

ANNUAL REPORT 2006-2007
VICE PRESIDENT FOR FINANCE AND OPERATIONS DIVISION

Department Name: U Card Office/Residence Services

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EXECUTIVE SUMMARY

The U Card is the official identification credential used by faculty, staff, and students for accessing goods and services throughout the University campus. The convenience that the multi-application card system provided to the campus community can be seen in the heavy usage of the U Card. It is estimated that the card was swiped approximately 3.4 million times throughout FY07 to access a variety of services and declining accounts meal plans including Dining Dollars, U Ca\$h, UnipriNT, purchase athletic tickets, attend University events, electronic door access, accounts receivable charges through the Bookstore Point-of-Sale, the Wellness Center, and the KRONOS time-keeping system. Future applications are endless.

During the year the U Card Office collaborated with two campus departments to further extend the card's usage. A joint effort with the Human Resources Office facilitated the staff meritorious years of service monetary award to be administered via the U Card as a deposit into the staff member's U Ca\$h account. Eighty five staff members were recognized and received awards valued at a total of \$6,900. The U Card Office also assisted the University of North Dakota Indian Association (UNDIA) with the 38th Annual Time-Out week by providing a card reader for the student entrance. Accurate counts of student participation will provide information to UND's American Indian Programs for future event planning and grant writing.

An unprecedented rain storm a few days prior to the start of fall semester resulted in water damage to the Swanson Hall Concourse and necessitated the U Card Office's production unit to move its operations twice during the year. The production unit's original location was in Swanson Hall Concourse and was moved for Fall 2006 to the TV Lounge of the Memorial Union and thereafter in Spring 2007, to a more permanent location in the space between the Lifetime Sports Center and the ITSS computer lab in the Memorial Union.

For FY07, the department issued a record total of 6,072 cards which included:

- 3,850 new student cards, 14.1% increase over FY06
- 1,670 replacement cards for students, faculty, and staff, 27.4% increase over FY06

- 124 new affiliate members/English Language Study (ELS) student cards 38% decrease from FY06
- 428 new faculty/staff cards, 1.1% decrease from FY06

Ongoing marketing efforts for the U Card were made throughout the year, including revision of materials to reflect the rebranding that began the previous year. Updates were made to the website, brochures, and applications associated with the U Card as well as the new production office location.

Since the inception of the official campus card office in 1994, the U Card Office has operated with a deficit budget. In spite of record production sales this year, several funding sources were still needed to offset operating costs. Revenue generated from the sale of U Cards was \$77,913. To meet ongoing operational expenses, the U Card Office received \$21,158 in local funding from the University and \$26,516 from Dining Services. Forfeit of inactive and unclaimed U Ca\$h debit accounts of \$2,654 also contributed to the U Card budget.

The Vice President for Finance and Operations appointed a four-member transition team to work with the development and campus implementation of electronic door access. The U Card Office is a major stakeholder for electronic door access as the campus card will be the credential used to gain access. Twenty doors were activated at the Wellness Center and 47 doors located at University Place are targeted for installation and activation by mid-August 2007. Until funding is available and business processes are defined for a dual-proximity card, key fobs will be used as a temporary solution for gaining access into designated buildings and rooms.

University administration also moved ahead with a request for information (RFI) and request for proposal (RFP) for a multi-department pay-card. The U Card Manager participated in these discussions over several meetings during the year, offering knowledge of card technology integration and reviewing the impact a banking relationship would have on the University's U Card business operations, budget, and card functionality.

To accommodate the needs of Dining Services, several meal plans with Odyssey PCS were reviewed and modified to address the demands of customers. The camp and conference meal plans were changed to ensure the allocation of meals reflected departmentally signed contracts. In addition, student bonus meals will be replaced by a flexible spending account known as Dining Dollars in FY08 for student residential and off-campus meal plans.

Odyssey, the campus privilege control system (PCS), was upgraded in FY07 to the latest software version. This was necessary to support the CS Gold Access software in order to accommodate the interface between the two systems. The MICROS server for Dining Services also had a significant upgrade prompting an interface update with Odyssey software.

Server security increased in FY07 with implementation of additional server hardening. ITSS also requested a standardized IT Risk Assessment for Odyssey PCS, which was completed and reviewed with UND's IT Security Officer and ODNA.

The U Card Office is staffed by two full-time positions and four part-time student staff. The Assistant Manager position was reclassified in FY06 to an account technician. This position also assisted the U Card Manager in providing leadership for card office production and student employees. Keeping in mind that training and development programs contribute to workplace satisfaction, the concept of “Tidbit Training” was implemented by the U Card Manager and informational snippets were shared with full time and student staff during FY07. The U Card Manager attended the National Association for Campus Card Users conference.

A comprehensive documentation of daily and front-line production procedures was written during FY07 to reflect changes in business operations as a result of PeopleSoft implementation in FY06. These procedures were reviewed by two Residence Services staff who provided feedback ensuring ease of understanding and clarity. Procedures detailing tasks for the U Card Assistant were also initiated and will be updated in FY08. A new-hire training packet was also created as part of the orientation process for this position.