# University Identification & Access Card

**Document Number:** EMAC-0004 **Date Published(sys):** 8/5/2026

## General Description

### Policy Summary:

This policy establishes the guidelines for the issuance, use, and management of the Trinity University identification card, hereby known as the "Tiger Card." This policy outlines the responsibilities of students, employees, alumni, dependents (with Tiger Cards), and contractors/affiliates regarding card use for access control, campus security, identification, and campus-related transactions, and defines expectations for all individuals in possession of a Tiger Card.

### Purpose:

The purpose of this policy is to outline the rules and responsibilities for community members and affiliates regarding the use, care, and security of their Tiger Cards, which serve as official identification and support access, security, and campus transactions.

### Scope:

Employees, Students, Contractors/Affiliates, Alumni/Dependents, Other Approved Cardholders

### Responsible Department:

Office of Emergency Management

## Policy Content

### Policy Content

The Tiger Card is an essential part of campus operations, used to verify identity, grant access to campus services, and support security protocols. This policy outlines the requirements, responsibilities, and procedures related to ID card issuance, use, replacement, and return.

### General Use of Tiger Cards:

An official Tiger Card is required for the following purposes:

- **Business Office** -- To cash personal checks (up to $100).
- **Library** -- To check out books, reserve materials, and access digital and physical resources.
- **Trinity University Store** -- To receive eligible faculty and staff discounts.
- **Trinity Dining** -- To purchase meals and for using authorized departmental or student meal plan accounts.
- **Campus Security** -- For identification purposes and access control into University facilities.
- **Bell Athletic Center** -- To access indoor/outdoor recreational, fitness, and athletic facilities.
- **Building Access** -- For entry into secured or restricted campus buildings or areas, including after-hours, where applicable.
- **Event Admission** -- For access to campus events and activities that require university affiliation validation.
- **Printing Services** -- Employees use their Tiger Cards to access multifunction copiers across campus; students use it to pay for and release print jobs at WEPA printing kiosks.

## Issuance and Restrictions:

The following outlines the issuance, use, and responsibilities associated with Tiger Cards for all authorized members of the Trinity University community:

- All employees and students are issued one card at the time of hire/onboarding or at campus orientation(s), at no cost. Contractors and other affiliates issued Tiger Cards, such as employee dependents, are also issued one card when requested by a campus Department and authorized/approved by the Director of Emergency Management & Access Control and Human Resources.
- The card must be carried at all times while on campus and presented when requested by authorized personnel.
- Tiger Cards are non-transferable to other community members, and it is a violation of this University policy to use another Tiger Card not belonging to the assigned person for which it was intended and approved. Violations may include referrals to the Dean of Students Office, Human Resources, or to the appropriate management contact [for external users], who will take the appropriate course of action for policy violations.

## Replacement Cards and Fees:

The following guidelines outline the responsibilities, reporting procedures, and associated fees for the replacement of Tiger Cards issued to students, employees, and contractors:

- **Students and Employees:** A non-refundable replacement card fee of $25.00 will be charged for each replacement beyond that of normal wear-and-tear, as determined by the Tiger Card Office staff.
- **Security-Sensitive Cards:** A non-refundable replacement fee of $200.00 will be charged for replacement cards that have sensitive security access privileges, such as those granting access to residential rooms, construction sites, etc.
- If a Tiger Card is lost or stolen, it must be reported immediately to the Tiger Card Office and/or TUPD.
- If a Tiger Card is damaged through normal wear-and-tear, a free replacement may be issued at the discretion of the Tiger Card Office and upon surrender of the damaged card.
- Replacement card payments can be made at the Cashier's Window in the Student Financial Services Office; Tiger Bucks or Credit Cards are accepted.
- Employees and students are personally responsible for their Tiger Cards. Replacement fees for employees may be paid by the individual at the cashier's office (Student Financial Services) or charged to a University budget if their department approves. Replacement fees for students are applied to their student account.

## Card Return Upon Separation:

Upon separation or termination of employment, employees must return Tiger Cards to their supervisor or department contact, Human Resources, or the Tiger Card Office. Students may keep their cards upon graduation.

## After-Hours Support for Tiger Card Services:

Students, residents, and employees experiencing after-hours issues with Tiger Card-related services -- such as access control, meal plans, Tiger Bucks, or printing -- must submit a service ticket through Asset Essentials or engage in the following:

- **Student Residents**: For urgent issues, students should notify their Resident Assistant (RA), who will escalate the matter to the on-call Residential Life Coordinator (RLC). The RLC will coordinate with Tiger Card staff to resolve the issue according to procedure. For non-urgent electronic access concerns, RAs should direct students to submit a service ticket via Asset Essentials or seek assistance from TUPD non-emergency at 210-999-7070.
- **Employees & Other Cardholders**: Faculty and staff experiencing problems with Tiger Card services should submit a service ticket through Asset Essentials and/or contact the Tiger Card Office by email or phone. For after-hours support, employees may contact TUPD non-emergency at 210-999-7070 for access to requested doors.

If TUPD is contacted after hours:

- For urgent issues that impact door security, TUPD will reach out to the Tiger Card on-call staff, according to inter-departmental procedures. For non-urgent issues, TUPD will submit a service ticket in Asset Essentials on behalf of the employee or student, or direct them to do so.

## *Revision Management*

### Revision History Log:

| Revision #: | Date: | Recorded By: |
|---|---|---|
| v2.1 | 8/3/2026 2:37 PM | |
| v2.0 | 8/26/2025 10:53 AM | Pamela Mota |
| v1.0 | 8/1/2019 12:28 PM | Holly Warfel |

### Vice President Approval:

| Name: | Title: |
|---|---|
| Mark Detterick | Vice President for Finance and Administration |