

University of Houston

Summary

Serving a collective campus community of nearly 60,000 students, faculty/staff, alumni, contractors and visitors, the University of Houston “Cougar Card” growth and development since its debut more than 20 years ago is a reflection of the innovation and transformative track of the University overall.

UH is comprised of more than 46,000 undergraduate and graduate students with more than 13,000 faculty and staff, and is comprised of four universities within the System with two University of Houston instructional sites: University of Houston at Sugar Land (Texas) and the University of Houston at Katy (Texas).

Mission Statement:

The Cougar Card Program is committed to providing an innovative and inclusive card-based solution system to the University of Houston’s students, faculty, staff, alumni and visitors. The Cougar Card is intended to fit into the existing infrastructure, as well as complement current campus technologies with maximum efficiency and reliability. The Cougar Card Program is also committed to providing outstanding customer service by acknowledging, appreciating, affirming and assuring customers that we will continue to strive to provide excellent service.



Organizational Structure and Technology Innovation Interface:

The Cougar Card Office is comprised of 3 FTEs and 3 student workers and is part of the University Services framework reporting into the Office of Administration of the Division of Administration & Finance.

The Cougar Card integrates a number of functions for daily usage, including the ability to print documents, buy snack food at campus convenience stores and vending machines, purchase meals at campus eating establishments, gain access to academic or administrative buildings and rooms, athletic events, special events, the Campus Recreation and Wellness Center and both on- and off-campus residential housing.

The Card system is supported internally by the University’s central IT enterprise systems and utilizes the TouchNet One Card system. Card technologies currently in place include magnetic stripe with plans for incorporating DesFire EV1 in the fall of 2019.

UH is also using the TouchNet Point of Sale Stations that currently accept meal plan clicks and declining balance accounts, along with other traditional methods of payment. Additionally, access readers are also enabled on both external and internal doors.

Challenges and Opportunities

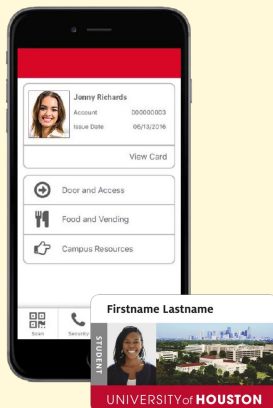
With the recent implementation of TouchNet over the past year, next steps include incorporating the Cougar Card Mobile Vision Plan along with the goal of touchless campus cards and a robust off-campus merchant program as key objectives within a 3-year time frame. In tandem, the online photo submittal program, incorporating a pre-orientation card distribution program by mail and a fully integrated lost/replacement card program are also on the Vision timeline and near-term horizon.

Additional goals include incorporating a fully integrated meal plan purchase program between TouchNet and PeopleSoft that would include refunds and prorated costs. Within 5 years, the goal is to transition to becoming a near-field communication (NFC) campus complete with all forms of electronic payment methods.



Develop key partnerships to further grow services and functionality

Current Services



- Printing Labs (TouchNet OneCard VIP)
- Library Access
- Campus Bookstore (TouchNet OneCard VIP)
- Access Control (Electronic Access Control Dept.)
- Enhanced Online Services (TouchNet OneCard VIP)
- Partnership With Housing (TouchNet OneCard VIP)
- Campus Dining Services (TouchNet OneCard VIP)
- Support for remote campuses (UH Sugar Land and UH Katy) (TouchNet OneCard VIP)
- Campus Vending (TouchNet OneCard VIP)
- Classroom/Event Attendance (TouchNet OneCard VIP)

Future Services



- Apple Pay – Google Pay (TouchNet OneCard VIP)
- Enhanced Lost Card Program (TouchNet OneCard VIP)
- On and Off Campus Purchases (TouchNet OneCard VIP + DishOut Application)
- Partnership with transit systems (Parking & Transportation Services)
- Enhanced Access Control (Electronic Access Control Dept.)