
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 shall add dollar value in one of two ways. Dollar value may be contributed through:

- StormDollars - may be used to purchase various goods and services at all campus locations accepting the StormCard as a form of payment.
- StormCard Term-Based Plans - are term-based plans associated with payment for child care services and/or food purchases. Term-based plans are 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. Activating StormDollars

Cardholders may utilize the following methods to deposit funds and activate StormDollars:

- Online via [StormCardManager](#) (credit card only). [StormCardManager](#) is an online service provided by TCC via a third-party vendor to enable cardholders to manage their StormDollars online. To utilize [StormCardManager](#), cardholders must establish an online account. All deposits made via [StormCardManager](#) must be made using a valid credit card; a minimum transaction amount of \$25.00 is required. StormCard holders may grant other individuals permission to add funds to their StormCard via their [StormCardManager](#) account [guest deposit feature](#). Access to [StormCardManager](#) and specific instructions for creating an account and depositing funds are available on the [StormCard website](#).
- In person at any campus via **StormPort** stations (cash only). StormPort stations provide cardholders the ability to add funds to their StormCards at convenient on-campus locations. StormPort stations are restricted exclusively to cash transactions using bill denominations from \$1 to \$20.
- In person at any campus Business Office (cash or credit card). A minimum transaction amount of \$25 is required when making a StormCard deposit at the Business Office. (Term-based StormCard Plans as delineated in Section 4.3 vary in minimum transaction requirements.)

Specific forms, instructions, and methods of deposit are available on the [StormCard website](#).

4.3. StormCard Semester/Term-Based Plans

Funds placed on the StormCard may be used to purchase either or both of two StormCard Plans, on-campus child care and food service.

4.3.1. Child Care Plans

Child Care Plans are available to students enrolled in a specified term and allow students to purchase child care services provided by the college's contracted service provider. Child care plan balances are non-refundable and expire at the end of the specified term. Plan specifics:

- May be purchased only via [StormCardManager](#) or at a campus Business Office.
- May only be used for the payment of services at the [Child Development Centers at TCC](#).
- Available only to students enrolled for the applicable term (fall, spring, and summer plans are available).
- May be purchased in any increment, but should not exceed anticipated need and can be added to at any time during the term.

- Are term-specific and available for use from the first day of classes through the last day of exams for the applicable term.
- Expire at the end of each term, with any remaining balance at the conclusion of the term considered non-refundable.

4.3.2. Meal Plans

Meal plans are available to students enrolled in a specified term and allow students to use the StormCard to purchase food and beverages at all food service locations, vending, and beverage machines. Meal plan balances are non-refundable and expire at the end of the specified term. Plan specifics:

- May be purchased only via [StormCardManager](#) or at a campus Business Office.
- May be used at college food service locations and vending/beverage machines.
- Available only to students enrolled for the applicable term (fall, spring, and summer plans are available).
- May be purchased in specific increments as published on the [StormCard website](#).
- Are term-specific and available for use from the first day of classes through the last day of exams for the applicable term.
- Expire at the end of each term, with any remaining balance at the conclusion of the term considered non-refundable.

4.4. Student Financial Aid StormCard Plans

Students may use their financial aid to purchase a StormCard Child Care Plan and/or a StormCard Meal Plan.

Financial Aid funds may be allocated to specific term-based StormCard plans for child care and meals. A charge period will be available at the beginning of each term for allocating financial aid funds to these StormCard plans. 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.

Plans are only for a specific term.

4.4.1. Child Care Financial Aid StormCard Plan

- Students must meet with a representative of the college's contracted child care provider to complete the [Child Care Financial Aid Authorization Form](#) to determine the necessary financial aid allocation for the type of service needed.

- Students must be enrolled for the applicable term (fall, spring, and summer plans are available).
- Students may submit the [Child Care Authorization Form](#) to any campus Business Office to purchase a [Child Care StormCard Plan](#) with student financial aid. Forms must be submitted during the financial aid charge period at the beginning of each term.
- Purchases will be limited to the amount of financial aid available at the time of the plan authorization.
- Plans may only be purchased in accordance with the term specific schedule published on the [StormCard website](#).
- Any reduction in a student's financial aid authorization that results in a debt associated with the use of a [Child Care StormCard 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 [Financial Aid Child Care 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 child care funds will be automatically reapplied to the student's financial aid award for disbursement, if appropriate.
- If a student elects to discontinue child care services during the course of a term, any unused allocated child care funds may be reapplied to a student's financial aid award for disbursement, but only after the college is notified by the child care provider of the discontinuation of service.

4.4.2. Meal Plan Financial Aid StormCard Plan

- Students must be enrolled for the applicable term (fall, spring, and summer plans are available).
- Students may submit a [Meal Plan Authorization Form](#) to any campus Business Office to allocate student financial aid for the purchase of food and beverages at the college's food service locations (including campus beverage and snack machines). Forms must be submitted during the financial aid charge period at the beginning of each term.
- Purchases must be in specific increments as published on the [StormCard website](#).
- Plans may only be purchased in accordance with the term specific schedule published on the [StormCard website](#).
- Any reduction in a student's financial aid authorization that results in a debt associated with the use of a [Meal Plan StormCard 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 [Financial Aid 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.

4.5. Refunds and Failed Vending Transactions

4.5.1. 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 of 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.

4.5.2. 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 StormDollar account of the cardholder.

4.6. Abandoned StormCards

StormCards will be considered abandoned and expired after twelve months of inactivity. An employee's StormCard will expire immediately upon the employee's resignation or termination from the college. StormCard plans (Child Care and Meal) are term-based and expire at the end of the applicable term.

4.7. Lost, Stolen, or Damaged StormCards

A StormCard holder should report a lost or stolen card immediately in order to lock and protect all plans 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 all plans are inactivated and cannot be used.

If, after being reported lost or stolen, a StormCard is found, it may be re-activated by going to the [StormCardManager website](#) or a campus Business Office and reporting it found. This reactivates the card for use of all plans.

If the StormCard is not found and a replacement card is issued, all previously issued StormCards associated with the account are inactive and cannot be used.

All StormCards that are turned in at a campus Lost & Found shall be immediately forwarded to the respective campus Business Office. The StormCard will be held at the Business Office for a period of two (2) business days. If the card is not claimed in two (2) business days the StormCard will be marked lost and destroyed.

4.8. Total Convenience Card

4.8.1. Obtaining a Total Convenience Card

A Total Convenience Card with StormDollars may be purchased at any StormPort or cash-to-card machine located in all campus libraries. Deposits may be made in increments of \$1-\$20. Cards may also be reloaded using the same process.

4.8.2. 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.

4.8.3. Refunds

Total Convenience Card funds are non-refundable.

4.8.4. Abandoned Total Convenience Cards

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

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

Child Care Plan - A term-based plan used exclusively to purchase child care services at the college [Child Development Centers](#).

Meal Plan - A term-based plan used exclusively to purchase meals at any campus food service location. 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

This policy is effective upon its approval by the College President on March 26, 2015.

Policy Approved:

Procedure Developed:

Edna V. Baehre-Kolovani, Ph.D.
President

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.