



# Campus Card Services Policies

## Card Issuance:

The SharkCard will be issued to you when you first enroll as a student at Nova Southeastern University or upon employment. It is your official identification card and is valid as long as you are an enrolled student or employed at the university. The SharkCard is also issued to individuals affiliated with Nova Southeastern University, based on specific criteria.

Students must be currently enrolled at NSU in order to receive a SharkCard.

A photo ID must be shown before a SharkCard will be issued.

**New employees** must provide a valid photo ID (e.g., license, state ID, passport) before receiving their official SharkCard.

Each student, employee, and affiliate is entitled to carry only one active card. Employees who are taking classes do not receive a student SharkCard. Individuals appointed as graduate assistants (GA) and graduate teaching assistants (TA) are issued a student SharkCard.

The name printed on the SharkCard is the individual's official name as recorded in the Nova Southeastern University database. Names on cards will not carry titles.

No profiles, hats, headbands, sunglasses, etc., are allowed when your photograph is taken for the SharkCard.

The SharkCard is the property of Nova Southeastern University and is nontransferable. It must be carried at all times and presented and/or surrendered to university officials upon request. Unauthorized use warrants confiscation and/or disciplinary action.

If your SharkCard is replaced due to theft or loss, it is deactivated and cannot be reactivated should you find it at a later date.

## Charges:

One's first SharkCard is free of charge. Subsequent cards issued to the same cardholder will be considered replacement cards whether they are lost, damaged, or stolen and will incur a fee of \$25.

A request for a name change, resulting in the issuance of a replacement card, will be free of charge. If it is determined that a name is incorrect due to the university's error, no charge will be assessed to the cardholder for a replacement.

## SmartChip:

The SmartChip is used to store electronic dollars on your SharkCard by the use of "purses." There are four available purses with purse 1 being the only currently active one at this time. The money added to purse 1 is for prepaid services and can be used in vending machines and to purchase photocopies, laser printing, and food at dining service locations.

Cardholders can add money to purse 1 by depositing cash on their SharkCard at any of the cash-to-card machines located throughout campus as well as visiting Campus Card Services.

Money added to the chip has a maximum limit of \$99. A PIN is not used to secure this money; it can be used by anyone should you lose your card. Money on the chip should be considered the same as money in your wallet/purse. The SmartChip and related functions are separate from the magnetic stripe on the back of the SharkCard.

## Magnetic Stripe:

The magnetic stripe on the back of your SharkCard can be used for checking out materials at the libraries.

## NSU e-Cash: Purse 1

The maximum amount of dollars that can be stored in purse 1 is \$99. NSU e-Cash balances are NOT refundable unless one of these three conditions is met:

1. **Damaged Cards:** Immediate transfer of the remaining value from a damaged card to the new card will be made ONLY if the chip can be read. The damaged card must be relinquished to the card office.
2. **Lost or Stolen Cards:** If a lost or stolen card is found and returned to Campus Card Services, the value balance will be transferred to the new card. The old card must be relinquished to the card office.
3. **Separation from NSU:** Upon permanently leaving the university, a refund for the balance remaining on your card may be obtained by submitting a written request and surrendering your card within 60 days after the date of your graduation or other date established by the university as your permanent departure date. Balances equal to or under \$1 will not be refunded. Whereas, balances in excess of \$1 will be refunded through the university billing system. Any unclaimed balance remaining after the end of the 60-day period shall become the property of the university. All refunds are subject to reduction by any outstanding debt owed by the cardholder to the university.

All other purses will be refunded upon reconciliation of all pending transactions.

## Safeguards:

To ensure that your SharkCard is maintained in the best possible manner, please make sure that your SharkCard is not left in a vehicle's glove box, on the dashboard, around the rear view mirror or anywhere else within a vehicle. The heat that builds up within a closed vehicle can warp, crack or break all or a portion of the card rendering the card unusable at locations on or off campus that accept the SharkCard (library, parking, copiers, pay-for-print, cash-to-chip machines, vending, etc.).

The SharkCard should not be housed within a wallet (especially a man's wallet) due to the fact that the card can become bent, and could crack. It is also recommended that all SharkCards not be kept in close proximity of magnetic devices at any time. Rule of thumb regarding the storage and handling of the SharkCard is that the card should be worn at all times while on or within any NSU campus or facility.

The SharkCard should not be defaced, and no holes or alterations (hole punches, for example) should be undertaken to ease the carrying or use of the card with a keychain. The SharkCard has an embedded antenna engineered within the card itself. This antenna allows for physical access into parking lots and garages as well as access into approved locations on campus. Drilling or punching a hole in the SharkCard will compromise the cards' ability to work properly in various ways.

Please do not affix stickers or make any other modifications to your SharkCard. Such practices may create problems when trying to use your card for official university business, vending, or card swipe functions. Please keep the card in a clear card jacket (available at Campus Card Services, Room #1202, University Center, Main Campus) and worn at all times on campus. Individuals requesting replacement campus cards will incur a replacement charge of \$25. This charge will occur on all replacements after the initial card issued by NSU.

Do not lend your SharkCard to others.

## Disclaimers:

The Nova Southeastern University Card Office is not liable for financial loss or criminal repercussions associated with lost, stolen, damaged, or fraudulently used cards distributed from Campus Card Services.