

# Best Practices in Auxiliary Services: ID Cards

Authored by the NACAS Professional Development Committee

# Best Practice Recommendations - ID Card

## Cashier

- Cash drawers assigned to employee
- Cash drawer surprise audits performed randomly
- Cash over/short documented and tracked
- Separation between primary cashier and person who does the deposit if possible
- Deposit checked against card system transaction report
- Receipt report inclusive of cash, check, and credit card transactions and type of transaction (replacement card, new card, card tender deposit, etc.)

## Conferences

- Customize card plan in place that outlines art work and putting funds in accounts for conferences (also include access control if applicable)

## Customer Service

- Customer Service expectations well defined
- Customer Service Training for student and professional employees

## Disaster Recovery

- Disaster recovery plan in place
- Plan in place for backups (Specify plans for employees, systems, inventory, equipment, etc.)

## Equipment

- Have a service contract that includes on-site repair / replacement, emergency replacement.
- Consider a preventive maintenance contract

## Equipment / Inventory

- Reconciliation of physical inventory conducted monthly

## Financial

- Budget reconciliation is done monthly
- Segregation of job duties for internal controls related to assets and cash handling: accounting, deposits and handling of inventory
- If your card office handles SVA account deposits do daily deposit reconciliation/audits as well.
- Different replacement prices for different ID cards i.e. dorm student uses a prox card as ID blank for dorm access while non-dorm students use regular ID blank. Cost of replacement ID to dorm student is higher due to cost of the prox card ID blank.
- Financial review as needed
- Reconcile the replacement cards issued to the funds received for payment on a regular basis
- Adequate funding to meet the needs of the program as well as future expansion

## Marketing

- There should be a Marketing plan in place for each term that includes print, visual display, social media, and CRM. Have specially created signage and maps for term startups to direct new students to the location for cards. Throughout the year, promote loading the card with cash to be used anywhere on campus as a debit card.
- Metrics and assessment of marketing to ensure that it is reaching the intended audience
- Create a strategic plan to mail postcards to parents (examples: summer before orientation, after orientation, before semester begins, half way through semester, start of spring semester and then half way through spring semester) as a reminder to add funds or promote any promotions happening
- Review website and update on a regular basis

## Metrics

- Constant program evaluation

## Mission

- Do you have a mission / vision statement
- Does the mission / vision statement align with Parent Department / University
- All employees aware of the mission / vision

## Physical Space

- Office located in highly visible, high traffic area
- Sufficient storage for spare equipment
- Satellite locations as needed on large campuses

## Policy

- Staff sign an NDA agreement because at times, they will see personal ID with birthdates and credit card information.
- Policy or procedure for refunding balances, fraudulent card use, Terms and Agreement which students must accept in order to use the car. Card is property of the school. Not the individual
- Policy for releasing transaction information of students / faculty / staff
- Policy for releasing student / faculty / staff photos
- Policy for appropriate forms of identification to create an ID card. Policy for acceptance of non-photo ID such as secondary evidence of identification.
- Policy for appropriate photographs such as follows passport requirements (has a solid background, no hats or dark glasses, facing forward, and no shadows, exceptions for religious garments, head coverings, etc.)
- Policy for who is eligible for an ID card (currently registered student, affiliates, volunteers, etc.) and how card system ID numbers will be assigned

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- Policy for access rights granted on the ID card (activities, purchases, computer labs etc.) as defined by patron type (student, staff, alumni, volunteer, etc.)
- Policy defining expected use and privacy of ID card photos visible at time of photograph; opt out option for photograph use
- Confidentiality form for ID office and non-ID office sites to not disclose personal information nor utilize photos for non-business purposes
- Reproduction or use disclosure for other systems that utilize the ID office photographs (student information system, etc.)
- Policy for sharing transaction information with a 3rd party (ex: parent inquiring about student's spending history, Security requesting activity and attendance history, etc.)
- Policy for under 18 year old student ID card access on campus and liability waiver form for areas such as fitness centers
- Create "off--hours" procedures that detail "who to call and when" for after hours service or repairs.
- Policy on legal name vs. preferred names (example: gender identity and transgender)
- Distance learning identification
- Policy on photo and data security
- Policies in place for assignment of privileges
- Policy for addressing new construction and remodels incorporating card access
- Policy in place regarding IT support (MOU among campus departments)

## Procedures

- Form to apply for a nonstudent ID card (volunteers, alumni, affiliated school programs, etc.)
- Procedure to issue distance learning students an ID card
- Procedure to report a lost card and policy regarding liability
- System transaction procedures for non-ID office sites who process transactions
- Procedure for who assigns meal plans in the ID card system, who may change meal plans, and when meal plans are inactivated for nonpayment of student fees

## Program

- Single credential allowing transaction system to perform the necessary security, financial, and privilege based functions in a controlled environment.
- Key stakeholders kept informed of progress/changes with use of card
- Dedicated staff to meet the needs of the program
- Hours of operation consider needs of the students beyond the normal work day (when applicable)
- Involvement with NACCU to keep up to date on current trends/legal issues/technology

## Technology

- Addition back up equipment available in the event of break-downs
- MOU in place to ensure that card office, technology staff, security, dining and marketing, housing, door access, emergency responders are working together
- Automated processes for card and system data management
- Policies and procedures in place to address the security and integrity of the data

## Training

- Training plan for campus departments accepting the card and off campus merchants who accept the card
- Employee handbook available including policies and expectations
- FERPA training complete by all employees (Educational Records Privacy)
- PCI training complete by all employees (Credit Card security)
- Red Flags training completed by all employees (Identity theft)
- Employee Handbook (is one available, current, updated regularly?). Employee orientation and training checklist.
- Is there an Operations Manual? Is it current and updated regularly? Do employees have easy access to manual?
- New employee on boarding program in place and used. Common tasks are identified and employees are certified that they know how to perform them
- Employee Recognition Program in Place
- For students, parents, college/university staff included in orientation program

## Website

- Website includes: hours of operations, phone number and room location (s).
- Is there a way to issue an ID to a student after hours? Print ID during normal hours of operation but pick up in the evening or on weekends for those nontraditional students that are taking night/weekend courses or short-term courses.