

Savannah State University

Auxiliary Services Department

Auxiliary Services Frequently Asked Questions 2018-2019

SSU Auxiliary Services Office – First Floor King-Frazier Complex – 912-358-3109

Note: Updates to Auxiliary Services policies and procedures are sent to students via SSU e-mail. Check your SSU e-mail often!

What is “Auxiliary Services”? Good question! Auxiliary Services (also sometimes called Auxiliary Enterprises) is a university department providing non-academic services to students. Some of the services managed by our Auxiliary Services department at SSU include dining, vending, bookstore, mail services, photocopy services, parking and transportation, and the ID Card Office. Most of these services are required by the State of Georgia to be self-funded, so are not supported by tax dollars.

What can I purchase at the SSU Bookstore? You can save money by renting your books or using “price matching” at the SSU Bookstore. (Ask for details!) In addition to textbooks and school supplies, you can find a variety of SSU logo clothing, as well as convenience and specialty items, and electronics. (Please note that there are special rules regarding returns on electronics equipment – check with the bookstore before purchasing.)

How should packages be addressed to resident students? All resident students are charged a small fee for a mailbox on campus. When a package is received, students will be sent a note through their e-mail to let them know a package has arrived. Please address letters and packages in this way:

United States Postal Services (USPS)

Student’s full name
Box number (not room number)
Savannah State University
3219 College Street
Savannah, GA 31404

United Parcel Services (UPS)

Student’s full name
Box number (not room number)
c/o Savannah State University Mail Center
3219 College Street
Savannah, GA 31404

The student’s full name must be on their mail or packages; otherwise, it will be returned to sender. This is true even if the student’s mailbox number or student ID is on the mail or package.

Do Not Send Cash Through the Mail. Send any valuables in a way in which the letter or package can be tracked!

Can SSU receive mail or packages for commuter students? Unfortunately, SSU Mail Services is **NOT** able to receive packages or mail for **commuter students**. If you live on campus and then move out of the residence halls, please be sure to notify the Mail Center and your senders of your new address. **Do not** request forwarding from the USPS using Savannah State’s address.

First Floor, King-Frazier Building

auxserv@savannahstate.edu
parking@savannahstate.edu
ssudining@savannahstate.edu

2018 – 2019

<i>FAQ</i>	2
<i>Meal Plans</i>	4
<i>Dining Services Locations and Hours</i>	5
<i>ID Cards</i>	6
<i>Bookstore</i>	7
<i>Parking Transportation</i>	8
<i>Mail Center</i>	9
<i>Document Center</i>	11
<i>Contact Information</i>	12



Auxiliary Services at
Savannah State University



AuxServ_SSU

twitter

@SSUAuxServices

FAQ continued

Where can vehicles be parked during the academic year? Between 7:30 a.m.—4:00 p.m. Monday through Friday on class days, resident students may only park in the parking lot that matches their permit designation; commuter students may only park in lots which are so designated. **There is no student parking on the Alexis Circle during restricted hours (7:30 a.m. – 4:00 p.m.), except for those designated as “up-top” residents (General Resident permit/orange spaces). All reserved spaces are reserved 24/7. Do not park in a space marked “reserved”.**

Violators will be ticketed, booted and/or towed. Apply for a parking decal/permit online at www.savannahstate.edu/permit. Further details are available on page 8. Permits must be purchased and properly affixed by one week after classes begin each semester.

Where can students’ SSU ID Cards be used on campus?

The SSU ID Card has the following purposes:

- Identification of the person as a student at SSU; students are required to have their ID card with them **at all times (including coming onto campus at night); do not loan your card to anyone;**
- Entrance into athletic and other student events;
- Meal plans;
- “Print fund” for printers in the computer labs;
- “Flex fund” for printing over the print fund and for purchases from the Bookstore, Mail Center, Document Center, and dining venues. “Flex funds” may be put on a card using the PHIL (machine to the left of the ATMs in King-Frazier and the Student Union).

Why are resident students required to have a meal plan? In order to assure that SSU can attract a business partner to provide dining services at a reasonable cost, it is important that as many students as possible be on a meal plan. It also allows us to have dining venues open later hours, and meal equivalency to be available later at night, so all students on the plan benefit. Please see page 4 for a complete description of available plans and costs.

How do the resident meal plans work? A meal plan week begins on Monday morning and ends on Sunday evening. There are 3 meal plan periods each day (2 on Sunday), for a total of 20 meals a week. A 20-meal plan allows one swipe for each of the 20 meal periods; a 14-meal plan allows one swipe for any 14 of the 20 meal periods; a 5-meal plan (meal plan reduction approval required) allows one swipe for any 5 of the 20 meal periods. Dining dollar plans provide either 10 or 15 of the 20 available meals a week, plus 200 dining dollars to be used throughout the semester. A swiped card with an error code of “exceeded meal plan” means you have gone over the number of meals on your plan and will be required to pay by cash, credit, or Flex Funds. **Your SSU ID card is required in order to use your meal plan.**

How does meal equivalency work? Commuter plans and resident plans may be used at the Food Court and Diner on a meal equivalency basis. One swipe is worth a certain value (see page 5). Any amount over that value must be paid for with cash, credit, dining dollars, or SSU Flex Funds (see page 6 for more information about Flex Funds). There are meals at every venue which can be purchased for one swipe only (combo meals).

SAVANNAH STATE UNIVERSITY

Meal Plans: 2018-2019

(Prices are per semester and are subject to change each year)

See the FAQs on page 3 to find out how meal plans and meal equivalency work!

Resident

- 20-meals-a-week - \$1,975 ****Best value!****
- 15-meals-a-week + 200 dining dollars per semester - \$2,051
- 14-meals-a-week - \$1,508
- 10-meals-a-week + 200 dining dollars per semester - \$1,550

Commuter

- 10-meals-per-semester - \$75
- 25-meals-per-semester - \$183
- 25-meals-per-semester + 100 dining dollars per semester - \$283
- 50-meals-per-semester - \$343
- 100-meals-per-semester - \$662

- Resident students must choose their meal plan when they choose their housing assignment.
- Meal plan changes must be made at the ID Card Office through 3:00 p.m. on the first Friday of the semester, unless the changes are within plan types (swipes only or dining dollar plans).
- Meal plan weeks begin on Monday and end on Sunday.
- Dining dollars may be used at any of the dining venues on campus, for the following:
 - In the dining hall if you have run out of meal swipes for the week (casual rate will be charged)
 - Instead of a meal swipe at a retail venue (total amount of the food purchased will be charged)
 - In addition to a meal swipe at a retail venue (the amount of the food purchased, less the meal equivalency, will be charged)

Commuter meal plan applications are available online or at the ID Card Office. The student’s account will be charged through the “book voucher period”; after that, the student must go to the Cashier’s Office first.

All meal plans end at the end of the semester; **there is no refund for missed meals.** Unused dining dollars will be credited to the student’s account at the end of the semester. Resident board plans will be charged on a prorated basis if a student leaves resident housing during the semester through the 9th week; after that, there is no refund. Commuter meals are non-refundable during the semester unless a formal withdrawal is made, in which case the student is charged the casual rate for all meals eaten.

Meal plan reductions are available for students with medical disabilities or off-campus employment. Students who qualify will be assigned a lower plan, based on the documents accompanying the application.

Questions? Contact the ID Card Office, King-Frazier Room 199, 912-358-3068.

Casual Meal Rates: Breakfast - \$7.10; Lunch - \$8.20; Dinner - \$8.80

Dining Services – 2018-2019

Food Court in Student Union	
<u>Monday - Friday</u> Corner Café – 7:30 a.m. – 11:00 p.m. Austin Grill - 11:00 a.m. – 11:30 p.m. Chicken Shack - 11:00 a.m. – 8:30 p.m. Tiger Deli - 11:00 a.m. - 8:30 p.m. Marshside Sunrise - 7:30 a.m. - 8:30 p.m.	<u>Saturday</u> Corner Café - 9:00 a.m. – 11:00 p.m. Austin Grill - 11:00 a.m.—11:30 p.m. The other three venues will rotate each weekend.
<u>Sunday</u> Corner Café - 10:00 a.m. – 9:00 p.m. Austin Grill - 11:00 a.m.—9:00 p.m. The other three venues will rotate each weekend.	<u>Meal Equivalency Hours</u> 7:30 a.m. – 10:59 a.m. – Breakfast 11:00 a.m. – 4:59 p.m. – Lunch 5:00 p.m. – 9:00 p.m. – Dinner After 9:00 p.m., only cash, credit, dining dollars, and flex funds are accepted
Dining Hall in King-Frazier	
<u>Monday – Friday</u> Breakfast: 7:30 a.m. – 9:30 a.m. Continental Breakfast: 9:30 a.m. – 10:30 a.m. Lunch: 11:00 a.m. – 2:00 p.m. Lite Lunch: 2:00 p.m. – 4:00 p.m. Dinner: 4:30 p.m. – 8:30 p.m.	<u>Saturday</u> Breakfast: 9:00 a.m. – 10:00 a.m. Lunch: 12:00 noon – 2:00 p.m. Dinner: 5:00 p.m. – 7:00 p.m. <u>Sunday, Holidays</u> Brunch: 10:30 a.m. – 2:00 p.m. Dinner: 5:00 p.m. – 7:30 p.m.
Tiger Express Diner	
<u>Monday – Friday</u> 11:00 a.m.– 8:30 p.m.	<u>Meal Equivalency Hours</u> 11:00 a.m. – 4:59 p.m. – Lunch 5:00 p.m. – 8:30 p.m. – Dinner
<u>Saturday</u> Closed	<u>Sunday</u> Closed
There are no restrictions on meal equivalency at the Diner.	
All Hours and Meal Equivalency Times Are Subject to Change.	
Meal Equivalency Rates: Breakfast - \$4.35; Lunch - \$6.09; Dinner - \$6.39	

SAVANNAH STATE UNIVERSITY ID Cards 2018-2019

All students residing on-campus or off-campus, as well as all employees of the university and its on-site contractors, are required to obtain an SSU ID Card. In order to obtain the card, it is necessary to provide a legal picture ID such as a State ID, Drivers License, Military ID and/or Passport. It is mandatory that the SSU ID card is **visibly displayed** at all times while on-campus. The SSU Student ID Card is considered validated when a student is registered for classes. The SSU ID Card is not transferable; it is **ILLEGAL** to give your card to someone else. **Only the first card is issued without a fee.**

Lost cards must be reported **immediately** to the ID Card Office to prevent unauthorized use of any meals or dollars placed on the card. **The fee for each replacement card is \$35.00 and will be charged to a student's account with the school. Please read thoroughly the Cardholder Agreement that you will sign when you receive your ID Card, as this has additional terms and conditions related to your card.**

Where to Go for an ID

The SSU ID Card office is located in room 199 of the King-Frazier Student Center. Hours are 8:00 a.m. – 5:00 p.m. Monday through Friday.

Where Your ID Card Can Be Used

The SSU ID Card must be used as identification for many services throughout campus, such as the Mail Center, Bookstore, Health Center, King-Frazier game room, Body Shop in Willcox-Wiley, all Athletic events, and the library. In addition, your ID card can be used for the following:

- **Meal Plans.** If you are a resident student, your meal plan will automatically be accessible by your SSU ID Card when housing is assessed to your account and you are registered for classes. Commuter students, faculty, and staff may also purchase meal plans that are accessed by their Card.
- **Computer Lab Printing.** Each student receives a credit of \$20 per semester for use in printing in the computer labs. Printing costs \$.10 for black and white and \$.25 for color copies. If you use up your credit for the semester, you may put more funds on your card through the SSU Flex Fund.
- **Mail and Document Center.** Please check their separate information in this brochure!
- **Bookstore.** Use Flex Funds on your ID Card to purchase items at the bookstore.
- **CAT Buses.** SSU students with a valid ID ride free on all Chatham Area Transit buses. See www.catchacat.org.

Where You Can Put Flex Funds on Your Card

You can add funds on your card by going to the PHIL, a machine located just inside the front door of the King-Frazier Student Center (to the left of the Bank Mobile ATM), or behind the vending machine in the Student Union. The PHIL will accept credit cards or cash. Information about terms and conditions related to card funds is located in the Cardholder Agreement that you will sign when you receive your SSU ID Card. **Watch your SSU e-mail for information regarding online Flex Fund deposits!**



SAVANNAH STATE UNIVERSITY SSU Bookstore 2018-2019



Savannah State University Bookstore is located on the first floor of King-Frazier. We provide textbooks and many other items to support your academic career and school spirit. Find us at www.ssustore.com or stop by our store!

SSU Bookstore Hours

Monday through Thursday:
8:00 a.m. - 6:00 p.m.
Friday: 8:00 a.m. - 5:00 p.m.
Saturday: 10:00 a.m. - 2:00 p.m.
Sunday: Closed

Hours may be modified during the summer and on holidays. Hours will be extended during registration and buy-back. Watch your SSU e-mail for details!



SSU Bookstore Features and Products:

- Your one-stop textbook shop!
 - Most books can be rented, saving you money up-front!
 - Ask about our price match program, which matches online bookstore prices (Amazon and B&N) or local textbook dealers (non peer-to-peer)!
 - When available, your financial aid can be used online or in the store
- Convenience store items
 - Paper products
 - Cosmetics
 - Snacks and beverages
 - Ice cream novelties
- School supplies/electronics
- Tiger spirit apparel for men and women

SAVANNAH STATE UNIVERSITY Parking and Transportation 2018-2019

All vehicles parking on campus must have a valid SSU parking permit. Commuter students may have a valid permit from another USG institution, but must purchase a permit for \$10 if the other institution's permit is not physical. Please be aware that reserved parking spaces are marked behind or beside the space or may be indicated with a sign. **These spaces are reserved 24 hours a day, 7 days a week.** If you park in a reserved parking space, your vehicle will be ticketed, booted, and/or towed.

Parking Fees for 2018-2019:

Resident - \$60 per year	Faculty/Staff - \$95 per year	Stadium - \$30 per year
Commuter - \$60 per year	Reserved - \$180 per year	(Commuters, Faculty, Staff)

How do I get a parking permit?

Login to "My Parking Account" at www.savannahstate.edu/permit. Select "purchase permit" and complete the vehicle information. You may pay online with a credit card or in the Auxiliary Services Parking and Transportation Office (127 King-Frazier) with cash, money order, or check. You may choose to have your permit mailed to you or to pick it up in person.

Where can I park?

If your parking designation is commuter, faculty/staff, or reserved, you will be assigned specific parking lots where you may park during restricted times. If your designation is resident, you will be assigned one specific lot or you will receive a General Residential ("up-top") permit. During restricted times, students living in the Commons or Village may only park in their assigned lot; those in Tiger Court/Wright Hall may only park in their lot or in "up-top" residential spaces; other resident students may only park in any "up-top" lot **other than** Tiger Court/Wright Hall, or in the orange marked spaces on the Alexis Circle or in the Hubert Tech lot. Students with a Wright Hall/Tiger Court parking permit may park in any General Residential space if the lot is full. Do not park on the yellow curbs, in the grass, or in marked/reserved spaces in the Wright Hall/Tiger Court lot. Details are in the parking brochure and are sent through SSU e-mail. Parking lot restrictions are in effect from 7:30 a.m. - 4:00 p.m. on class days, except for residential parking lots, which are restricted to resident students only 24/7, and are enforced during the day and at night.

How is parking enforced?

Parking is enforced by the Auxiliary Services Parking and Transportation Department. **Vehicles found in violation may be ticketed, booted, and/or towed.** A list of parking lots and "who can park where" is found in the brochure with your permit, or can be viewed online at www.savannahstate.edu/permit. Further rules and instructions for appeals are found online at www.savannahstate.edu/parking-transportation.

Is shuttle service available?

Students pay a \$45 transportation fee per semester for a shuttle around campus and to the marine sciences building on Livingston Ave. Students may also ride all Chatham Area Transit (CAT) bus routes with a valid SSU ID. Watch your SSU e-mail for details. CAT's schedules are on www.catchacat.org. You can download the CAT app to track the on-campus bus.

SAVANNAH STATE UNIVERSITY
Mail Center
2018-2019

The SSU Mail Center is located on the first floor of King-Frazier Complex, across from the University Bookstore (phone number 912-358-3126). Stamps can be purchased there, and letters or packages can be mailed. Resident students are each charged a nominal fee for a mail box. The service window is open from 8:30 a.m. to 4:30 p.m. Monday through Friday, except for University holidays.

All resident students will be assigned a mailbox upon request. Your mailbox may be located in either the Mail Center or in Adams Hall. Please present your Student ID card to the Mail Center for your mailbox assignment. **The first two weeks of the semester**, mailbox assignments will be made during normal window hours (8:30 a.m. – 4:30 p.m.); after the first two weeks, assignments may be made at limited times that will be posted at the Mail Center. Your mail will be held in General Mail if no box is available right away, and you may come to the Mail Center window to request it daily.

You will be given your mailbox combination at the time you receive your mailbox assignment. Please make sure that you memorize or write down this number. Duplicate mailbox combination requests may only be given out at limited times that will be posted at the Mail Center. **Please note that Mail Center employees are not allowed to retrieve mail out of a mailbox.**

Mail sent by the United States Postal Service should be addressed in this form:

Full Name of Student
Box Number (not room number)
Savannah State University
3219 College Street
Savannah, Georgia 31404

All mail and packages must have your full first and last name on them; otherwise, it will be returned to sender, even if there is a mailbox number or student ID. Packages will only be released to the individual whose full name is on them and whose name matches the SSU ID card. If the package has another family member's name on it, it will be returned to sender.

If you are returning the subsequent semester and living in a residence hall, you will not be required to clear your box at the Mail Center. You will keep the same mailbox, as long as you have been accepted for housing by July 1. Otherwise, your mailbox may be reassigned to an incoming student and any mail in your box will be returned to sender.

If you plan to take a semester off, withdraw, or graduate, be sure to provide the Mail Center with your forwarding address, then notify all of your senders of your new address right away. **Do not** request forwarding of your mail from the U.S. Postal Service using Savannah State's street address. Your First Class mail (only) will be forwarded for 30 days, if a forwarding address is on file for you. First Class Mail (only) will be returned to the sender if it remains dormant in the mailbox for thirty days. Packages will be returned to sender at the end of each semester or held for 30 days, whichever is greater.

Important! Do not send cash through the mail, and purchase insurance coverage and tracking for any valuables. The Mail Center is NOT responsible for missing items.

SAVANNAH STATE UNIVERSITY
Mail Center (continued)
2018-2019

On-Campus Mailbox Service

Through the mailbox service, SSU students may send mail without postage to other SSU resident students, staff, or faculty (full name and box number required).

The following services are available:

Priority Mail	Return Receipt
Express Mail	Signature Confirmation Mail
Certified Mail	Mail Priority and Express envelopes and boxes
International Mail-Surface and Airmail	UPS (University departments and prepaid drop-offs)
Faxing Services	Stamps
Insured Mail	

Incoming Mail

Morning mail is scheduled for delivery in mailboxes by approximately 11:30 AM, depending on the amount of mail received at the University. Afternoon mail is scheduled for delivery in mailboxes by approximately 3:00 PM. **Package notifications are sent to you via your Savannah State e-mail account. You must present your ID Card in order to pick up a package.**

Outgoing Mail

Outgoing United States Postal Service (USPS) mail and packages are picked up from the Mail Center at approximately 2:00 p.m. Monday through Friday. Outgoing packages for students are sent by USPS. UPS packages (for university departments and prepaid drop-offs) are picked up about 4:00 p.m.

Please check your Savannah State e-mail address on a regular basis for package notification!



**SAVANNAH STATE UNIVERSITY
Document Center
2018-2019**

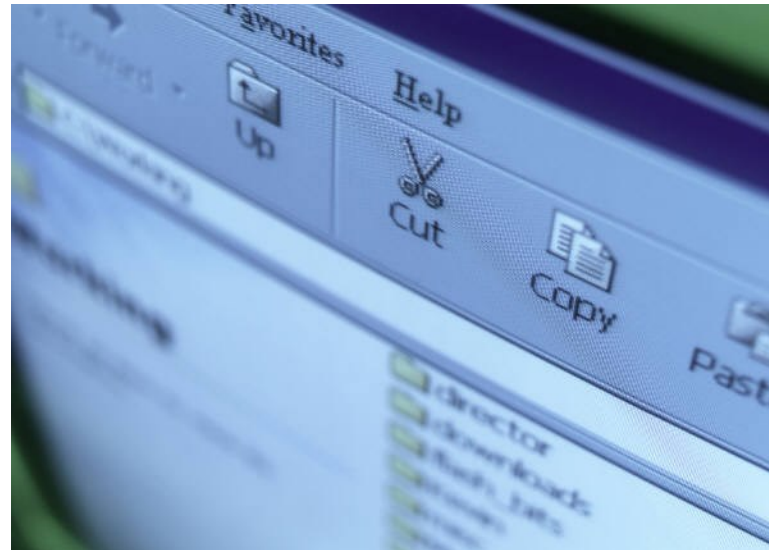
Computers are available in the Document Center lobby for students to create and send jobs using Microsoft Office, Publisher and Adobe Acrobat. To make copies, the Document Center accepts cash, check, credit card, or the SSU ID Card Flex Funds (see page 6 for more information on Flex Funds).

Copies can also be made at the library using cash or the library card system.

Copies cannot be made of any document that will violate the U.S. Copyright laws. If you have a question about your document, ask the Document Center staff for assistance.

Services provided at the Document Center include:

- Black and White Copying
- Color Copying
- Wide Format/Oversize Printing
- Banners and Posters
- Laminating
- Tabs
- Binding
- Folding
- Drilling
- Saddle Stitch



Please see the posted pricing in the Document Center for all services.

The Document Center is located in the Morgan Annex building on Felix Alexis Circle. The phone number is 912-358-4220. Hours are 8:00 a.m. – 6:00 p.m. Monday through Friday.

Contact Information for Auxiliary Services

Auxiliary Services encompasses:

Dining/Meal Plans

ID Cards

Bookstore Mail Services

Parking and Transportation

Copy Services

Vending

How may we help you?

912-358-3109

King-Frazier Student Center

Near Bookstore

Name	E-mail Address
Jean Ann Caywood Director Phone: 912-358-3112	caywoodj@savannahstate.edu
Barbara Sturch Assistant Director for Operations Phone: 912-358-3110	sturchb@savannahstate.edu
Derrick Davis Manager of Parking and Transportation Phone: 912-358-3111	davisde@savannahstate.edu
Tiffany Daniels Office Manager Phone: 912-358-3104	danielst@savannahstate.edu
Crystal Capers Manager of Technical Operations Phone: 912-358-3068	capersc@savannahstate.edu
Justin Patterson Parking Services Coordinator Phone: 912-358-3108	pattersonj@savannahstate.edu
Victoria Johnson Parking and Trans. Support Specialist Phone: 912-358-3113	johnsonv@savannahstate.edu
Walter Carter Project and Compliance Specialist Phone: 912-358-3106	carterw@savannahstate.edu
Joe Davis Director of Dining Services Phone: 912-358-3135	jdavis@thompsonhospitality.com
Lindsay Robertson Bookstore Manager Phone: 912-358-3099	lrobertson@follett.com