



Dane It! I Lost My Card

It's Saturday morning and a student wants to swipe into the dining hall only to discover she has lost her ID card. Not an uncommon scenario on a college campus and one often wrought with inconveniences and accountability issues.

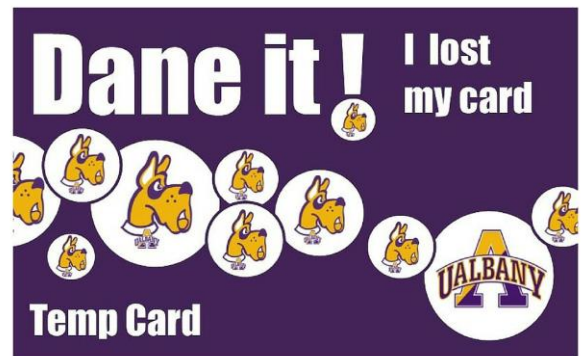
In the past, when a temporary card was issued at UAlbany, it was not connected to the student who lost it and only contained one, preprogrammed meal swipe.

“The old lost card system had many problems since the accountability for the use of the cards and meals was extremely limited,” stated University Auxiliary Services

(UAS) Senior Director of Administration MO Schifley. “Abuse was difficult to trace, meals used were not accounted for, students were not able to view their transaction history, usage was difficult to identify during investigations, and students had no access to their other funds while using the temporary cards...It was clearly a broken system.”

After working collaboratively with CBORD to modify its WebManager software, UAS was able to create a more functional system, aptly named, “Dane it! I Lost My Card,” to incorporate the University’s mascot (Great Dane).

The Dane It! card program now allows Residential Life staff and University Police (UPD) to issue temporary cards quickly and easily, which are linked directly to a student’s account. This maintains the integrity of the transactions, while also keeping students and other campus



departments happy.

“The “Dane It!” card program serves as the student’s back-up lifeline during non-business hours,” stated Mrs. Schifley. “The end result has significantly increased our customer service.”

The program issues approximately 225 cards per month and 60% of students have not required a new ID card.

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