

# BuckID Program Review

## Executive Summary

### Program Review Details

**Self-Study Standards:** Council for the Advancement of Standards in Higher Education. (2022). CAS Self-Assessment Guide for the CAS Campus Credential Programs and Services Standards.

**Virtual Site Visit Dates:** Monday, October 23 – Wednesday, October 25, 2023

### Action Plan Objectives:

*Based on the program review external committee recommendations and self-study findings, the following themes and action steps were created as strategic priorities for BuckID over the next five years.*

#### Access Control Consolidation & Conversion

- Review possible consolidation of aspects of the offline access control systems within Student Life into BuckID portfolio in advance of phasing out those systems.
- Engage local authority having jurisdiction (AHJ) to review request to replace BASIS locks on renovated buildings with AD400s while maintaining fire rating without door replacement.
- Develop multi-year plan to phase out the legacy BASIS and Vanderbilt offline lock systems and complete hardware upgrades necessary to replace with online locks connected directly to BuckID.
- Work with campus partners to review further integration and shared support opportunities to improve efficiency of access control management and troubleshooting enterprise-wide.

#### Budget & Financial Sustainability

- Expand academic and event attendance tracking service to new units and assess standard reader licensing and maintenance fees to customers with attendance readers.
- Review cost recovery for on-campus merchant partners to ensure financial sustainability of the program.
- Analyze service and repair work done outside of standard scope to determine if a cost-recovery model should be adopted for such activity.

#### Internal Efficiencies & Technology Improvements

- Host regular meetings with regional campus ID production staff to foster greater connection and policy/process alignment with the Columbus campus.
- Work with Student Life Technology Services to develop new intake forms for the BuckID website that will automatically create and route tickets in the Helix ITSM/work order management system.

- Conduct an analysis of BuckID operating hours on the Columbus Campus with relevant stakeholders to determine if they best balance customer needs and efficiency and propose adjustments as warranted.
- Develop an internal knowledge base and process documentation to facilitate cross training of team members to be able to complete tasks currently most commonly completed by the Director.
- Continue implementation of reader upgrades (off-campus merchant, dining point of sale and door access) identified in the BuckID 3.0 Steering Committee Report.

### **Physical Space Needs**

- Implement solutions to ensure privacy/confidential conversations can be facilitated appropriately for BuckID staff located in the Ohio Union.
- Determine short-term and long-term solutions to provide sufficient workbench and storage space necessary for the BuckID Technical Operations team at 960 Kinnear Road.

### **Marketing & Communication**

- Develop new and/or revise existing educational campaigns related to services provided by BuckID to be released during orientation and the beginning of the 24/25 academic year, with an enhanced focus on the merchant program.
- Develop a new educational campaign related to troubleshooting access control issues for students and employees that includes how to handle lost/stolen BuckIDs and what happens when a card is replaced.
- Explore possible modifications to the Merchant of the Month program to increase engagement, including exploring a new paid sponsorship program where merchants could receive additional marketing/promotional benefits.

### **Mission, Vision & Values**

- Review and update BuckID mission, vision and values statements in tandem with the BuckID 3.0 initiative.

*Last updated January 2024.*