

## CASE STUDY: UNIVERSITY OF TASMANIA

The University of Tasmania was founded in 1890, making it Australia's fourth oldest university. It has more than 34,000 students and operates across three main campuses based in Hobart, Launceston and Burnie. The University also has a campus located in Sydney.

### HIGHLIGHTS

- First ever installation of Unicard Systems flagship identityONE ID issuance web browser based software.
- Unicard technology has revolutionised University of Tasmania's card issuance process – saving many thousands of hours of staff time each year.
- Single ID card has replaced the multiple cards required under previous arrangements

### THE CHALLENGE

University of Tasmania ID cards enable staff, students and other authorised people to be identified and verified via their photograph and name being printed on the card. In addition to providing building access, University of Tasmania ID cards also:

- allow the holder to access various university services such as photocopying and printing via the ID encoded on the card
- serve as the means of identification for registered access to university examinations and tutorials.

Historically, University of Tasmania's card issuance process involved staff and students (and other people requiring an ID card such as service providers) having their photo taken at the university and subsequently being issued with an ID card that was printed on-site.

This required attendance at a university building in person, and, as a result of the volume of card's issued, often waiting in a queue.

By 2019, the University recognised that the technology it used for the issuing of ID cards was outdated. Not only did this mean its card issuance process was time consuming and cumbersome (for those in need of an ID card as well as for staff responsible for administering the process) – but it also meant many users needed two or more cards – with separate cards required for identification and building access.

This led to less than ideal user experiences and as a result of feedback provided - the university decided to go to market to determine if a suitable and more efficient card issuance solution could be identified.

In line with its procurement procedures - the university released a Request for Tender (RFT) via an open process.

## SOLUTION

In responding to the RFT - Unicard Systems identityONE card issuance solution as well as the optional CaptureME and PrintMyID kiosk modules fit the University of Tasmania's stated requirements out of the box.

Its response highlighted the benefits of its cloud based identity card issuance solution known as identityONE – which seamlessly integrates with Unicard's optional CaptureME, and mobile self service ID card kiosks. Unicard's products bring to market the most comprehensive and user friendly card issuance solution available in the world.

“

*“Unicard was a proven vendor within our sector and its offer demonstrated the functionalities the University was looking for. This included one card for identification and building access purposes as well the ability to add credit to the card for printing services. The self-service kiosks offered by Unicard were also an attractive part of its solution.”*

Kate Lee  
Director Student Enquiries and Communications,  
University of Tasmania, Australia

## OUTCOME

The University of Tasmania installation of Unicard Systems' contemporary card issuance solution was three years' ago now and user acceptance has naturally been high.

The installation transformed the process for issuing ID cards and enabled:

- university staff as well as students to access the system on any device connected to the internet – with no need for time consuming software installations due to the system being cloud based.
- a streamlined card issuance process including through enabling photos to be taken and uploaded anywhere, anytime – with functionality enabling students to upload their own student ID Photo from their smart phone, iPhone, Laptop or PC from anywhere in the world.

- students being given more options in how their physical card was issued including collecting their cards at a time of their choosing from a self-issuance ID card kiosk or having their card mailed to them (rather than needing to attend the nominated university building as per the previous arrangements).
- authorised staff to approve or reject ID photos and issue student or staff cards with ease – this functionality part of the CaptureME verification module.
- instant card issuance – with Unicard's technology enabling secure dispensing of new or replacement identity cards direct from an unattended kiosk. Printed in a matter of minutes on-the-spot, this offers students the speed and convenience of immediate anytime card renewal outside administration operating hours. Multiple kiosk locations allow flexible card collection points.
- Increased functionality in a single card - with previous ID cards unable to facilitate access to the University's electronic door locks meaning a second card needed to be issued. For students living in the University's student accommodation facilities – a third card was required to enable access to the electronic door locks internal to the accommodation buildings.

To provide an example of how significant the time saving associated with the new system is – a significant saving comes from 'distance' ID production – students providing their own photo via the system online – with ID cards either mailed to them or collected (either in-person or from self-kiosk).

Under the University's prior ID issuance process, issuing one 'distance' ID card took a staff member around 25 minutes to complete – with the new system only taking 2 to 3 minutes!

Even without including the time saved for students - this is a 20 minute saving per card – leading to an estimated saving of 8,000 hours of staff time between 2020 and 2022 based on the number of cards issued, as below:

YEAR	NO. CARDS PRINTED	HOURS SAVED
2020	7758	2586
2021	9622	3207
2022 Jan - Aug	6708	2236
TOTAL	24 088	8020