2019-2020: Eagle Card System

Definition of Unit

Providing Department:
Eagle Card System

Department/Unit Contact:
Sandra Bohannon, Marc Burnett

Mission/Vision Statement:
The Eagle Card office is committed to providing a quality and effective service to the University which results in enhancing the academic, as well as administrative, experience at TTU. In addition to serving as the official ID card of the University, the card provides students, faculty, and staff with appropriate identification, access, and debit services. This mission is related to the flight plan focus area Improve Undergraduate Student Experience.

Goal 1
Define Goal:

Goal 1. To provide a quality card service to faculty, staff, and students

Goal 2

Define Goal:

To continue installing Eagle Card access modules to increase security and reduce risks

Intended Outcomes / Objectives:

a. Provide, in conjunction with ITS, information to departments regarding costs benefits and requirements of adding access modules which will increase security by restricting access to only individuals (students, faculty, staff) who need it.

Assessment 1
Goal/ Outcome/ Objective:
Goal 2

Rationale:

Development and tracking of access modules can monitor and track usage of any space which is accessible by card swipe.

Rationale

Eagle Card System Reporting monitors traffic and usage in specific rooms per request of department/unit.

Assessment 2
Goal/ Outcome/ Objective:
Goals 1 and 3

Rationale:

A Customer Service Survey will be used for assessment for 2019-2020

Rationale

Eagle Card System Reporting monitors traffic and usage in specific rooms per request of department/unit.

Survey Results
Attachments:
Eagle Card 2020 Results Charts.pptx