

**UNIVERSITY OF MARYLAND EASTERN SHORE
HAWK CARD POLICY
AUXILIARY SERVICES**

1. Policy Statement

The University of Maryland Eastern Shore (UMES) HawkCard is the official University one-card solution that identifies UMES students, employees, contractors and other affiliates as well as to aid in the effort to provide a cash free environment. Proper identification and a cash free campus will result in a safer and more secure campus environment for the University community.

All adjunct faculty, faculty, staff, volunteers and contractors who represent University of Maryland Eastern Shore to the public are required to wear an identification badge while performing their duties. All students are required to have a valid identification card during their enrollment at the institution.

2. Purpose of Policy

The purpose of this policy is to establish guidelines for administering and governing the University's HawkCard program.

3. Definitions

Accepting location: means the point-of-sale location that is authorized to accept the HawkCard for the purchase of goods and services.

Bonus points: refer to the dollars that come with meal plans and can be spent on campus only at dining halls and all food court areas.

Cardholder: means an individual in whose name and for whose benefit a HawkCard is to be issued or has been issued by UMES.

Contractor: refers to an individual employed by UMES to provide goods and services (i.e., employees of third party food service provider) through a contractual agreement for a specific period of time.

Contributor: means an individual other than the cardholder who loads value to a HawkCard account on behalf of the cardholder.

Bonus points: refer to the dollars that come with meal plans and can be spent on campus only at dining halls and food retail locations.

Employee: refers to an individual who works for the University in a full-time, part-time, contractual or temporary capacity, such as administrative and professional faculty, teaching faculty, adjunct faculty, classified staff, wage, temporary agency and contract employees.

HawkCard: means the official University of Maryland Eastern Shore ID/Debit card issued to the cardholder by the institution. A HawkCard may have one or more accounts.

Meal plans: refers to meal plans that are intended for a student that resides on campus. However, commuter students can purchase a meal plan that allows them to utilize dining halls.

Student: refers to an individual who is currently enrolled at the institution in an educational program or course as a full-time, part-time or non-degree student.

University or UMES: means University of Maryland Eastern Shore.

Volunteer: refers to an individual who is not a University employee or student engaged in a university related function or activity.

4. Scope

This policy applies to all University members including students, faculty, staff, temporary and contract workers, and volunteers of the University community. The HawkCard serves as the University's identification card, dining card, door access and declining balance debit card. It is the Official one-card solution for the campus.

All faculty, staff, contract and temporary workers are required to wear a valid ID card while on the campus. All registered students must also have a valid ID in their possession while on campus and must present it upon request by any University Official. Failure to comply with these requirements may result in employee disciplinary action, student judicial action or removal from University property.

This Policy requires that:

I. Description

The HawkCard is the University's official identification card for employees, students and other UMES affiliates requiring school identification. It provides evidence of the individual's status with the University. The HawkCard contains the following information: the cardholder's first name, middle initial and last name, a color photograph, and the cardholder's identification number with the University.

II. Issuance, Replacement and HawkCard Care

The institution will issue the first HawkCard free of charge once an individual is given an ID number by the Human Resources department (employee or volunteer), ID number by the Hawk Center (contractor), registered for Enrollment 101 (new students), or provides proof of student enrollment.

Unauthorized possession, use or reproduction of a HawkCard by an employee or student may constitute theft or inappropriate use of University of Maryland Eastern Shore's property and will be grounds for disciplinary action up to and including termination of employment or student judicial sanction.

You must present a valid, unexpired government issued identification such as a driver's license, military ID, or passport in order to obtain a HawkCard to confirm the identity of the individual already setup in the Heartland (via HR or student enrollment).

The HawkCard is valid throughout the cardholder's tenure at the University of Maryland Eastern Shore. To avoid unnecessary replacement fees, your HawkCard should be treated with care. Do not attach items or punch holes in the card. Do not leave the card in direct sunlight or expose to extreme heat (i.e. clothes dryers and/or irons) or chemicals. Do not wash, crimp, bend, twist or break the card. Do not use the card as a lock opening device or to scrape things. Also, keep your card away from magnetic fields and others cards with magnetic strips.

A nominal fee will be charged to replace cards that are lost, stolen and/or damaged and replaced due to name changes. This fee is nonrefundable, even if the old card is found.

III. Validation

Student HawkCards are only valid by those who are currently enrolled at the University. For employees and volunteers, the HawkCard will be valid for the duration of their employment/affiliation.

All University employees and volunteers are required to surrender their HawkCard to Human Resources upon separation from the University. Volunteers must surrender their HawkCard at such time as their reason for holding one ceases, or becomes so infrequent that to hold such identification becomes unnecessary from the University's perspective. Contractors are required to surrender their HawkCard to the authorized designee at the end of the contracted period. Failure to surrender the HawkCard may result in the withholding of any sums (salary, contract payments, etc.) that may be due to the employee or contractor.

IV. Display

Employees are responsible for displaying their identification badge during work hours in an easily visible manner. Students are responsible for having the HawkCard in their possession at all times and must present it upon request by any University official. Failure to comply with these requirements may result in employee disciplinary action, student judicial action or removal from University property.

V. Organizational Responsibilities

1. Campus Safety is responsible for ensuring a safe and secure campus environment by maintaining personal safety, and physical and environmental security for the University community. This responsibility includes enforcing an identification system that provides an effective means of identifying employees, students, and contractors on University property.
2. The Hawk Center in Auxiliary Services is responsible for issuing all HawkCards. In addition, Auxiliary Services is responsible for administering and reconciling all accounts associated with the HawkCard program.

3. Human Resources is responsible for assigning an employee ID numbers and retrieves the identification badge from the employee (via the employee's supervisor) upon separation or change in status and returns it to the HawkCard Office. Student Hawkcards do not have to be retrieved since they are not activated until the payment confirmation has been completed.
4. The departments with is responsible for retrieving the badges upon separation. Individual departments responsible for overseeing contractors should notify the Hawk Center in a timely manner a termination of contractor agreements and separation of contractor employees.
5. The Division of Administration and Finance officially interprets the University HawkCard Policy and revises the policy as necessary to meet the needs of the University of Maryland Eastern Shore.
6. The Division of Enrollment Management and Student Experience is responsible for conducting Enrollment 101 sessions (E101) where incoming students receive their initial HawkCard from the HawkCenter. HawkCards received during E101 sessions will not be activated until the payment confirmation process has been completed.
7. Cardholders are responsible for adhering the HawkCard Terms and Conditions.
8. Departmental cardholders are responsible for adhering to HawkCard Terms and Conditions. HawkCards are to be strictly used for UMES business expenses. Therefore, personal purchases of any kind are prohibited. This includes personal purchases from any vendor that accepts the HawkCard including campus dining, off-campus vendor locations, vending, postage, printing, and the bookstore. Gift card purchases are also prohibited using the HawkCard. **Cardholders must forward an approved HawkCard log along with receipts to Auxiliary Enterprises each month for review.**

5. **Contact**

If you have questions regarding your HawkCard accounts, you may call or visit the Hawk Center located at the Student Services Center (SSC), Suite 2150 from 8am – 4:30pm, Monday through Friday. The telephone number is (410) 651-7747 or 7757.

6. **Publication**

This policy will be widely published or distributed to the University community. To ensure timely publication and distribution thereof; Auxiliary Services will make every effort to:

- Communicate the policy in writing, electronic or otherwise, to the University community within 14 days of approval;
- Submit the policy for inclusion in the online Policy Library within 14 days of approval;
- Post the policy on the appropriate SharePoint Site and/or Website; and

- Educate and train all stakeholders and appropriate audiences on the policy's content, as necessary. Failure to meet the publication requirements does not invalidate this policy.

7. Related Documents and Forms

- ☐ Dining Services (On-Campus Locations)
- ☐ HawkCard Off-Campus Locations
- ☐ Add Money to Your HawkCard
- ☐ Departmental HawkCard
- ☐ Departmental HawkCard Guide
- ☐ Departmental HawkCard Log
- ☐ Request for Refunds
- ☐ HawkCard Terms and Conditions

Division: Administrative Affairs
Effective Date: July 29, 2019