
6.1 Overview and Management Structure

Auxiliary Services at Clayton State University are operated under the authority of the Vice President for Business & Operations. The management structure includes an Assistant Vice President – Auxiliary & Administrative Services, and three Directors.

6.2 Mission of Auxiliary Services

The mission of Auxiliary Services is to provide the campus community with a variety of retail and campus services in a friendly, convenient, and efficient manner that enhances the overall educational experience of our students and work experience of our faculty and staff.

6.3 Bookstore Operations

The Clayton State University Bookstore is named “The Loch Shop”. The Loch Shop provides:

- Textbook Sales and Rentals
- Course Materials
- Supplies and Snacks
- Clayton State Logo Merchandise

The Loch Shop also manages a convenience store/spirit shop named Loch’s Nest (The Nest). The Nest is located on Main Street in the Baker University Center and has extended weekday hours to better serve evening students. Loch’s Nest provides:

- CSU Logo Merchandise
- Convenience items such as Scantrons and Blue Books
- Snacks and Beverages

6.3.1 Online Store

The online store allows a student to purchase textbooks, course materials, and Clayton State logo merchandise online and have the purchases shipped to any desired location. Online purchases must be paid by credit card or by Financial Aid Book funds (also known as Bookstore Bucks). The online store website has additional pages for general merchandise and for books. The site also provides general quotes regarding the value of used textbooks for the book buyback program.

6.3.2 Financial Aid Book Money

Financial Aid Book Money, also known as Bookstore Bucks, allows a student receiving Financial Aid to buy required course materials and supplies using funds remaining after Financial Aid has been applied to cover mandatory registration fees.

Students must pre-authorize the transfer of Book Money via The DUCK. Book Money is available to the student if, after payment of tuition and fees, the student has unused Financial Aid remaining in the student's account. Up to \$1,000 of unused Financial Aid will be transferred to the student's LakerCard for use in the Loch Shop and the Loch Shop's online store for the purchase of textbooks, required course materials, and other items necessary for the completion of course work. Clayton State University logo items, book bags, and other items may also be purchased with Book Money.

The Financial Aid Book Money is available on the LakerCard only during certain dates at the beginning of each semester. See the information on the web site at <http://www.clayton.edu/auxiliaries/thelochshop/financialaidbookmoney> for additional information and dates of availability.

Financial Aid Book Money is not available for purchases in Dining Services or other locations on campus. It should also be noted that some third-party Financial Aid Accounts have special limits on spending.

6.3.3 Online Bookstore Bucks Book Orders

The Loch Shop provides a convenient method for students to select required textbooks online, pre-pay for the books using their Bookstore Bucks, and have the order waiting for pickup. The store also provides a web order express line to allow customers to save time getting their online purchases.

Financial Aid Book Money is not available for purchases in Dining Services or other locations on campus. It should also be noted that some third-party Financial Aid Accounts have special limits on spending.

6.3.4 Graduation Services

The Loch Shop provides typical services for Graduation Exercises. Graduating students may order university rings, announcements, and Caps and Gowns.

6.4 The LakerCard

Auxiliary Services operates the LakerCard program. The LakerCard is a multipurpose identification and campus debit card. The card bears a student's name, student identification number, photograph, Library number, and magnetic stripe.

The LakerCard Center is located on the first floor of the Baker University Center, adjacent to the Lakeside Dining Hall. New students may have their LakerCard made during their scheduled orientation session. The student must present a government issued form of photo identification, such as a driver's license, to have a LakerCard made. CSU employees also may obtain a LakerCard with employment paperwork provided from the CSU Human Resources Department.

The LakerCard is the official ID card for Clayton State. In addition to identification, it also provides access to:

- LakerBucks
- Financial Aid Book Money (Bookstore Bucks)
- The Library
- Meal Plans and Dining Dollars
- Laker Hall and your suite (Laker Hall residents only)
- Laker Village suites, Phase 1 (Laker Village residents only)
- Fitness Center
- SAC Game Room
- Check-in at The HUB
- Other services around campus

6.4.1 LakerBucks

LakerBucks

The LakerBucks Account is an optional account of pre-deposited funds accessed by the cardholder for products and services on campus. Cash withdrawals from the LakerBucks account are not allowed at any time, except upon withdrawal from the university or upon graduation. There are several options for making deposits to the LakerBucks account:

With LakerCard Online and LakerCard Mobile

You can make deposits to your LakerBucks account 24 hours a day by credit or debit card using LakerCard Online and LakerCard Mobile. Other people, such as parents, can use the Guest login to make deposits on your behalf. There is a minimum deposit of \$5.00 using a credit or debit card.

At an Account Management Center (AMC)

AMCs accept cash deposits only and do not give change. The minimum cash deposit is \$1.00. AMCs are located on the upper level of the Library, on the first floor of the University Center, and in the Music Building.

At the LakerCard Center

The LakerCard Center accepts deposits by cash, credit, and debit card. There is a minimum deposit requirement of \$1.00 for cash and \$5.00 for credit or debit.

Purchases

To make a purchase, simply present the LakerCard wherever LakerBucks are accepted for payment, and the purchase amount will be deducted from your account. Account balances are shown after each transaction. You may view your transactions history at any time via LakerCard Online and LakerCard Mobile.

Disputes

Purchases with made with LakerBucks are like cash and cannot be disputed in the same manner as credit or charge card transactions. If a cardholder has a question about a transaction, he or she may contact the LakerCard Center and will be provided with transaction information. Disputes about the quality of goods or services purchased with the LakerCard must be addressed with the management of the purchase location.

Cardholder Responsibility

Cardholders should immediately report any lost or stolen LakerCard, or any unauthorized usage of the card, either in person at the LakerCard Center or by phone at (678) 466-4215 during normal business hours (LakerCard Center Hours). Cards may also be reported lost or stolen via LakerCard Online or LakerCard mobile. Residential students may contact the Director or Assistant Director of Housing to obtain a temporary card after normal business hours. Cardholders should go to the LakerCard Center the following business day to obtain a replacement card. There is a \$5.00 charge for the first replacement card.

- If loss is reported within two (2) business days, the cardholder's liability will not exceed \$50.00 in unauthorized charges.
- There is a \$5.00 replacement fee for lost, stolen, or damaged cards. The replacement fee increases by \$5.00 for each additional replacement card.

BankMobile

The LakerCard Center provides student support for the BankMobile card, including ordering replacement cards and activation codes and assisting with identity verification. For more information on the BankMobile card, please see Section 8.4.2, Documentation Required before Disbursing Funds.

6.5 Dining Services

The Dining Services program provides multiple dining locations. These locations are:

- **Lakeside Dining Hall** – the all-you-care-to-eat meal plan dining room located on the first floor of the Baker University Center.
- **Jazzman’s Café** – Jazzman’s is a coffee shop located adjacent to the Library and offers a variety of coffees, coffee drinks, smoothies, sandwiches, and pastries.
- **Pizza Hut Express** –Pizza Hut Express is located at adjacent to the Lakeside Dining Hall, across from The HUB. Pizza Hut Express serves pizza, pasta, wings, breadsticks, and soft drinks.
- **SubConnection** – SubConnection is located adjacent to the Lakeside Dining Hall, across from The HUB. SubConnection offers a large variety of custom-made sandwiches and salads, along with soups, chips, and beverages.
- **Sandella's Flatbread Cafe** - Sandella’s menu features premium quality, health-conscious and simply delicious items for your enjoyment. Great tasting wraps, quesadillas, rice bowls, salads, and more. The menu includes a great vegetarian selection plus all menus can be made vegetarian.
- **Lakeside Express** – Lakeside Express is a food cart located in the UC Commons. It’s open Monday-Thursday and features a rotating menu, offering a different entrée each day.
- **Chick-fil-A Express** – Chick-fil-A Express is located in the lobby of Magnolia Hall and is operated by the Forest Park Dwarf House. They serve the famous Chick-fil-A sandwich, along with waffle potato chips, lemonade and other beverages. Chick-fil-A accepts cash, credit, and LakerBucks (Dining Dollars cannot be used here).

6.5.1 Dining Options for Residential Students

All Laker Hall residents are required to purchase a semester meal plan. One of the three required semester meal plans must be selected in the online housing contract process and the meal plan charge will be reflected on the student’s university account.

Because all Clayton State students do not have the same schedules or eating habits, Dining Services offers a choice of three semester meal plans. These plans are designed to meet a wide variety of class, work, and weekend schedules while providing access to satisfying and nutritious food.

Residential students in Laker Hall will automatically be charged for a meal plan on their student account and assigned the Platinum (Unlimited) Meal Plan unless another option is selected in the online housing contract. No meal plan changes are permitted the first week of classes. Students may change their meal plan once without penalty during the second and third weeks of the semester by visiting the LakerCard Center. A fee will be assessed for multiple plan changes. No changes are allowed after the third week of the semester.

Semester meal plans may be viewed at: <http://www.clayton.edu/housing/Meal-Plan>.

6.5.2 Dining Options for Commuter Students and Laker Village Students

Meal plans are also available for commuter students and Laker Village students. They may select any one of the semester meal plans or one of the block meal plans. Meal plans may be purchased anytime in the LakerCard Center with cash, credit, and debit, or with Bookstore Bucks when available at the beginning of each semester. A complete list of available meal plans may be viewed at: <https://csudining.sodexomyway.com/dining-plans/index.html>

6.5.3 Dining Dollars on the LakerCard

Dining Dollars are funds reserved specifically for food purchases at on-campus dining locations. They offer flexibility and variety and are included with most meal plans. (Dining Dollars may not be used at vending machines or for snacks in the Loch Shop or Loch's Nest.)

6.5.4 Catering Services

Sodexo Catering Services is the exclusive catering provider for Clayton State University. Sodexo Catering offers a wide variety of menus and can customize menus to meet a wide range of tastes, budgets, and ingredients. Catering can also assist with the planning of every aspect of your event. For full details about the exclusive catering policy, visit: https://csudining.sodexomyway.com/images/Clayton%20State%20University%20Catering%20Policy_tcm415-7063.pdf.

Sodexo also offers discounted pricing to Recognized Student Organizations (RSOs). View the RSO Catering Policy here:

https://csudining.sodexomyway.com/images/Recognized%20Student%20Organization%20Catering%20Policy_tcm415-97658.pdf.

For a full listing of Catering policies, including the Alcohol Policy & Agreement, visit: <https://csudining.sodexomyway.com/catering/index.html>.

6.6 SmartPrint Services

Auxiliary Services operates a convenience printing service called SmartPrint. The service provides convenient printing locations on campus, with a cost of \$0.10 per page for black and white and a cost of \$0.95 per page for color printing.

6.6.1 Printing Locations

SmartPrint locations for Black & White Printers are:

- Library (first and second floors)
- University Center (adjacent to the LakerCard Center)
- Music Building (first floor vending room)
- Laker Hall (lobby outside Sandella's)
- Clayton Hall (first floor)
- Magnolia Hall (lobby)
- Continuing Education (third floor)
- Lakeview Science and Discovery Center (first floor)

SmartPrint color printing is only available in the University Center location.

6.6.2 Software Required for SmartPrint Operations

The software required to use SmartPrint is included as part of the standard load from The HUB. It may also be downloaded from:

<http://www.clayton.edu/auxiliaries/smartprint/smartprintdownload>. The software is available for Windows and Mac users.

6.6.3 Support for SmartPrint Operations

Frequently asked questions with answers may be found at:

<http://www.clayton.edu/auxiliaries/smartprint/faqs>. Additional information about support for SmartPrint can be found at:

<http://www.clayton.edu/auxiliaries/smartprint/smartprintsupport>.

Technical assistance can also be provided by the LakerCard Center by phone or email.

- Phone: (678) 466-4215
- Email: lakercard@clayton.edu

6.7 Vending Services

Auxiliary Services operates an extensive network of vending machines throughout the main campus, at Clayton State East Campus, the Fayette Center, and Lucy Huie Hall.

The locations with services provided may be viewed at:
<http://www.clayton.edu/auxiliaries/vending/vendinglocations>.

6.7.1 Obtaining a Refund

Refunds are issued in person at the LakerCard Center.

6.7.2 Reporting a Problem with Vending Equipment

To report a problem with vending equipment, please contact the LakerCard Center at (678) 466-4215 or lakercard@clayton.edu.