



Clark Atlanta University Office of Auxiliary Services

Frequently Asked Questions

(PAWCard, CAU Dining, CAU Print and Mail Center, CAU Bookstore, CAU Parking, Laundry Service, Vending and Market Thursday)

PAWCard:

1. **What is a PAWCard?** The Panther PAWCard also known as the PAWCard is the official ID card for Clark Atlanta University. The PAWCard also:
 - Identifies you as a CAU student
 - Allows you access to the dining hall to use your meal plan
 - Allows access to use your dining bucks at Dunkin Donuts, Marble Slab, Moe's Southwest Grill and select food trucks
 - Grants you access to parking when a permit is purchased
 - Grants you access to the library
 - Grants you access to ride the Atlanta University Center (AUC) Shuttle Bus
 - Allows you to make copies and prints on multi-function machines across campus
 - Allows you to gain access to residence halls (based on your credentials)
 - Allows you to purchase goods and services on campus using the PAW Cash account
 - Identifies you as a CAU student for discounts at participating local businesses
 - Gets you into CAU sporting and other special events

How do I get my PAWCard? You must be financially enrolled and have completed the PAW Card Consent form to be to receive the PAWCard. For Spring 2021, students living on campus or commuting in for classes will receive 2 I.D. cards: the PAW Card and photo i.d. card that will need to worn on the person on the outside of the clothing at all times. If you are a resident student, you will receive both cards and a lanyard when you move-in at your resident hall. Commuter students will pick up their cards and lanyard on their first visit to campus on or after 2/1/2021 in the PAW Office (see below). **Your photo should be submitted as outlined below no later than 1/20/2021:**

Panther PAW Office is where you submit your photo online:

Click on the link: <https://caupawcardcash-sp.transactcampus.com/eAccounts>

Once your photo is submitted, the PAW Card Office will verify your information.

You will receive an email when your identification photo is approved/denied.

You will also receive instructions on when and where to pick-up your PAW Card.

PHOTO REQUIREMENTS

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- Recent color photo of yourself only. NO other visible people or objects.
 - **Cropped** from just above the top of the head to the collarbone.
 - **Centered, full-face view** with a neutral facial expression or a natural smile.
 - **Facing straight ahead**, no head tilts.
 - **Plain, solid white background ONLY** (Flat white wall, white poster board or white screen. NO shadows, indentions, patterns, textured or scenic backgrounds.)
 - Should NOT include hats, sunglasses or any other article that may obstruct the face or hair except for religious or medical purposes.
 - Social Media profile, glamour, and debutante photos should NOT be submitted.
 - Picture resolution is between 500 x 500 pixels and 4000 x 4000 pixels.
2. **Is there a fee for the PAWCard?** No, there is no fee for your first PAWCard. However, if your PAWCard is lost or stolen, you will be required to pay a replacement fee of \$25 for a new PAWCard.
 3. **Where is the PAWCard Office located?** The PAWCard Office is located on the 3rd Floor of the Student Center. We are open Monday through Friday from 9:00 AM until 5:00 PM. We may also be reached at 404-880-8PAW (8729).
 4. **Can I pick up my friend's PAWCard?** No. The PAWCard will only be issued to the specific cardholder and must be picked up in person.
 5. **What do I do if my PAWCard does not allow access to my assigned Residence Hall?** There could be several reasons why your PAWCard does not work for your residence hall. The PAWCard office will need to confirm that you are financially enrolled and have a charge on your Banner Account in order to provide access to the residence hall. We ask that you please stop by the Panther PAW Office, so that we may assist you. We may also be reached at (404)880-8PAW (8729).
 6. **What do I do if my PAWCard is not allowing me access into the Dining Hall to use my Meal Plan?** There could be several reasons why your PAWCard does not work for your meal plan. We will need to confirm that you are financially enrolled and have a charge on your Banner Account, in order to provide access to the meal plan. We ask that you please stop by the Panther PAW Office, so that we may assist you. We may also be reached at (404)880-8PAW (8729).
 7. **Why did my PAWCard stop working?** There are a number of reasons why a PAWCard may stop working. Some of the more common reasons are as follows:
 - Your ID card is bent or cracked
 - The magnetic stripe on your PAWCard is damaged

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- The magnetic stripe on your PAWCard has become demagnetized
 - You are using a card that you replaced
8. **Is it possible to have more than one active card?** No. For security reasons we do not allow more than one PAWCard ID card to be activated.
 9. **What if I do not like my picture?** We will be more than happy to take another picture. However, there is a \$25 replacement card fee for all new cards.
 10. **What do I do if I cannot find my PAWCard?** If you are not able to locate your PAWCard, you can go on-line and suspend your PAWCard so that it cannot be used (<https://caupawcardcash-sp.transactcampus.com/eAccounts>) or call the PAWCard Office at (404) 880-8PAW (8729). We will freeze your card so that it cannot be used. If you find it, you can have it re-activated by going on-line (<https://caupawcardcash-sp.transactcampus.com/eAccounts>) to reinstate your PAWCard. If you are not able to find your card, you may request a new card. The replacement card fee is \$25.
 11. **I lost my new card but found my old card, can I get the old card activated?** Unfortunately, we cannot activate an old card once it has been replaced. Every PAWCard has a 16-digit number that is unique to each card. When we replace a card, we change the 16-digit number, which retires the old number. The system remembers that number and will not allow us to reuse it again once it has been retired. You will have to purchase another PAWCard, with a \$25 replacement fee.

CAU Dining:

1. **What is my assigned meal plan?**
 - 1st year students are automatically assigned the Panther Platinum Unlimited Meal Plan.
 - 2nd year students are automatically assigned the Panther Gold Meal Plan.
 - 3rd, 4th and graduate residential students are automatically assigned the Silver Block 60 Meal Plan
 - Non-residential students are not required to have a meal plan for Spring 2021 but can purchase any meal plan or dining bucks from Resident's Life.
2. **Can I change or cancel my meal plan?** Please visit the Student Life website for this procedure. There are deadlines that apply.
3. **What if I have special dietary requirements?** Please contact dining services as we have resources to help you make the right food choices and can arrange for a consultation with our dietician.
4. **How does my meal plan work?**

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Meal plans are loaded on the PAW Card. You will have a set schedule for dining 1/21/2021 - 1/27/2021 based upon your resident hall. A schedule will be provided at check-in at your resident hall. "Grab and Go" only until 1/31/2021- no dine in. Retail and limited dine-in starts 2/1.

Social distancing and face masks will be required in the dining hall and at all retail locations throughout the semester. There is a specific entry and exit plan for each dining space.

5. **Who do I contact for additional questions, regarding my meal plan?** Please call Campus Dining Services at 404-880-6440 in the Lower Level of the Student Center.

CAU Print and Mail Center:

1. **How do I get my mail?** Visit the Print and Mail Center on the 3rd floor of the Student Center on or after 1/28/2021 and after you are released from your 5-day isolation period. At the kiosk, swipe your PAWCard ID, select pick up now and proceed to the counter. Do not mail needed items for your move-in as you will be in quarantine for the 1st five days upon arrival to campus. **Bring what you need for those first 5 days with you.**
2. **Can I receive mail if I live off campus?** No. Only students residing on campus can receive mail and packages at the mail center.
3. **How will I be notified if I have mail or packages?** You will receive an email at your preferred email address. The default email address will be your designated CAU email address unless you provide another email address.
4. **How do I submit a print order?** Please utilize the print portal on the CAU website- Campus Services-Print Shop. You may also visit the print center for assistance or send an email to printshop@cau.edu.
5. **How do I know the price of my print request?** A quote will be provided when you place your order. Custom print jobs are available and will be quoted on an individual basis.
6. **What type of files are accepted?** Word, Excel, and/or PDF documents will be accepted. No USB drives or web links are accepted and file must be print ready and formatted correctly.
7. **Who do I contact for additional questions?** Please contact the CAU Print and Mail Center at 404-880-8015 or send us an email at printshop@cau.edu. Visit us on the CAU website at www.cau.edu/campus-services/print-services.
8. **What are your hours of operations? (starting 1/19/2021 for faculty and staff and 1/28/2021 for resident students, 2/1 for commuter students)**

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- Monday -Friday 9:00am-5:00pm
- Saturdays- 9:00am-12:00pm (starting 1/30/2021)
- Sundays- Closed

CAU Campus Store:

1. **What time does the bookstore open?** (starting 1/19/2021 for faculty and staff, 1/28/2021 for cleared residential students, 2/1 for commuter students)

- Monday – Thursday: 9am – 6 pm
- Friday: 9am – 5pm
- Saturday: 11am – 3pm (starting 1/30/2021)

* Call for holiday hours or if the school is closed.

2. **Does the bookstore accept Flex dollars?** No, we only accept debit or credit, bookstore scholarship gift card or PAW cash (money you put on your PAWCard).

3. **How can I find my book for my classes?** Verify the specific date and time for the classes on Banner Web.

4. **What are my course material options for my classes?** All of the following options may not be available:

- Rental (New/Used)
- Buy (New/Used)
- Digital (Brytewave, Direct Access in Canvas, Code is Emailed)
- Package (this included access code and the physical books)
- Access Code (physical or digital)

*When purchasing an eBook, please make sure you retain your receipt for your records.

5. **What do I do if my book is not in stock?** You have the option to pre-pay for your book in store.

6. **What is the bookstore return policy?** There is a 30-day return policy for clothing or electronics. All clothing must still have the original tag attached. Additional rules apply:

- You cannot return any items that have been opened; this includes textbooks or electronics
- Lab material, office/school supplies and gifts are FINAL SALES, even if the item has not been used

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- The refund will be issued using the same method of payment used for the purchase
 - Text book refunds can be processed up until the first week of the school term
 - Mid-term and Final exam material sales are FINAL SALES
 - It normally takes 3-5 business days to see your refund on your card
 - You need the original purchase receipt to return any item
7. **Does the Bookstore “buy back” text books?** Yes. You must be a CAU student and your student ID will be required to sell text books. You can also visit www.ClarkAtlantaShop.com. Select TEXBOOK>Sell My Textbook, and then follow the necessary steps to sell your textbook.
 8. **How long does it take to get an online order?** It takes 24-48 hours for all orders to be processed. To check the status of your order, you will need to have your online order number and your state or student I.D.
 9. **What can I purchase with my book scholarship?** You may purchase any items in the bookstore.
 10. **How do I contact the CAU Bookstore?** Please visit our location in the Student Center – 2nd Level. You may also visit us at www.ClarkAtlantaShop.com for hours of operations or call us at 404-880-8582 (MAIN). If you need assistance with your Course Materials or the Book Bundle call 404-880-8521.
 11. **How do I purchase my books?** You can pay with credit card and debit card if you are not on the book bundle. For students financially enrolled and in the Book Bundle Program, the cost of \$375 per semester will be posted to your student account on Banner Web.
 12. **Do I need special software to read these eBooks** The books are readable using a number of devices, including laptops, desktops, and mobile devices.
 13. **What if my books are not online?** Students that reside on Campus can pick up their course materials in the CAU Campus Store on or after 1/28/2021. **Non-resident student’s course materials will be mailed to their CURRENT address in Banner. The Campus Store Delivery carrier services are UPS and USPS.**
 14. **I am a new undergraduate student and don't have a tablet or mobile device.** There are numerous facilities on campus that students can use to access their books such as the AUC Library. The CAU Bookstore also has laptop options available for purchase.
 15. **How do I pay the Included Book Bundle Fee?** You may use the same payment method/source as those you use to pay your tuition and fees.
 16. **Can I opt out of participating in this program?** Yes. A student must complete and submit the “Required Included Book Bundle Fee Opt-Out” form online in Campus

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Services, Campus Store, IncludedED webpage by **January 4, 2021**. The fee on the student's account will not be removed unless the deadline and return of course materials is satisfied. The opt-out form is available on the CAU website.

<http://www.cau.edu/campus-services/CAU-IncludedED-Opt-Out-Form-F-2019-mh.pdf>

17. **Can I share these eBooks with friends or family members?** All the books included in this initiative are protected under international copyright law. This means that when you purchase the IncludedED book bundle, you are only purchasing one license for each book contained in the bundle. Each publisher will have different limitations relative to downloading and copying their textbook.
18. **Where can I email any questions or concerns about IncludedED program?** Questions or concerns can be emailed to IncludedEDbook@cau.edu or call 404-880-8521. Zoom sessions will also be available for students from January 19-Feb 5, 2021. Monday-Friday at 11am-3pm. Go to IncludedED webpage for the link to the online virtual help desk.
19. **How does the Book Bundle Work?**

IncludedED - Book Bundle FAQs:

How do I purchase my books?

The cost of \$375* per semester will be posted to your student account on Banner Web. Once you register, all your materials will automatically be ordered for you.

Do I need special software to read these eBooks?

The books are readable using a number of devices, including laptops, desktops, and mobile devices.

What if my books are not online or digital?

Textbooks that are only available in print form will be mailed from the CAU Campus Store or provided for pick up in store approximately one week prior to the term starting. You will receive tracking information in your student email if mailed. In most cases, course materials are picked in

I'm a new undergraduate student and don't have a tablet or mobile device. What should I do?

There are numerous facilities on campus that students can use to access their books such as the AUC Library. The CAU Bookstore also has laptop options available for purchase.

How do I pay the IncludedED Book Bundle Fee?

You may use the same payment method/source as those you use to pay your tuition and fees.

Can I opt out of participating in this program?

Yes, a student must complete and submit the "Required IncludedED Book Bundle Fee Opt-Out" form by the semester deadline for the upcoming term and approximately 30 days prior to the 1st day of class. A student is required to return all course materials previously received that are part

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of the bundle program before the refund can be processed. The fee on the student's account will not be removed unless the deadline and return of course materials is satisfied. The opt-out form is available on the CAU website.

Can I opt back in at a later date?

Yes, you can once registration opens for the new term. Complete OPT IN Form by deadline (last day of class for the current term). In addition, there can be no "non-returned" course materials on your account. Opt in is possible for a future semester, but not in current semester that you just opted out from. The form can be found on the CAU Included Web Page under Campus Services or below.

Can I share these eBooks with friends or family members?

All the books included in this initiative are protected under international copyright law. This means that when you purchase the IncludedED book bundle, you are only purchasing one license for each book contained in the bundle. Each publisher will have different limitations relative to downloading and copying their textbook.

How will my book bundle materials be delivered?

Book Bundle Students:

All students will receive digital materials via their student e-mail starting on the week of 1/19/2021 and once you are registered and financially enrolled. For **Residential Students**, rental materials or hard back texts will be held in the Campus Store for pick up once the student is past the 5-day pause and prepare period or 1/28/2021. Online and commuter students will have materials mailed to their **current home address in Banner** via UPS or USPS starting 1/19/2021. Students will receive an e-mail about the shipment(s) with tracking information to their student e-mail. **It is very important that the current home address in BANNER is the correct address to receive materials that are mailed.**

****NOTE:** If the student's current home address changes after 1/18/2021, their course materials may have shipped to the address in Banner. Contact the Campus Store immediately for possible solutions. The student will be responsible for returning all course materials and shipping costs due to any issues relating to a wrong address on file post 1/18/2021. The Campus Store can be reached at 404-880-8521.

Non-Book Bundle Students:

Students not on the Book Bundle program will order their books online through Canvas and follow the directions on the website to order and pay for their materials. You may also visit the Campus Store online at www.ClarkAtlantaShop.com to place your order.

Who is part of the Book Bundle Program:

All new freshmen, starting with Fall 2020 term and Spring 2021; same for re-admits and transfer students going back to Fall 2019; continuing Sophomores from Fall 2019.

Where can I email any questions or concerns?

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Questions or concerns can be emailed to IncludEDbook@cau.edu. Or contact the CAU Campus Store at 404-880-8582.

*Price per semester subject to change

CAU Parking:

1. **As a student, do I need to buy a parking permit if I have a car?** All students are required to buy a parking permit online from CAU Parking. Please visit the website in Campus Services. Day rates are also available in the Visitor's Parking Deck at Mildred Street.
2. **How and where do I get a parking permit?** Online registration for parking will open **1/4/2021. Parking is assigned by resident hall.** Please use the link below to register and pay. Decals will be available for pick up at the PAW Office in the student center (3rd floor) after the 5-day isolation timeframe and on/after 1/28/2021. Students are given a grace period through 2/1/2021 when ticketing will commence.

Students living in Merner, Holmes, Pheiffer, and CAU Suites-pick Visitors Parking Deck

Students living in Brawley Hall-pick Brawley Parking Lot

Click on LAZ Parking: <https://www.cau.edu/campus-services/Parking/student-parking.html>

3. **Where is the CAU Parking Office located?** the 1st level of the Visitor's Parking Deck located on Mildred Street. Office hours are 9AM-6PM, Monday-Friday.
4. **How much are parking permits?** The cost for parking in the Visitors' parking deck is \$112.50 per semester. The cost to park in the various Residence Hall locations (Brawley, Beckwith, Bumstead, Ware, Knowles and Oglethorpe) is \$72.50 per semester.
5. **What forms of payment do you accept?** All major credit cards.
6. **What happens if I lose my permit?** A replacement permit can be purchased for \$25.
7. **Are parking permits transferrable?** No. Only the original registered student may use the permit.
8. **Does the parking office enforce parking rules and what are the reasons for impoundment, immobilization or removal of vehicle?**
 - When the vehicle is in a designated tow zone
 - When a vehicle is illegally parked and constitutes a safety hazard

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- When a vehicle is parked without a designated permit
 - Other reasons outlined in the University's motor vehicle policy
9. **How do I pay if my vehicle is immobilized?** All parking fines have to be paid at the parking office before your vehicle can be released.
 10. **How do I contact the CAU Parking Office?** Due to COVID, call us at 404-880-6295 or visit us at www.cau.edu/campus-service/parking for more information.

Laundry:

1. **Where do I do my laundry on campus?** Washers and dryers are located in each of the residential halls. Use Laundry View to see machine availability or to report a problem. <http://m.laundryview.com/lvs.php?s=1671>
2. **How do I pay for using the laundry equipment?** Unlimited wash and dry services are included in your housing fee.

Vending:

1. **What kind of vending is offered on campus?** Beverage machines featuring Coke products and snack machines are located in most academic buildings and residence halls.
2. **Are there ATM's on campus?** We have ATM machines located in the Student Center on the 2nd and lower levels. We currently work with PNC and Bank of America.
3. **What do I do to report a problem or request a refund for snack or beverages from vending?** Please call the PAW Card Office at 404-880-8729 to assist you with your refund and you will need to complete a refund form.

Market Thursday (N/A for Spring 2021):

1. **What are the vendor requirements?** Complete the current year's vendor application and provide your current year's state tax license. The application can be found on the CAU website: www.cau.edu/campus-services/Market%20Thursday%20Application/index.html
2. **What form of payment do you accept?** Cashier's checks or money orders made payable only to Clark Atlanta University. No cash or credit cards are accepted. Payment must be received no later than Wednesday at Noon. No payments will be accepted at the market unless preapproved.

Current vending rates are \$59 for regular vendors and \$25 for enrolled/current students of the AUC. Rates vary for Homecoming or other special markets.

3. **What can I vend?** Clothing (non-logoed); accessories; artwork; beauty supplies, etc. No food vending is allowed.

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4. **When does the market take place?** Most Thursdays during the Fall and Spring academic year. Please visit our website for the current year calendar. Market hours: 10:30 AM-4:30 PM.
5. **What is the set-up/load-out guidelines?** Load-in from Parsons Street begins at 10:00 AM to 10:30 AM; Load-out from Parsons Street ends at 4:30 PM-5:00 PM. Set-up is on the Student Promenade in designated locations. The market coordinator will direct you on market day.
6. **Where do I park?** The Visitor's Deck is conveniently located on the corner of Mildred and Student Movement Blvd. Hourly parking rates do apply.
7. **Who do I contact for additional questions?** Please call Campus Auxiliary Services at 404-880-8317 or e-mail auxiliaryservices1@cau.edu. The Campus Auxiliary Services office is located in Haven-Warren Hall, Room 300.

SUMMER CAMPS AND CONFERENCES

1. **How do receive information about reserving or attending a summer camp or conference at CAU?** Currently, summer camps and conferences are not authorized at CAU for Summer 2021. Please check back to the website for the latest updates:

<https://www.cau.edu/campus-services/Summer-Camp-and-Conference-Services/index.html>