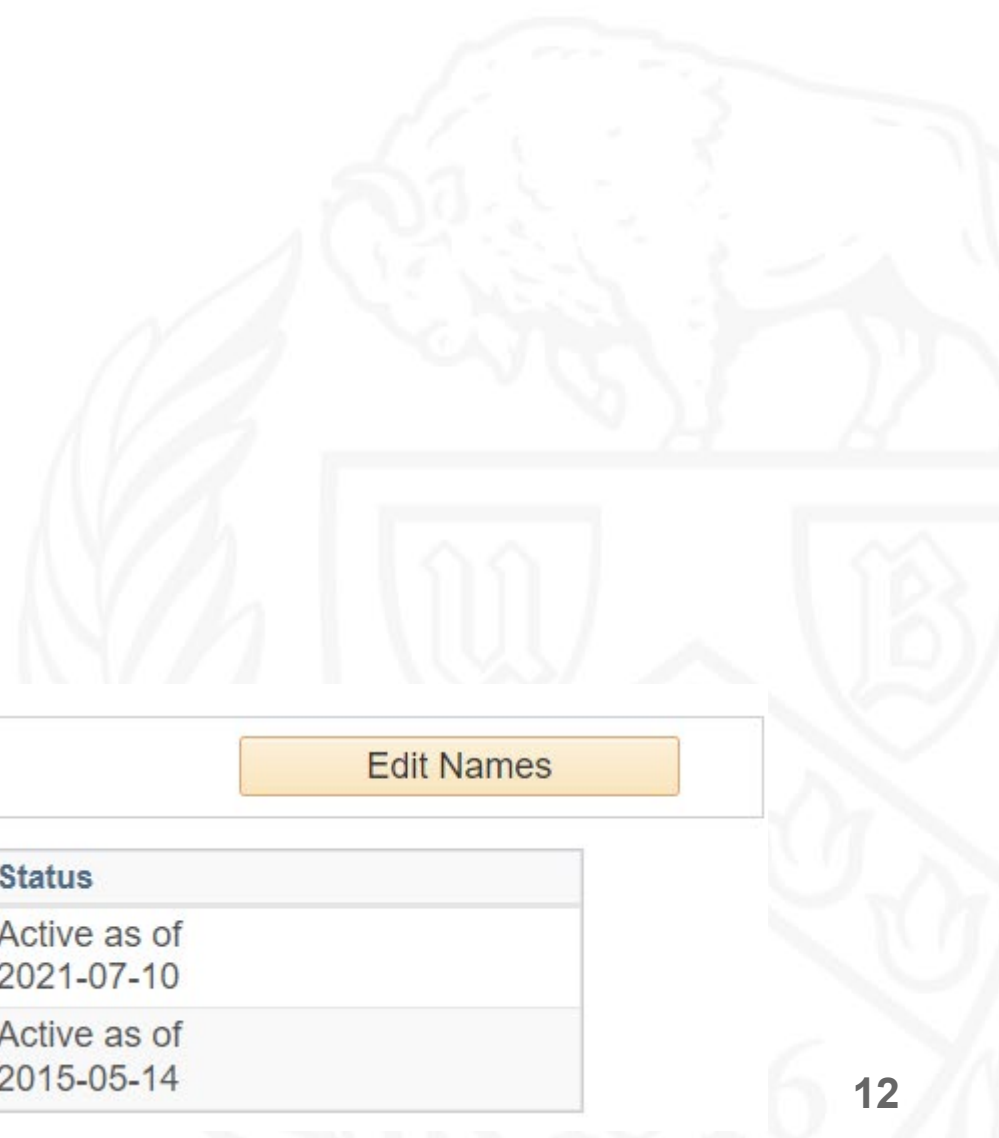


 **Names** [Edit Names](#)

Name Type	Display Name	Status
Pref'd/Chosen	Joe Rizzo	Active as of 2021-07-10
Primary	Joseph Rizzo	Active as of 2015-05-14

Administrative pages

- Can view the chosen/preferred name in Student Services Center (Student) General Info tab













▼ **Names** [Edit Names](#)

Name Type	Display Name	Status
Pref'd/Chosen	Joe Rizzo	Active as of 2021-07-10
Primary	Joseph Rizzo	Active as of 2015-05-14

Faculty Center

- The class roster and grade rosters are automatically updated with chosen/preferred name
- Faculty don't see any difference between chosen/preferred and primary names

Enrolled Students							
	Notify	Photo	ID	Name	Grade Basis	Units	F
1	<input type="checkbox"/>		[REDACTED]	[REDACTED] Tyler	P/NP	1.00	/
2	<input type="checkbox"/>		[REDACTED]	[REDACTED] Jordyn Marie	P/NP	1.00	/
3	<input type="checkbox"/>		[REDACTED]	[REDACTED] Andrea	P/NP	1.00	/
4	<input type="checkbox"/>		[REDACTED]	[REDACTED] Kyle	P/NP	1.00	/
5	<input type="checkbox"/>		[REDACTED]	[REDACTED] Bryan Dos Santos,	P/NP	1.00	E
6	<input type="checkbox"/>		[REDACTED]	[REDACTED] Siddhant	P/NP	1.00	E
7	<input type="checkbox"/>		[REDACTED]	[REDACTED] Zhouzhiyi	P/NP	1.00	E
8	<input type="checkbox"/>		[REDACTED]	[REDACTED] Arya	P/NP	1.00	E
9	<input type="checkbox"/>		[REDACTED]	[REDACTED] Dillon T	P/NP	1.00	/
10	<input type="checkbox"/>		[REDACTED]	[REDACTED] Tyler	P/NP	1.00	E

Faculty Center

- UB faculty PDF class roster hat display student photos, this was updated to display chosen/preferred name



Class Number: **16190**

Course Name: **University Experience - UBE 101SEM A**



██████ Tyler



██████ Jordyn Marie



██████ Andrea

Advisor Center

- Very similar to faculty center, preferred names are automatically shown to advisors if one is entered















Faculty Center
Advisor Center
Search
Learning Management

My Advisees
Student Center
General Info
Transfer Credit
Academics

My Advisees

Select display option

Link to Photos
 Include photos in list

Personalize Find  							
	Notify	Photo	Name	ID	Committee	View Student Details	Advising Notes
1	<input type="checkbox"/>		██████ Ryan J	████████████████████		View Student Details	
2	<input type="checkbox"/>		██████ Patrick Anthony			View Student Details	
3	<input type="checkbox"/>		██████ ssa			View Student Details	
4	<input type="checkbox"/>		██████ Harry			View Student Details	
5	<input type="checkbox"/>		██████ Sam			View Student Details	
6	<input type="checkbox"/>		██████ Ali			View Student Details	

External systems

- Goal was to use chosen/preferred name in as many places as possible, anywhere there wasn't a legal requirement to show a legal name we would use chosen/preferred name
- Created new name fields in our ID management systems for chosen/preferred name and display name
 - Display name is chosen/preferred name if one is entered, if not primary name is used
- If a system has two name fields, feed both primary and chosen/preferred name as long as it doesn't display both names together Joseph (Joe) Rizzo
- If a system has one name field or displays names incorrectly, display name field is fed

External systems

PHASE 1 (JUNE 2017)

- Digication (EPortfolio)
- EAB Navigate (Student Success System)
- HUB Administrative Access
- HUB Faculty Center
- HUB Student Center
- SmartEval (Course Evaluation)
- UB Learns (Blackboard LMS)

PHASE 2 (JANUARY 2018)

- Handshake (Career Design Center system)
- Orientation Data Form
- StarRez (Housing System)
- PathFinder (General Education System)
- UBLinked (Campus Event System)
- UB Portfolio

PHASE 3 (JUNE 2018)

- UB Online Directory
- UB ID Card
- Reporting Views

UB ID Card

- Updated ID card design to print chosen/preferred name on the front and legal name on the back
- Students who enter a chosen/preferred name after their UBcard is printed can request a new card be printed with their chosen/preferred name

UB CARD



TITLE

CARD #
LEGAL NAME

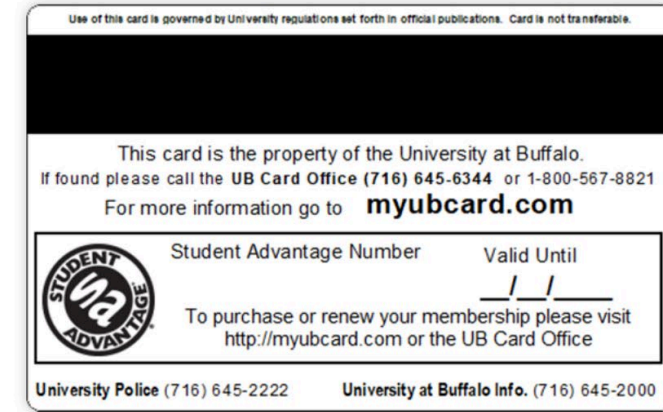
2018 UB CARD



LEGAL NAME
MOVED TO BACK

PREFERRED/
CHOSEN NAME

CARD #



Load from admissions application systems

- UB uses Slate for application processing, data is then loaded to PeopleSoft
- Applications collected a chosen/preferred name from students, after going live it was desired to load this information to HUB
- After students are accepted, any chosen/preferred name is loaded to HUB before they log in for the first time



CHANGE MANAGEMENT PROCESS

Communications & Websites



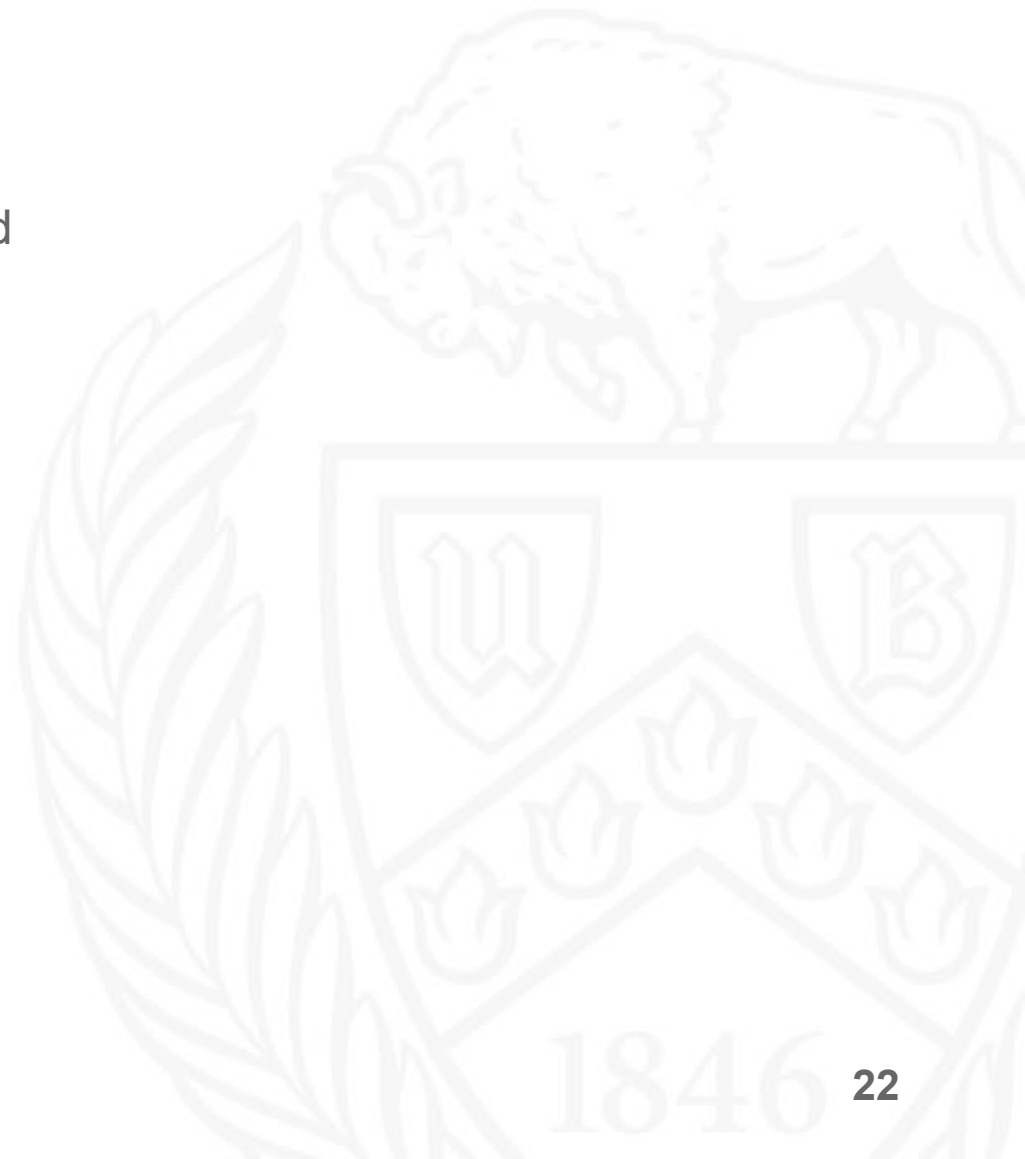
Change management process

- An extensive communication plan was developed
 - Policy
 - Websites
 - Emails
 - Outreach
- Focused on all constituents
 - Students
 - Faculty/Advisors
 - Administrative Users



Student outreach

- Daily automated commgen to students when a chosen/preferred name is entered by a student
 - what they can expect, and when it will be updated in all systems
- Semesterly email to incoming students who have a chosen/preferred name loaded from the admissions system
 - what they can expect, display of chosen/preferred name, explanation that this name will appear on their ID card and they should change their name prior to orientation if they don't want it on their ID card



Faculty/staff outreach

- Faculty and Staff Guidance on Chosen/Preferred Names was also created on the Equity, Diversity and Inclusion website to answer faculty staff questions about student preferred name
- Email to all faculty/staff was sent linking to new FAQ while reinforcing the new university policy and that it's the right thing to do
 - Included reasons why students would enter a chosen/preferred name
 - If trying to validate student identity, faculty should use ID and last name as those are consistent, first name may change

PRONOUNS AND GENDER IDENTITY



Pronouns and gender identity

- Implemented summer 2022
- Pronouns and gender identify are entered in the HUB Student Center
 - Separate tab on the biographic details page
- Customization to display pronouns
 - on the class roster
 - top of admin pages
- Feed to external systems that can accept pronouns including Navigate
- Loading pronouns and gender identity from Slate admissions system

Student entry in HUB Student Center

- Optional fields
- Free form 'Other' is available in both fields

Personal **Biographic**

Biographic Details

Pronouns ▼

Pronouns will be reflected on class rosters and in UB administrative systems. For more information about pronouns visit the [Student Identity page](#), including a list of systems that will display pronouns.

Field	Value
Pronouns	No value defined ←

Gender Identity ▼

Gender Identity will remain confidential and will not be displayed on class rosters. For more information about gender identity visit the [Student Identity page](#).

Field	Value
Gender Identity	No value defined ←

Cancel **Edit Details** Save

*Pronouns

He/Him/His
None (name only)
Other
She/Her/Hers
They/Them/Theirs
Ze/Zir/Zirs

Administrative Pages

- Shown below the students name on Student Services Center

Tiffany Salazar
(She/Her/Hers)

ID

Student Center

General Info

Admissions

Transfer Cred

Tiffany's Student Center




Faculty Center

- New column added to show pronouns

Class Number: **19470**
Course Name: **UB Seminar - COM 199SEM BJR**

Enrolled Students Personalize | Find | First 1-28 of 28 Last

	Notify	Photo	ID	Name	Pronoun	Grade Basis	Units	Program and Plan	Level	Grade Status
1	<input type="checkbox"/>			Keziah P	(She/Her/Hers)	Graded	3.00	UGRD Education Bachelor - Exploratory Bachelor	Freshman	
2	<input type="checkbox"/>			S. Taina	(She/Her/Hers)	Graded	3.00	UGRD Education Bachelor - Exploratory Bachelor	Freshman	
3	<input type="checkbox"/>			Noelle	(She/Her/Hers)	Graded	3.00	Architctr & Ping Bachelor - Environmental Design BA	Freshman	
4	<input type="checkbox"/>			Jad Michael	(He/Him/His)	Graded	3.00	UGRD Education Bachelor - Exploratory Bachelor	Freshman	
5	<input type="checkbox"/>			Jayden		Graded	3.00	Arts & Sciences Bachelor - Soc Sci Interdisc BA	Freshman	
6	<input type="checkbox"/>			Brendon Tyler	(He/Him/His)	Graded	3.00	UGRD Education Bachelor - Exploratory Bachelor	Freshman	
7	<input type="checkbox"/>			Matthew G	(He/Him/His)	Graded	3.00	UGRD Education Bachelor - Exploratory Bachelor	Freshman	
8	<input type="checkbox"/>			Luke R	(He/Him/His)	Graded	3.00	UGRD Education Bachelor - Exploratory Bachelor	Freshman	
9	<input type="checkbox"/>			Avi	(He/Him/His)	Graded	3.00	UGRD Education Bachelor - Exploratory Bachelor	Freshman	
10	<input type="checkbox"/>			Jean .ana	(She/Her/Hers)	Graded	3.00	UGRD Education Bachelor - Exploratory Bachelor	Freshman	
11	<input type="checkbox"/>			Daniel James	(He/Him/His)	Graded	3.00	UGRD Education Bachelor - Exploratory Bachelor	Freshman	

 Keziah P (She/Her/Hers)	 Taina S. (She/Her/Hers)	 Noelle (She/Her/Hers)
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FUTURE ENHANCEMENTS



Chosen/preferred name search updates

- Allows searching by chosen/preferred name for the first time
- Searching for both primary and chosen/preferred names will return the students record in the search results

Search Results

View All First 1-8 of 8 Last

ID	Name	Gender	Date of Birth	Campus ID	National ID	National ID	Country	NID	Short Description	Last Name	First Name
B-FUT195	O'Leary, Terrence	Male	**/**/****	(blank)	*****	USA		SSN		OLEARY	TERRENCE
B-FUT195	O'Leary, Terry	Male	**/**/****	(blank)	*****	USA		SSN		OLEARY	TERRY

Diploma Name

- The university will allow students to enter a diploma name in HUB when applying for graduation or when purchasing an additional diploma. Students may choose their legal or a preferred/chosen name to appear on their diploma. If no diploma name is entered in HUB, legal full name will be used

Preferred/Chosen Names and Pronouns Policy

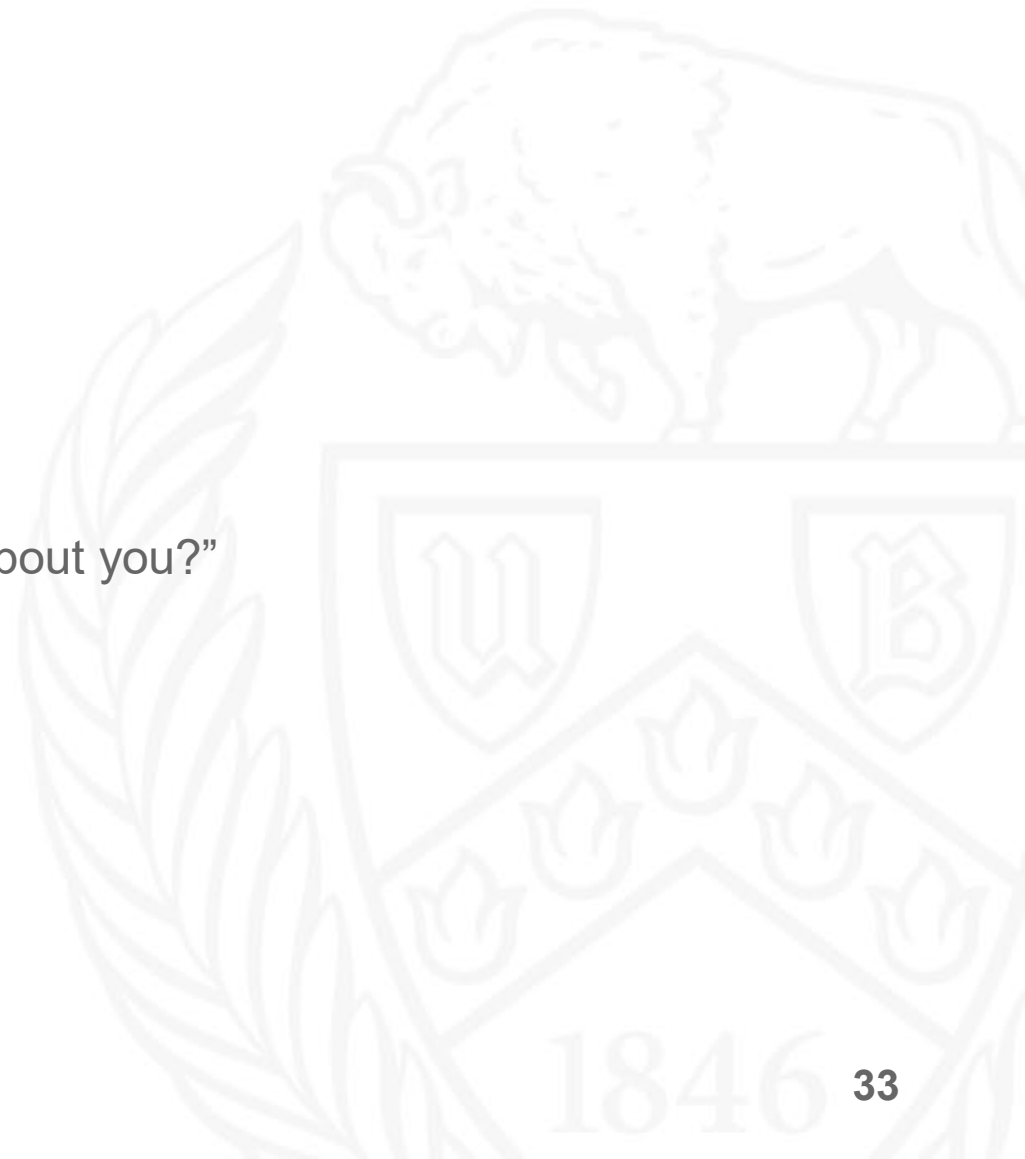
- Update to include pronouns, diploma name, inclusive of students **and** staff.
- Included responsibility for university employees to use an individual's chosen pronouns

How to make our offices Gender Inclusive

- Give students/colleagues the chance to share their pronouns and preferred names in ways that respect personal boundaries
 - Introduce yourself with your pronouns
 - Have name tags/tents that include pronouns
 - Consider including specific ground rules about respecting each others' pronouns and other gendered language
 - Include info that will be helpful for transgender colleagues such as:
 - The location of the nearest gender-inclusive restrooms and a link to the gender inclusive restroom map
 - Instructions on how to change pronouns and preferred names online
 - Links and contact info for campus resources

How do you know which pronoun to use?

- “What pronouns do you use?”
- “How would you like me to refer to you?”
- “How would you like to be addressed?”
- “My name is Luoluo and my pronouns are she and her. What about you?”



What happens when a mistake occurs?

- If you make a mistake, most people appreciate a quick apology and correction at the time of the mistake. Try: “I’m sorry I used the wrong pronoun earlier. I’ll be more careful next time.”
- If someone uses the wrong pronoun for another person try a brief correction: “I think Sam uses she and her pronouns. And yes, I’m going to her office later too!”

Resources

- [Student Preferred/Chosen Name Policy](#)
- [Office of the Registrar- Chosen/Preferred Name Page](#)
- [Office of the Registrar- Student Identity](#)
- [UB's Guidance on Preferred/Chosen Name and Pronoun Usage](#)



THANK YOU!

