Who we are

• Jeanine Brooks, Director, Action Card, University of Alabama

• Alicia Barnes, Assignments Administrator, Illinois Institute of Technology

• Laurie Harris, DukeCard Senior Program Manager, Duke University

• Melissa Neidigh, Associate Director of Operations, University of Montana

• Deborah Davis, Director, Campus Services, University of Houston

• Scott Gallimore, CINO Card Program Coordinator, Coastal Carolina University
What are the NACCU SAGs?

- Tool for comprehensive review
- Evaluate where your program stands
- Provides a consistent process that can be replicated
NACCU SAGs

In Summary
- What a Campus Card program “must do”
- What a Campus Card program “should” do
- Rate each criterion for all areas
- Provide evidence that supports the rating
Do you know...

• ...your department’s reputation?
• ...who your program champions are?
• ...who is using your system?
• ...how your program best fits your campus?
Time to Share
Improving the Standards and Guidelines Program
Assess: What We Heard from Past Participants

• Campus Card program technology changes at a fast rate – and our program needs to catch up

• Finding documentation was a challenge for many participants

• The burden on two faculty made it challenging to form an effective feedback loop with participants

• Some participants were not ready to complete the SAGs program
Plan: Reimage the SAGs

• Formed a working group
  • Revise the program and incorporate feedback
  • Add additional faculty
  • Create a series of preparation webinars
  • Improve the selection process
  • Improve the feedback structure
  • Improve the instructional delivery method
  • Provide a solid assessment midway through the program
Standards and Guidelines Webinar Series

Go to https://naccu.org/page/sags for a complete list of overview videos
Improve:

SAG Progress Report

- Revise Program: 100%
- Create Webinars: 100%
- Improve Selection Process: 80%
- Implement Course Changes: 50%

Assess → Improve → Plan → Assess
What’s Next

• Completed the webinar series
• Completed course changes
• Advertised new selection process to NACCU members
• Opened application period late 2018
• Begin next cohort in spring 2019
Thank You!