

Cuyahoga Community College

Summary

Cuyahoga Community College (Tri-C) opened in 1963 as Ohio's first community college, and remains Ohio's oldest and largest public community college. Tri-C's campuses span throughout Cuyahoga County, located in Northeast Ohio. The College has 4 total campus locations, including one in downtown Cleveland, and 7 satellite locations. Tri-C offers more than 1,000 credit courses in more than 190 career and technical programs and liberal arts curricula. Tri-C also grants Short-Term Certificates, Certificates of Proficiency, and Post-Degree Professional Certificates.

Enrollment: The college serves more than 55,000 credit and non-credit students annually. The student population is served by over 5,000 full-time and part-time faculty and staff.

Card Office Information and History: The campus card is referred to as the My Tri-C Card. The current campus card office was established in 2006. The card office is managed directly by the Campus Card Manager, with support from the different campus and satellite location Enrollment Centers. The campus card office is within the Hospitality and Retail Operations Department, which is overseen by the College's Business and Financial Services division.

IT Support: The program's IT support comes from both the college's ITS Application Services, Network Services, and Information Security teams as well as Blackboard Transact.

Program & Tech Specs

Card technologies supported:

Magnetic stripe and prox.

Access & Physical Security:

Access control through AMAG system, managed by the college's Campus Police and Security Services.

Systems and Services:

Blackboard-supported POS devices are used throughout the college, including at Dining Services locations, recreation facilities, libraries, enrollment centers, and massage therapy clinics. The college's bookstores' registers are also integrated into the Blackboard system to accept the My Tri-C Card at those locations. The college uses stored value accounts and events, based on specific wants and needs of each location.

The college currently has five stored value accounts.

- **Book Account:** specifically designed for funds awarded through financial aid, and are directly deposited to the My Tri-C Card from the Financial Aid office, to only be used at the college bookstore locations.
- **Dining Dollars:** the College's meal plan program, which can be used at Dining Services locations. Students and staff may both purchase meal plans. When using this account at eligible locations, individuals receive an automatic 5% discount.
- **Emergency:** provides temporary assistance to students who encounter emergency situations for educational expenses such as books, tuition, fees, and other expenses.
- **Tri-C Cash:** standard account in which funds can be deposited and used anywhere the My Tri-C Card is accepted on campus.
- **Vending:** allows students with eligible financial aid dollars to be transferred into this account to purchase vending items or food at Dining Services locations while on campus.



The My Tri-C Card is accepted at all bookstore and Dining Services locations at each campus. The college has recently added national brands to these locations, including Einstein Bros. Bagels, Moe's Southwest Grill, and a Starbucks Café.

The My Tri-C Card also provides an online card office for students and staff to manage their purchases and make deposits with a credit card either online or with a mobile application. JSA Technologies provides the main support of the site and mobile application, while the Campus Card Office Manager oversees the day-to-day inquiries or issues.

Card Production

IDWorks is the current card production application, although the card office is currently in planning stages of incorporating the new TruCredential software from Blackboard. My Tri-C Cards are primarily issued by the College Enrollment Centers, but can also be issued by the Campus Card Office directly. There are six enrollment center locations throughout the college, all running Datacard SP75 Plus printers.

Our Past, Present & Five-Year Plan

As technology and transfer of information changes rapidly, it is difficult to imagine where exactly the My Tri-C Card program hopes to be in five years. The card program has grown to provide access points for our student, staff, and community populations in many different ways.

From its inception, the idea was to create a one card program, to replace the previous ID card as well as add on additional features, such as a meal plan and financial aid funds to be used for book purchases. The College and the My Tri-C Card program's mission is to promote student success whether it be in the classroom or with services provided on campus. Being able to provide the same access to those experiences and services has been vital, and the My Tri-C Card provided that access point.

The My Tri-C Card program meal plan was one of the first meal plans offered at a community college in the state. Because the college serves the community, it was essential that the meal plan provided a value to those that used it or needed it. Not only were dining options available at a community college, but there were added incentives, such as percentage based discounts and bonus dollars, included for using the meal plans.

As technology moves forward, the card program is expected to do the same. As PCI compliance has played a big role in security for customer data, it was the program's responsibility to keep the students and staff that use their My Tri-C Card and credit cards at our locations safe from potential theft. The college supported the upgrades, and the program has been able to maintain the necessary trust that is so vital when it comes to personal information.

We will continue to look to enhance our practices and products, whether it be hardware, software or an experience. We are in the preliminary stages of implementing the new TruCredential software for card production, and with that we are preparing to potentially upgrade all card printers. As we did at our dining locations, we hope to move to a new PCI compliant card reader for our vending machines, which can accept both the My Tri-C Card and credit cards as a form of payment. On the horizon is the possibility of having online photo submission available to students, faculty and staff for their My Tri-C Card.

Challenges

With any program of this magnitude, a main challenge is ongoing support, both financially and with the necessary supporting departments as changes occur and aligning schedules. The large footprint of the college can also be a challenge; it is not a simple walk or quick drive across campus to fix or troubleshoot issues. Sometimes the problem that needs attention is 30 miles away.

