COUGAR CARD OFFERS NEW MOBILE SERVICE

Houston, December 14, 2010 – Cougar Card finds yet another way to excel in customer service by greeting UH’s incoming students with a new convenient mobile service. Customer service representatives can now attend orientations throughout the entire campus using digital devices in order to provide a faster and more convenient option for obtaining your Cougar Card ID.

Cougar Card will use the new service for the first time during the 2011 undergraduate orientation and hopes to extend this service throughout the UH community to individual college orientations as well as graduate programs. The one-stop-shop uses digital cameras, laptops and electronic signature pads to cut out time spent to verify ID’s and fill out forms. By going paperless, the Cougar Card process also shows their green initiative. Not only does it save time, it also saves money by cutting down on printing and supply costs.

“The Cougar Card office strives to provide all students an ID experience as flawless as possible, as well as do our part in sustainability,” said Yolanda Gutierrez, Cougar Card Assistant Manager.

During orientations, students will check-in by presenting their PeopleSoft ID number and photo ID. The terms and conditions will be displayed to the group to review as they wait their turn. The electronic signature pad records the student’s signature as the customer service representative verifies the photo ID. The student will receive a strip flyer displaying their PeopleSoft ID number.

The student then moves to get their smiling face recorded into the system. As they pose for the camera, the student will hold their strip flyer at their chest. This number will be used to accurately identify the student during the printing process where it will then be cropped out of the final picture. Once all the pictures are all taken, the photos and information will be
taken back to Cougar Card office for processing. During orientation check out, the Cougar Card office will have a station set up for students to pick up their printed ID cards.

New Student Orientation for freshman is on January 7, 2011. Advising and Registration for Transfers takes place on January 5, 7 and 13. For more information on Cougar Cards, visit www.uh.edu/cougar1card/.

About the University of Houston

The University of Houston is a comprehensive national research institution serving the globally competitive Houston and Gulf Coast Region by providing world-class faculty, experiential learning and strategic industry partnerships. UH serves more than 38,500 students in the nation’s fourth-largest city, located in the most ethnically and culturally diverse region of the country.