

**Modernize our ID card process to online carding**

**CURRENT CHALLENGE:**

A change is needed to modernize our ID carding process and minimize the time students, faculty and staff have to spend getting their ID cards. Every year more than 13,000 new and replacement ID cards are issued by Bulldog Card & Imaging. Because carding is an essential element in identification, door access and security on campus, the process requires proper identification, data entry and checks to complete, steps which take time and, by virtue of the photography and database access involved, are limited to serving one customer at a time. Besides the wait times for those coming to the Bulldog Card & Imaging, thousands of new students are also forced to stand in long lines each summer to get their cards made during Dog Days orientation.

**PROPOSED SOLUTION:**

Fresno State needs to move to online carding. The online system can be housed in My Fresno State. Students, faculty and staff, when needing a new or replacement card, will fill out an information form online and upload their proof of ID and a photograph. At locations around campus, photo backdrops can be located to give students a more spirited way of taking their ID photos. All that will be needed to complete an online application will be a smartphone, tablet or computer with a camera and Internet access.

**BENEFITS TO FRESNO STATE:**

A move to online carding will make the process more efficient. Online carding will eliminate the lines of students at Dog Days waiting to have their picture taken and expedite ID cards for new faculty and staff. Card production will become faster by processing applications online.

**ADDITIONAL INFORMATION:**

Every year at Dog Days, I see parents and students who question why they must stand in line to get their ID card picture taken. In the card office, wait times during the year can vary up to 15 minutes. At Dog Days, where some of the one hour sessions used to be lightly attended, lines 100 students deep are now the norm, and the percentage of students turned away and asked to come back later is increasing.