



Policy Title: BF4009 - Campus Identification Cards

Subject Area: Finance

Responsible Official(s): Executive Vice President and Chief Operating and Financial Officer

Responsible Office(s): University and Student Business Services

Policy Statement

The University operates and maintains a computerized, campus wide identification card (Campus Card) system, in which cards are created and issued to students, faculty, staff, retired employees and approved guests of the University. On-campus students are required to have a Campus Card to utilize the campus computerized door access system, stored value funds, and other associated rights and privileges offered by the University. Every Campus Card holder is subject to the following conditions:

- Eligible card holders possess only one Campus Card at a time.
- The Campus Card remains the property of the University and must be surrendered upon the request of any University official.
- The name printed on Campus Card will match the name in the University ERP system.
- A new photo will be taken each time a replacement card is requested in order to maintain a current database.

Campus Cards are made in person at both the Main Campus and Lambuth Campus during [regular business hours](#). The Campus Card and its system are operated and maintained by University & Student Business Services (hereinafter referred as USBS) and Campus Card office with support provided by Information Technology Services.

Definitions

Valid Photo ID - a current government or state issued ID on which both the cardholder's name and photo appear. Examples include a valid passport, state issued driver's license or military identification card.

Stored Value – a monetary account maintained by the University that is accessed through the Campus Card system.

Regular Business Hours – 8:00am to 4:30pm Monday-Friday

Meal Plan - a program purchased by a student or employee offering a certain number of meals per semester.

Procedures

Replacement Campus Cards

The Campus Card should be current and in good working order. The Campus Card may be replaced at no charge for the following reasons:

- Normal wear and tear (as determined by office staff).
- Name change (new name must be in ERP system).

In order to maintain a current database, a new photo will be taken with each replacement card.

At the discretion of the staff, Campus Cards that have been noticeably damaged by the cardholder will be replaced for a fee, which may be paid at USBS cashier windows. The receipt must be presented to obtain the replacement card.

Lost or Stolen Campus Cards

It is the responsibility of the cardholder to promptly report and deactivate a lost or stolen Campus Card.

If a Campus Card is stolen, the cardholder should:

- Immediately deactivate card at [Campus Card](#).
- File a police report with Police Services immediately after deactivating the card.
- Purchase a new card by paying the card replacement fee at USBS cashier windows. The receipt must be presented to obtain the replacement card.

In order to maintain a current database, a new photo will be taken.

If a Campus Card is lost, the cardholder should:

- Immediately deactivate the card at [Campus Card](#).
- If found, reactivate it at [Campus Card](#).
- If it cannot be located, purchase a new card by paying the card replacement fee at USBS cashier windows. The receipt must be presented to obtain the replacement card.

In order to maintain a current database, a new photo will be taken.

If a Campus Card is turned in at USBS:

- The staff will notify cardholder via email at the cardholder's official University email address.
- If cardholder is a current student, employee or guest, the card will be shredded two weeks after notification.
- If cardholder is not a current student, employee or guest, the card will be shredded immediately.
- Once the card has been shredded, the cardholder must purchase a new card by paying the card replacement fee at USBS cashier windows. The receipt must be presented to obtain the replacement card.

In order to maintain a current database, a new photo will be taken.

Fraudulent Use of Campus Card

It is the responsibility of the cardholder to safeguard their card at all times. The Campus Card should be treated like other important documents (e.g. Driver's License, Credit Card, Cash).

- If the card is lost or stolen and fraud occurs, the loss of funds is the responsibility of the cardholder. The cardholder should file a report with Police Services.

Fraudulent use also includes permitting another person to use the card to benefit from the cardholder's access rights and privileges. This type of use may result in disciplinary action.

Photographs

Every Campus Card must have a current photo. In order to maintain a current, up to date database, a new photo will be made each time a new or replacement card is made. Rules for official Campus Card photos include the following:

- View must be full-face, directly facing the camera.
- Clothing which is normally worn on a daily basis is appropriate.
- No hats or head coverings will be allowed, unless worn daily for religious purposes. The individual's full face must be visible and the head covering must not cast any shadows on the face.
- No headphones, wireless hands-free devices or similar items may be worn in the photo.
- Prescription glasses may be worn but may have to be removed if the glare is too much (as determined by staff).

Dark or non-prescription glasses with tinted lenses may not be worn unless needed for medical reasons.

Stored Value Accounts & Meal Plans

The University maintains three distinctive stored value accounts: Tiger Funds, Tiger Eat\$ Meal funds and Bookstore Advance Payment Plan (BAPP). These accounts are accessed via the Campus Card. Up to date information on each account may be found at the following links:

- [Tiger Funds](#)
- [Tiger Eat\\$](#)
- [Bookstore Advance Plan \(BAPP\)](#)

Meal Plans

Meal Plans and Flex Bucks are accessed via the Campus Card. Up to date information on Meal Plans and Flex Bucks can be found at [Dining](#).

Roles and Responsibilities

Students

Every current student, whether undergraduate, graduate or Law, is required to receive a Campus Card. Student Campus Cards can be obtained in person at USBS by meeting the following criteria:

- Student must be currently registered in classes.

A valid photo ID must be presented.

Faculty/Staff

Every current employee, whether regular or temporary, is required to receive a Campus Card. Faculty/Staff Campus Cards can be obtained in person at USBS by meeting the following criteria:

- Employment information is verified on the appropriate Human Resources screen in the ERP System.
- A valid photo ID must be presented.

Student employees and graduate assistants are issued Campus Cards with the student relationship attached to the card.

Upon termination from the University, the Campus Card should be surrendered to the employee's immediate supervisor or Human Resources during the separation process.

Retirees

University retirees are eligible for a retiree Campus Card upon retirement from the University. The Benefits Office in Human Resources will counsel employees about the rights and privileges associated with the retiree Campus Card. Retiree Campus Cards can be obtained in person at USBS when retiree completes the following actions:

- Surrenders the current Campus Card.
- Presents the proper authorization form signed by Human Resources.

Presents a valid photo ID.

Guests

Guests of the University may be issued a guest identification card. The University sponsor of the guest(s) must request an identification card by submitting a [Guest Identification Card Request](#) to USBS. Guest Campus Cards can be obtained in person at USBS when guest presents the following:

- Completed Guest Identification Card Request form.
- A valid photo ID.

The University sponsor is responsible for the collection and return of the guest's identification card to USBS when the relationship with the University changes or terminates.

Related Documents, Policies and Forms

[Campus Card](#)

[Police Services](#)

[Guest Identification Card Request](#)

[Tiger Funds](#)

[Tiger Eat\\$](#)

[Meal Plans and Dining](#)

[Bookstore Advance Plan \(BAPP\)](#)

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