The Universities at Shady Grove ID Card Policy

Issued August 31, 2015, updated September 18, 2015 and October 1, 2015
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Table of Contents

I. Purpose………………………………………………………………………………………………………………………………………3
II. Scope …………………………………………………………………………………………………………………………………………3
III. Definitions…………………………………………………………………….…………………………………………………………….3
IV. Exceptions…………………………………………………………………….…………………………………………………………….4
V. Protocol………………………………..………………………………………….………………………………………………..……...5
   a. Data Request and Submission………………………………………………………..……..5
   b. ID Distribution Process…………………………………………………………………5
   c. ID Verification……………………………………………………………………………..6
   d. ID Card Service Referral ……………………………………………………………………………6
   e. Dual Roles …………………………………………………..…………………………………..….…..7
   f. Miscellaneous ………………………………………………………….……….……………………………...………….7

Appendix A: USG ID Card Service Menu ………………………………………………………………………………………………….9

Appendix B: USG ID Card Station Locations ……………………………………………………………………………………………….10
I. Purpose

The Universities at Shady Grove (USG) is a uniquely collaborative regional higher education center in the state of Maryland. Developed in response to the growing demand for higher education in Montgomery County, this upper-division center represents a partnership of nine University System of Maryland (USM) institutions.

USG is committed to creating and maintaining an environment in which all persons that participate in USG programs and activities, perform work, or provide services can learn and work together in a safe and secure environment. To that end USG, with the support of their nine institution partners, has implemented a USG ID policy which requires all students’, faculty and staff to obtain and carry a USG ID card any time they are on campus.

USG IDs serve as a way to quickly identify students, faculty and staff safeguarding against inappropriate usage of campus facilities. More importantly USG ID cards are linked to contact data that can be used to locate and contact members of the USG community should an emergency situation arise.

In addition, USG IDs will be used to ensure that valuable resources and services are reserved for the use of the USG Community. USG students, faculty, or staff that does not have their USG ID will not be eligible for services. Available services will vary based on program level, status and whether or not the specific program pays student fees.

Information on specific populations, exceptions and process can be found below.

II. Scope

All Students, Faculty, Staff, and Contingent Employees (CI and CII) teaching, taking classes or performing in a job-related function at USG are required to obtain and carry their USG ID at all times while on campus. This is a vital safety and security measure to help safeguard the USG Community. Failure to comply will result in a suspension of services. Specific exceptions are noted in section IV below.

III. Definitions

a. **ACES-** Achieving College Excellence and Success- Montgomery County Public School (MCPS) students that have applied and been selected for a special student support program that allows this specific population of students to receive early services from MCPS, Montgomery College, and USG.

b. **Alumni-** Graduates of an undergraduate or graduate program that is or was offered by a partner institution at USG at the time that they graduated.

c. **Partner Institutions**- are the nine USM institutions from which USG hosts staff, faculty and students which includes Bowie State University (BSU), Salisbury University (SU), Towson University (TU), UMBC, University of Baltimore (UB), University of Maryland, College Park (UMCP), University of Maryland, the Founding Campus (UMD), University of Maryland, Eastern Shore (UMES), and University of Maryland, University College (UMUC)

d. **Prospective Students**- Students that are not currently enrolled in or admitted to a program offered at USG.
e. **Required ID and Emergency Data:** Data fields required to produce USG IDs and populate the USG emergency contact database. The information collected from partner institutions includes name, email, phone, address, date of birth, institution ID number, and affiliate program and institution.

f. **Transfer Access Program (TAP) Students:** Students that have stated their intention to transfer to one of the Partner Institution programs offered at USG and who are in the process of completing the remaining pre-requisites for their respective program. Participants would have applied and been selected for one of the following programs: Beeline (UB), Terp Transfer Partnership (UMCP), or Hawkline (UMES).

g. **USG Community:** All students, staff, faculty, contingent employees, and contracted service workers housed at the Universities at Shady Grove campus.

h. **Visiting Students and Faculty:** Students who are enrolled in or teaching a course at USG on a temporary basis; includes students not enrolled in a partner institution program offered at USG and faculty not primarily based at the USG campus.

IV. Exceptions

a. **Alumni**
   Students who have graduated from a program located at USG, may be eligible for services from the Career and Internship Services Center however, they are not eligible to obtain a USG ID. Alumni requesting services should register for an appointment through Career Connector and present a valid government issued ID.

b. **Community visitors and outside conference and event attendees**
   Patrons who are utilizing conference facilities as part of a service contract with the USG Office of Conference and Events are not able to obtain a USG ID.

c. **Pathway program participants**
   i. ACES students will have access to limited SAS services but are not permitted to obtain a USG ID. ACES students will need to present their attendance verification form and their MCPS ID in order to receive select services.
   ii. Transfer Access Program (TAP) students will have access to limited SAS services, but are not permitted to obtain a USG ID. TAP students will need to present their attendance verification form and a valid government issued ID in order to receive select services.

d. **Prospective Students**
   Prospective students are not permitted to obtain a USG ID card but may have access to limited services provided by the Center for Recruitment and Transfer Access and the Office of Student Services. Prospective students will not be able to utilize equipment and resources limited to current students.

e. **Special Categories**
   i. Visiting students are required to obtain a USG ID card, with the exception of students enrolled in a program on the University of Maryland, College Park
V. Protocol

a. Data Request and Submission
i. A data request will be sent from the USG Office of the Executive Director to the Academic Partners Advisory committee (APAC) members requesting required ID and Emergency data from all partner institutions during the following times:
   1. 2 weeks before student orientations
   2. Each semester - approximately 2 weeks before the start of classes (so that actual student enrollment can be captured),
   3. After registration freeze (so that any add/drops schedule changes can be accounted for)
ii. Data submission will be uploaded through USG's Secure File Repository by the designated institution representative.
iii. Submitted data will be securely transferred to the USG data collection system every Friday.
iv. Once data is loaded, the designated institution contact will receive an email confirming that the data has been loaded and a USG ID number has been assigned which makes ID production possible

b. ID Distribution Process
i. Students, faculty and staff will report to the Office of Student Services (OSS) and complete an ID request form.
ii. An OSS staff member will check the USG ID Look up system to see whether the customer’s data has been loaded and validated.
iii. If the customer’s data has been loaded then a photo will be taken and an ID will be produced.

iv. Customers will be advised that USG ID activation may take up to 30 minutes from time of print.

v. If a customer cannot be found in the USG ID Look up then name, institution, program, institution ID number, and contact information will be collected and submitted via ID work ticket.

c. ID Verification
i. Students, staff and faculty will present their USG ID card at the time that they request services. The USG department staff member will use USG Verify to scan the ID and receive one of three results:
   1. **Red**=not in the system or the card may be defective. Customer will be directed to the Office of Student Services (OSS) for further assistance.
   2. **Yellow**= in the system, but is not registering as currently enrolled or an active employee. Customer will be directed to OSS for further assistance.
   3. **Green**=verified as a current student or active employee. Customer may proceed with service.

ii. In cases where a customer does not have a USG ID card, they can:
   1. Provide their USG ID number and a valid government issued photo ID.
   2. Report to OSS to obtain a new ID at no charge. Some access points may require up to an hour to update within the system.

d. ID Card Service Referral
Any student, faculty, or staff member who has obtained a USG ID card but is not able to access their desired service will be referred to the Office of Student Services (OSS). The OSS will scan the USG ID to test functionality:

i. If red or yellow, OSS staff will search for the individual in the USG ID Look-up system.
   1. If the inquiry does not return matching results the individual’s name, institution, program, UID, and contact information as well as the desired service will be collected and an ID work ticket will be created. OSS staff will provide an update to the individual within 72 hours.
   2. If there is an urgent need for a USG ID the individual will be directed the Director of the Office of Student Services, the Office of Student Services Manager or a professional staff designee. A onetime pass may be distributed if proper verification is obtained and an imminent print date can be established.
   3. If the inquiry returns a matching result, a new USG ID will be created.

ii. If green, the individual’s status will be confirmed through the USG ID Look-up system. If confirmed the individual is cleared to utilize USG services.
e. **Dual Roles**

Due to the multi-institutional nature of USG there are situations where students, faculty and staff occupy dual roles. In these situations, the protocol below should be adhered to as closely as possible.

i. **If a student is enrolled in more than one institution**—Only one USG ID card can be created per person. It is up to the student to indicate their “primary” institution and a corresponding USG ID card can be created. Any “shared” student affiliated with the University of Maryland, College Park who utilizes services on the College Park campus should be encouraged to select the University of Maryland, College Park as their primary institution.

ii. **Students who are enrolled in the IIR/Course Sharing**—The student should have a USG ID card reflecting their home campus and will not be issued an additional USG Student ID card.

iii. **Faculty or FT Professional Staff who are also students at USG**—Only one USG ID card can be created per person. Faculty or Staff who are taking courses at USG will be assigned a USG Faculty/Staff ID card and cannot obtain an additional USG Student ID card.

iv. **Students who are employed on campus as student staff**—Students enrolled in a program offered at USG should that are working on the USG campus should continue to utilize their USG Student ID card. A separate USG Faculty/Staff ID card should not be issued.

v. **Faculty who teach for multiple USG partner institutions**—Only one USG ID card can be created per faculty member. It is up to the faculty member to indicate their “primary” institution and a corresponding ID will be created. Any “shared” faculty affiliated with the University of Maryland, College Park who utilizes services on the College Park campus should be encouraged to select the University of Maryland, College Park as their primary institution.

f. **Miscellaneous**

i. **Library Barcodes**—All students are assigned a library barcode by their home institution. Institutions can submit barcode information so that it is linked into their USG ID card. If this information is not included in the data submission then students will not be able to use their USG ID card to utilize library services.

ii. **University of Maryland, College Park campus access issues**—Individuals should report the USG Office of Student Services so that their name, program, UID and contact information can be collected and a work ticket can be submitted.

iii. **Alumni and USG ID Services**—Student, faculty and staff data is updated at the start of each new semester. If a student has graduated or a faculty or staff member is no longer assigned to USG campus then their USG access will expire and they will no longer be eligible for USG services.
iv. **Short term consultant or contracted service worker USG ID requests:** The appropriate hiring manager must make an official request to the Office of Information Technology in collaboration with the Office of Human Resources.
Appendix A

USG ID Card Service Menu

In order to obtain the following services Students, Staff and Faculty must possess an active USG ID:

- Access to computer labs
- Utilize all services offered in the Student & Academic Services Department: Center for Academic Success, Office of Student Services, Career & Internship Services, Center for Counseling and Consultation, and Center for Recruitment and Transfer Access
- Parking request(carpool and fuel efficiency)
- Library after hours- “Night Owls”
- Campus Recreation Center
- Access to student study rooms
- Bookstore buyback
- Self-service copy
- Campus events and workshops
- Services offered in the Office of Information Technology: laptops loan programs, secure Wi-Fi access, poster printing, helpdesk support, video camera and digital camera services
- Proctoring services
- Public safety assistance (non-emergency)
- Veteran’s Lounge
- Reservation of campus facilities (basketball courts, Gooseneck field, Ping Pong Room, etc.)

Additional services and amenities will be added as applicable
Appendix B

USG ID Card Station Locations

**Building I**
- Floor I - Security Desk  X4065

**Building II**
- Floor I - Security Desk  X 2211

**Building III**
- Floor I
  - Security Desk  X6065
  - Priddy Library  X6020
  - Office of Student Services  X6023
  - Center for Academic Success  X6315
  - Career & Internship Services Center  X6338
  - Center for Counseling & Consultation  X6273

- Floor II
  - Campus Recreation Center  X6299
  - Office of Information Technology Help Desk  X6363