

F.2.1.4 (Procedure) Campus ID Card

Responsible Department: Vice Chancellor for Student Success

Based on Board Policy: [F.2.1](#) – Student Enrollment Requirements

Approved: 10-3-12

Last Amended: 9-11-14

Reviewed: 2-22-16

All Alamo Colleges qualified students are eligible for and required to obtain a Campus ID Card. A qualified student is defined as an individual who is currently enrolled, or has recently registered at one of the Alamo Colleges and has no tuition balance, is enrolled in an installment plan, or has paid tuition in full. Exceptions are identified in the Campus ID Card Procedures.

ALAMO COLLEGES STUDENT CAMPUS ID CARD PROCEDURES & PROCESS

The Alamo Colleges Campus ID (Identification) Card is the official Alamo Colleges student ID. The Campus ID Card Program supports the mission and vision of the Alamo Colleges by enhancing the overall college experience through access to a variety of services, including but not limited to library usage, academic advisement, transcript requests, admission to campus events, access to the Alamo Colleges Campus Wellness Centers and student activity events.

These procedures address the Alamo Colleges Campus ID Card for students. Faculty and Staff ID cards are issued by Alamo Colleges Department of Public Safety.

GENERAL OPERATIONAL PROCEDURES

1. All qualified Alamo Colleges students are eligible for and required to obtain a Campus ID Card. The following categories of students are not required, but eligible, to have a Campus ID Card: Continuing Education and Dual Credit.
2. Students must provide a valid photo ID to receive a Campus ID Card.
3. The Alamo Colleges Campus ID Card is the property of Alamo Colleges and must be returned to Alamo Colleges upon request.
4. The Campus ID Card is non-transferable. Cards in possession of anyone other than the registered cardholder may be confiscated and turned in to the Alamo Colleges Department of Public Safety.
5. The Campus ID Card Center will attempt to notify cardholders immediately when lost or stolen cards are received by the Department of Public Safety.
6. Unauthorized use, tampering, or alteration of an Alamo Colleges Campus ID Card is prohibited.
7. Initial issuance of the Campus ID Card is at no cost to the student. Replacement cards are addressed under FEES below.
8. All Campus ID Card photos are head and neck only, face-front (a basic DMV/passport style photo). No “silly” or otherwise different poses, faces, gestures, etc. are allowed. No hats (except for head coverings required for religious or medical purposes) or foreign objects are allowed in photos.

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NO FEES

No fee will be charged for the original issuance of the Campus ID Card.

FEES

1. A \$10.00 fee applies and is due at the time a replacement card is issued for any of the following reasons:
 - a. Damaged cards resulting from negligence or improper care (i.e., carrying the card loosely in one's jeans or purse; putting the card through a washer or dryer, using the card to scrape the windshield, etc.).
 - b. Lost cards.
 - c. Cards no longer functioning due to normal wear and tear will be replaced **at no cost** to the student. Alamo Colleges will inspect such card and determine its eligibility for no-cost replacement.
2. Replacement cards issued as a result of theft are issued at no cost to the student. The student must submit a police report to the Campus ID Card office at the time the replacement card is requested. Otherwise, the replacement fee of \$10.00 applies.

Replacement of a lost, stolen or damaged card is the cardholder's responsibility. All applicable fees will be paid at the Campus Business Office via cash, check or credit/debit card, including *AlamoCash*, or through the Virtual Business Office.

3. Replacement cards for name changes will be issued only after the change has been processed in Banner by the College Admissions Office. Student must present valid documentation showing the legal name change (i.e., marriage certificate, social security card, etc.) or photo ID (driver's license).

LOST CARDS

Lost cards should be returned to the Campus Department of Public Safety or Campus ID Center. If it is determined that a student has replaced the lost card, the card will be shredded. If the student has not replaced the card, the Campus ID Card Center will attempt to notify the student. The student will have 72 hours to pick up the card after attempted notification. If the card is not claimed it will be logged on the Lost Card log sheets, then marked lost on the system and destroyed.

Campus ID Cards reported lost by card holders are invalidated on the Campus Card system by the Campus ID Center to prevent someone else from presenting the card for services.

NOTE: If the card was activated for EMERGENCY ATM USE, the individual must contact the Heartland Payment Systems at 866-930-4065 directly if they are utilizing those options on the card to inactivate their accounts.

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PHOTO REQUIREMENT & STORAGE

The Alamo Colleges require a digitized photograph on every card issued.

Photographs will be stored on the Alamo Colleges server. However, access to the photographs will be strictly controlled. Automatic suppression will be placed on each photograph.

PROCESS

1. Campus ID Cards are issued throughout the year. Off-campus locations should contact home college ID Center for instructions.
2. Student Campus ID Cards are created automatically via upload from the Alamo Colleges' Banner and Oracle systems. Changes to name or other demographic information must be made through these systems and will automatically update in the Campus ID Card system.
3. Any cardholder whose Campus ID Card has been lost or stolen, must report at once such loss or theft to the Campus ID Card Office and Campus ACPD. The Alamo Colleges is not liable for card usage by unauthorized individuals or the report of a lost or stolen Campus ID Card.

Creating a Campus ID Card

Initial set-up

1. Select ID Production icon on the desktop to sign on
2. Enter Username and password set up by campus
3. Select campus
4. Ready to start

Verify Payment/Eligibility

1. Student must provide proof of payment for current semester/quarter (CE) in the form of a paid receipt. Some campuses have computers available for students to retrieve this information from their ACES account. Some campuses will verify payment using Banner from the TSICSRV screen.
2. Student must provide a photo ID in order to verify identity. If not available, verification can be acquired from the Banner SPAIDEN screen by having the student verify their address, DOB and SS and submitting supporting documentation from the attached "*Documents Needed to Establish Identity (For persons without photo identification)*" list.

Make ID

The ID center is able to reprint the original ID or the student may take another photo (follow the steps for Make ID)

1. Ask student for a photo ID to verify identity

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2. Click on “Record” to find student record
3. Select “Quick Search”
4. Enter the students Banner ID number
5. Hit “Search”
6. Choose classification for drop-down (i.e., Nursing Student, JECA, etc.) These students must be on a list provided from the appropriate department (i.e., Nursing). If not on the list, the student will be sent back to the department and will bring written documentation from the department showing that the student is enrolled in the program.
7. Verify Payment Status by entering current semester
 - a. Click on “Get Status”.
 - b. System will show paid or not paid status.

If not paid, the student cannot be issued an ID card. Check Banner screen TSICRV to verify payment. See instructions below.

8. Verify Current Name: If “N” appears, press “CTRL” + “T”. Double click to select current name.
9. Take student’s photo
 - a. Have student stand in designated area in front of ID camera
 - b. Inform student that a picture will be taken on the count of three
 - c. Click “Take Photo” and count to three (camera will flash and take the students photo in 2-3 seconds)
 - d. Click “OK”
 - e. Select photo
 - f. Click “Save”
 - g. Click “Print” (2nd icon on the toolbar)
10. If a student already has a Campus ID in the system and needs a new one, there will be a fee of \$10.00 assessed. The student is required to complete the appropriate form, pay the fee at the Business Office and return with a receipt showing PAID. The student will then be issued a new Campus ID Card.

Replacement ID:

- Ensure the student is eligible per the normal Campus ID Card process (paid tuition receipt)
- A \$10 fee will be charged for all ID Card Replacements (the only exception is if the student states that their picture on file is from another college)
- Instruct the student to go to the Business Office to pay for the fee and return to the Campus ID Center with the receipt
- Student may take a new picture if they wish to do so (or reprint the picture on file)
- Sign and date the receipt and enter it into the database
 - a. The database file is located on the desktop of the middle computer
 - b. Double-click on “Replacement ID Cards”

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- c. Enter the requested information
- d. File the receipt in the file folder labeled “Replacement ID Cards”

Documents Needed to Establish Identity

(For persons without photo ID which includes, without limitation, a driver’s license or state ID card from any US state or a US passport)

Students who apply for a Campus ID Card and do not have a photo ID must present the following:

- I. Two (2) pieces of secondary identification.
-or-
- II. One (1) piece of secondary identification plus two (2) pieces of supporting identification.
 - A. Secondary Identification. These items are recorded governmental documents (United States, 1 of the 50 states, a United States territory, District of Columbia or Canadian Province):
 1. Original or certified copy of a birth certificate issued by the appropriate State Bureau of Vital Statistics or equivalent agency.
 2. Original or certified copy of United States Department of State Certification of Birth (issued to United States citizens born abroad);
-or-
 3. Original or certified copy of a court order, establishing paternity, with name and date of birth (DOB);
-or-
 4. For applicants born before 1961, the following items would be acceptable in this category;
 - a. Original or certified copy of Form DD-214.
 - b. Original or certified copy of other state or federal governmental record that states name and DOB (such as United States census records or Social Security records).
 - B. Supporting Identification. These items consist of other records or documents that aid examining personnel in establishing the identity of the applicant. The following items are not all inclusive. The supervisory personnel may determine that an unlisted document meets the department’s needs in establishing identity.
 1. School records
 2. Vehicle title
 3. Military records

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4. Unexpired military dependent identification card
5. Original or certified copy of marriage license or divorce decree
6. Voter registration card
7. Social Security card
8. Pilot's license
9. Concealed handgun license
10. Texas driver's license temporary receipt
11. A foreign passport (with or without a United States Visa)
12. A consular document issued by a state or national government