Marilyn Cossaro
Student Services - ONECard

2014 Recipient for the Excellence in Leadership Award

Marilyn has overseen the university’s Photo ID Centre since 2006, and for the last four years she has been the tireless driving force behind the research, development and implementation of the ONECard program.

This was no small task. From the very start of the process to find a new campus-wide solution for ID cards, Marilyn played a key role in determining the requirements for a new system. She was then involved in every aspect of its implementation, including its design, process updates, revised meal plan structures, new functionalities for account management and communication of the changes to the campus. All of this while putting in countless hours learning a brand new system, training staff, relocating the ONECard office and overseeing the production and distribution of more than 26,000 new ONECards to all our students, staff, faculty and alumni.

All of this is a testament to Marilyn’s leadership skills and dedication, and the results speak for themselves. Students and staff experienced a smooth transition to the new, comprehensive, highly-integrated system that has earned UVic the reputation as a pioneer and example for other campuses all across North America.

Marilyn continues to champion improvements to the ONECard program, through an unwavering conviction that all decisions relating to the card must be measured against the cardholder’s expectations and the benefits to our university community.

And throughout the development of the ONECard program and, indeed, all aspects of her job, Marilyn has demonstrated leadership, resourcefulness, a commitment to high standards, and a dedication to serve the students, faculty and staff of our university.