Campus Card Office Terms and Conditions

Purpose of the Stomp Card

The Stomp Card **(Card)** is the official form of identification for Cuyahoga Community College students, faculty, staff and community members **(Cardholder)**. The Card is the property of Cuyahoga Community College **(College)**, issued by the College to the Cardholder, and is nontransferable.

The Cardholder receives a unique College identification number **(S-Number)** printed on the card along with their name (legal or preferred) and photograph. These identification fields assist in verifying a Cardholder's information, records or status with the College via enrollment, employment or membership.

Other features of the Card include access to College recreation facilities and student life programs (e.g., student food bank)*.* The Card also provides stored value account **(Account)** features that allow the Cardholder to add funds directly to the Card for use anywhere the Card is accepted.

The Card is not a credit or debit card, and it will not function as such outside of the College. It cannot be used to withdraw funds or receive a cash advance from any financial institution, including the College.

College Responsibilities

The College agrees to accept and to hold for Cardholder benefit — exclusively for the purposes described herein — funds distributed to or deposited by the Cardholder into accounts directly associated with the Card. Accounts associated with the Card are maintained and monitored by the College Card Office, with support from the College Enrollment Centers, Student Financial Aid and Student Accounting.

Use of the Card may be revoked at the College's sole discretion for violation of Card Terms and Conditions or College Policies and Procedures. Faculty and staff must relinquish their Card upon separation from the College. Secured access privileges associated with the Card will be immediately deactivated when any Cardholder's status with the College is terminated.

Cardholder Responsibilities

Cardholder agrees and will be held to all Card Terms and Conditions as well as College rules, regulations, policies and procedures upon receipt of the Card. Funds and authorized transactions associated with Card Accounts are the direct responsibility of the Cardholder. Attempted transfer or use of the Card outside of the College is prohibited and may result in the revocation of Cardholder privileges.

Cardholder is responsible for requesting that any outstanding Card funds be applied toward payment or refunded to the benefit of the Cardholder.

Stomp Card Issuance Requirements

In order to receive a Stomp Card, an individual must be an actively enrolled student, current employee or active community membership holder. To receive a physical Stomp Card, the individual must retrieve the Card themselves at an Enrollment Center, verifying identity in person, with appropriate required documentation. Stomp Cards will not be delivered via alternative faculty or staff distribution processes, and will not be mailed. Use of certain Card transaction services are available to students that do not have a physical card. For more information on Card transaction services available, contact the College Enrollment Center at 216-987-6000, option 3.

Stomp Card Identification Requirements

The student, employee or community member must provide a primary form of identification that includes a photo or two secondary forms of identification (see below).

- Primary Forms of Identification
    - o Valid driver's or temporary driver's license (with photo)
    - o State-issued photo ID card
    - o Valid passport
    - o U.S. military or dependent identification
- Secondary Forms of Identification (Must present two of these in lieu of primary identification)
    - o Social Security card
    - o Temporary driver's license (without photo)
    - o Birth certificate
    - o Other academic institution student ID
    - o Utility bill in student's name, with current address (i.e., gas, electric, cable)

The name appearing on the Card automatically defaults to the Cardholder's legal name (middle name may be omitted), attested to on a student's application/registration documentation, an I-9 employee verification document or a community membership agreement.

The Cardholder may choose to have a preferred first name on the Card in place of legal first name. In order for preferred first name to be used, the Cardholder is responsible for making the preferred name adjustment through *my Tri-C space* prior to retrieving the Card from an Enrollment Center. Additional information and instructions on how a Cardholder may add or change a preferred name can be found at [This Is Me (tri-c.edu)](#).

Preferred name is an option offered at the College and shall not be recognized as a legal name or identification outside of the institution. Any changes to legal name information appearing on the Card or within the system would require appropriate verification documents. Although the Card is used as the official form of identification at the College, there may be times when a Cardholder will be asked to provide another form of identification for additional verification or security purposes.

Stomp Card Photo Requirements

Stomp Card photos may be taken in person at a Campus Enrollment Center or submitted online via the Online Card Office or Stomp Card mobile app. Online photo submissions must follow the same guidelines as those taken on campus. Online photo submissions require acknowledgement and agreement to College Card Office terms and conditions and are subject to College approval. Cardholder will be notified via email if the submitted photo has been approved or rejected. If rejected, reasoning will be provided and the Cardholder will have the opportunity to submit a different photo.

Below are the basic guidelines and requirements for taking photos on campus as well as for online photo submission. The College closely follows U.S. passport guidelines regarding photo submission requirements, with some exceptions noted.

- Photo must be of your full face, front facing, head and shoulders only.
- No side shots, angled views, distorted images or anything covering or casting shadows on your face.
- Hats, caps, scarves, sunglasses, headphones or other face coverings prohibited (with exceptions for religious or medical reasons).
- Natural facial expression or smile, with both eyes open.
- Photo must be recent (recommended within past six months).
- Photo should be taken by another individual (selfies not recommended).
- Photo must have a solid, neutral background (white or off-white).
- Photo must be in color (no filters).
- Photo cannot be edited or retouched (e.g., Photoshop).
- No yearbook or high school senior pictures.
- Do not take a picture of a picture.
- No social media pictures, images with other people cropped out or images with props.

For photo examples, or further clarification, visit travel.state.gov/content/travel/en/passports/how-apply/photos.html.

Managing Funds on the Stomp Card

Cardholders can deposit funds onto their Stomp Card at College Enrollment Centers, at Account Management Center locations or through the Online Card Office. Locations have certain restrictions as to what forms of payment can be accepted for deposit onto the Card.

Visit tri-c.edu/card for more information.

Balance Requirements: No minimum balance is required for any account on the Card. In the event that an Account does not have enough funds to pay for a transaction, the individual will be required to either add more funds to their Account or provide another form of payment. Cards are prohibited from having a negative Account balance.

Account Balance and Statements: Account funds are available immediately upon successful deposit. Individuals can view Card Account balances and activity at the Online Card Office. The Online Card Office

is accessible from the Stomp Card website, *my Tri-C space* or via the Stomp Card mobile app. Account activity for a specific period may also be requested at any Enrollment Center location.

Fees: There is no fee associated with the initial issuance of a Card to a new Cardholder. In the event the Card is lost, damaged or stolen, there may be a replacement fee of up to $15. There are no fees charged to use the Card. Any fees charged to an individual, based on the method of how funds are deposited or charged to the Card, are the Cardholder's responsibility to understand prior to authorizing the transaction. The College Card Office is not responsible for reimbursements charged by other parties, even those affiliated with the College.

*Refund Policies***:** Refunds of goods and services are at the discretion of the merchant from which a purchase with the Card was made. It is the Cardholder's responsibility to know and understand a merchant's policies before authorizing any purchase with the Card. Unless otherwise noted, all authorized Card purchases at the College are deemed nonrefundable.

*Misuse***:** Cards are nontransferable. If a Card is presented by any individual other than the proper Cardholder, the Card may be confiscated and returned to a Campus Enrollment Center or the College Card Office. Any incident considered to be inappropriate, fraudulent or illegal use of the Card or its features may result in reporting the actions to the College Student Affairs Office and Campus Police. The College may take disciplinary action — per College rules, regulations, policies and procedures — up to and including prosecution for misuse of the Card or its features.

Gift Cards: Cards not associated or directly linked to an individual's unique College identification number (S-Number) are considered gift cards. This includes cards specifically designed for College departments to use as a form of payment for clients when the department provides a service (*e.g., Massage Therapy Clinic*). Gift cards are not eligible for transfer, reimbursement or refund of any kind.

College Access and Security

Campus Police and Security Services provides approved access to secured locations to designated Cardholders throughout the College. This approved access can be programmed directly to a Cardholder's Card via a remote chip embedded within the Card. Cardholder is responsible for adhering to all College rules, regulations, policies, procedures and security protocol associated with the approved access to which they are assigned. Cardholder will be held liable for any issue directly related to the misuse of approved secured access. Misuse of Cardholder secured access may result in disciplinary action, termination, arrest or prosecution.

Lost or Stolen Cards

Cardholder is responsible for reporting a lost or stolen Card. Cardholder can report a Card lost or stolen through one of the following methods:

- Visiting a College Enrollment Center
- Calling a College Enrollment Center at 216-987-6000 (Option 3)
- Visiting the Online Card Office or mobile app and selecting the "Deactivate Card" option

Cardholder may be held responsible for all unauthorized transactions associated with the Card prior to it being reported lost or stolen. Once reported, an Account "hold," or "freeze," will be placed on the Card

until it is verified that it is found. If the Card cannot be found, a replacement can be issued to the Cardholder. Cardholder is responsible for applicable charges associated with receiving a replacement Card. Cardholder may be required to provide an additional form of identification to reactivate a lost Card or receive a replacement.

Error Resolution Procedures

Cardholders may dispute transactions that appear on their Card Accounts in the event of a billing error, unauthorized transaction or a transaction that is not recognized. Cardholder must file a dispute at a College Enrollment Center location, in person or over the phone, to allow for identification verification prior to any dispute being investigated. Cardholder may be required to submit the dispute in writing following the verbal request to file. A written dispute will be accepted in person at a College Enrollment Center or via email to an Enrollment Center associate director or the College Card Office manager.

Transaction disputes associated with the Cardholder's Accounts must be received within 60 days of the transaction date. All disputes must include:

- Cardholder name
- Cardholder S-Number
- Date of disputed transaction
- Stored Value Account name disputed transaction incurred against
- Dollar amount being disputed
- Merchant name that performed transaction
- All correspondence between Cardholder and merchant regarding transaction dispute
- Any additional relevant documentation related to the dispute

If a transaction dispute is not submitted within 60 days of the transaction in question, the transaction cannot be disputed and the College Card Office may decline to investigate the issue.

Any dispute received within the appropriate timeframe will be reviewed by the College Card Office within five business days from receipt of the dispute. The College Card Office will then inform the Cardholder of the results of its investigation within 10 business days. Any corrections will be processed and completed prior to the Cardholder being informed of the dispute investigation results.

Transfers and Refunds

Transfers between designated Card Accounts are permitted. All transfer requests must be made in person at a College Enrollment Center. Transfer requests are subject to approval by Enrollment Center or College Card Office management. The College may deny any transfer request due to a balance issue, Account history or potential Card misuse.

Cardholders may request a refund from approved Accounts in which the Cardholder has personally deposited funds, with the exception of Cards that are considered gift cards. Accounts associated with Financial Aid award funds are nonrefundable until designated by the Student Financial Aid and Student Accounting offices. Refund requests must be made via the College's official refund request form and submitted in person at a campus Enrollment Center. All refunds are subject to approval by Enrollment Center or College Card Office management.

Official Stomp Card Refund Request Terms and Conditions:

- Refunds are only eligible to be issued from the *Tri-C Cash* stored value account. The *Book Account, Emergency, and Stomp Cash* stored value accounts are not eligible for reimbursement or transfer to other stored value accounts.
- By signing the Stomp Card refund request form, Cardholder understands and agrees that the approved amount refunded will be received no sooner than 35 business days following the start of the applicable term. Per College Procedural Guidelines, all outstanding balances must be settled prior to refund distribution. Cardholder understands that these guidelines may cause any refund to be less than that originally requested.
- Cardholder understands that this request may be denied based on current or past account activity that includes fraudulent charges or misuse of the College's products or services offered, whether on campus or through a remote environment. Any misuse found may result in investigation and possible prosecution.
- All approved refunds are processed and paid to the Cardholder directly, based on the Cardholder's disbursement election associated with their College account.
- All changes to the way Financial Aid is applied to a College account or Stomp Card stored value accounts must be made at a campus Financial Aid office.
- Completed forms, along with College photo identification, must be presented to a campus Enrollment Center to begin the refund request process.

Stored Value Account Inactivity and Card Closing

Stored Value Accounts are to be considered inactive and closed following a 24-month period of inactivity. Activity is defined as using the Card as a form of payment on campus (e.g., deposit onto the Card, or use to receive goods or services). It is the Cardholder's responsibility to maintain activity on the Accounts to prevent the potential loss of funds in the Accounts. Once an Account is considered inactive, any remaining Account balances are forfeited to the College. Account inactivity is monitored annually in the 12th month of the College's fiscal year. Once an Account has been qualified as inactive, and funds have been forfeited, the Cardholder will be denied reimbursement.

The College reserves the right to close a Card at any time. Cardholder has the right to close their Card at any time and to request a reimbursement. The College maintains the right to refuse a subsequent request to open or activate a new Card from any current or previous Cardholder.

Third-Party Disclosure

The College will not disclose information related to the Card and Cardholder without written consent from Cardholder, unless otherwise required by law. Contracted service partners who support the College's normal operations are not considered third parties. Information may be shared to contracted service partners at the discretion of the College, when requested and appropriate. Common information shared to contracted service partners may include, but are not limited to:

- Cardholder name
- Cardholder photograph

- Account activity
- Card number

Rights of Cuyahoga Community College

The Card and all associated records are the property of the College. The College Card Office reserves the right to close a Cardholder's Card and associated Accounts at any time, for any reason. The College may refuse any request to establish or re-establish a Card and associated Accounts.

Effective Date of Terms and Conditions

Terms and conditions are effective immediately upon issuance of the Card to the Cardholder. Terms and conditions will remain in effect until the Cardholder or College closes the Card and its Accounts. The terms and conditions of this agreement are subject to change without notice. The College will comply with all applicable laws regarding the use of information associated with the Card.