Using a Pre-Print ID Numbering System to Distribute ID Cards during Orientation Weekend

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Introductions

- Stephen Eles: Director of User Services
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- Location: Houghton, in Michigan’s Upper Peninsula
- Enrollment (Fall 2016)*
  - Total: 7270
  - Graduate: 1441
  - Undergraduate: 1580
  - College of Engineering: 64.5% of students
- Snowfall, so far, this year: 174.05”
- Winter Carnival
  *including online students
Daily Operations: Non-orientation Weekend

- Library and IT Service Center
  - Primary in-person IT support
  - ID card production
  - Monetary transactions
  - Equipment pick-up and drop-off
- Limited and shared space
- Near Library main entrance

4/3/2017, 1:30p - 2:00p
Photo Submissions

- Students submit photos online before arriving to campus
- Admissions campaigns via email, Facebook, and postcards
- IT User Services approves photos
Pre-Printing Rationale

- Reduces walk-up traffic at Library and IT Service Center during Fall semester start-up
- Encourages photo submissions (before arrival)
- Saves time (more efficient)
  - Minimum of 2 minutes to take photo and print ID versus seconds to distribute a pre-printed ID
- Issue large number of IDs in single day or weekend
  - Michigan Technological University distributes 1500-2000 IDs during Fall Orientation
- ID card production is one of the responsibilities of IT User Services
Problem Statement

• Inefficient distribution of IDs during Fall 2015 Orientation
Move-in Weekend

1. Students pick up Orientation packets at the Rosza Center
2. Students move-in to residence halls
3. Students pick up their IDs at the Memorial Union Building (MUB)

4/3/2017, 1:30p - 2:00p
2015 Move-In Weekend - IDs

- Temporary large space used for Fall Move-In Weekend
- Multiple stations
- Multiple sub-lines for IDs
- No definitive list of pre-prints
- Searched IDs or patron records by last name

4/3/2017, 1:30p - 2:00p
2015 Challenges

- Multiple sub-lines for ID stations
  - Two sub-lines for pre-prints and three for card production
  - Slowed process by prompting students into sub-lines

- No definitive list of pre-prints
  - Students would get into the wrong line
  - Employees unable to easily confirm pre-printed IDs

- Searched for IDs or patrons by last name
  - More difficult to locate pre-printed ID or patron account
  - Certain letters had larger numbers (ex. M or S)
  - Multiple last names
  - Printed unnecessary IDs
How do we make things better?
Idea: Assign Pre-print Numbers

- Similar to the number pick-up process utilized for large running events, such as the Boston and New York Marathons
Assigned Number Look-up

- Look up assigned number by last name
2016 Move-In Weekend - IDs

- Single lines, rotated 90°
- Posted pre-prints list
- Student packets with pre-print number or N/A on label
- Searched for IDs by pre-print numbers
- Searched for patrons by ID numbers for card production
How did we accomplish this?
Key Players

• Admissions
  • Provided final list of accepted students, including ID number, name, and username

• Orientation
  • Affixed printed labels and distributed Orientation packets
  • Provided instructions on how to get IDs

• Housing
  • Assisted with signage, stanchions, and event setup

• Information Technology
  • User Services
  • Services
Information Technology

• User Services
  • Approved photos
  • Simplified accepted students list
  • Printed labels and provided to Orientation staff
  • Batch-printed pre-printed IDs
  • Staffed event

• Services
  • Queried “Photo Approved” and “Has Card” fields using accepted students list
  • Queried as early as May 2016 as some students had received IDs early
  • Assigned pre-print number or N/A based on query
Queried List - Services

- Queried “Photo Accepted” and “Has Card”
- Assigned pre-print number if:
  - Photo Accepted = Y
  - Has Card = #N/A (ie. no date)
- Assigned N/A if:
  - Photo Accepted = N
  - Has Card = #N/A (ie. no date)
- Assigned N/A and filtered out of list:
  - Has Card = Date
Pre-print Label and Sign

- Students instructed to bring Orientation packets which included both pre-print and ID numbers on labels
- Students with a pre-printed ID had numbers assigned

Husky, Blizzard T.

M12345678 Preprint # 1

Bring valid government-issued photo ID and this label to MUB 2nd Floor: Fri 8/19 1p-3p, Sat. 8/20 9a-6p or Sun. 8/21 9a-12p.
Pre-print Label and Sign

- Students received N/A on their labels if they did not have pre-printed IDs

Husky, Snowflake T.
M87654321

Bring valid government-issued photo ID and this label to MUB 2nd Floor: Fri 8/19 1p-3p, Sat. 8/20 9a-6p or Sun. 8/21 9a-12p.

NEED PHOTO OR CARD PRINTED
Get in the left line

4/3/2017, 1:30p - 2:00p
Posted List

- Posted last names and pre-print ID numbers list in the lobby, before entering lines
- Greeter could verify the correct line if students forgot their packets
Pre-prints List

- Staff could verify if students had pre-printed IDs or would need to have IDs printed
- Searched by username, ID number, or last name
- Shared on Google Drive
Lobby

- Greeter directed students into proper lines
- Students had packets with pre-print numbers or N/A
- Back-up list posted for those without packets in-hand
- Two Lines
  - Pre-prints
  - Card Production
Pre-prints Station

- Single line
- Staff with laptops verified identities, gathered pre-print numbers, and issued IDs
- Staff searched pre-prints list quickly, as needed
- Card hunters searched for pre-printed IDs
- Pre-printed IDs in sections of 25
- Average time to issue a pre-printed ID: 45 seconds
Card Production Station

• Single line
• Staff verified identities, gathered ID numbers, and issued IDs
• Staff searched patron records quickly with ID number
• Average time to issue an ID: 2 minutes
What was the outcome?

• Happier students and parents!
• 81% of students were able to pick-up their IDs in a single day
• Less staff needed to accomplish the same task (ability to use student employees instead of full time staff).
• Able to reduce orientation ID card distribution to a single day for Fall 2017 based on efficiency and success of Fall 2016 Orientation
Discussion Questions

1. Are you pre-printing cards?

2. How are you currently distributing pre-printed cards?

3. Do you have a system for orientation weekend to distribute ID cards?

4. Other Questions
Thank you!