Meeting Number 01
Meeting Type SUBJECT AREA COMMITTEE
Meeting Date 04 October 2011

Project Number 11045

Purpose Subject Area Committee Meetings – Other Services – Card, Ticket Office
Location EMU – Fir Room
Start Time 11:15 AM

CONFERENCE REPORT

01 THOSE PRESENT

UO Card Office
Joel Woodruff, Shamsu Said

UO Ticket Office
Mary Barrius, Eitan Gluz, Jessica Hollowell, Jennifer Ludwig

University of Oregon, Campus Planning and Real Estate
Martina Bill

EMU User Group
Wendy Polhemus, Molly Kennedy

EMU
Jessi Steward

SERA Architects
Natasha Koiv, Audrey Craig

AC Martin
Bob Murrin, Tammy Jow, Christopher King

02 MISSION

UO Card Office
The UO Card Office is a university core office, providing ID card/Badge production/issuance to all university Faculty/Staff/Students including satellite campuses in Portland. In addition, the UO Card Office provides administration and maintenance for the Cbord, CS Gold transaction processing system for the Campus Cash Program and eligibility verification at the Student Recreation Center and Computer Labs, as well as oversight of the EMU Computer Network. See attached Functional Overview.

UO Ticket Office
The UO Ticket Office provides a full range of ticketing and registration services for University departments (ex: School of Music & Dance, Univ Theatre, Bach Festival), student groups and community organizations holding events on campus including events held in the EMU.

The UO Ticket office also serves as an outlet for the Hult Center, TicketsWest, Ticketmaster, and several area venues. We sell tickets and provide the campus community access to a wide range of events throughout the Northwest.

03 ORGANIZATIONAL STRUCTURE

UO Card Office: See attached org. chart.

UO Ticket Office: See attached org. chart.

04 HOURS OF OPERATION

UO Card Office: 8:00 am – 5:00 pm, Monday - Friday

UO Ticket Office: 9:00 am – 5:00 pm, Monday – Friday, also open during events in the EMU.

05 FREQUENCY OF USE

UO Card Office: See attached chart.

UO Ticket Office
8 am – 10 am, Monday through Friday, there are 5-10 non-staff visitors.
10 am – 12 pm, Monday through Friday, there are 10-15 non-staff visitors.
12 pm – 2 pm, Monday through Friday, there are ±20 non-staff visitors.
2 pm – 5 pm, Monday through Friday, there are 20 non-staff visitors.
5 pm – 9 pm, Monday through Friday, there are 100+ non-staff visitors.

06 STAFFING AND WORKSTATION REQUIREMENTS

UO Card Office
1 Full-time Manager-UO Card Office/EMU Network with a dedicated open workstation.
1 Full-time Technology Consultant with a dedicated open workstation.
1 Part-time Office Specialist 2 - .75 FTE with a shared open workstation.
1 Part-time Office Specialist 1 - .5 FTE with a shared open workstation.
4-6 Part-time Student Employees with shared open workstations.

UO Ticket Office
1 Full-time Manager with a dedicated partitioned workstation.
1 Full-time Assistant Manager with a shared partitioned workstation.
1 Part-time Lead Staff with a shared open workstation.
10 Part-time Student Staff with shared open workstations.

07 TYPES OF SPACES REQUIRED

UO Card Office
A waiting area for 3-4 people is required. Space is also required for queuing of long lines during high production times.

The UO Card Office does not require a conference room.

A dedicated work area for 8-9 people is required. See attached floor plan.

Shared storage is required at 50 SF for cash receipts and office supplies.

Other space needs not previously described:
Require a front counter and photo capture station configuration that restricts patrons from walking behind the counter.

UO Ticket Office
A waiting area is required, a lobby area in front of the Ticket Office windows. Seating is not required, but the waiting area should be able to funnel several hundred people through if the space is located near the performance space.

A conference room is required that seats 10 people. Provide a table large enough to fit 10 chairs around it. 10 chairs.

Both a dedicated work area as well as a shared work area are required to accommodate 8 people, each. Equipment needs include:
- 2 dedicated office areas
- 3 ticket window stations
- 2 phone stations
- 3 multi-function spaces
- Computers, printers, phones, workspace

Dedicated storage is required for storage of:
- General office supplies
- Ticket supplies including cases of ticket stock
- Ticket envelopes
- Mailing envelopes
- Cash registers
- Space ticketing equipment

Other space needs not previously described:
Either a bathroom within the space or in very close proximity.

Other equipment needs no previously described:
A safe… large enough to hold several cash trays.

08 ADJACENCY REQUIREMENTS

The UO Card Office should be directly adjacent to Food Service, Retail Space, the Lobby/Atrium and General Building Storage.

The UO Ticket Office should be directly adjacent to Theater Spaces. It should also be on the same floor with Food Service, Conference Spaces, Conference Support Spaces, Performance Support Spaces, Lounges/Info Desk, and the Lobby/Atrium.

09 VISIBILITY, ACCESS, AND SECURITY

The UO Card Office should be located near the “front door”, more visible.

The UO Card Office should have locking doors at all entrances so it can be closed even if other parts of the building are open.

The UO Card Office operates on an autonomous or “stand alone” computer network.

The UO Ticket Office should be located near the “front door”, more visible, with easy access for both campus and community.

The UO Ticket Office requires both of the following:
- Locking doors at all entrances so it can be closed even if other parts of the building are open.
- Card lock doors to record access into the department.

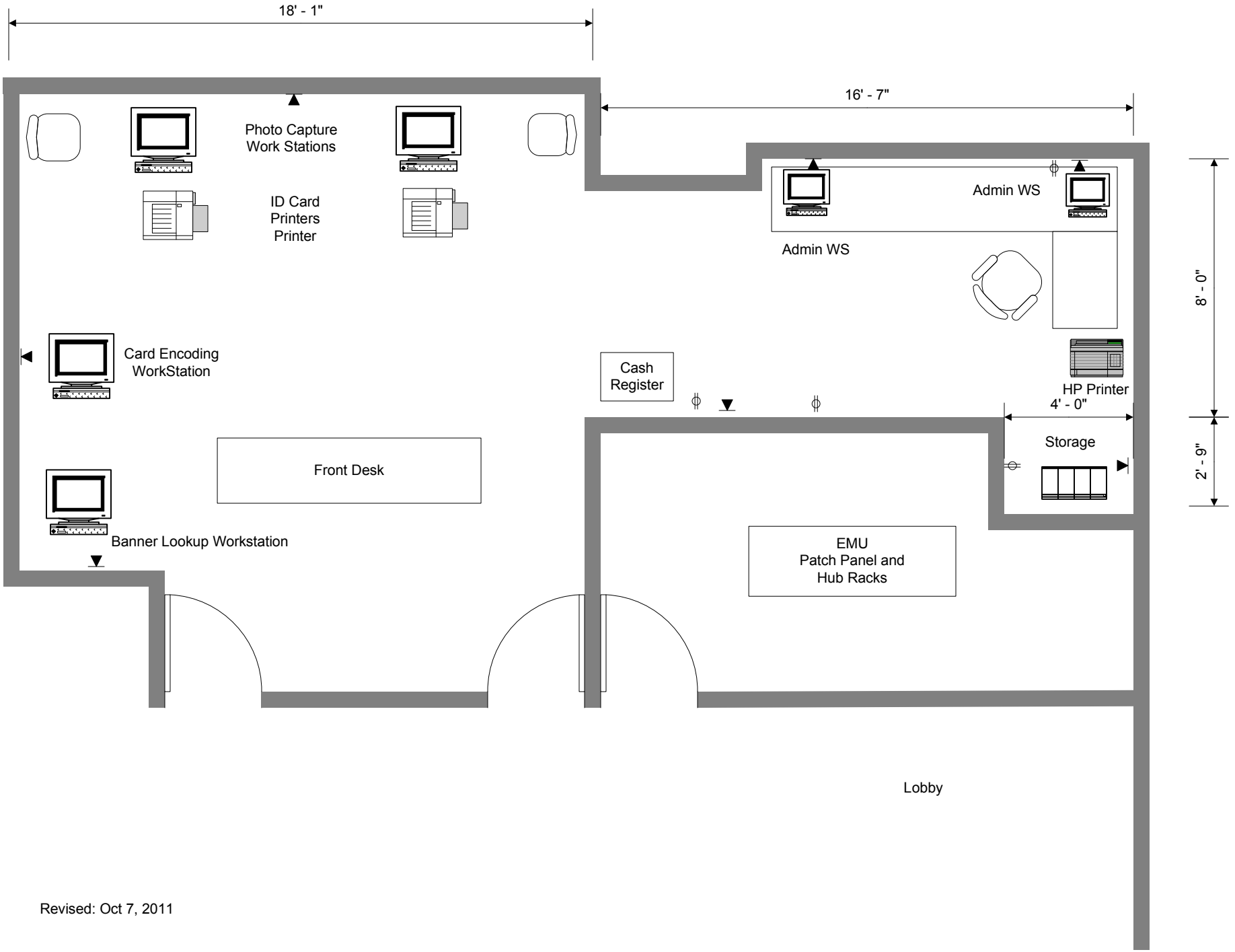
The UO Ticket Office is a “user” of a larger computer network where the system is operated by another department.

10 UO CARD/TICKET OFFICE EXHIBITS

The following exhibits (attached) have been provided by the UO Card Office:
- UO Card Office Floor Plan
- UO Card/EMU Computer Support Administrative Offices, Rm M110-111 Mezzanine
- CS Gold Device Types
- UO Card Office Card Production Stats
- UO Card Office Daily Register Transaction Count
- UOC Period Report 9-19 to 9-30-2011
- UOC Period Report 9-20 to 10-1-2010
- UOC-EMU Network Functional Overview

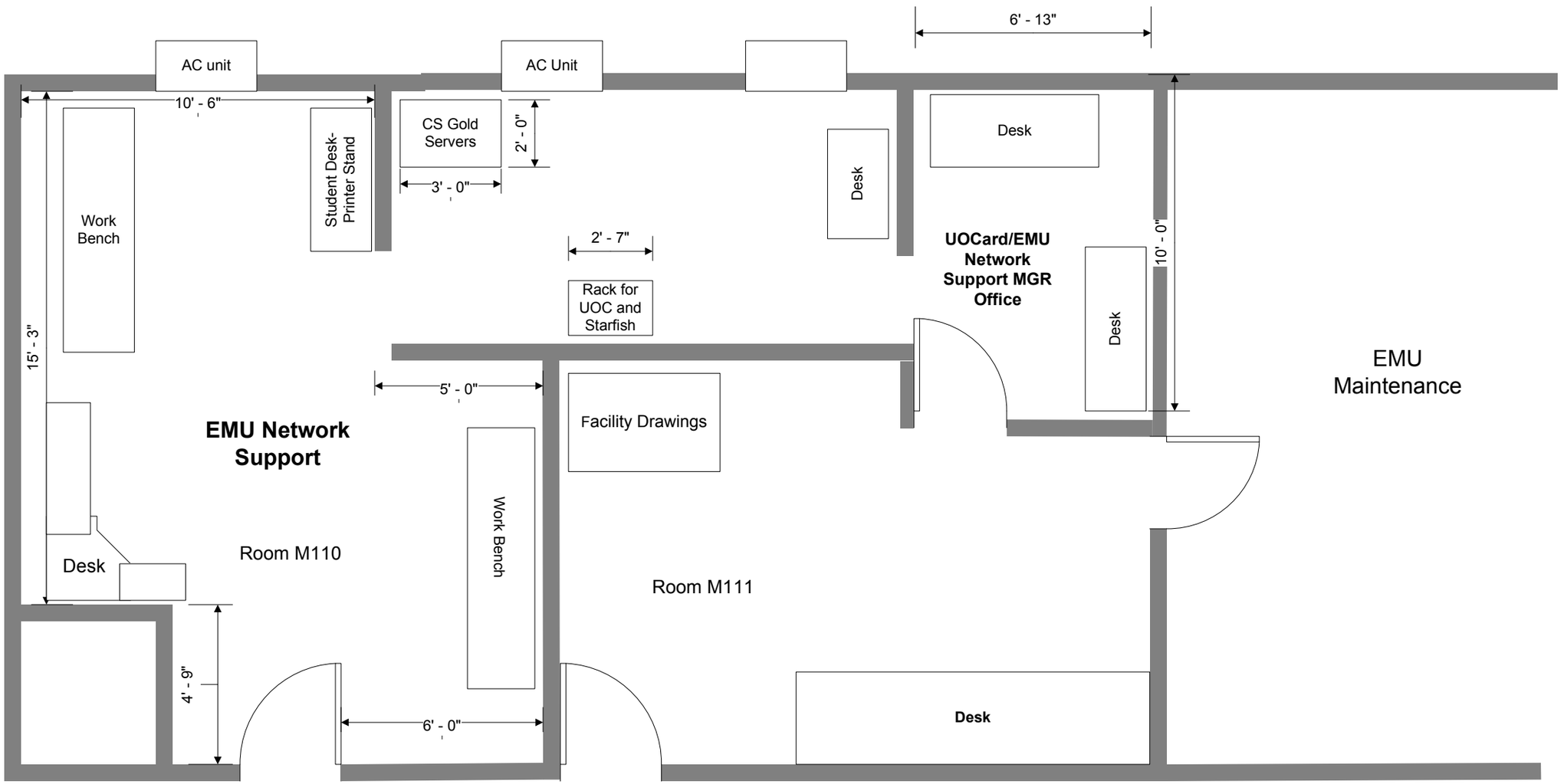
The following exhibits (attached) have been provided by the UO Ticket Office:
- UO Ticket Office Organization Flow Chart

UO Card Office
Floor Plan

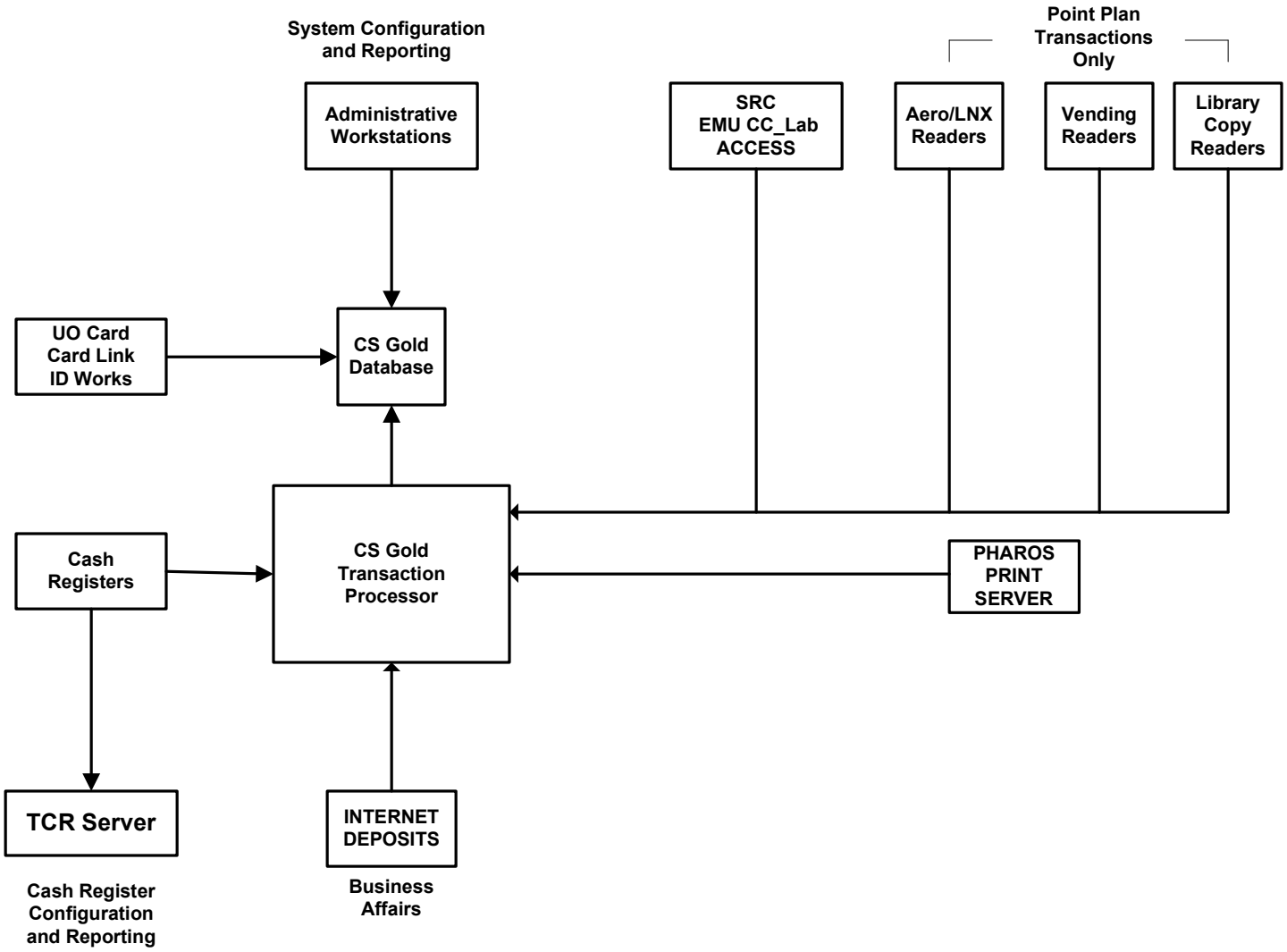


Revised: Oct 7, 2011

UO Card/EMU Computer Support
Administrative Offices
Rm M110-111 Mezzinine



CS Gold
Device Types



Count of Current Devices

Cash Registers	15
Aero/LNX Readers	28
Vending Readers	35
Print Locations	10
Copy Locations	19
Total	107

Access Readers:
Used at the Student Rec Center and EMU CC_Lab for eligibility Verification.

Cash Registers:
EMU and Library registers process both Campus Cash and Cash transactions.

TCR Server:
Used to configure each cash register and provides product movement and Sales Report. Server is located in EMU Network Services.

Pharos Print Server:
Used throughout the Library/ Computing Labs to pay for printing with Campus Cash. This server is managed by the Knight Library.

CS Gold Server/Database:
These servers are used to configure the system devices and process Campus Cash transactions.

Internet Deposits:
Allows for On-Line deposits to Campus Cash from Credit Cards.

This server is located in Oregon Hall and manged by the Business Affairs Office

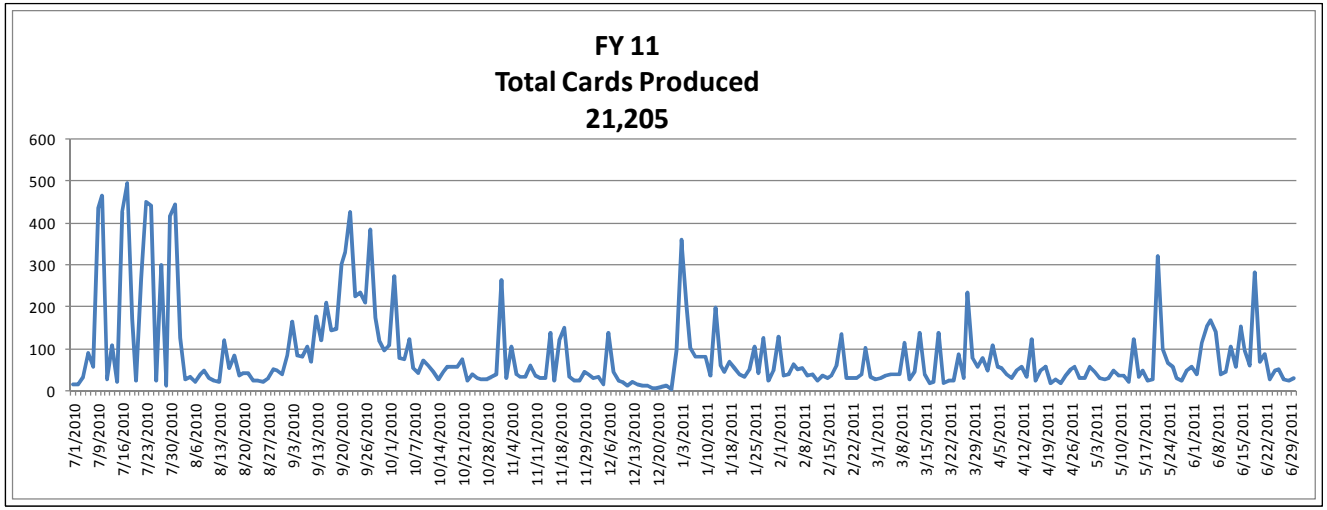
LNX/Aero Readers:
Used at EMU Tenant locations, UO Housing, CC_Labs for Campus Cash Transaction only.

Vending and Copy Readers:
Used at various campus locations for Campus Cash Transactions only.

UO Card Office
Production Stats
Prepared By: Joel Woodruff
Oct. 7, 2011

July 2010 to July 2011

Card Types	Cards Produced
UO Card	15603
CCASH	2129
TELECOM	622
Program Card	503
HOUSING-BARCODE	363
COE-BADGE	361
MUSEUM	236
OREGON CARD	206
BLANK_ACCESS	196
PARSPASS	166
HOUSING-NO BARCODE	150
DeptCopy	126
GIFTCARD	79
EC CARES	65
DPS-OFFICER	57
DPS-STAFF	45
COE-GRADSTUDENT	43
NETWORK SERVICES-IT	40
HEDCO	26
COE-SUPERVISINGFAC	23
CAS-IT	22
CONFERBADGE	18
DPS-LIEUTENANT	17
DPS-APSO_CSO	16
LIBRARYCOLLECTIONS	15
DPSTEST	15
EMU-FACILITIES	13
STUDENT AFFAIRS-IT	8
NETWORK SERVICES-IT3	8
EMUTEST	5
LAWITBADGE	5
KWVA	4
DPS-CAPTAIN	4
DPS-ASST CHIEF	4
DPS-CHIEF	3
RETIRE	3
MAILINGSERVICES	2
COE-TEMP	2
FOOD_SERVICES	1
CSO	1
Grand Total	21205



Peak Operating times are:

July - IntroDUCKtion
Fall Term - Week of Welcome, First Week of Classes
Winter Term - First Week of Classes
Spring Term - First Week of Classes
Summer Term - First Week of Classes

UO Card Office
Daily Register Transaction Count
Prepared by: Joel Woodruff
Oct 7, 2011

Sept 20 to Oct 1 2010

	Day										
Hour	**9/20/10**	**9/21/10**	**9/22/10**	**9/23/10**	**9/24/10**	**9/27/10**	**9/28/10**	**9/29/10**	**9/30/10**	**10/1/10**	**Grand Total**
8	4	5	1	7	6	13	11	11	5	1	**64**
9	3	2	8	2	7	35	16	12	12	7	**104**
10	4	11	10	12	9	23	32	33	22	10	**166**
11	7	6	21	12	17	29	41	34	48	16	**231**
12	12	13	9	24	24	30	42	28	17	11	**210**
13	6	11	17	14	21	45	41	38	26	28	**247**
14	10	7	16	21	25	32	17	22	10	11	**171**
15	15	9	17	15	19	46	34	20	26	23	**224**
16	9	4	12	27	11	26	11	10	8	13	**131**
17										1	**1**
Grand Total	**70**	**68**	**111**	**134**	**139**	**279**	**245**	**208**	**174**	**121**	**1549**

Sept 19 to Sept 30 2011

	Day										
Hour	**09/19/11**	**09/20/11**	**09/21/11**	**09/22/11**	**09/23/11**	**09/26/11**	**09/27/11**	**09/28/11**	**09/29/11**	**09/30/11**	Grand Total
7								1			**1**
8	2	3	2	5	9	13	13	4	8	4	**63**
9	6	1	3	5	23	32	24	20	12	11	**137**
10	12	10	14	21	25	32	23	27	11	16	**191**
11	18	8	11	14	25	25	44	35	16	12	**208**
12	16	14	20	14	35	41	37	25	14	21	**237**
13	6	10	8	21	23	23	37	36	23	11	**198**
14	11	10	14	24	25	34	28	12	17	5	**180**
15	3	17	19	17	13	33	29	29	11	12	**183**
16	4	6	11	16	17	13	14	10	10	6	**107**
17		1	1								**2**
Grand Total	**78**	**80**	**103**	**137**	**195**	**246**	**249**	**199**	**122**	**98**	**1507**

University of Oregon
Daily Period Report
By Location Number

Selection Criteria: Location Number in 50 to 50
In the period from 9/19/2011 to 9/30/2011

Friday, 10/7/2011 3:23:04PM

Location Number: 50
Location Name: Card Office

Sales Total

Sales Incl. Tax	55,589.78		
Tax			
Gross Sales		55,589.78	
Refunds Incl. Tax	1,248.00		
Tax on Refund			
- Net Refund		1,248.00	
+ Surcharges			
- Discounts			
-Store Coupon			
Net Sales		54,341.78	

Sales

	Sale	Refund	Net
No-Tax Sales	55,589.78	1,248.00	54,341.78
Tax Sales			
Total Sales	55,589.78	1,248.00	54,341.78

Tax

	Sale Tax	Refund Tax	Collected
Tax1			
Tax2			
Tax3			

Discount

	Item		Sale		Tender		Total	
	Units	Amount	Units	Amount	Units	Amount	Units	Amount

Counter

Sale	Refund
1,502	13

Grand Total:

Sales Total

Sales Incl. Tax	55,589.78	
Tax		
Gross Sales		55,589.78
Refunds Incl. Tax	1,248.00	
Tax on Refund		
- Net Refund		1,248.00
+ Surcharges		
- Discounts		
- Store Coupon		
Net Sales		54,341.78

Sales

	Sale	Refund	Net
No-Tax Sales	55,589.78	1,248.00	54,341.78
Tax Sales			
Total Sales	55,589.78	1,248.00	54,341.78

Tax

	Sale Tax	Refund Tax	Collected

Discount

	Item		Sale		Tender		Total	
	Units	Amount	Units	Amount	Units	Amount	Units	Amount

Counter

Sale	Refund
1,502	13

University of Oregon
Daily Period Report
By Location Number

Selection Criteria: Location Number in 50 to 50
In the period from 9/20/2010 to 10/1/2010

Friday, 10/7/2011 3:20:49PM

Location Number: 50
Location Name: Card Office

Sales Total

Sales Incl. Tax	52,867.28	
Tax		
Gross Sales		52,867.28
Refunds Incl. Tax	539.00	
Tax on Refund		
- Net Refund		539.00
+ Surcharges		
- Discounts		
-Store Coupon		
Net Sales		52,328.28

Sales

	Sale	Refund	Net
No-Tax Sales	52,867.28	539.00	52,328.28
Tax Sales			
Total Sales	52,867.28	539.00	52,328.28

Tax

	Sale Tax	Refund Tax	Collected
Tax1			
Tax2			
Tax3			

Discount

	Item		Sale		Tender		Total	
	Units	Amount	Units	Amount	Units	Amount	Units	Amount

Counter

Sale	Refund
1,540	16

Grand Total:

Sales Total

Sales Incl. Tax	52,867.28		
Tax			
Gross Sales		52,867.28	
Refunds Incl. Tax	539.00		
Tax on Refund			
- Net Refund		539.00	
+ Surcharges			
- Discounts			
- Store Coupon			
Net Sales		52,328.28	

Sales

	Sale	Refund	Net
No-Tax Sales	52,867.28	539.00	52,328.28
Tax Sales			
Total Sales	52,867.28	539.00	52,328.28

Tax

	Sale Tax	Refund Tax	Collected

Discount

	Item		Sale		Tender		Total	
	Units	Amount	Units	Amount	Units	Amount	Units	Amount

Counter

Sale	Refund
1,540	16

Functional Overview
UO Card/EMU Network Support

UO Card/EMU Network Support

Card Production

- ID Cards & Badge Production
- Dept/Grant Copy Program
- A/R Billing
- Card Issuance Policies
- Operating Procedures
- Cash Handling
- Database Adminstration
- Budgeting
- Department Coordination
  AEI/CEP/HEP
  Registrar
  Payroll
  Admissions
  Orientation Programs
  DPS
  LTD

Staffing:
1.0 FTE Officer of Administration
.75 Office Specialist 2
.50 Office Specialist 1
3-6 Student employees
1.0 Technology Consultant – EMU Network

CS Gold System Administration

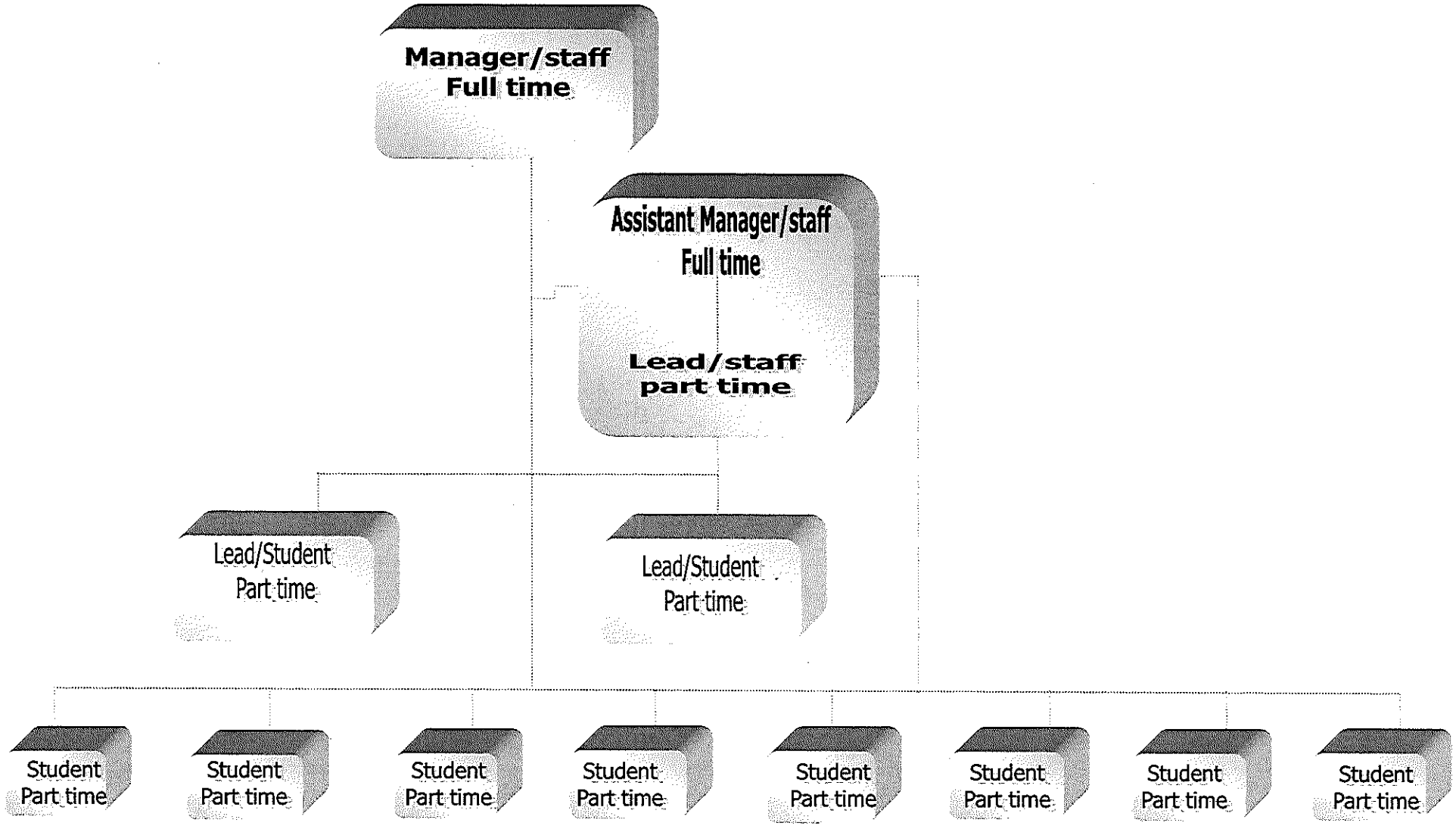
- CBord Point of Sale
  16 – EMU Cash Registers
- Management of Patron Accounts -50,000
- Campus Cash Fund Balancing/Reconciliation
  A/R Billing
- Maintain SRC/CC_Lab Access Priviledges
- Reporting/Statistics
- Project Management
- Network Infrastructure and Security
- Device Maint - 90 Devices
  24/7 Coverage
- Server Maintenance
- Disaster Recovery
- E-Commerce
- Depart. Coordination
- Business Affairs
- Registrar
- Orientation
- Library
- Law School
- Computing Labs

EMU Network Support

- Desktop Support - 200+ Computers - EMU/PEREC
- Server Support
- Software/Hardware Upgrades
- Maint of Voice/Data Infrastructure
- Active Directory Maintenance
- Network Security
- Network Documentation
- Budgeting
- Project Management
- Application Support
  E-mail Systems
  Scheduling/Setup – R25
  Ticketing
  HLC
  ASUO
  QuickBooks
  Kronos Time and Attendance
  PEREC - Membership Mgmt

Revised: 10/7/2011

UO Ticket Office Organization Flow Chart



Student staff work between 10 and 20 hours a week based on availability and the number of additional events taking place during the week in addition to the regular hours of operation.

Department has several satellite offices/spaces in other venue locations both on and off campus.