Zero to 100!
Campus Card Merger in 100 Days (almost)

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It was a seemingly typical day in October 2017...

• Surprise Announcement from University of Wisconsin System President...
  – UW Colleges (Wisconsin two-year community colleges) will merge with seven UW four-year campuses!!
• 13 two-year campuses absorbed by seven 4-year campuses.
• Centralized two-year colleges services and staff will go away two years after announcement.
  – (Somebody’s going to ask about ID cards at some point!)
Who is affected?
High Level Planning begins:

• What to do with academic programs, faculty, and staff at nearby two-year college?
  – Staffing related decisions finally made May 2018

• What to call the two-year campus that UW-W received?
  – Decision announced May 2018, UW-Whitewater at Rock County.
  – AKA “URock”
Surprise (another one)!

• May 2018, local food vendor at URock campus submits letter to terminate service.
  – Can UW-W dining contractor provide service at URock?
  – Opportunity to fast-track implementation of HawkCard?
What about the students?

• **May 23, 2018.** First meeting at URock campus about ID card and dining services.

• May/June 2018, student services related staff from both campuses began talking/meeting.

• Questions raised:
  – What are common student services?
  – What about ID cards?
  – What are the different card uses between the campuses?
  – What can each card do???
What about the students?

• What does URock do for ID card production?
  – utilize centralized database for student ID card production.
  – utilize centralized card transaction system.
HELP!!

DAVE!
Card related decisions:

• July 2018:
  – “The HawkCard Office will be working with colleagues from UW-W at Rock County to provide ID cards with the new logo to all UW-W at Rock County students and staff members. The cards will contain all necessary features to work with the electronic door locks, dining point of sale systems, vending, and any other systems such as library services.”
  – There will be many/mostly same services at each campus, except health care.
Card related decisions:

- Meal plans, SV accounts, athletic events admission at UW-W, other student event admission at UW-W, student ticket discount for UW-W events.
- URock cards need to work at UW-W fitness centers for attendance.

“Damn the torpedoes, full speed ahead”
—David Farragut, US Navy Admiral
... oh, bye the way.

- We’re adding a shuttle bus service between the campuses.
- We’ll need card readers for tracking.
  - And that includes faculty/staff.
HawkCard decisions:

• Determine best approach to bring URock into the UW-W “family” as quickly as possible.

• Add URock students to Bb system even though they don’t currently exist in UW-W SIS/PS in order to offer many of the UW-W services to the URock services.

• Import list of the URock students with names and UW Colleges ID number.
  – Realized this will lead to “duplicate” students in Bb once URock student data is fully implemented in the UW-W PS system.
HawkCard decisions:

• Configure Bb to accept two different card formats.
HawkCard decisions:

- New URock format
Work processes summer 2018:

• URock continued to take new student photos during the summer but didn’t print cards.

• Food service contract amendment worked out. A’viands develops proposal enabling them to operate the cafe and allow URock students to purchase the same meal plans as students at the main campus and use the plans at either location.

• Various memorandum of understanding (MOU) created with UW Colleges to handle charges for meal plans.
Work processes summer 2018:

- Planning began to reopen the URock cafe for the beginning of academic year.
- Work with UW-W Dining regarding cash register and meal plans that work at both campuses.
- New card look designed, applies to both campuses going forward.
New card designs
... oh, bye the way.

- University Housing accepts applications from URock students!
  - Probably only a handful (they said)
  - They’ll need prox cards.
  - 21 URock students later....
HawkCard Launch August 22.

• Purpose: Bring URock students into Warhawk family.
  – Distribute preprinted cards for new students with picture on file and returning students. Distribute after as needed.
• HawkCard Office staff on site to answer questions about card use, meal plans, and Purple Points.
• Event is Open House/resource fair. Many other departments on hand to help new students.
• Event will be different from past years and open for all RC students, not just new students.
Speed bumps and road blocks

• Issue! Unable to implement new URock card design for fall 2018.
  – “Not in my job description!”
  – Work around – print old card design

• Firewall exemption for URock cash register connection to Bb server.
  – Then another exemption after new data lines installed.
Days since first meeting at URock campus?

- 104!
  - Classes began September 5!
- Rockin’ Grill (URock café) opened September 10
- Memorandum Of Understanding (MOU)s for financial transfers for meal plans, SVA deposits, etc. in place.
- SVA deposits from URock students for café vs. computer lab printing.
Results:

• URock students still have old card design.
• URock students can buy commuter meal plans and use at both campuses
• URock students can utilize UW-W SVA account (Purple Points)
• 4 new spring semester URock students chose to live in main campus housing.
Results:

• URock students CAN use current/old card for events such as:
  – Shuttle bus
  – UW-W Library
  – UW-W athletic event attendance
  – UW-W student discounts
  – UW-W rec center/fitness center membership
• 3 URock students fully transitioned to UW-W main campus for spring semester.
The Future:

• Work to infuse the use of HawkCard across URock campus.
• Migration of URock students into UW-W SIS, spring 2019.
  – Ease of ID card production and ID card functions with fewer manual imports.
• Migration of URock GL data into UW-W GL system, spring/summer 2019.
The Future:

• Configure URock IDWorks network connection for HawkCard card printing at URock.
  – VPN connection to UW-W by May 23.
• Implement Bb’s ePOS at limited UW-W locations, spring 2019.
• Add off-campus merchants to CampusCash program near URock?
• Conversion of HawkCard to NFC, spring 2020 or 2021?
• Implementation of mobile credential, fall 2020 or 2021?
What was learned?

• Be proactive!
  – Service to current students at both campuses drove decisions.
  – There is/was no template to follow. Make your own.
  – Didn’t wait for “someone else” to make decisions.
• Anything can be done!
• Both campuses’ really care about students!
What was learned?

• Keep student needs in mind.
  – Work around roadblocks.
  – “Not my job” doesn’t help students. Don’t let that stop the project.

• Huge opportunity for expanded campus identity!
Questions?

Stories to share of similar experiences?
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