

---

# UB Survey Results: The Impact of COVID-19 on Campus Access & Student ID Technologies



**Kurt Eisele-Dyrli**  
Research Editor  
*University Business*



**Ron Shaffer**  
Higher Education Lead  
SALTO Systems

---

## ***About our survey***

*University Business* partnered with **SALTO Systems** to develop and deploy a survey of higher education leaders in the fall of 2021 to better understand how the pandemic was transforming campus access control and student ID systems, as well as trends in the segment overall.

---

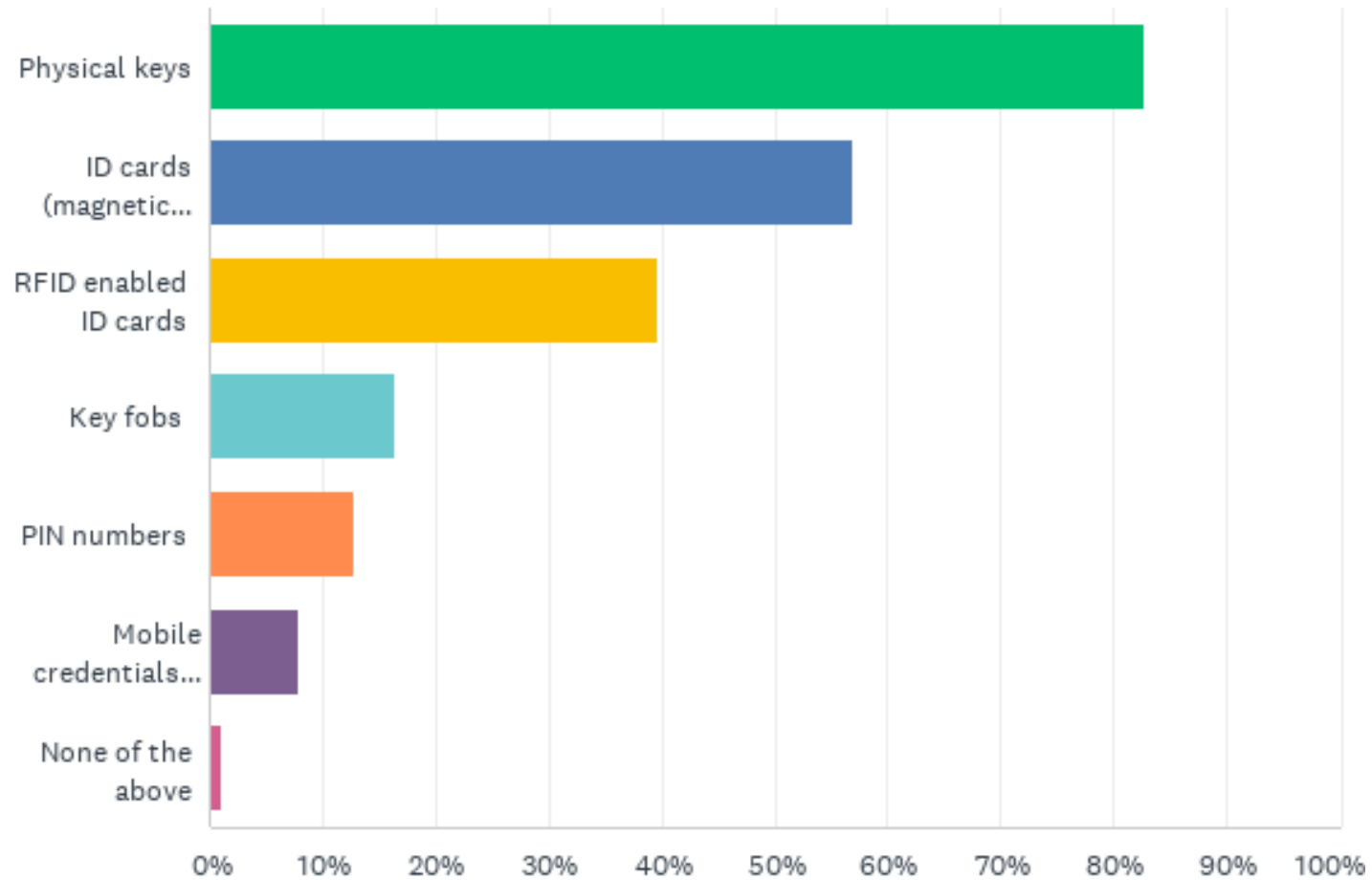
## *About our survey*

*University Business* partnered with **SALTO Systems** to develop and deploy a survey of higher education leaders in the fall of 2021 to better understand how the pandemic was transforming campus access control and student ID systems, as well as trends in the segment overall.

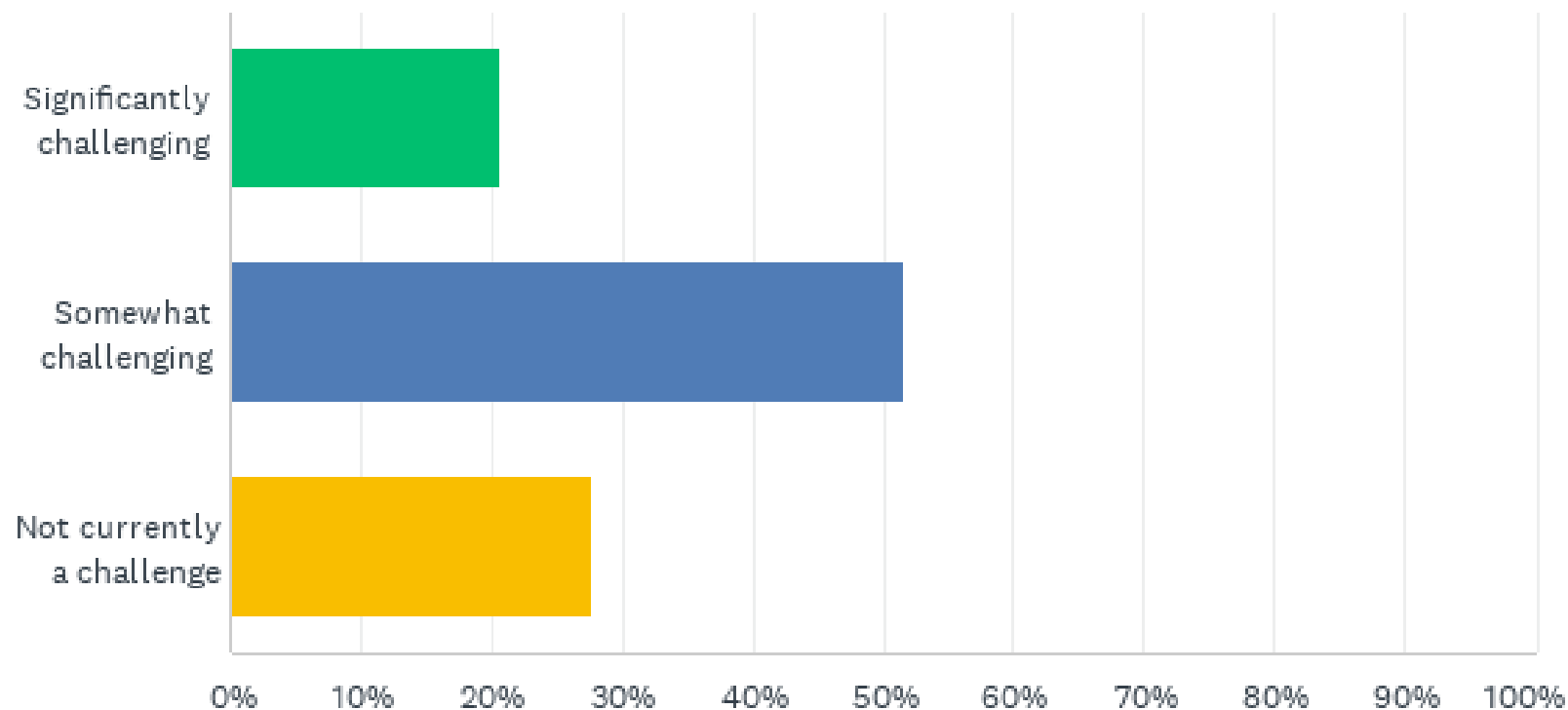
## *Respondent demographics:*

- Technology leadership: **17%**
- Dean/Faculty: **14%**
- President/Vice President: **12%**
- Student Affairs/Student Services: **12%**
- More than 17 titles selected
- Under 5,000 students: **54%**
- 5001 to 10,000 students: **21%**
- 10,001 to 15,000 students: **7%**
- Over 15,000 students: **18%**
- 4-year private: **49%**
- 4-year public: **32%**
- 2-year public: **18%**
- 2-year private: **2%**

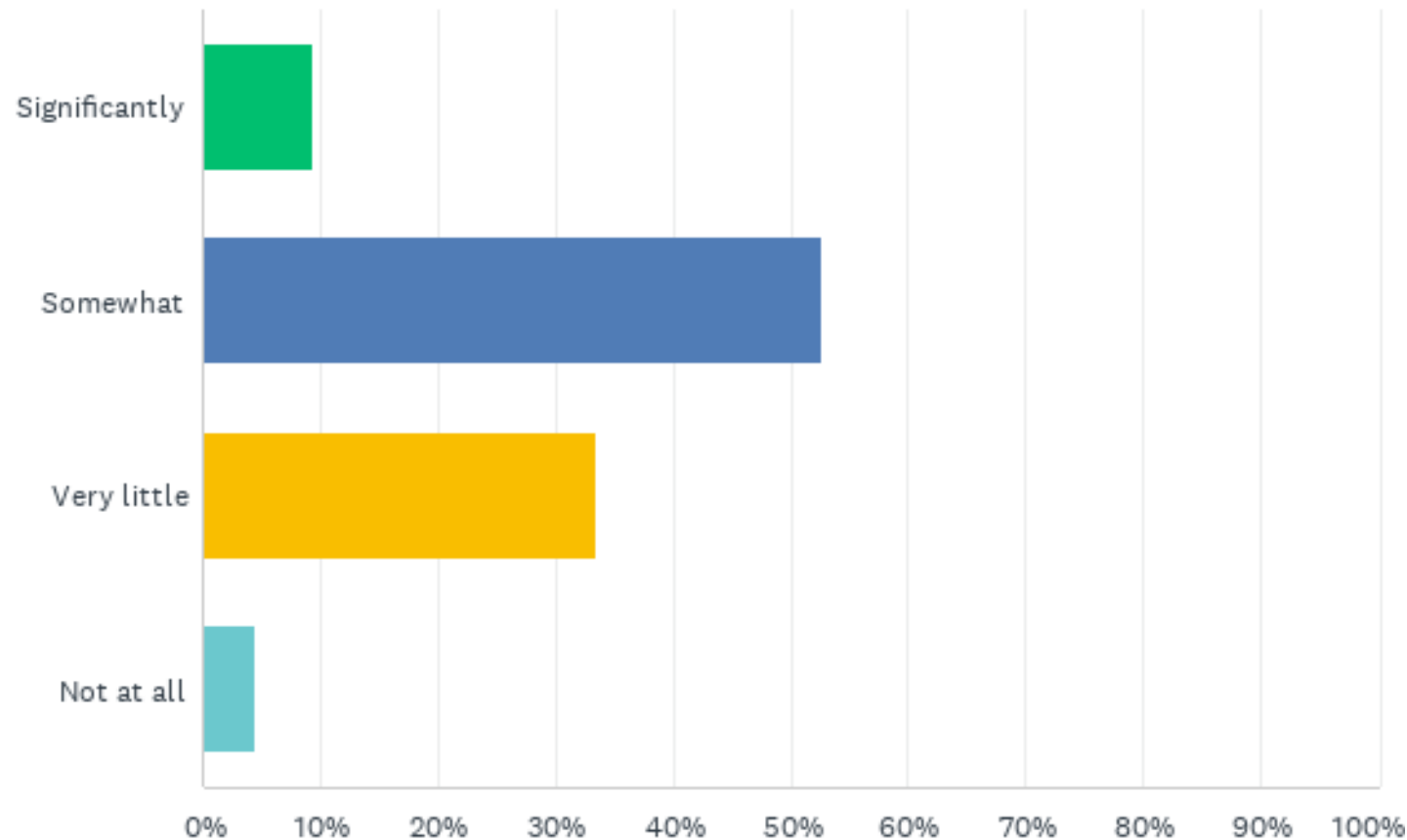
## ***Which of these tools does your institution currently use for facilities access control?***



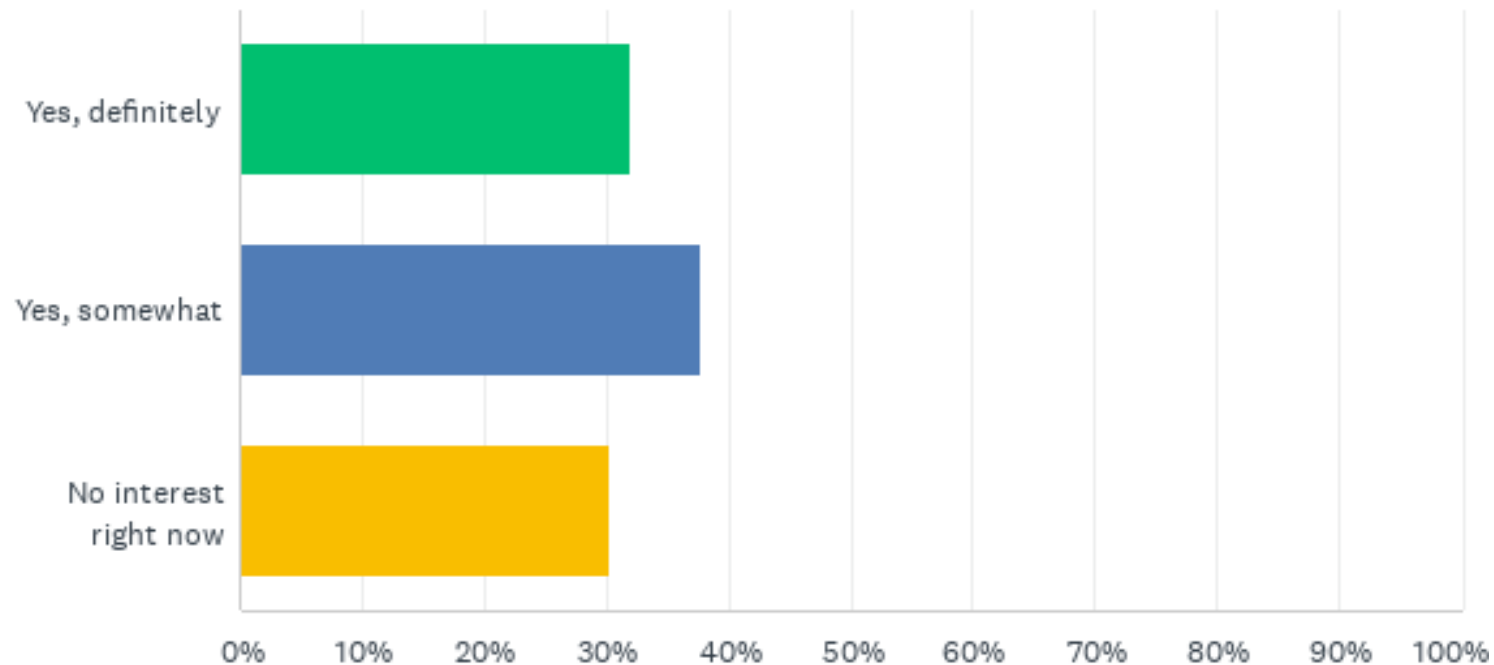
***Is it a challenge for your institution from a staffing, budget or user experience perspective to issue, manage, maintain and reissue keys, ID cards, PIN numbers, or other access control credentials to students, staff and faculty?***



***Would you say that replacing or reissuing lost or stolen keys and ID cards requires a significant amount of time, money or resources for your institution?***



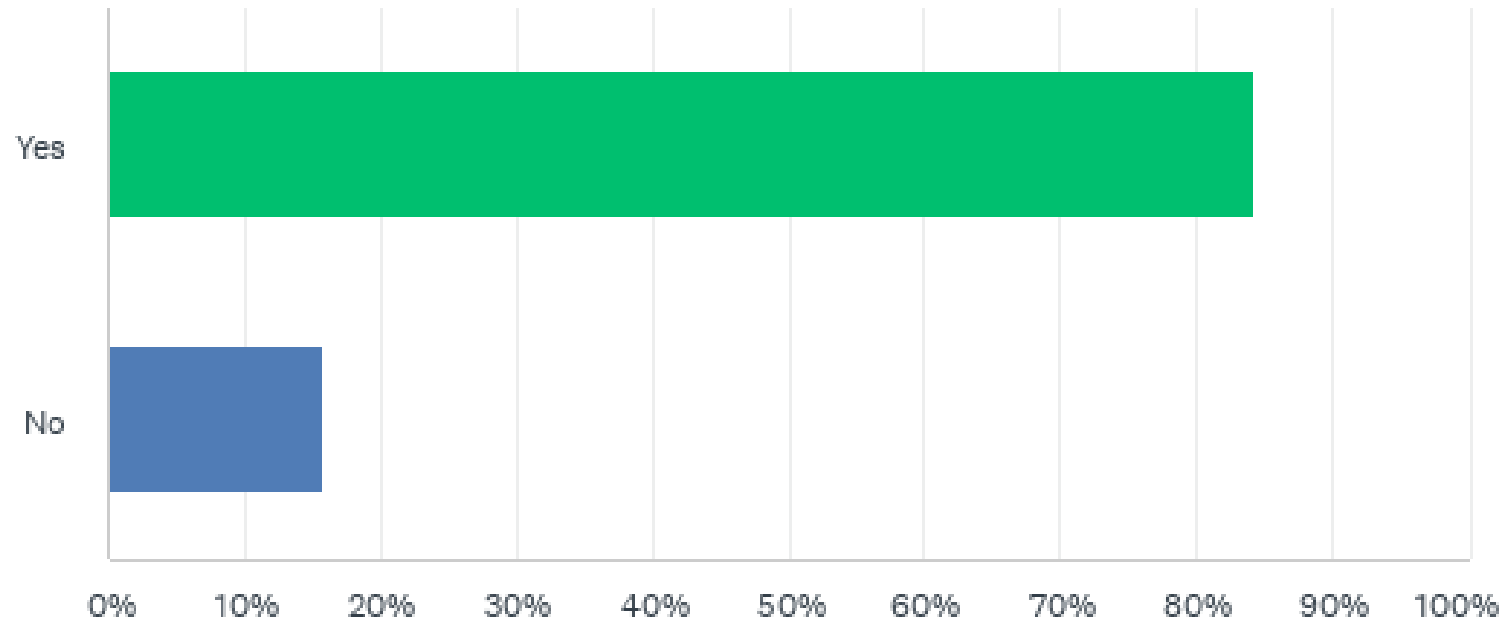
***Has the COVID-19 pandemic increased the level of interest in instituting a touchless/contactless ID and building access system on your campus, as opposed to metal keys, ID cards or other systems requiring physical interaction?***



***A total of 70% said the pandemic had increased their level of interest.***

---

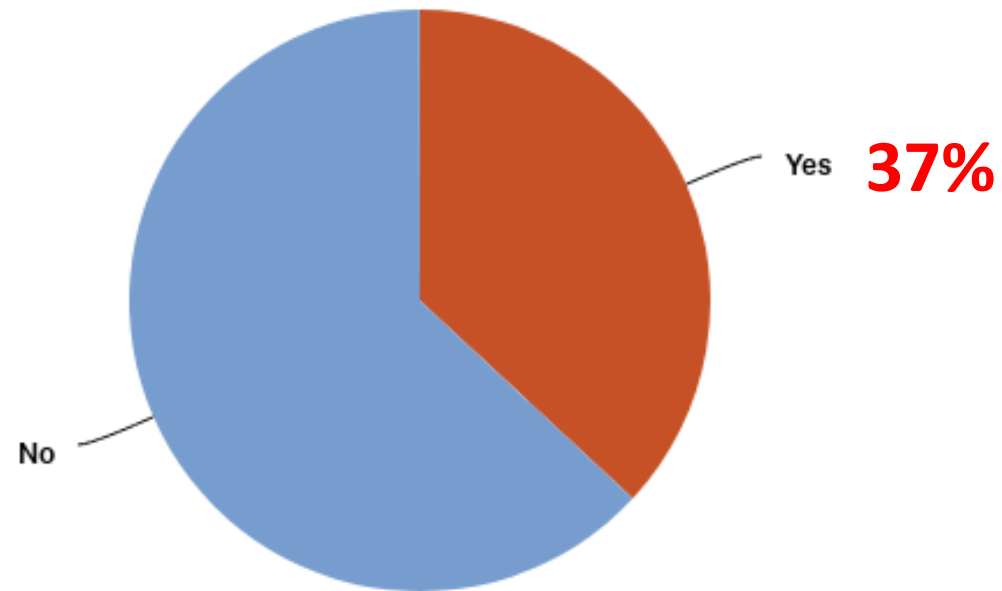
***When a campus user needs to have their keys, ID or credentials issued or reissued, are they required to do so in-person at a card office or key control office?***



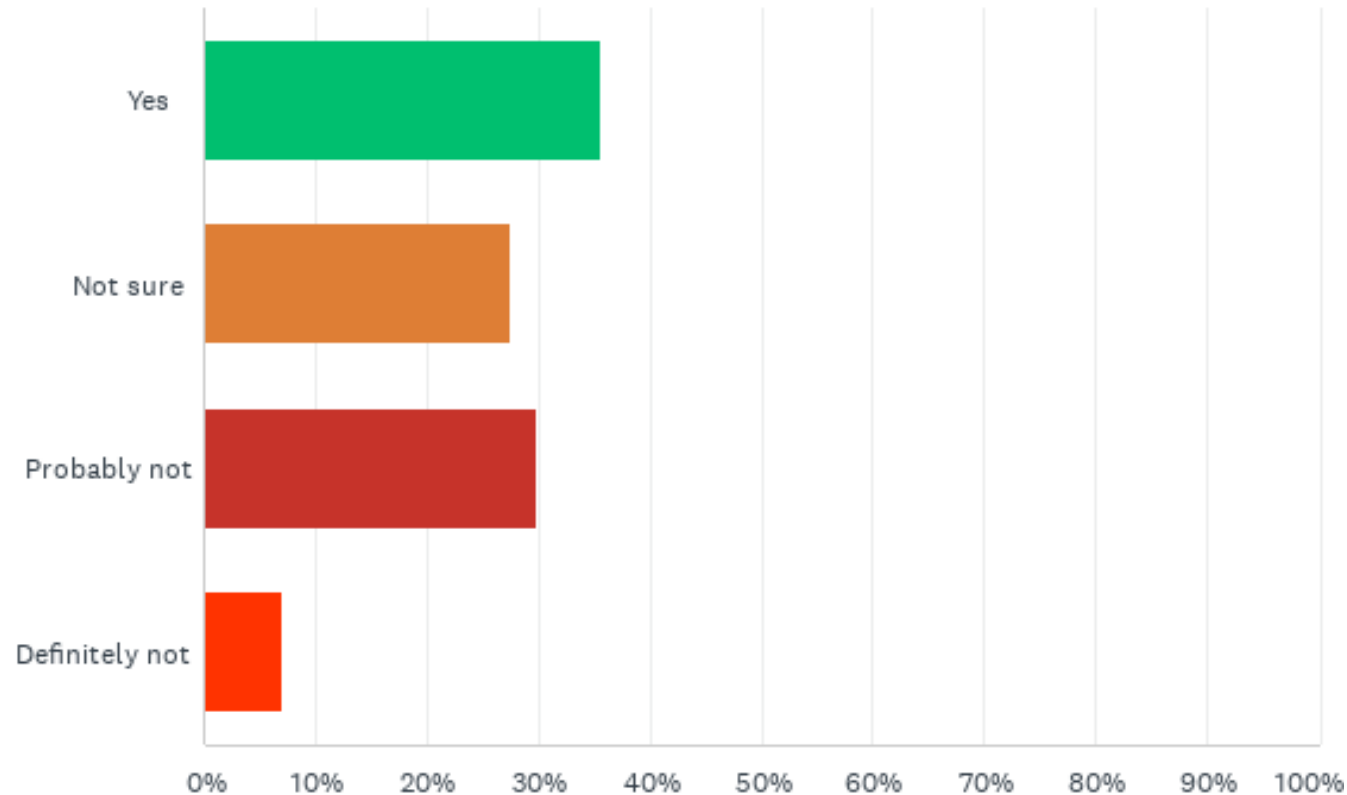


---

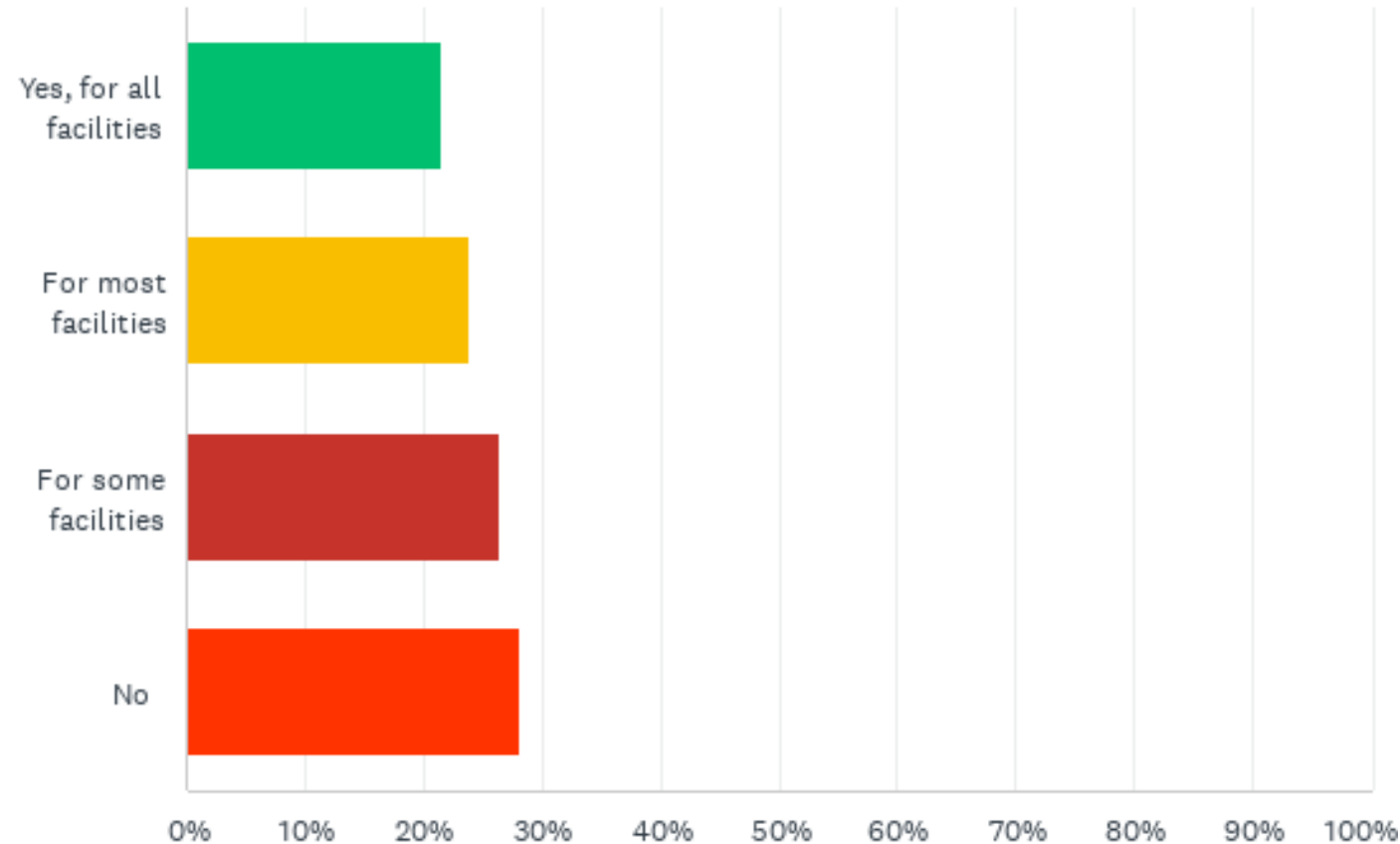
***Does your card office or key control office have to deal with long lines and crowds at certain times of the year or semester?***



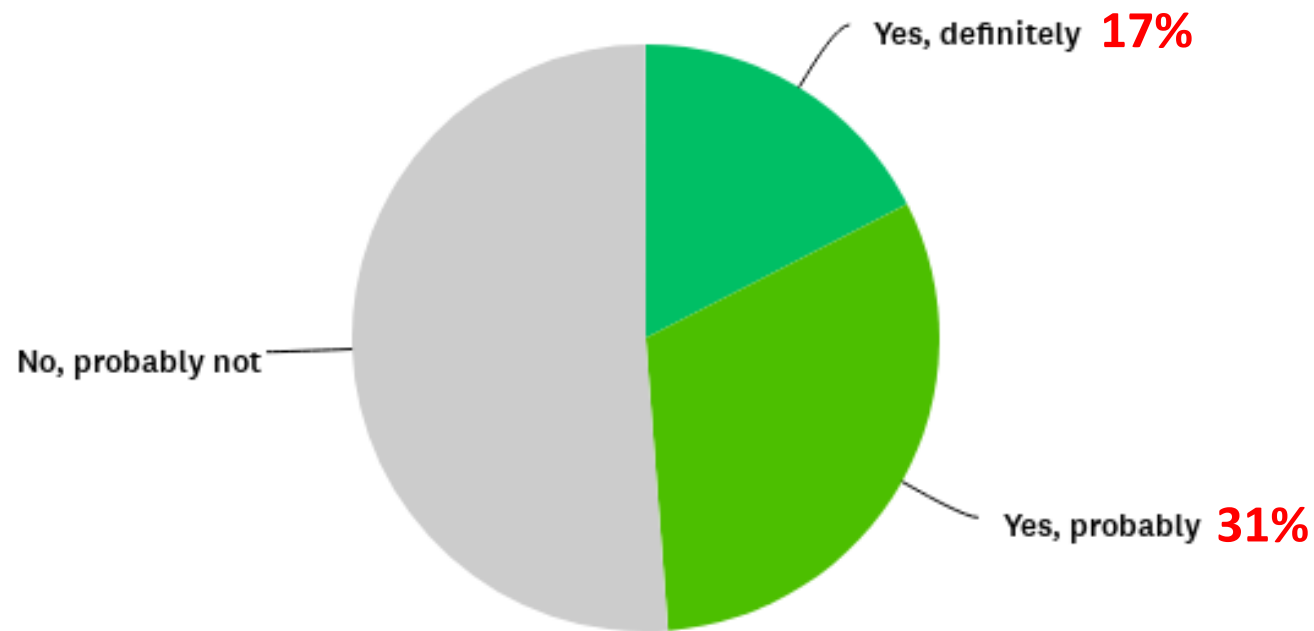
***Do you think your institution's keys, ID or credentials system(s) meet the expectations of your students for convenience, security, capabilities (e.g. retail, vending, ticketing integration) and ease of use?***



***In the event of an emergency, does your institution have a centralized control capability that allows you to instantly lock down access to campus buildings and facilities?***



***Would your institution be interested in a system that allows students, faculty or staff to securely and safely issue or reissue their own ID or access credentials using their mobile device or a self-service kiosk?***



***A total of 48% indicated that they would be interested in such a system.***

# Q&A

**SALTO**  
inspiredaccess



**SALTO**  
inspiredaccess

**Ron Shaffer**  
Industry Leader-  
K-12 & Higher Education

**SALTO SYSTEMS**  
1780 Corporate Drive, Suite 400  
Norcross, GA 30093

T: 404.862.8359

E: r.shaffer@saltosystems.com

[www.salto.us](http://www.salto.us)