

Georgia Southern University

Public institution within the University System of Georgia

Summary

Georgia Southern University was a Diebold school in the late 1990s and moved to CBORD when Diebold was acquired. Since 2012, Georgia Southern has been with Blackboard. The school uses Dining Plans, stored value accounts, and access control extensively. The on/off campus account, EagleXpress, receives deposits of more than \$4 million each year. Eagle Card Services operates under the division of Auxiliary Services at Georgia Southern. There are three campuses: Statesboro, Savannah and Hinesville, with full-time card offices at the Statesboro and Armstrong campuses and a mobile print station in the Liberty Campus.

Card Services is in charge of card issuance, assigning Dining Plans, operating EagleXpress, vetting vendors and, of course, providing customer service. A combination of Magnetic stripe, Proximity and MiFare cards are used. The Armstrong Campus is unique in Georgia as Parking Services and Card Services have been combined into one office, and staff on that campus handle both departments.

FTE: 27,459 across three campuses

IT Support: Centralized, supporting all Business and Finance

Statesboro: Avg. 20,000 students

Savannah: Avg. 7,000 students

Hinesville: Avg. 400 students

Health Services

Statesboro Campus

- Operated by Georgia Southern
- Reports to both Auxiliary Services & Student Affairs divisions
- Four physicians; 10 RNs; Pharmacy; Physical therapy; Eyecare

Armstrong Campus

- Contracted through St. Joseph's Hospital
- One FNP; one CMA

Program & Tech Specs

IDworks 6.5

Blackboard 3.13.3.1

Card technologies

- Magnetic Stripe – 3-track card; pre-printed; personalized at card office.
- Prox/Mag Stripe – Blank card stock printed front and back at card office.
- MiFare/Prox/Mag Stripe – Pre-printed card stock personalized at card office.

Statesboro Campus

Five capture Stations

SD360 – Five printers (three under normal operation; five for orientation)

Three full-time staff; no part-time or student workers

Armstrong Campus (Savannah)

Three capture Stations

SD460 – Three printers

Three full-time staff (includes Parking Services); three part-time student workers (assist with card production and parking patrols); IT support from centralized system - no dedicated IT.

Liberty Campus (Hinesville)

One capture Station

SD460 – One printer

IT runs card production six hours per week; Armstrong Campus staff attend orientation sessions.

Services

Access Control

Blackboard is one of the four access control systems used across the three campuses. Blackboard is the only access control system used on the Armstrong and Hinesville campuses and is currently only being used at dining facilities on the Statesboro Campus.

Stored Value Accounts

Within Blackboard here are over 10 Stored Value Accounts. Traditional Board plans are used and there are extensive events using iValidate. A combination of Blackboard on NCR registers and Quad Point with NCR and HP register are used, and here are a total of about 100 POS terminals. The use of stored value accounts is fairly robust with a decent-sized on/off campus account that sees about \$4 million in deposits and sales annually. Two other accounts see between \$1.5 and \$2 million annually.

Dining Plan Management

Card Services partnered with IT services to implement an application in which students can select one of Georgia Southern's Dining Plan options. Students may select a plan and change their selection unlimited times prior to classes starting. This application updates the student's invoice with any changes, then loads the Dining Plan and deposits all stored value into the correct accounts. Within the current program, the following Dining Plans are used: unlimited plans; block plans; and plans with weekly and daily limits.

Off-Campus Program

The Statesboro Campus has more than 70 off-campus locations that accept EagleXpress, and the program is self-operated. The Armstrong Campus in Savannah is new this year, and the off-campus EagleXpress program will be expanded over the next several months.

Iris Cameras

Card Services' proudest achievement is the incorporation of Iris Cameras into the dining facilities. Iris Cameras allow any Dining Plan holder to enter these facilities by looking into a camera and unlocking a turnstile for entry. These Iris Cameras have been expanded to the student recreation facility for students to enter without a card.

Challenges

The greatest challenge, simply put, is funding. With campuses looking for areas to cut costs, there is no card fee; the revenue from lost cards barely pays for the stock. Facing this, there is limited ability to do more than status quo. While there is a need to try to consolidate access control systems and add more electronic locks, the question of funding these initiatives is daunting at best.

Five-Year Plan

- Update the existing card issuance system from IDworks to TruCredential
- Provide Mobile capture for card issuance
- Incorporate Mobile IDs
- Expand Iris Cameras to access secure locations (NOCs)
- Integrate with StarRes (currently replacing RMS with StarRes)
- Centralize access control through Card Services



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