

ConnectCard Policies

PREFACE

The Davidson County Community College ConnectCard is an identification card and a financial transaction card. It is intended to be used the entire length of time you are at the College. Use of the ConnectCard constitutes acceptance of all terms, conditions, and regulations under which it was issued.

Anyone requiring this document in an alternative format should contact the ConnectCard Office at (336)249-8186 Ext. 6340.

TERMS & CONDITIONS

Use of the ConnectCard

1. The cardholder agrees that the ConnectCard is the property of Davidson County Community College and can be confiscated from bearer as a result of inappropriate conduct or abuse. Use of the ConnectCard is subject to all terms, conditions, rules and regulations.
2. You must present your ConnectCard at the time of use in order to obtain services. Your card and related accounts are non-transferable; any misuse or illegal transactions can result in privilege suspension and/or possible judicial action. Except as provided below, you are responsible for the usage of your card.

ConnectCard Accounts

1. The ConnectCard Account has two accounts to which funds can be deposited. The first of these two accounts is a Bookstore Account. Funds deposited to the Bookstore Account can only be utilized in the DCCC Bookstore. The second of these two accounts is a Flexible Spending Account (FLEX). Funds deposited to the FLEX Account can be utilized wherever the ConnectCard is accepted. Funds cannot be withdrawn off the card at any time, except for withdrawal from the College or graduation. (See Closing Accounts, Refunds, Return).
2. Cardholder's ConnectCard accounts will be activated automatically upon receipt of the initial deposit. Deposits at the ConnectCard Office have a minimum of \$20.00, whereas deposits made at the Value Transfer Station have no minimum deposit.
3. In the event a cardholder's deposit check is returned due to insufficient funds, a \$25.00 charge will be assessed by the ConnectCard Office and the cardholder's account will be suspended until the returned check and \$25.00 fee have been paid. The ConnectCard Office complies with the campus policy on returned checks.
4. Additional deposits may be made at the ConnectCard Office or at the Value Transfer Station (VTS). The Value Transfer Station accepts cash or credit cards and does not give change. There is no minimum deposit requirement at the VTS.
5. These funds shall be applied against amounts debited to your ConnectCard Account for goods and services purchased at points of sale. All vending locations have a \$10.00 daily spending limit with the ConnectCard. At all other locations, there is no limit to the number of purchases that may be made and debited to the account, provided funds are available. The cardholder understands and agrees that the ConnectCard is not a credit card, nor can it be used to obtain cash or cash advances from the account **under any circumstances.**
6. If the cardholder's ConnectCard Account balance goes below zero as a result of the system or one of its readers being off-line, the cardholder remains responsible for payment of those purchases. In the event of a negative balance, the cardholder will be notified in writing stating the negative amount. A statement showing the transaction(s) and location will be provided upon request.

7. Merchandise will be accepted for return according to the refund policy in force where the goods and/or services were purchased. Cash refunds will not be made for returned merchandise that was purchased with the ConnectCard, except in the case of textbook sellbacks at the Bookstore according to the refund policy. A credit will be made to the cardholder's account.

Bonus Dollars

1. Bonus dollars represent a bonus that the ConnectCard Office awards for deposits made on a ConnectCard holder's FLEX account of \$20.00 or more.
2. The ConnectCard office will add a 5% bonus to the ConnectCard holder's FLEX account for each deposit of \$20.00 or more. Therefore, a \$20 deposit will receive \$1 in bonus funds; a \$100 deposit will receive \$5 in bonus funds, etc.
3. Unused bonus dollars will expire on June 30 of each year.
4. Bonus dollars are not awarded to deposits to Bookstore dollars.
5. Bonus dollars can be used wherever FLEX dollars are accepted.
6. Bonus dollars will be used only after FLEX dollars have been depleted.
7. Unused Bonus dollars are not refundable at any time.

Procedures for Lost, Stolen, or Replacement Cards

1. Report immediately any lost or stolen card, or unauthorized card usage to the ConnectCard Office in the J. Bryan Brooks Student Center or by phone at (336)249-8186 Ext. 6340 during the business hours of 8:00am - 5:00pm, Monday through Friday. The cardholder is responsible for all usage of the card prior to proper notification to the ConnectCard Office.
2. There is a \$10 replacement fee for a lost or stolen card.

Error Resolution Procedures

1. If an error is noticed on the receipt, contact the appropriate manager at that location to report the error no later than fifteen (15) days after the error appears. The location will contact the ConnectCard Office should they need help in resolving the error.

Closing Accounts, Refunds, Returns

1. Upon graduation or official withdrawal from the College, cardholder accounts will be closed and any balance on the ConnectCard account will be refunded to the cardholder, less a \$5.00 processing fee.
2. The ConnectCard Office reserves the right to close any ConnectCard account that has been inactive for a period of twelve (12) months. Upon closure of such accounts, any balance on the ConnectCard account will be refunded to the cardholder, less a \$5.00 processing fee.
3. Refunds on accounts will be made at the full value of the unused balance, excluding Bonus funds, less a \$5.00 processing fee. All debts on the cardholder's Student Account must be satisfied prior to a check being processed for a refund. Any negative ConnectCard account balances will be charged to the cardholder's Student Account, or billed directly to the cardholder.

Documentation

1. If the point-of-sale terminal is equipped to provide a receipt, you can request a receipt at the time of purchase. It is the cardholder's responsibility to ensure that the receipt is correct.

2. Activity statements can be generated upon request of the cardholder from the ConnectCard Office in the J. Bryan Brooks Student Center.

Effective Date of Agreement

These terms and conditions are effective immediately and remain so until changed by the college and posted on the ConnectCard Office website.

CARD ELIGIBILITY

Each individual is issued only one card.

Students

- Must be a current registered student
- Must have a valid photo identification prior to issuance
- Responsible for replacement card fee

Full Time or Part Time Faculty/Staff

- Must have status of budgeted, permanent position
- Responsible for replacement card fee
- Upon termination, the card must be surrendered to Human Resources

Employees of Independent Contractors

- Cards issued to full-time employees

Alumni

- No cards issued at present time

Trustee Members

- No card fee charged

CONFIDENTIALITY

Davidson County Community College will disclose information to third parties about your account only:

- In order to comply with court orders or other applicable laws
- If the cardholder gives the ConnectCard Office written permission.

REPLACEMENT CRITERIA

Davidson County Community College will issue only one ConnectCard per individual. When a replacement card is issued, the old card will be inactivated.

Replacement Cost

There is a \$10.00 replacement fee for lost or stolen cards. If a police report is submitted showing that the ConnectCard was stolen, the replacement fee will be waived.

Note: All assigned privileges and balances will transfer to the new replacement card. Cost may be waived if the card failed/deteriorated due to initial defect (as judged by the ConnectCard staff).

Faculty/Staff Termination

When a faculty/staff member terminates his/her employment with the College, he/she is required to turn in his/her ConnectCard to Human Resources at the time of his/her exit interview. Upon notification from Human Resources, the ConnectCard Office will close out all privileges and accounts and suspend the card.

Card Acceptance/Confiscation

The ConnectCard should only be accepted for debit account transactions from the individual identified on the card. In order to protect the cardholder's account from unauthorized usage, entities accepting the card should make reasonable efforts to verify the ConnectCard photo.

ConnectCards found in the possession of someone other than the owner will be confiscated and immediately turned in to the ConnectCard Office in the J. Bryan Brooks Student Center. Individuals found using another person's card and the individual who allowed someone else to use their card will meet with the ConnectCard Manager before the card is returned and could possibly be referred to the Dean of Student Services for judicial action or to Human Resources.

SALES

Entity sales information is provided by the ConnectCard Office and generated on a monthly basis by location. The College's Accounting Office transfers revenues from the sales monthly to the appropriate entity.