

Towson University

Public university

Summary

Towson University was founded in 1866.

Was a Griffin school in the early 1990's, transitioned to Diebold, and became a CBORD school when CBORD purchased Diebold. We are currently in the process of transitioning away from CBORD to Atrium, with a go live date of June 2019.

FTE: 22,343 on two campuses & three regional educational centers

Card Office FTEs: 3, 4 students

Years Card Program Has Been in Existence: 27+

Organizational Division: Auxiliary Services, Division of Administration and Finance

IT Support: Most support from Auxiliary Services Information Systems; remainder (networking issues) from university IT

Program & Tech Specs

CBORD CSGold v6.0.31, but transitioning to Atrium by June 2019

Card technologies supported: Magstripe and some PROX

Access, Physical Security, and/or POS:

- Door Access is handled through Lenel
- POS is currently Micros Symphony 1.7, transitioning to Vivonet by June 2019

POS accounts supported

(Stored Value, Board, Events, etc):

- Stored value
- Board (5 flex plans, 4 block plans)
- Minimester Athlete
- Summer Athlete
- Summer Conference
- Courtesy
- Food Insecurity
- Band



Card Production

4 stations (3 in Auxiliary Services Business Office – 2 are used as backup and on-the-road use, 1 in HR for new hires)

Printers are currently DataCard SP75+ using DataCard IDWorks 6.5

Services

- Passport photos using DNP IDW500 Passport & ID Photo solution
- Laundry (new contract with Caldwell & Gregory, w/ mobile app CG Wash Alert)
- Vending (Pepsi and Canteen – cellular-based readers)
- Bookstore (interface with MBS for svc payments)
- Print kiosks / Copy machines (Wepa)
- Mobile Food Ordering (Tapingo)
- Online card management, including deposits and photo upload (GET)
- Attendance readers installed at Athletics nutrition station (to make sure the athletes are receiving their required snacks) and Osher Lifelong Learning Institute (to capture the older students – 50+ years of age - attending classes)
- Chartwells is on-campus food service provider, Black & Gold Catering is branch of Chartwells “catering” special events
- Credit cards through Micros registers are handled through FreedomPay
- Online meal plan purchases are handled with an in-house developed web page with built in rules and regulations
- Off-campus food and retail locations (managed through Ugryd)
- Banking relationship with PNC – campus card is encoded with bank information so card could be used as a debit card/ ATM card
- Card is used for purchase of and entry into athletic events
- Card is used for pickup of Commencement regalia
- Card can be used for purchase of tickets to Arts events
- Card may be used at Health Center, Print Center, Student Tabling (bake sales)
- Card is used for tracking attendance at Special Events (faculty/staff and student)

Five-Year Plan

- Possible recard when Towson rebrand rolls out (January 2019)
- Move to Atrium, June 2019
- Card will be used at future food ordering kiosks in dining halls.
- Evaluating potential move to becoming fully biometric

Challenges

The biggest challenge faced is being able to keep up with the latest technologies – card, hardware, etc. Towson is in the process of transitioning to a new onecard system and it is a good time to review the infrastructure and determine the proper direction for the future. Plus, Towson has just been rebranded with a new logo (effective January 1) and may be required to recard again (2nd time in 3 years). If so, there is a need to evaluate sooner rather than later! Towson is primarily a magstripe campus with some prox thrown in. A potential plan (down the road) is to be fully biometric. There are some door access readers that are biometric-capable, and Atrium has recommended some devices that are also biometric-ready, but the campus as a whole is not ready for this. Should Towson remain with magstripe or move directly to biometrics? Is this a phased-in approach where there is a move to contactless or chip first with the end goal of moving to biometric?

