

Student Services Annual Highlights 2011-2012

Department Name: Campus Card Office

Dash Board Indicators: (Benchmark data reported in budget process with end of year numbers. Please include multiple year data if available.)

Programming or Service Highlights: (Please use bullet format.)

- Implemented the Money Network enabled Discover Card program and all of its services.
- Implemented a new UTA bus pass program with contactless chip in our OneCards
- Centralized all Information desk and ID center staff under one department
- Improved system and services with our Blackboard Transact system thru upgrades and equipment. Added OneCard Self deposit machines
- Hired additional staff to expand our service

Assessment Highlights: (Please use bullet format.)

- We are holding off to do the formal survey till after this fall on the Discover card success.
- We did do some informal questions here and there pertaining to the Discover card with a lot of positive feedback as well as some ideas for future improvement
- Ease of use, and convenience was the main response to what students liked about the new cards
- Beneficial to many students, especially for those students who would not qualify for a credit card, but needed that type of payment option
- Parents over all were expressing positive feedback on the benefits they see with these cards.
- One improvement was to make it possible to load personal funds onto the Discover side here on campus. (We added that option with Cashiering)
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