

Auxiliary Services Goals and Assessments Year 2011- 2012

Department: Campus Card Office

Department Goals:

- Implemented the Money Network discover Card program and its services.
- Implemented a contactless chip in our One Cards for the UTA Bus Pass Program.
- Improved the system and services with our Blackboard transaction system by upgrading and adding equipment and self deposit machines.

Specific Objectives:

- Use the Blackboard system to track student use of cards.
- Monitor to see if students are using the Discover One Card to receive student refunds.
- Achieve student feed back to improve efficiency of cards

Assessment Plan: Incorporate surveys to see if the students are using the Discover OneCards to receive their funds from the school, and to inquire about the convenience of the OneCard. Hold meetings with UTA and First Data to resolve any issues and improve functionality. Use of the Blackboard system to see the number of students opting in to receive funds onto their cards.

College Priority & Goal: Strategic Priority III – Advance a Culture of Evidence and Accountability

Outcomes:

- We held off doing a formal survey until after the fall semester to discuss the Discover card success.
- We did do some informal questions pertaining to the Discover card and had a lot of positive feedback and also some ideas for improvement for the future.
- It has been beneficial to many students who would not qualify for a credit card.
- Parents expressed positive feedback.
- It was made possible for students to load funds onto the Discover card here on campus.