Introduction
- The FLASHcard is your Kent State University ID card and more. Your card will let you take materials out of the Kent State libraries, access services such as Student Recreation & Wellness Center and athletic events, and purchase goods and services both on and off campus. If you have a food plan, you will use your FLASHcard to purchase meals in our dining halls.

Services & Touchpoints:
- We had over 14K unique users of our cards and services this academic year!
- We had over 2.1 million card swipes this year!
- Smart card issuance has continued for the third straight year and will be fully integrated for Fall!
- Our off campus merchant persistence rate was over 90% for the third straight year!

2019 – 2020
- Increased trainings and conference attendance from last year.
- Provided real time cohort costs to students at point of purchase!
- Added cloud-based card design and production to three regional campuses!

Services Assessed and Goals

1. Merchant Satisfaction Survey – Maintained over 9 out of 10 ratings from Merchants in our three categories. N=39

2. Comprehensive Server Diagrams Completed – CIS

3. Transitioned all EoL Operating Systems for Card Production on Multiple Campuses

4. Revamped the scholarship deposit process, over $65K in scholarships processed – up from last year.

Continuing Service Excellence

ACTION PLAN:
1. Develop SMART Goals in the Era of COVID.
2. Implement contactless technologies across campus.
3. Develop internal action plan based on external review from this past year.

NEXT STEPS:
Collaborate with divisional colleagues to engage in a safe and robust fall semester by developing plans and implementing technology solutions to encourage social distancing and hygiene.