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Sheridan

Customer

Sheridan College

Industry

Education

Challenge

Sheridan's outdated printers took several minutes to create one ID card, and required too much repair and maintenance.

Solutions

Zebra's ZXP Series 7™ card printers give Sheridan College faster, more reliable ID card printing, saving time for students and staff.

Benefits

- Zebra printers generate ID cards four times faster than the college's previous, outdated printers.
- Print speed and fewer glitches cut new student wait times in the registration lines by half an hour.

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SHERIDAN COLLEGE PRINTS CAMPUS ID CARDS 4X FASTER

Canadian College Cuts Registration Wait Times

ABOUT SHERIDAN COLLEGE

Founded in 1967, Sheridan has grown from a local college of 400 students to one of Ontario's leading post-secondary institutions, educating approximately 18,000 full-time and 35,000 continuing and part-time students every year on four campuses located in three Ontario cities – Oakville, Brampton and Mississauga. An award-winning institution, Sheridan attracts students from across Canada and around the world.

CHALLENGE

At Sheridan College, students and employees carry the oneCARD, a photo ID issued by the college that gives them access to libraries, network printers, campus recreation facilities, shuttles, and specialized labs and classrooms.

At the beginning of each academic year, the college distributes cards to all new students during registration. With approximately 10,000 incoming students, fast card creation is essential so that students – and their accompanying families – can pocket their cards and move on to other campus activities.

When the printers the college used for many years began showing their age, Sheridan knew it was time for a change.

"At the start of a new school term, when you have almost 10,000 cards to print, you can imagine the lineup when it takes several minutes to print each one," said Aesha Brown, oneCARD Manager.

Adding to wait times, printers frequently jammed or malfunctioned, and were no longer under warranty. Sheridan had two choices: either continue to pay to repair and maintain the old printers or invest in new printers.

SOLUTION

Sheridan College reached out to IDenticard, a Zebra partner, for assistance in upgrading its card printers. When IDenticard demonstrated the Zebra ZXP Series 7 card printer to Sheridan, the college was impressed with the speed.



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"We all noticed that the Zebra printer was much faster than our old printers," Brown said. "It took less than a minute to print. That's a lot of time-savings when you add it up."

Zebra's ZXP Series 7 card printers can process up to three jobs at the same time (encoding, printing and laminating simultaneously), delivering faster, higher-quality printing. When needed, the college also has the option to network Zebra printers so that designated employees anywhere on campus with the software can initiate printing to the printers.

Sheridan's oneCARD includes a photo, the individual's name, a barcode, expiration date, terms and conditions, and integrated proximity technology for access control.

When the fall term arrived, Sheridan set up printers at registration stations at three campuses. To help handle the high volume, the college rented several additional ZXP Series 7 printers from IDenticard.

"My staff told me what a difference the Zebra printers made in the lineup for fall registration," Brown said. "Students were able to go through the line quickly because printers were so much faster, and weren't getting jammed like the old ones. Students waited at least half an hour less than in previous semesters."

RESULTS

At annual registration, less wait time means students are on their way to other orientation activities more quickly, enhancing the experience for students and their families. For Brown's staff, ease of maintenance with the new printers means less time troubleshooting, so the team can focus on more pressing needs.

Soon, the Sheridan oneCARD will carry even more value for students, who will be able to load their cards with funds and present them like debit cards for purchases at the campus cafeteria, bookstore and laundry facilities. To pay, they simply tap their cards at installed card readers. The new card slogan is "Load.Tap.Save."



Parents appreciate that they can load the cards, and know where students are spending their money. And students are freed from having to carry cash and other cards on campus; the oneCARD is all they need.

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– Aesha Brown, oneCARD Manager



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