

# UNIVERSITY of HOUSTON

## Cougar Card Advisory Committee (CCAC)

### MEETING MINUTES

Friday, October 27, 2017

MD Anderson Library Faculty Senate Conference Rm #306

9:30 a.m. – 10:30 a.m.

**Committee Attendees:** Ron Harris, Tonya Winters, Marc Laney, Ksenia Krylova, Stephanie Lewin, Aspen Shariff-Bey, Savannah Heistad, Nathalie Barsoum, Emily Messa, Esmeralda Valdez, Daniel Maxwell, Malcolm Davis, Deborah Davis, Tramaine Johnson

**Absent:** Leanica Adams, Bruce Gregory, Danielle Steber

**Visitors:** Nour Alhwamdeh, Carlos Nieto, Minh Duc (At-Large Applicants)

TOPIC	DISCUSSION	ACTION/FOLLOW-UP
<b>Welcome</b>	Deborah Davis at 9:30am.	N/A
<b>Introductions</b>	Present voting members, Ex-Officio, and visitors introduced themselves.	N/A
<b>Department Overview</b>	PowerPoint Presentation by Deborah Davis	N/A

TOPIC	DISCUSSION	ACTION/FOLLOW-UP
<p><b>Committee Overview/Expectations</b></p>	<p>Voting Members: Attend and actively participate in all scheduled meetings, participate on any ad-hoc or subcommittees formed, engage in active information sharing between committee and the unit being represented, and cast your vote as required on any programs/initiatives</p> <p>Non-Voting Members: Attend and actively participate in all scheduled meetings, participate on any ad-hoc or subcommittees formed, and engage in active information sharing between committee and the unit being represented</p> <p>Committee Chair an Vice Chair: The role of the Chair and Vice Chair is to call meetings to order, adjourn meetings, take attendance, introduce agenda items, and call for motions</p> <p>Cougar Card Advisory Committee By-Laws were updated.</p> <p>Committee Meeting Schedule: 4<sup>th</sup> Friday of each month at 9:30am -10:30am. November 2017 and December 2017 meetings will be scheduled accordingly due to holiday breaks.</p>	<p>N/A</p> <p>N/A</p> <p>Committee will vote for Committee Chair and Vice Chair next meeting, November 17, 2017.</p> <p>Committee members review the most recent By-Laws, located here: <a href="#">Cougar Card Advisory Committee By-Laws</a>.</p> <p>Tentative Meeting Dates are  Friday, November 17, 2017  Friday, December 8, 2017  Friday, January 26, 2018  Friday, February 23, 2018  Friday, March 23, 2018  Friday, April 27, 2018  Deborah Davis will send meeting request for upcoming meetings.</p>

TOPIC	DISCUSSION	ACTION/FOLLOW-UP
<p><b>Key Priorities</b></p>	<p>New UHS Campus Card System: We are in the final stage of the RFP process. We have completed vendor presentations for the 2 finalists – TouchNet and CBORD. We are finishing up the process with Purchasing. Tentative plan is a soft launch mid-to-late Spring semester and full implementation August 2018, in time for the Fall semester.</p> <p>Smart Card: ColorID was selected as our smart card ID vendor. Once we select the system vendor we can move forward with specific plans for this agreement.</p> <p>Evaluate/Update Departmental Service Fees: Cougar Card Office only charge students for lost/stolen replacement cards. As we enhance the delivery of our services we need a more advance technology and funds to support it. We are researching what other schools are charging for services and products to stay in line with our industry as we enhance our system.</p>	<p>Deborah should be ready to announce the selected vendor at our November meeting.</p> <p>N/A</p> <p>Cougar Card office will present research from other school fees at the November meeting.</p> <p>Demonstrate the ‘why’ of changing both the card system and the card technology.</p>

TOPIC	DISCUSSION	ACTION/FOLLOW-UP
<p><b>Services Assessment &amp; Evaluation</b></p>	<p>Online Photo Submission Program: This program is currently being assessed by A&amp;F Services Assessment and Evaluation team. Our focus has been on incoming students. We send out a series of emails encouraging these students to submit their photos online. These emails get lost in the numerous emails sent out helping the students to get prepared for attending their orientation session. We are currently working with Admissions on ideal locations to set up selfie stations that will contain instructions on how to upload. We want to increase awareness, however we need to understand what the campus knows about this program and what they would like to see in our program. We would like to set up focus groups of 10 people to get in touch with the population.</p>	<p>Committee members, specially, Faculty Senate and staff Council help with getting focus group participants. Cougar Card Office staff will ask a few front counter customers to be a part of the focus group.</p> <p>Get a better understanding of next steps from Assessment Manager for establishing focus groups.</p> <p>Provide copies of the letters as requested by a committee.</p> <p>Reach out to Marketing Team from Student Affairs to understand their new Marketing strategies to capture the attention of the incoming population.</p> <p>Look into partnering our message with Parking or Dining – emails that community is usually interested in and have a higher potential to be read</p> <p>Explore sending out postcards to the parents and changing our tag line: 'Save Yourself Some Time' 'Avoid this for the next 4 years'</p>

TOPIC	DISCUSSION	ACTION/FOLLOW-UP
<b>Member Items</b>	At-Large Committee Appointment Selections: Four finalist applicants were selected to present who they are and why they want to be a part of the committee. Three were present. Voting Committee members vote for one commuter representative and one residential representative.	Nour Alhawamdeh was selected as commuter representative  Carlos Nieto was selected as residential representative.
<b>Open Discussion</b>	Committee discussed ideas to interest cardholders to use online photo submission options.	See Services Assessment & Evaluation section above
<b>Adjournment</b>	Meeting adjourned at 10:50 am.	Next meeting- Friday November 17, 2017