

# Auxiliary Services Department

INFORMATION FOR NEW  
STUDENTS

2011-2012



The Office of Auxiliary Services is located on the first floor of the King Frazier Student Center, near the SSU Book Store

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## Our Mission

The Auxiliary Services Department provides products and services to SSU students, staff, and faculty to enhance their University experience. This is realized through staffing processes and contractual relationships that focus on meeting the needs of our customers. The State of Georgia requires that Auxiliary Services be self-supporting.

Inherent in the philosophy of the Auxiliary Services Department are the following values and processes:

- Listening to customers to determine how they can best be served;
- Focusing on excellence in service delivery – timeliness, service quality, and helpfulness, friendliness, and competence of staff;
- Regularly assessing the effectiveness of service delivery;
- Regularly assessing the value of the service to the customers;
- Ongoing financial review to assure that services meet their budget requirements.

Reach us @ 912-358-3109  
127 King Frazier Student Center



## Auxiliary Services Frequently Asked Questions 2011-2012

SSU Auxiliary Services Office – 127 King-Frazier Complex – 912-358-3109

**Note: Updates to Auxiliary Services policies and procedures are sent to students via Tiger Mail from Student Affairs, or posted on Comcast Cable Channel 15.**

**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 types of articles are available for purchase in the bookstore?** In addition to textbooks and school supplies, students can find a variety of SSU logo clothing and specialty items. There are also many products that will make their lives easier in their student living spaces, such as paper products, laundry detergent, and personal items. Trade books, electronics, and greeting cards are other products that are available. (Please note that there are special rules regarding returns on electronics equipment – check with the bookstore before purchasing.)

**How can I send a package to a resident student?** All resident students are charged a nominal amount for a Mail Center mail box 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 sent through the United States Postal Services to:

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

If you are sending a package by United Parcel Service (UPS), please address your package as follows:

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

**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 move out of the residence halls, please be sure to notify everyone of your change to an off-campus address.

## *FAQ continued*

**Where can cars be parked during the academic year?** Resident students (orange decals) may only park in a residence hall parking lot; commuter students (blue decals) may only park in lots which are so indicated by a blue circle on the sign at the lot. **There is no parking on the Alexis Circle during restricted hours (7:30 a.m. – 4:00 p.m.). All reserved spaces are reserved 24/7. Do not park in a space marked “reserved” either on the asphalt or by signage.**

Violators will be ticketed, towed and/or booted. Apply for a parking decal online at [www.savannahstate.edu/decal](http://www.savannahstate.edu/decal). After completing the application, take the application number to the Cashier’s office in Hill Hall for payment. Decals must be purchased and properly affixed by August 22, 2011, and are good through August 31, 2012.

### **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**;
- Entrance into athletic and other student events;
- Meal plans;
- “Print fund” for printers in the computer labs;
- “Flex fund” for copier readers and other campus services. “Flex funds” may be placed on a card using the PHIL (machine to the left of the ATM outside the Savannah Ballroom in King-Frazier).

**What meal plans are available?** 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. A swiped card with an error code of “exceeded meal plan” means you have gone over the number of plans and will be required to pay cash for your meals. **Your SSU ID card is required in order to use your meal plan.**

**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. In addition, our policy to require freshman students to be on the full meal plan is a way to alleviate any worry that parents may have about their student not being able to eat three healthy meals a day.

**SAVANNAH STATE UNIVERSITY**  
**Meal Plans: 2011-2012**  
**(Prices are per Semester)**

**Resident**

20-meals-a-week (default plan for first-time freshman resident students) - \$1,796

15-meals-a-week + 200 dining dollars per semester (optional for first-time freshman residents) - \$1,796

14-meals-a-week (default plan for all other resident students; may upgrade to 20-meals-a-week) - \$1,256

10-meals-a-week + 200 dining dollars per semester (optional for all other resident students) - \$1,256

**Commuter**

10-meals-per-semester - \$66

25-meals-per-semester - \$162

50-meals-per-semester - \$335

100-meals-per-semester - \$523

- Meal plan weeks begin on Monday and end on Sunday.
- Meal plan options (dining dollar plans) must be chosen in the Housing office by the Friday of the first full week of the semester; otherwise, it will be necessary to wait until the next semester to change plans.
- If no meal plan is chosen, students will be assigned to the default plan.
- There are no refunds for missed meals or unused dining dollars.
- Dining dollars may be used at any of the dining venues on campus, for the following:
  - In the dining hall when you have run out of meal swipes for the week (the casual rate will be charged)
  - Instead of a meal swipe at a retail venue (the 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)

Resident students are assigned a meal plan at the time housing is assigned, and the plan is charged to the students' account with the University. There is no need to fill out a meal plan application. Applications are available for non-freshman students who wish to be on the 20-meals-a-week plan.

All meal plans end at the end of the semester; **there is no refund for missed meals**. Commuter meals are non-refundable. Resident board plans will be charged on a prorated basis if a student leaves resident housing during the semester.

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.

For additional information or a meal plan application (commuter, upgrade to a 20-meal plan, or meal plan reduction), please contact the Office of Auxiliary Services, King-Frazier Complex Room 127, 912-358-3109.



## SSU Dining Services Locations and Hours of Operations 2011-2012

### Dining Hall @ King Frazier

#### Monday – Friday

Breakfast: 7:30 am – 9:30 am  
Continental Breakfast: 9:30am – 10:30am  
Lunch: 11:00 am – 3:00 pm  
Light Lunch: 3:00pm – 4:00pm  
Dinner: 4:30 pm – 8:00 pm

#### Saturday

Breakfast: 9:00 am - 10:00 am  
Lunch: 12:00 pm – 1:30 pm  
Dinner: 4:00 pm – 6:00 pm

#### Sunday, Holidays

Brunch: 10:30 am – 1:30 pm  
Dinner: 4:00 pm – 6:30 pm

**Casual Rates:** Breakfast \$6.05                      Lunch \$6.90                      Dinner \$7.45

“Premium” meal nights may have a higher cost, and will be advertised in advance.

### Tiger Café @ King Frazier

#### Monday – Friday

10:00 am – 8:00 pm

### Tiger Express Diner

#### Monday – Friday

7:30 am – 10:00 pm

#### Saturdays/Sundays/Holidays

9:00 am – 10:00 pm

**Meal Equivalency Rates:** Breakfast \$3.75                      Lunch \$5.25                      Dinner \$5.45

Menu items (found on the Dining Services web page) and hours are subject to change throughout the semester.

Watch for our Food Court in the new student center! Hours will be provided prior to opening.

## SAVANNAH STATE UNIVERSITY ID Cards 2011-2012

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 and is **validated for each semester**. 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.** All students withdrawing from the University and/or are suspended **MUST** return their identification cards.

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 114 of the King-Frazier Student Center (in the hallway between the bookstore and mail center). Hours are 8:30 a.m. – 4:30 p.m. Monday through Friday. Assistance can also be provided in room 127.

### Where Your ID Card Can Be Used

- The SSU ID Card must be used as identification for many services throughout campus, such as the Health Center, King-Frazier game room, Body Shop in Wilcox-Wiley, 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. Commuter students, faculty, and staff may also purchase meal plans that are accessible by your ID Card.
- **Computer Lab Printing.** Each student receives a credit of \$10 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.
- **Student Copiers.** Student copiers are located in the Howard Jordan Business Building and the Colston Administration Building. The cost is \$.10 per copy.
- **Mail and Document Center.** Please check their separate information within the brochure!
- **Coming Soon** – ID Cards will be able to be used for payment at the SSU bookstore. Watch your Tiger Mail and Channel 15 for updates!

### Where You Can Put Funds on Your Card

You can add funds on your card by going to the PHIL, located just inside the front door of the King-Frazier Student Center (to the left of the Higher One ATM). 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.



## SAVANNAH STATE UNIVERSITY Book Store 2011-2012

Savannah State University Bookstore’s primary goal is to ensure students are able to obtain the course materials they need at reasonable prices. We also provide many other items to support your academic career and school spirit. Please browse our website or stop by our store anytime!

Watch for our convenience store to be located in the new student center!

### SSU Bookstore Hours

Hours are subject to change.

Monday	8:00am	- 6:00pm
Tuesday	8:00am	- 6:00pm
Wednesday	8:00am	- 6:00pm
Thursday	8:00am	- 6:00pm
Friday	8:00am	- 5:00pm
Saturday	10:00am	- 2:00pm
Sunday	closed	



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**SAVANNAH STATE UNIVERSITY**  
**Parking and Transportation**  
**2011-2012**

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 2011-2012:**

**Resident** - \$40 per year

**Faculty/Staff** - \$75 per year

**Commuter** - \$35 per year

**Reserved** - \$135 per year

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**How do I get a parking decal?**

Complete an [online application](#) for a parking decal at [www.savannahstate.edu/decal](http://www.savannahstate.edu/decal). Take the application number to the Cashier's office in Hill Hall for payment.

**Where can I park?**

Depending on your classification (resident, commuter, faculty/staff, or reserved), you will be given a specific decal color. You must park in a parking lot that has that decal color on the sign. If you are a resident student, you must park in the parking lot closest to your residence hall.

**How is parking enforced?**

Parking is enforced by Savannah State University's Departments of Auxiliary Services and Public Safety. Cars found in violation may be ticketed, booted, and/or towed.

A list of parking lots and 'who can park where' is available in the Office of Parking and Transportation in the King Frazier Student Center, Room 100A (beside the vending machines across from the bookstore). Watch your Tiger Mail for updates!

Further parking regulations and instructions to appeal a ticket are found on the SSU Parking and Transportation website at <http://savannahstate.edu/fiscal-affairs/parking.shtml>.



## SAVANNAH STATE UNIVERSITY

### Mail Center

### 2011-2012

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.

#### *Policies and Procedures*

All resident students will be assigned a mailbox. 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.

Students will be given their mailbox combination at the time they receive their 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 should be addressed in this form:**

JOHN/JANE DOE  
BOX 00000 (not room number)  
Savannah State University  
3219 College Street  
Savannah, Georgia 31404

If you are returning the subsequent semester and living in a residence hall, you will not be required to clear your box with the SSU Mail Center staff. You will keep the same mailbox, as long as you have applied for housing by July 1. Otherwise, your mailbox may be reassigned to an incoming student.

If you plan to take a break during a semester or withdraw, be sure to provide the United States Postal Service (USPS) with your completed Change of Address form (3575) which is available at the SSU Mail Center or can be downloaded from [www.usps.gov](http://www.usps.gov). Be sure to include the street address of the University (3219 College Street, Savannah, GA 31404). 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.

In the summer, you may request a temporary change of address from the USPS.

Due to the shortage of mailboxes, the University is unable at this point to provide students who reside off campus with a mailbox, or with general delivery services.

## SAVANNAH STATE UNIVERSITY Mail Center (continued) 2011-2012

### *Student-to-Student Mailbox Service*

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

### *The following mail services are available:*

Priority Mail	Return Receipt
Express Mail	Confirmation Mail
Global Priority	Mail Priority and Express envelopes and boxes
International Mail-Surface and Airmail	Federal Express
Registered Mail	Stamps
Certified Mail	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 or in your mailbox. You must present your ID Card in order to pick up a package.

### *Out Going Mail*

Mail is picked up from the Mail Center at approximately 2:00 p.m. Monday through Friday.

**Please check your Savannah State e-mail address (Tiger Mail) on a regular basis for a package notification!**



## SAVANNAH STATE UNIVERSITY Document Center 2011-2012

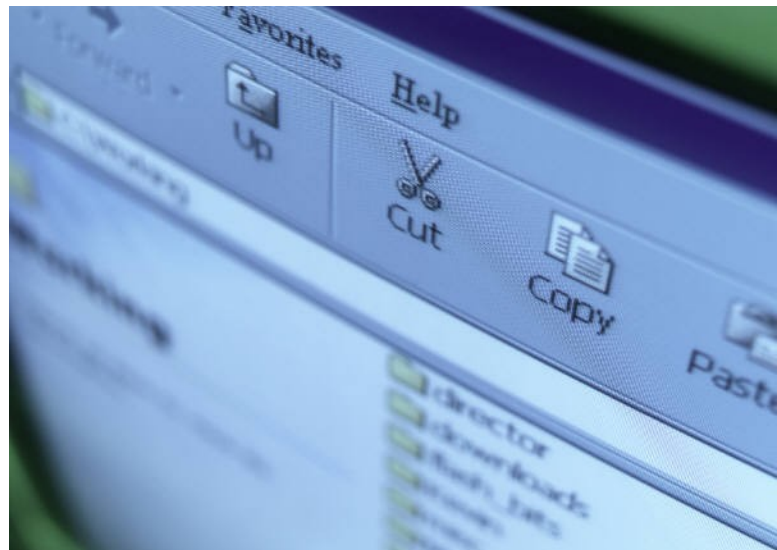
### ***COPY SERVICES***

Students may use cash or their SSU ID Card to make copies at the student copiers located in Howard Jordan Building (2nd Floor), and Colston Administration Building. Funds can be placed on ID Cards at the PHIL machine located next to the window right inside the front door of the King-Frazier Student Center, or on the web at <https://flexfund.savannahstate.edu/>.

Students must sign a Cardholder Agreement (available at the ID Card Office) before using funds on their cards; otherwise, the University will not be liable for any losses sustained due to a lost or stolen card.

Copies can also be made at the library using cash or the library card system, or at the Document Center counter. The Document Center accepts cash, check, or credit card. Services provided at the Document Center include:

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



Computers are available in the Document Center lobby for student use in creating and sending jobs using Microsoft Office, Publisher and Adobe Acrobat. Students and employees are charged the same rate for services as university departments.

**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*

Name	Email Address
<b>Jean Ann Caywood</b> Director	<a href="mailto:caywoodj@savannahstate.edu">caywoodj@savannahstate.edu</a>
<b>Alfred Brown</b> Assistant Director	<a href="mailto:browna@savannahstate.edu">browna@savannahstate.edu</a>
<b>Barbara Schrock-Sturch</b> Office Manager - ID Card Services Phone: 912-358-3110	<a href="mailto:sturchb@savannahstate.edu">sturchb@savannahstate.edu</a>
<b>Priscilla Bryan</b> Office Manager	<a href="mailto:bryanp@savannahstate.edu">bryanp@savannahstate.edu</a>
<b>Robert Lemon</b> Coordinator for Parking and Transportation	<a href="mailto:lemonr@savannahstate.edu">lemonr@savannahstate.edu</a>

**Book Store**  
912-356-8459

**Dining Services**  
912-358-3131

**Mail Center**  
912-358-3126  
**Document Center**  
912-358-4220

*How may we help you?  
912-358-3109  
127  
King- Frazier Student Center*

<p><b>Dedra Walton</b> Bookstore Manager Dwaden@validisresources.com</p> <p>Located in the King Frazier Student Center, across from the Colston Administration Building</p>	<p><b>Joe Davis</b> Food Services Director jdavis@thompsonhospitality.com</p> <p>Located in the King Frazier Student Center, located on the Alexis Circle</p>	<p><b>Carol Geraci</b> Site Manager geracic@savannahstate.edu</p> <p>Mail—located in King-Frazier</p> <p>Document Center—located on Alexis Circle</p>
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