

Subject: StormCard and Total Convenience Card Auxiliary Services Functions

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1. Purpose

This policy addresses the use of the Auxiliary Services purchasing functions of Tidewater Community College’s (TCC) stored monetary value identification (ID) cards, known as StormCards. A separate policy, [College Identification Card \(1302\)](#), governs the general use and management of the ID card.

2. Policy

TCC StormCards, ID cards with stored monetary value, shall be issued to students, faculty, staff, and others in accordance with the college's policy on ID cards. All StormCards shall be the property of Tidewater Community College. Individuals ineligible for a StormCard may purchase a Total Convenience Card as specified in Section 4.8.

The auxiliary services function of the StormCard shall not be transferable and shall be valid only for as long as the cardholder continues his/her enrollment or employment status with TCC. Any misuse, alteration, or fabrication of the card shall subject the cardholder to disciplinary action by the college and legal action as allowed by law. The college shall not be held responsible for any lost, damaged, or stolen StormCards, or for any unauthorized uses of the card.

Cardholders may add dollar value in one of two ways:

- StormDollars - may be used to purchase various goods and services at all campus locations accepting the StormCard as a form of payment.
- StormCard Financial Aid Meal Plan - is a term-based plan associated with payment for food purchases using available financial aid sources. This plan is considered non-refundable, except in extenuating circumstances as approved by a campus Business Manager based on the college's refund procedures or per Federal Financial Aid regulations. See Section 4.5.1 for more details.

Any student with a financial hold in the Student Information System that "blocks all" services shall have a hold placed on his/her StormCard account. The hold shall prevent further use of the StormCard until the financial hold is removed.

3. Responsibilities

The Vice President for Finance shall develop and maintain procedures that are consistent with this policy.

4. Procedures

4.1. **Obtaining a StormCard**

Students and employees must first obtain a TCC ID card per the ID card policy. A student or employee ID card becomes a StormCard once a dollar value is stored on the ID card.

4.2. **StormDollars Plan**

Cardholders may deposit funds on their card account to activate the StormDollars plan. A deposit may be completed online or on-campus. Information regarding all methods of deposit is available on the [StormCard website](#).

All StormDollar deposits made in-person must include a StormCard Account Form. Deposits must be made with cash, credit or debit card; checks will not be accepted.

4.3. StormCard Meal Plan Using Financial Aid

Students may use their financial aid to purchase a StormCard Meal Plan.

Financial Aid funds may be allocated to the specific term-based StormCard Meal Plan. A charge period will be available at the beginning of each term for allocating financial aid funds to this StormCard plan. Any unused financial aid funds that have been applied to a specific term-based StormCard plan will be reapplied to the student's financial aid award for disbursement, if appropriate.

Meal Plans are only for the specific term in which the funds were allocated and include the following requirements:

- Students must be enrolled for the applicable term (fall, spring, and summer plans are available).
- Students must submit a [Meal Plan Authorization Form](#) to any campus Business Office during the financial aid charge period at the beginning of each term. Specific instructions are available on the [StormCard website](#).
- A Meal Plan may be used at campus food service and vending locations as described on the [StormCard website](#).
- Purchases must be in specific increments as published on the [StormCard website](#) and will be limited to the amount of financial aid available.
- Any reduction in a student's financial aid authorization that results in a debt associated with the use of a [StormCard Meal Plan](#) is the student's responsibility and must be paid to the college.
- Students who withdraw from all courses and have remaining funds in a [StormCard Meal Plan](#) will be subject to the Return to Title IV Funds calculation. Specific details are available on the [Financial Aid website](#).
- At the end of each term, any unused portion of the allocated financial aid Meal Plan funds will be automatically reapplied to the student's financial aid award for disbursement, if appropriate.

4.4. Refunds and Failed Vending Transactions

4.4.1. Refunds

All refund checks will be issued to the cardholder, and will be mailed to the cardholder's address on file with the college in the Student Information System (SIS) and/or Human Resource Information System. Refunds will be processed in accordance with the college's tuition and fee refund processing schedule.

Refunds may be granted in the following circumstances: (1) administrative error of the college; (2) extraordinary circumstance involving a major medical emergency; (3) a student's service in the uniformed services that requires the student's sudden withdrawal or prolonged absence in accordance with Section 23-9.6.2 of the Code of Virginia; or 4) some other extraordinary circumstance. Service in the uniformed services is defined as service (whether voluntary or involuntary) on active duty in the Armed Forces, including such service by a member of the National Guard or Reserve, for a period of more than 30 days under call or order to active duty of more than 30 days.

Students may petition for a refund in writing to any campus business manager within six months from the beginning of the respective term.

Cardholders who are indebted to the college for any StormCard account/plan will have the outstanding debts deducted from their refund before it is processed. Cardholders who have a financial hold on their SIS accounts must satisfy the purpose of the financial hold before a StormCard refund may be processed.

4.4.2. Failed Vending Transactions

Cardholders must notify any campus Business Office if a vending machine transaction fails to complete. Once verified, the Business Office will process a refund (credit) directly to the StormDollars account of the cardholder.

4.5. Abandoned StormCards

StormCards will be considered abandoned and any StormCard plan balance expired after twelve months of inactivity. An employee's StormCard will expire immediately upon the employee's resignation or termination from the college. The StormCard meal plan is term-based and expires at the end of the applicable term.

4.6. Lost, Stolen, or Damaged StormCards

A StormCard holder should report a lost or stolen card immediately in order to lock and protect the meal plan from misuse. Lost or stolen StormCards may be reported by visiting the [StormCardManager website](#) or a campus Business Office and reporting the card lost or stolen. Once a card is reported lost or stolen the plan is inactivated and cannot be used. Details regarding the reporting of a lost or found card and obtaining a replacement card are available on the [StormCard website](#).

All StormCards that are turned in at a campus Lost & Found will be immediately forwarded to the respective campus Business Office.

4.7. Total Convenience Card

4.7.1. Obtaining a Total Convenience Card

A Total Convenience Card with StormDollars may be purchased and funded via a cash deposit at any StormPort or cash-to-card machine located in all campus libraries. StormPort deposits can be made in amounts of \$1, \$5, \$10, and \$20 increments.

4.7.2. Using a Total Convenience Card

Total Convenience Cards may be used for printing at any college library or open computer lab, and for vending, food service, and bookstore purchases. Refer to [Policy 5103, Print Management](#) for further information regarding printing.

4.7.3. Refunds

Total Convenience Card funds are non-refundable.

4.7.4. Abandoned Total Convenience Cards

Total Convenience Cards will be considered abandoned and plan balance expired after twelve (12) months of inactivity.

4.7.5. Lost, Stolen, or Damaged Total Convenience Cards

The college is not responsible for any lost, stolen, or damaged Total Convenience Cards.

5. Definitions

TCC ID Card - The TCC student, faculty, and staff identification card.

StormCard - The TCC student, faculty, and staff identification card with stored monetary value.

StormDollars Plan - A debit-like account that can be used for purchases at all college locations accepting StormDollar payments.

Financial Aid StormCard Meal Plan - A term-based plan used exclusively to purchase meals at any campus food service location using financial aid sources. Vending machines are included as a service under the Meal Plan.

Total Convenience Card - A mechanism for non-TCC associated individuals to place value on a "Convenience Card," allowing access to some on-campus services.

6. References

[TCC Policy 1302 – Identification Cards](#)

[TCC Policy 5103 – Print Management](#)

7. Review Periodicity and Responsibility

The Vice President for Finance shall review this policy annually on the anniversary of its approval and, if necessary, recommend revisions.

8. Effective Date and Approval

The revision of the policy is effective upon its approval by the College President on February 17, 2020.

Policy Approved:

Dr. Marcia Conston
President

Procedure Developed:

Phyllis F. Milloy
Vice President for Finance

9. Review and Revision History

The initial version of this policy was approved July 21, 2011.

- Revision 1
 - Revised Child Minding hourly rate.
 - Delineated stipulations for Return to Title IV with regards to Child Minding plan balances.

Approved August 15, 2012 by President Edna V. Baehre-Kolovani, Ph.D.

- Revision 2
 - Revised Lost and Found Card reporting.
 - Added vending (beverage and snack) to Meal Plans.
 - Removed Meal Plan Options (i.e. \$300, \$200, etc.).
 - Replaced Child Minding with Child Care.
 - Established 12 months non-activity expiration for StormDollars.
 - Added Total Convenience Card.

Approved March 26, 2015 by President Edna V. Baehre-Kolovani, Ph.D.

- Revision 3
 - Removed Child Care and Meal Plan options.
 - Revised procedures for placing funds on Financial Aid Meal and Child Care Plans.
 - Revised procedure for Lost, Stolen, or Damaged StormCards.

Approved December 14, 2017 by President Edna V. Baehre-Kolovani, Ph.D.

- Revision 4
 - Removed all references to the StormCard Child Care Plan.
 - Updated policy to denote checks are no longer accepted for StormDollar deposits.

Approved February 17, 2020 by Dr. Marcia Conston, President