03 April 2023

Outcomes of the survey on improving the University Card renewal process

Summary

Thank you to everyone who took the time to respond to the consultation. We’re now confident that there is broad support for the proposed solution to improve the Card renewal process.

Responses to your feedback

We were grateful for your broader feedback about the new system and its impact so far. We will be responding individually to comments that weren’t directly related to the proposal. Here’s a summary of the feedback about the proposal, along with our responses:

General observations

1. **Could the proposals apply to Card replacements as well as renewals?**

   That functionality would be complicated to implement now.

   **Action:** We will consider as a potential future improvement.
New Card status

2. **It would be more secure if new Cards were issued as UNACTIVATED then manually ACTIVATED.**

This would create an additional step for many Card Reps. Institutions concerned about security can revoke old Cards immediately on receiving/issuing the new one. Expiring Cards can be revoked immediately if there are security concerns.

We therefore propose to proceed with the current proposal to let Card Reps evaluate it in practice.

**Action:** We will consider this for a future change based on Reps’ feedback.

3. **Suggestion that the 30-day period is arbitrary.**

The 30-day period may change. If it is beneficial to increase this period, we will investigate it.

Car park access

4. **Would like a mechanism for ensuring existing car park access is carried over to new Cards so there is no loss of access (currently a manual process involving EM).**

We can’t automatically update car parking access due to the way the processes work and because some car park readers need to be updated manually. We are in discussions with Estate Management (EM) to look at solutions going forward.