

NORFOLK STATE UNIVERSITY

AUXILIARY SERVICES

INFORMATION GUIDE



**700 PARK AVENUE
HARRISON B. WILSON HALL, SUITE 350
NORFOLK VA 23504
(757) 823-8085
(757) 823-8876 (FAX)**

Table of Contents

Who We Are.....3

Mission Statement.....5

Facilities Rentals.....6

Printing Services.....7

Copy Management.....9

Ticket Center.....10

SpartanCard Office.....11

Contracted Services.....15

Other Business Partners.....19

Licensing.....20

WHO WE ARE

Auxiliary Services is a unique, multi-faceted unit of the Finance and Business Department responsible for coordinating non-educational and general services that contribute and relate directly to the mission, goals, and objectives of Norfolk State University. These services are expected to be self-supporting activities, therefore fees are charged to recover all costs associated with the operations, though in some instances, student fees are charged to assist in the on-going operations of these activities. Costs associated with the operations include administration, maintenance of plant, depreciation, replacement, and indirect costs. All proceeds generated by our services are reinvested back into facilities, services and programs to enhance the quality of life at Norfolk State University.

The department of Auxiliary Services is directly responsible for the operational and fiscal management of:

- Copy Management
- Conference Services
- Printing Services
- Spartan Card Office
- Spartan Ticket Center

Auxiliary Services also manages contracted services that enhance the quality of student life on campus including:

Bookstore	Event ticketing services
Dining Services	Laundromat services
Exclusive beverages	Licensing services
Snack Vending	Multifunctional Digital Devices

Auxiliary Services is responsible for the overall financial oversight and support for all auxiliary programs, departments and buildings including:

Athletics	Spartan Patrol
Auxiliary Security	Spartan Station
Dining Hall	Student Activities
Parking	Student Center
Residential Services	Transportation

In addition Auxiliary Services manages athletic and special event ticket sales.

The purpose of the Auxiliary Services Department at Norfolk State University is to provide convenient and quality support services to the university community. The university community consists of students, faculty, staff, other institutional departments, parents, alumni and visitors.

HOURS OF OPERATION

Monday-Friday, 8:00 am - 5:00 pm

WEBSITE

<https://www.nsu.edu/About/Administrative-Offices-Services/Auxiliary-Services>

MISSION STATEMENT

The mission of Auxiliary Services is to enhance the University experience and serve the Norfolk State University campus community by providing a variety of services to support campus life for students, faculty, staff, alumni and guests. Auxiliary Services pledges to maintain the highest operational standards possible in support of Norfolk State University's educational mission and financial goals, by providing EXCELLENCE in the delivery of quality products and services with integrity, honesty, and professionalism.



Norfolk State University Conference Services for Non-Campus Organizations

The beautiful campus of Norfolk State University offers an excellent location, modern facilities, and prompt, courteous, and quality services for all of your conference needs.

The Office of Auxiliary Services is responsible for assisting organizations with their conference needs. We act as liaison between the service provider and the University for securing accommodations for a lecture, meeting, sporting event, concert/show, or residence hall.

All requests for the rental of university facilities by outside organizations should be directed to Auxiliary Services. A complete description of the activity and a non-refundable application fee must be submitted as part of the application package. The application process should be completed and approved by the University.

For our Facility Rental Application and Policies and Facility Usage Fees contact:

Office of Auxiliary Services
700 Park Avenue
Harrison B. Wilson Hall, Suite 350
Norfolk, VA 23504
Phone (757) 823-8085
Fax (757) 823-8876

Office hours are Monday-Friday, 8:00 am - 5:00 pm. For your convenience, you can download forms online at <https://www.nsu.edu/conference-services/documents-and-forms> .



Norfolk State University Printing Services

Location: James A. Bowser, Suite 115

Hours of Operation: Monday-Friday, 8:00 am - 5:00 pm

Phone Number: (757) 823-8179

Fax Number: (757) 823-9585

printingservices@nsu.edu

Printing Services mission is to provide excellent printing, copy, and finishing services that effectively and economically meets the needs of employees, students, and outside patrons of the college community. Printing Services is a full-service unit of Auxiliary Services offering professional printing and copying services. We have invested in leading edge technology to service the campus community for all of their digital, on-demand printing needs. We have increased our capabilities to respond to customer needs. It is now extremely easy to submit print jobs either electronically via the Internet and e-mail or hardcopy. The expertise of our staff and the equipment they operate has increased efficiency and productivity.

Printing Services is equipped with a high-speed digital production color press and two wide format printers. It produces a variety of printed material for the campus and surrounding community including, but not limited to, business cards, postcards, stationary, office forms, brochures, flyers, syllabus, course outlines, examinations, booklets, programs, pamphlets and wide format printing, including posters and banners.

Our finishing services include:

- Collating
- Stapling
- Folding
- Numbering
- 2 and 3-hole punching
- Wide format and page laminating
- Cutting and trimming
- Tabs
- Binding (spiral, coil, saddle-stitch and perfect binding)

We focus on meeting the specific needs of the campus community with reliable service, excellent quality, and competitive pricing. Our customer service team is available to assist with developing your specifications, providing estimates and timelines. Once an estimate is given then simply submit a purchase request directly to Printing Services. Then once the job is designed, you can submit your job digitally or hard copy for proofing and final print. Each project is issued a number so that we may track your job as it travels through our office. The delivery date is an anticipated completion date, not a guarantee of delivery.

We can work with a number of different graphics software packages such as Adobe, and Microsoft products.

Reasons for Using Printing Services

- ✓ We are Part of the NSU Community – As part of the NSU community, we understand the University environment and the seasonal pace of academic schedule and deadlines.
- ✓ Ease of ordering “within the system” - It is not necessary to go through Procurement or State Purchasing when ordering directly from Printing Services. Dealing directly with Printing Services thus saves time and money.
- ✓ Quality assurance. Stationery items will adhere to standards established for the University’s identity program.
- ✓ In house capability to take your job from concept to completion with our finishing equipment.
- ✓ Save University time, money and most importantly preserving the quality of your projects.



COPY MANAGEMENT

Printing Services is responsible for the fleet of copying machines, access codes assigned to machines and billings to departments.

Our high-speed multifunctional digital copiers are linked to the campus network allowing you to scan, fax, email and send electronic files with ease using an authorized SpartanCard account.

Student copiers are located on the 1st floor of the Library and 2nd floor of the Student Services Building. Copy machines accept Campus SpartanBucks only.

There is a local number located on the machine to facilitate service calls and supply orders.

THE SPARTAN TICKET CENTER



The Spartan Ticket Center is the central outlet for information about and the ticketing of athletic and special events on the campus of Norfolk State University. The Spartan Ticket Center is also responsible for selling parking decals and collecting parking fines.

General Information

Location:

On the East side of campus across from Echols Hall.

Hours of Operation:

Monday-Friday, 9:30 am - 5:30 pm

Order Online:

Tickets may be purchased online at <https://nsuspartanstickets.universitytickets.com/>.

Payment Methods:

The Spartan Ticket Center accepts cash, checks, credit cards (MasterCard and Visa) and the Spartan Card.

Will Call:

Will Call tickets may be picked up at the Spartan Ticket Center during normal business hours or at designated will call areas for each event. A picture ID is required for pickup.

Refund Policy:

All sales are final with no refunds or exchanges. The purchaser is responsible for checking the date and time of the event on the tickets.



SPARTAN CARD OFFICE

Location: Student Services Center, Suite 109

Hours of Operation: Monday-Friday, 8:00 am - 5:00 pm

Phone Number: (757) 823-9479

Fax Number: (757) 823-9471

About the SpartanCard

The SpartanCard is the official one-card of Norfolk State University, which provides convenient, cost effective use of a single card for multiple purposes. The SpartanCard serves as the University's identification card, a meal-plan card, a Library card, an access card and a debit card.

Funds deposited into your SpartanCard account can be utilized to purchase food, books, copying & graphic services and other campus essentials. Funds can also be used in most vending machines throughout the campus.

SpartanCard Advantages

1. The cardholder can maintain balances on the SpartanCard for use in various locations.
2. Provides the convenience of making small purchases without exact change.
3. Keeps track of unused meals and other balances deposited on the card.
4. Eliminates the use of carrying multiple cards.
5. Promotes a cashless environment, providing increased safety, such as reducing loss or theft.
6. Allows **secure** access to residential buildings.

Obtaining a SpartanCard

In order to obtain a SpartanCard, you must be a registered student or active employee of NSU. You must present a government issued form of photo identification, such as a driver's license, U.S. Military ID, or passport at the SpartanCard Office to obtain a card. The first SpartanCard is issued without charge to registered students, faculty and staff upon initial enrollment or employment.

All students attending Norfolk State University will have the opportunity to send in a photo for their SpartanCard. Students must complete the Online Photo Submission Agreement form and send it along with a photo that meet the specific guidelines on the Photo Submission form and email it to spartancardphoto@nsu.edu

A replacement fee will be charged for lost, misplaced or damaged cards.

Depositing funds into your SpartanCard Account

Once a cardholder deposits money into the SpartanCard account, the card can be used as a debit card. The SpartanCard can be very flexible as you can make one deposit for an entire semester or as often as you like when using cash.

There are three ways to deposit funds onto the SpartanCard:

1. You can make SpartanCard deposits at the **Cashier's Office**, located in the Student Services Center. The Cashier's Office will accept cash, checks, money orders and credit cards.
2. If using cash, at the **Card Management Center**, located in the lobby on the first floor of the Student Center.
3. You may also make deposits online by logging into **e-accounts** at <https://spartancard-sp.transactcampus.com/eaccounts> .

Note that a Spartan Card Authorization Form (from your MyNSU online account) is required if funds are being deposited from Financial Aid.

SpartanCard Account Types

SpartanBucks

These funds represent the dollar equivalency of funds deposited for campus-wide use and for participating off campus merchants. It is a convenient cashless way to pay for purchases. SpartanBucks never expire and can be used 24 hours a day, 365 days per year.

SpartanBuck refunds are available to any current or former students with SpartanCard balances at the end of each semester. A completed SpartanCard Refund Request Form <https://www.nsu.edu/spartan-card/forms> must be completed by the requestor. Requests must be for the entire account balance.

Monies will be refunded after all outstanding obligations to the University are satisfied.

Board

This account is represented by Meal Plans, either Residential or Commuter. Residential Meal Plans are primarily intended for students who reside on campus, but Commuter students can also purchase Meal Plans. Commuter Student's meal plans also include dining dollars. With this plan you can enjoy meals offered each week in the dining halls as well as dine in Spartan Station. All Meal Plans expire at the end of the semester.

Dining Dollars

These funds exist on the various meal plans. Dining Dollars are restricted to purchases in Dining Service locations only. All Dining Dollars not used by the end of the semester are removed from the card.

Laundry

These funds represent the Included Laundry Program for Residential students, which provides convenient laundry use at no additional cost each semester that a student is enrolled in the program.

Where You Can Use Your SpartanCard Funds

Scott/Dozier Dining Hall

The West Wing

- West Wing Dining Hall
- 300 Bodega

Student Center

- Chick-fil-A
- Tropical Smoothie

Nursing & General Education Building

- Spartan Café

Administration Building

- Wilson Hall Café

Spartan Station

- Milk and Honey
- On the Go
- BRB

Pepsi and Snack Vending Machines

The Bookstore

The Ticket Center

Printing Services

Participating Off-Campus Vendors

Care of Your SpartanCard

Your SpartanCard must be treated with care, as it is valid throughout the cardholder's length of registration or employment at Norfolk State University. Do not attach any items or punch holes in your card. Attachment of foreign objects will cause damage to the card. The SpartanCard must not be left in direct sunlight or exposed to extreme heat (i.e.: clothes dryers or irons) or chemicals. Do not use your SpartanCard as an ice scraper. Do not machine wash, crimp, bend, or twist your card. It should also be kept away from magnetic fields and other cards that contain magnetic stripes.

Terms & Conditions

The SpartanCard is the Official Identification Card for Norfolk State University, governed by NSU regulations. All students, faculty, staff and contractors of the University are required to carry this card while on campus. No deposit of funds on the SpartanCard is required to obtain the card. Contractor's cards will have a visible expiration date and a fee is charged for their cards.

The SpartanCard remains the property of Norfolk State University, which reserves the right to revoke the use of it at any time. The SpartanCard is strictly non-transferable and must be shown to campus representatives upon demand.

You may not lend your SpartanCard to anyone for access or meal privileges. Cardholders may possess only one SpartanCard at any time. The cardholder is responsible for all purchases made on the card. The cardholder is also responsible for observing the amount of charge during a transaction and monitoring account balances. Account balance information is available at the time of each transaction or by accessing e-accounts at <https://spartancard-sp.transactcampus.com/eaccounts> .

Funds cannot be transferred from one cardholder to another cardholder. SpartanBucks Funds deposited into your SpartanCard account that have not been spent or requested during the refund periods will remain on the account until graduation or official withdrawal from the University. Unused funds will be refunded less any outstanding obligations to Norfolk State University.

The University is not responsible for lost, stolen or damaged cards, and /or any funds lost due to lost or stolen cards. The SpartanCard should be protected the same way a credit card or bankcard would be protected.

If your SpartanCard is lost or stolen, you must notify the University in order to suspend privileges. This can be done online through the Online Card Office at <https://spartancard-sp.transactcampus.com/eaccounts>, by calling Campus Police at (757)823-8102, the SpartanCard Office at (757)823-9479 or in person at the SpartanCard Office.

CONTRACTED SERVICES

Auxiliary Services oversees the administration of the vending contracts with Pepsi-Cola, Atlantic Dominion Distributors and CSC ServiceWorks.

Service calls for any of the vending products or machines are received in the Auxiliary Services office during regular working hours. You can contact the office at (757) 823-8085 or email Auxiliary@nsu.edu .

For refunds on vending services, report to the Cashier's Office located on the second floor of Student Services Center.

BEVERAGE VENDING



The Pepsi Beverages Company has exclusive vending rights for all beverages on the Campus of Norfolk State University. There are approximately 65 soda and juice machines conveniently located in most of the buildings throughout the campus.

SNACK VENDING



Atlantic Dominion Distributors provides various snack vending machines on the campus. There are approximately 30 machines conveniently located in most of the buildings throughout the campus.

LAUNDRY VENDING



CSC Serviceworks is our business partner for our laundry vending services. We have 204 washers and dryers throughout our residences and in our Spartan Station Laundromat. The machines accept the SpartanCard only. For service regarding washer and dryers please contact the front desk of your assigned residence hall or contact the Auxiliary Services Office.

OTHER BUSINESS PARTNERS

BOOKSTORE



Our bookstore campus partner is **Barnes and Noble** which is located in the Student Center. Their selection includes textbooks, general books, apparel, supplies, cards and gifts. Faculty and Staff are entitled to a 15% discount. Visit the NSU website at <https://norfolkstate.bncollege.com> or more information.

DINING SERVICES



Our Dining Service provider is **Thompson Hospitality**. Dining service is provided at the following locations:

Scott/Dozier Dining Hall

The West Wing

- West Wing Dining Hall
- 300 Bodega

Student Center

- Chick-fil-A
- Tropical Smoothie

Nursing & General Education Building

- Spartan Café

Administration Building

- Wilson Hall Café

Spartan Station

- Milk & Honey
- BNB

Food Truck

Catering Services are offered for conferences, meetings and special events. For prices, hours and meal options visit the NSU website at <https://www.nsu-thscampusdining.com/> Norfolk State University Dining Services has the first right of refusal to catered events held on campus.



LICENSING

Over the last 85 years, Norfolk State University (NSU) has seen spectacular growth that has stimulated the demand by students, faculty, staff, alumni and friends of the university for merchandise bearing the registered trademarks, names and insignias of the university. The number of distributors and manufacturers who wish to provide these products has grown proportionately.

NSU has contracted with CLC Learfield IMG College Licensing to manage a formal licensing program to protect the use of the university's name, the names of its athletic teams, other identifying marks, logos and seals of the institution and to enhance the image of NSU.

The primary goal of the licensing program is to ensure that merchandise bearing the university's insignia properly represents NSU and that a percentage of sales come back to the university to fund scholarships and the costs of the program. CLC provides licensing representation and counsel, marketing counsel and client advocacy to academic institutions and conferences throughout the United States and assists in the expansion and enforcement of Norfolk State University's trademark licensing.

Our licensing policy is available on the following website:
<https://www.nsu.edu/policy/admin-46-01.aspx>