



CHANGE THE WORLD FROM HERE

To: USF President's Cabinet
From: USF Staff Council
Re: Physical One Cards
Date: March 31, 2023

The USF Staff Council has heard ongoing concerns voiced by staff about the difficulty of receiving physical One Cards, either as replacements for lost cards or for new employees. The purpose of this recommendation is to make permanent the option for new or replacement physical One Cards for staff. This recommendation aligns with those from OPE and USF Workers United.

The Current State

Staff must use USF One Card to unlock doors and gain entrance into university buildings and facilities. Since the university moved to mobile credentials, employees are expected to use the GET Mobile App, on their personal mobile devices, to access their One Card. For many employees, access through the GET Mobile app has proven problematic and the option for staff to obtain a physical One Card either as a replacement for a lost or damaged One Card or as a new employee has proven very challenging. The [USF website](#) notes that *“any physical card replacement requests will need to be reviewed and approved on a case-by-case basis as the University has moved to mobile credentials.”* Recent experience by staff has shown that it can take significant persistence and advocacy to arrange for a new physical card. This should not be the case.

Recommendation and Rationale

We are requesting a permanent option for new or replacement physical One Cards for staff for the following reasons:

- **Reliability:** If the GET Mobile app is not working staff are unable to enter campus buildings. This can happen for a variety of reasons: older phones, the phone may run out of power or shut down, or the technology may simply not be working at that moment. We do recognize that those using an iPhone XS, XS Max, XR, or newer devices, may be able to use Express Mode and still access the Mobile USF One Card from their Apple Wallet for up to 5 hours after the device's battery needs to be charged, but not all employees have compatible iPhones and the employee will not have access after the 5-hour window of accessibility if they are unable to charge their phone during that time.
- **Safety:** If a staff member needs to quickly enter a campus building (late at night or in a difficult situation), relying on an app that occasionally doesn't work creates a serious safety concern.
- **Privacy and employer obligation to provide work-related equipment:** Employees should not be required to use their personal mobile devices for work access.
- **Equity:** Not all employees have personal mobile devices that support the Get Mobile app.
- **Sustainability:** Wristbands are not a good permanent physical solution. The wristband is no more environmentally friendly than the plastic card and can be awkward and undesirable (including, for some, an allergic reaction to the material).

For all of these reasons, we respectfully request that USF returns to its former policy and practice of providing a physical One Card to staff members when requested and replacing lost physical One Cards, upon the request of the employee, with no special case-by-case review.

Sincerely,

Staff Council