

Student Identification Cards (Mav Express ID) CO-ID-PR2

Responsible Officer: Vice President for Administration and Campus Operations

Sponsoring Department: Mav Express

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CONTENTS

Procedure Objective

Scope

Responsibilities

Procedures

Section I. Acquiring a Student ID Card

Section II. Acquiring a Nursing Student Card

Section III. Acquiring a Graduate Nursing Student Card

Section IV. Acquiring a Distance Education Student ID

Section V. Acquiring a Student ID by Remote Distribution

Section VI. ID Card Photograph Rules

Section VII. Debit Plans and Mav Money

Section VIII. Card Access

Section IX. Replacing an ID Card

Section X. Resolution of ID Card Issues

Section XI. Mav Express Contact Address

Forms and Tools/Online Processes

Definitions

Rationale

Related Statutes, Policies, Requirements or Standards

Appendices

Contacts

Website Address for This Procedure

PROCEDURE OBJECTIVE

This procedure provides guidance in the acquisition, use, and replacement of Mav Express cards for students.

SCOPE

All students eligible for one or more types of Mav Express cards, and any required department approved requestors.

RESPONSIBILITIES

Mav Express

- Completes steps required to issue cards to qualified applicants

Patrons

- Follows instructions specific to the application for the appropriate type of card
- Returns the card when no long eligible to use the card

PROCEDURES

Section I. Acquiring a Student ID Card

The student ID card provides official UTA identification and provides the student's only means of access to card-related electronic privileges within the UTA community.

A. Eligibility

1. The patron must be a UTA student currently registered for class and/registered for classes for the immediate next semester.
2. The student must have one of the following patron types shown as active in the CS Gold system:
 - a. FRE
 - b. SOP
 - c. JUN
 - d. SEN
 - e. DEG
 - f. GRA

If a new student does not appear in the system, the student should verify that s/he has been fully accepted and is/was registered for classes for the current or upcoming semester.

3. Patron must produce a government-issued photo identification.

B. Patron's Instructions

1. New student ID cards are made at orientation or anytime in the immediate semester preceding one for which a student is registered for classes. Replacement cards can be made at any time as long as the student meets all eligibility requirements.
2. See [Procedures Section VI. ID Card Photograph Rules.](#)

C. Privileges and Card Description

1. **Privileges**

- a. Card status provides access to the library.
- b. The following privileges are available upon request and approval:
 - I. Access to card-controlled locations
 - II. Mav Money
 - III. Meal Plans, including Dining Dollars

2. **Card Description**

The card has a full color front, black back, and a magnetic stripe.

Section II. Acquiring a Nursing Student Card

The nursing student ID card provides official UTA identification for undergraduate nursing students and provides the nursing student's only means of access to card-related electronic privileges within the UTA community. The nursing student card is also used as a clinical badge.

A. **Eligibility**

- 1. Patron must be a UTA undergraduate Nursing student.
- 2. The student must have "active" status in the CS Gold system. Active status indicates that the student is currently registered for class and/or registered for classes for the immediate next semester.
- 3. The student must have a "NUR" patron type in CS Gold.
- 4. If a nursing student does not appear in the system, the student should verify that s/he has been fully accepted and is/was registered for classes for the current or upcoming semester.
- 5. Patron must produce a government-issued photo identification.

B. **Patron's Instructions**

- 1. New student ID cards are made at orientation or anytime in the immediate semester preceding one for which a student is registered for classes. Replacement cards can be made at any time as long as the student meets all eligibility requirements.
- 2. See [Procedures Section VI. ID Card Photograph Rules](#).

C. **Privileges and Card Description**

1. **Privileges**

- a. "all access patron" card status providing access to the library and Ransom Hall.
- b. The following privileges are available upon request and approval:
 - I. Access to card-controlled locations
 - II. Mav Money
 - III. Meal Plans, including Dining Dollars

2. **Card Description**

The card has a full color front, black back, and magnetic stripe.

Section III. Acquiring a Graduate Nursing Student Card

The graduate nursing student ID card provides official UTA identification for graduate nursing students and provides the graduate nursing student's only means of access to card-related electronic privileges within the UTA community. The graduate nursing student card is also used as a clinical badge.

A. Eligibility

1. Patron must be a UTA graduate Nursing student.
2. The student must have "active" status in the CS Gold system. Active status indicates that the student is currently registered for class and/or registered for classes for the immediate next semester.
3. The student must have a "NGR" patron type in CS Gold.
4. If a new graduate nursing student does not appear in the system, the student should verify that s/he has been fully accepted and is/was registered for classes for the current or upcoming semester or for any past semester during the present academic year.
5. Patron must produce a government-issued photo identification.

B. Patron's Instructions

See [Procedures Section VI. ID Card Photograph Rules](#)

C. Privileges and Card Description

1. Privileges

- a. Active card status provides access to the library.
- b. The following privileges are available upon request and/or approval:

- I. Access to card access controlled locations
- II. Mav Money
- III. Meal Plans (including Dining Dollars)

2. Card Description

The card has a full color front, black back, and magnetic stripe.

Section IV. Acquiring a Distance Education Student ID

- A. In order to protect patrons' identity and patrons' accounts, and in order to meet the requirements of the UTA federation vetting process, Mav Express will not mail ID cards directly to patrons.
- B. If an exception is deemed necessary due to a patron's inability to access the campus, an ID card can be produced and sent to the patron if approved by the Director of Campus Card Operations and as long as the entire following process is completed:
 1. Mav Express must send the "Distance Education UTA ID Card Request" form to the patron via email, fax, or regular mail.
 2. Patron must complete and return the form according to the instructions included on the form including but not limited to:
 - a. Sign the sworn statement
 - b. Have the form notarized
 - c. Attach a photocopy of a government issued photo ID
 - d. Email a photo to the email address provided on the form
 3. After verifying that the information sent is correct and complete, Mav Express can produce the card and mail it to the patron.
 4. The ID card should be mailed via registered mail and a confirmation receipt card should be included so that Mav Express will receive a confirmation that the ID card made it to its correct destination.
 5. All information should be stapled together and filed with the Director of Campus Card Operations.

Section V. Acquiring a Student ID by Remote Distribution

- A. As a rule intended to protect patrons' identity and accounts and in order to meet the UTA federation vetting process, Mav Express will not mail ID cards directly to patrons, even in the case of remote campuses.

- B. If it is deemed impractical for students at remote campus locations to come to Mav Express to obtain their ID cards, Mav Express will allow the remote campus personnel to handle card requisition and distribution. In order to do so, the following process must be completed:
1. The card requisition must be sent via email from a UTA employee of that campus/department who has been given authority to do so. Any question regarding the requestor's authority should be cleared with the Director/Chair/Dean supervising this requestor. Any ambiguity should be brought to the Director of Campus Card Operations.
 2. Photo images must be sent via email by the same requestor and be clearly identified to match the patron's list.
 3. Mav Express will process all cards based on the information received.
 4. Cards will be either delivered by Mav Express or picked up by the requestor (or a representative appointed in writing by the requestor).
 5. Before taking possession of the cards, the person receiving them must complete and sign the "Remote UTA ID Card Distribution" Form. This form includes, but is not limited to, the following components:
 - a. Name field
 - b. Field to show all cards received (last, first, 1000#)
 - c. Sworn statement detailing how to distribute the ID cards
 - d. Signature
 6. The form must be filed with the Director of Campus Card Operations.

Section VI. ID Card Photograph Rules

The following rules are followed when the patron is being photographed for an ID card.

- A. Headgear is not allowed unless worn for religious reasons. Even if allowed headgear must not keep the eyes, nose and mouth from being visible in the picture.
- B. The patron must face forward and have a neutral facial expression or a smile.
- C. Only clear prescription glasses are acceptable. Sun glasses and other tinted eyewear are not acceptable.
- D. The patron should be alone in the picture.
- E. The patron's head, neck and possibly part of the shoulders should fill the picture field: the background should be uniformly light or white.

- F. The patron must present a a valid government issued photo identification document (passport, driver's license, etc.)

Section VII. Debit Plans and Mav Money

A. Debit Plans

Mav Express Currently Manages the following Debit Plans for the UT Arlington Community

1. Mav Money is the primary debit plan offered to the university community. It is available to anyone with a Mav Express card and deposits have no spending restrictions.
2. Sponsored Student Debit Accounts are limited to food purchases only. Deposits to this type of account are arranged through the Office of Sponsored Students.
3. Dining Dollars are part of a meal plan package and may be used at Dining Services facilities only. Dining Dollars not used before the end of each semester are forfeited.
4. Camp & Conference debit plans are for guests and operate the same as Mav Money.
5. Book Advance accounts are requested through the Financial Aid office. Spending from these accounts is limited to the UTA Bookstore and Maverick Computer until census date. Following census date, Book Advance account funds are moved to Mav Money or the student may request a refund.

B. Mav Money Features and Benefits

1. Mav Money is the primary debit plan offered the university community. It is available to anyone with a Mav Express card and deposits have no spending restrictions.
2. Mav Money is accepted at 12 photocopiers, several OIT computing labs, three laundry facilities, all campus retail and dining locations, and several off-campus merchants. Purchases made with Mav Money at any Campus Dining Service location will receive a 5% discount. Mav Money can also be used to make purchases from selected off-campus merchants and restaurants.
3. All Mav Money funds are carried forward each semester for as long as a person continues association with UTA. Because Mav Money is a debit plan, you cannot go in to debt using Mav Money. Once your account is depleted, you cannot use the card until funds are replenished.
4. Mav Money is to be used for purchase of goods or services only and no cash may be withdrawn.

- a. Any request for an early refund of Mav Money before leaving the University must be submitted to the Director of Campus Card Operations. The Director will consult with the Executive Director for Management Services and a decision will be rendered.
 - b. Upon leaving the University, students may request a refund of any balance remaining. Refunds will be credited to the student's University account. If no balance is owed to the University, a check will be mailed to the student's home.
 - c. Students seeking a refund should complete and sign a Mav Money/Book Advance Refund Request form. An email will serve as an approved request if the student cannot be present. The form will be given to the Mav Express administrative assistant. If the student is not currently enrolled and is due a refund according to MyMav and CS Gold, the student's MyMav account will be credited for the appropriate amount due and their Mav Money balance will be withdrawn.
5. Deactivating a Mav Money account: An individual cardholder is responsible for completing a Mav Money Refund Request form at the Mav Express Office. Refunds are issued only by the Bursar. In the instance where a card is not issued to an individual but to a department, refund of the credit balance would require an interdepartmental transfer (IDT).

C. Mav Money Deposits

1. Deposit online at www.uta.edu/mavmoney.
2. A computer kiosk is available outside the Mav Express Office for your convenience.
3. Deposit cash, check, or credit card charges at the Bursar's Office in Davis Hall.
4. Deposit cash at the CSVT Machine (Cash Machine) in the Central Library next to the Help Desk.
5. Deposits to a Mav Money account may be made through one of the three locations shown below.

Deposit Location	Online at www.uta.edu/mavmoney (Use Internet Explorer)	Bursar's Office (Davis Hall)	CSVT Machine in Central Library (By Help Desk)
Cash		X	X
Check		X	
Debit Card w/ Visa/Master Card Logo	X	X	
Master Card	X	X	
Visa	X	X	
American Exp	X	X	

Discover	X	X	
Transaction Fee	\$1.00 / deposit	None	None
Notes	Computer Kiosks and Computer Labs are available around campus for your convenience		

6. Deposit Limits and Restrictions

A Mav Money Account cannot exceed \$1,000.00 and is set to reject any deposit transactions that would result in the balance being over this limit. A deposit cannot be made to a Mav Money account if the patron's CS Gold account is inactive.

D. Meal Plans

The Housing department sells a combination of meal plans with designated amounts of dining dollars.

1. Mav Express manages the CS Gold software and hardware used for the vending of meal plans as well as the procurement of meals by patrons at the proper time and location.
2. Mav Express is also responsible for both the initial population of meal plans at the beginning of each term and the removal of meals and dining dollars at the end of each spring and summer semester. Mav Express may make adjustments to meal plans and dining dollars per request by the Housing department. Mav Express provides reports on meals procured and other relevant information
3. Housing is responsible for the management of meals during the semester. This responsibility includes: purchase payments of meal plan, deactivating/activating meal plans and the adjustment of dining dollars.
4. **Dining Dollars Balance reset to Zero**

It is necessary to periodically reset the balance of Dining Dollars to Zero as they do not carry over from semester to semester, with the exception of the fall-spring semester change. Dining dollar balances releared at the end of the spring and summer semesters.

Section VIII. Card Access

This section only applies to those cards that have access privileges.

Mav Express offers two types of access control systems, both of which require the use of the Mav Express card. The on-line system is a server based system hardwired to the UT Arlington network. The off-line system uses stand-alone battery operated locks. The on-line and off-line

systems are coordinated through the on-line database to ensure current credentials are used for access.

A. Submitting Access Requests

In order for an access request to be considered, it must come from an Approved Requestor. Mav Express keeps an updated list of approved requestors that can be audited by Directors (and above) upon request. An audit of all approved requestors is performed on an annual basis so that respective department heads can confirm the validity of their approved requestors.

The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

1. Authorizing Approved Requestors

Requests for designating approved requestors must be sent via email to the Director or the Assistant Director of Campus Card Operations by a Director or any position above the Director level.

2. Approved Requestors that do not work for UTA

Representatives of outside organizations that are utilizing UTA facilities as their offices may need to request IDs, access and net IDs for the patrons of their facilities.

Any requests regarding non-UTA approved requestor status will be sent to the Office of the Vice President for Administration and Campus Operations for approval and routing to Mav Express.

3. Routing an Access Request

a. Access requests must be sent by an authorized requestor through to email address access@uta.edu. Only requests sent to this address will be processed. The request must include:

- I. Requestor's full name
- II. Brief description of what the request is (in a few words or in one sentence)
- III. Attachment: Card Access Request Form

B. Service and Response Time Expectations for Card Access Requests

1. Card access to parking facilities, residence halls, and many academic facilities are granted automatically based on qualifying criteria. Additional card access to individual facilities and labs is provided based on departmental request though a designated authority.

Lock Type	Off-Line Locks	On-Line Locks
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Typical Locations	Classrooms Labs Studios	Building Exterior Parking Gates
Granting Access Privileges	Access privileges are granted as soon as the authorized request is entered into the central database and a technician visits the off-line lock site.	Access privileges are granted as soon as the authorized request is entered into the central database. On-line locks are updated automatically through network connections.
Typical Response Time	Allow up to forty-eight (48) hours for granting of access privileges. Allow additional time (up to 5 working days) at the beginning of each semester or any requests of more that 10 doors.	Allow up to forty-eight (48) hours for granting of access privileges. For requests received after 10 a.m., access privileges should be granted by 5pm the following working day. Allow additional time (up to 5 working days) at the beginning of each semester or any requests of more that 10 doors.
How to activate the lock.	<ul style="list-style-type: none"> a. Swipe card. b. Wait for green and red flashing lights. c. If no lights appear, press any key and swipe card again. d. Enter your PIN (PIN is available at www.uta.edu/oit/selfservice). 	<ul style="list-style-type: none"> e. Swipe card. f. Follow instructions on display.

C. Removal of Access Privileges

1. Emergency access removal (students and faculty, staff, and all other non-student patrons)

Access removal is considered an emergency when a university official contacts Mav Express and requests action immediately due to potential risk to some aspect of the UTA community and/or campus property. Mav Express notifies

the requestor by email that access to online locks will be removed in 1 hour and access to offline locks will be removed within 12 hours. The requestor will also be notified when access has been removed.

2. Regular access removal (by request) for students and faculty, staff, and all other non-student patrons

Removal of access is sent via access@uta.edu by the appropriate approved requestor. The requestor will be notified when access has been removed. The requestor is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted.

3. Regular access removal (list removal agreement) (students)

Agreements are made with an approved requestor or with Residential Life/Housing to remove a list of patrons at a specific point in time. The authorized requestor is notified when access has been removed.

Section IX. Replacing an ID Card

Unless otherwise specified in each card type description, replacement cards for lost or stolen IDs will be provided during normal operating hours.

- A. If the person brings in an ID that is not working properly or worn out, the ID is replaced for free. There is also no charge to replace cards for name and/or status changes as long as they return the old card. **(Mav Express will shred any old cards)**
- B. In any situation where the card is not returned, it is necessary to re-issue the card (i.e. produce a card with a new ISO number). A replacement fee of \$15.00 should be charged. The \$15.00 replacement fee is waived if the replacement card is for a student returning to the University for a different degree/coursework or if a student is returning after being out for at least one full semester.
 1. An IDR (ID replacement 3-part form) must be completed. Building access requirements must be stated on the form.
 2. Visual identity is established by Mav Express staff through review of the patron's photo on file or with a photo ID.
 3. The pink copy of the form is given to the patron, the yellow copy is placed either in the Access Request hanging folder or in the shredder. The white copy goes to the administrative assistant for UTA billing.
 4. The new card is scanned and a printout is placed in a hanging UTA Charge folder.
 5. The patron takes the new card and logs into their MyMav account to pay the lost ID charge.

6. The patron is told it will take from 24 to 48 hours for most cards, or up to five (5) days if the card has an excessive amount of access locations, to reprogram all locks if his/her old card gave access to offline locks.

Section X. Resolution of ID Card Issues

- A. Issues with the types of access privileges that have been granted should be addressed with the hiring department.
- B. Questions regarding print funding can be answered by OIT helpdesk staff on the first floor of the Central Library at 817-272-2208, or email helpdesk@uta.edu.
- C. Access hardware suspected to be defective should be reported to the Mav Express office for replacement.
- D. For assistance any time after hours call Campus Police.

Section XI. Mav Express Contact Address

A. Physical Address

E.H. Hereford University Center
300 West First Street, Suite 110
Arlington, Texas 76019

B. Mailing Address

Mav Express Office
P.O. Box 19070
Arlington, Texas 76019

FORMS AND TOOLS/ONLINE PROCESSES

DEFINE – department approved requestor activates appointments and sets up appropriate info to be transferred to Mav Express system.

access@uta.edu - approved requestors use this email address to request assigned and unassigned departmental cards.

www.uta.edu/netidrequest - department approved requestors use this site to request visitor/guest/vendor (assigned departmental) cards.

www.uta.edu/selfservice and www.uta.edu/mypin are accessed by the patron/applicant to complete processing of assigned departmental cards.

DEFINITIONS

N/A

RATIONALE

Identification cards are required for identification in instances involving security, for cashing checks on campus, for borrowing books from the University library, for attending many of the campus activities, such as athletic events and for access to some parking lots.

RELATED STATUTES, POLICIES, REQUIREMENTS OR STANDARDS

UT System Administration Policies and Standards	Other Policies and Standards
N/A	N/A

APPENDICES

N/A

CONTACTS

If you have any questions about Procedure 17-3, *Student Identification Cards (Mav Express ID)*, contact the following departments:

Subject	Office Name	Telephone Number	Email/URL
All topics in Procedure	Mav Express Office	(817) 272-2645	access@uta.edu http://www.uta.edu/mavexpress
Website access	Administrative Information Management	(817) 272-0222	aim@uta.edu http://www.uta.edu/aim

WEBSITE ADDRESS FOR THIS PROCEDURE

<http://www.uta.edu/policy/procedure/17-3>