Q&A s for the University Card: Staff and Associates

About the card

Q. What is the University Card?

The University card is a credit card sized card we will issue to all members of staff, students and certain classifications of associates. It will replace some of the other cards you currently carry around including your door access card, your library card and sports centre card if you have one. Other functions will be added as other systems come on-line e.g. centralised printing.

The card will have your name on the front and will contain a chip which will store the same information as your old cards for example buildings and rooms you are allowed access to and your library number.

Some members of staff who are required to have an ID card, for example members of the facilities team, who need to gain access to different parts of the University, will also have their photo on the card and WILL use this as ID.

Students will use this card in the same way they use their current student card.

Q. Why are you introducing a University Card for staff?

The University already uses a number of 'stand-alone' cards for different purposes and each card is managed locally by the function providers (Security manage door access, sports centre manage membership cards). These cards will grow in number as further needs arise, for example centralised print management and car parking.

The administrative overhead of managing many cards is costly and inefficient. It's also inconvenient for staff to have to carry around more and more cards during their working day.

The aim is to provide a way of getting current and future functions to operate using a single card token for students and staff. In doing so, provide a 'one-stop-card' for staff and students to get around campus and get access to the things they need to do.

Q. Is it an ID card?

The default staff and associate cards will not contain a photo and are not intended as an ID card. However, some members of staff will require an ID card, for example members of the facilities team, security, IT services etc. who will need to gain access to different parts of the University as part of their role. For these staff members and associates their photo will be printed on the card and they WILL use this as ID.

Some departments require a form of visual identification as part of their job. Others require identification when making visits off-site, such as schools or hospitals. The card can therefore be issued with a photo to be used as ID.

The identification aspect, including the requirement for a photograph, is at the discretion of the individual department head. Your line manager will advise on the requirement for your area.

All students' University Cards will contain a photo. They will use their card in the same way they use their current Student Card. This is necessary for identification during exams

periods.

Q. Who will have a University Card?

Anyone working or studying at the University will have a University Card. There will be three different types of card issued and what you will use the card for will depend on which category you fall into:

- Staff: door access, car parking, centralised printing, etc.
- Student: photo ID card, exams ID card, Library card, Sports Centre.
- Associate: door access, etc.

The default staff card will not contain a photo and is not intended as an ID card. However, some members of staff who are required to have an ID card, for example members of the facilities team, who need to gain access to different parts of the University, will also have their photo on the card and WILL use this as ID.

Q. How does our approach to smartcards compare to other Universities?

Other Universities have some form of card for both staff and students and have carefully thought-out procedures and policies on their use. The University of York are not trying anything especially different from what many Universities already have in operation.

Q. I am a student and a member of staff – do I need two cards?

In most cases you should only require your student University Card.

If your line manager requires you to have a staff card for visual ID, the card issuance team will print one for this purpose, but the card will not contain a card number, and will not be useable by any University systems.

Any functionality you require as a member of staff can be added to your student University Card.

Q. Will the University card replace any of my current cards?

The idea is for the University Card to take on the functions you need for access, memberships and use of central services such as printing.

In the initial roll out, you may need to have your University Card together with other cards, but in the longer term our aim is to transfer all functions onto the one card where practicable.

Functions we intend to incorporate during the first phases include:

- Building and room access
- Library membership
- Car park barriers
- Central printers
- Sports centre membership

Other functions will be added as use of the card progresses.

Q. Can I punch a hole in the card to wear round my neck?

Please don't! The card contains an antenna which is used by the chip and this may get

damaged.

The Information Centre will provide card holders and lanyards on request.

Uses of the Card

Q. Will I get automatic library membership?

Once the roll-out of staff cards has been finished, if you are a member of staff at the University you will get automatic membership to the Library even if you are not currently a member. If you are a current member of the library, your University card will replace your current card. The date for switch-over from the old library card to the new staff card will be communicated. At the same time all other staff card holders will automatically become Library members.

If you are an associate at the University, you will not gain automatic membership. If you wish to join please make your application directly with the library.

Q. Can I use it to get discounts?

This will depend on the retailer. The default University Card is not an ID card, it also states on the reverse that it is not proof of current employment with the University. It is not designed to operate in the same way as the student card which is often used by students to gain related discounts. For students too, this is at the discretion of the retailer.

However, for those retailers or suppliers offering preferential terms or offers to University members of staff, they may choose to accept the University Card as proof. These arrangements are independent of the University and outside of the scope of the terms of use of this card.

Q. Can I use it to prove I work for the University?

If the card is set up as an ID card you will be able to use the card to prove your identity and the fact you work for the University.

If your card does not display a photograph, it is not intended to be used as a proof of ID or to prove you work at the University. It states on the reverse that possession of the card it is not proof of current employment with the University.

Q. Will my card be used for anything else in the future?

Building & room access, library membership, centralised printing and sports centre membership will all be enabled in phases soon after the card is issued. The card will enable us to add other functions in future as they arise.

It is the intention to include the cashless catering scheme on the student card in a future phase.

Q. Is this the first step towards a compulsory ID card?

The University Card at this moment in time is not intended to be, or to become, an ID card for any member of staff who does not require or request an ID card as part of their role at the University.

The intention of the card is to reduce the number of cards we need to issue, and staff need to carry, to access the rooms, services and resources they require.

Q. Why aren't we putting all current card functions on the new card straightaway?

There are both practicable and resource reasons for not implementing the multi-function card with all functions built-in immediately using a "big bang" approach. Each satellite system is in a different phase of readiness for the new card and some changes need to be made sequentially in order to make the systems work together. Hence the phased approach. There are also greater risks in "switching" a number of systems at the same time. Finally, to shorten the timeframes for including all functions would require much greater resourcing than is available.

Card access and security

Q. How will my door access rights be transferred to my new card?

If you currently use a Kaba door access card, those access rights will be transferred to your new University Card at a date which will be communicated and your old Kaba card will be cancelled.

If you carry an Onity card and wish to have the access rights transferred to your University Card, you can request this by taking both cards to a porters' lodge.

Q. What if my door access rights need changing?

This procedure is unchanged. You should request any changes via Security Services.

Q. Will I have to show my card to get into buildings?

The standard University card is to be used for door access and other stored functions and services such as library access, car park barriers and print retrieval. It is not necessary for you to show your card when entering a building with a porter or receptionist.

If you are a member of staff needing to gain access to areas of the University for work purposes you will be using a University card set up as an ID card. You should therefore present your ID card to confirm you are authorised to be there and have legitimate access.

Q. I like how 'open' and accessible our campus is – will the introduction of the University Card change this?

No. The University Card is only for use as identification where it is required by the department.

For most staff it will act the same as your current door access card and you will never need to wear or present the card unless the nature of your work activities require you to.

Q. What if I lose my Card?

You will need to report the loss of your card immediately to Security (call 4444). They will disable any access control functions on the lost card and if necessary, arrange issue of a short-term 'transition' card which will give you access control rights until you are able to obtain a new University Card from the Information Centre.

Q. Is this a security risk now the Card has my name on?

We appreciate there is a slight increased security risk now that the University Card has a name appearing on the front (and possibly a photo). We have considered this risk and feel the threat posed is far outweighed by the benefits of introducing the single University Card.

We do ask that staff are vigilant in reporting any lost or stolen cards immediately. We also request that line managers, supervisors and office managers retrieve the University Card from any members of staff who are leaving the University.

Q. I have some issues with the restrictions I have on my access control card. Will this card exacerbate this?

No. The University card would simply replicate your current access control card. If you believe you are inappropriately prevented from accessing certain areas you should address this with Security Services or with your departmental administrator if local security control has been delegated to them.

Q. I have access to sensitive or high security areas with my current access control card. I am concerned that if I incorporate this access onto a card that includes my photo, loss of this card might give a malicious finder a clue as to where it might be used for access.

Sensitive and highly secure areas should have further levels of security in addition to the use of a swipe or proximity card.

However, if there are such concerns, a separate 'anonymous' access control card can be issued alongside your University Card.

Data collection and storage

Q. Are you collecting data about me on the card?

No personal information will be collected on the card chip – only reference numbers for use by internal University systems are stored there.

The information needed to log your library books, to open the rooms where you have access and eventually to open car parking barriers and to prompt printing will be stored. This is not information about you; it is information necessary for you to carry out your day-to-day activities.

Cards will be issued in accordance with the data protection act which prevents any misuse of information and guarantees you will always be informed of exactly what information is collected and for what purpose the information will be used.

Q. What do you use the data for?

The data collected by the systems is the same as currently collected using the separate cards. For example, the access control systems store data on each time the card is used to enter or exit doors.

Access data is not used unless on the rare occasion there is a breach of security which warrants investigation.

Access of any car park barriers is stored in the same way and any data here is used purely for trend analysis for future planning purposes (in line with the University's transport policy) and anonymity is retained.

Changes to the use of data are strictly managed by Operations Group and audited by the University Records Manager.

Q. Are the systems where data is stored secure?

We are using the existing systems currently used for door access, library numbers etc. These systems have data protection processes and protocols. Any changes or additions to these systems will incorporate a data security assessment.