



# PIONEER CARD



All Carroll University students, faculty and staff are initially issued, at no charge, a photo identification (ID) card, known as the **PiONEer Card**. The card can be used to access meal plans and Dining Dollars, door access and library services. The card can also be used to access the **Carroll Ca\$h** account for use in copy and vending machines, laundry services, bookstore purchases and purchases at participating local merchants.

Students are expected to carry their IDs at all times and to keep their **PiONEer Card** until they graduate or leave the university. Students are required to present their **PiONEer Card** when requested by a university employee. The **PiONEer Card** is not transferable and is the property of Carroll University. Falsification, misuse or failure to show the **PiONEer Card** may subject the cardholder to disciplinary action. This policy applies to faculty and staff as well as students.

For more information, stop by the Campus Center office, dial **CARD** (x2273), e-mail [cardoffice@carrollu.edu](mailto:cardoffice@carrollu.edu) or visit the online card office at [community.carrollu.edu](http://community.carrollu.edu).

### ***How do I use the card?***

You use it by swiping it through the card readers for door access to your residence hall, for the laundry machines and for select copy and vending machines on campus. Staff members will swipe your card for dining services and bookstore purchases.

### ***What doors have card access?***

The main entrances to residence halls, nursing facilities, the Pioneer Hall common area and the technology center are available via card access. Card access to other facilities may be added in the future.

### ***Does card access make our facilities safer?***

Card access is one tool for a more secure environment. The safety of our facilities is the responsibility of all members of our community. Card access won't stop students or staff from allowing strangers to enter. We must all to work together to keep our facilities safe and secure.

### ***What if my card doesn't work and I am locked out?***

Call 262.524.7300 and a safety officer will be sent to help. It is important to report your problem so it can be resolved.

### ***What if the power goes out?***

An emergency generator supports the door access card readers. As long as you have previously used the door, you should be able to enter the building.

### ***What if my card doesn't work?***

Bring your card to the Campus Center office next to the information desk for assistance. If we are able to recode your card because it has been demagnetized, we will do it for free. If your card is damaged, we will print a new card for \$5. Damaged cards are those that are broken, warped, chewed, laundered, burned, scratched, punctured, etc. You must present the card that you want replaced.

### ***What if I lose my card?***

The Campus Center information desk staff will call or e-mail you if your card has been found. The staff can also help you report your lost card or you may go to the **PiONEer Card** online office, [community.carrollu.edu](http://community.carrollu.edu), to report your lost card. Cards reported as lost will be deactivated to keep others from using them. **Carroll Ca\$h**, meal plans, Dining Dollars and door access privileges will be automatically transferred to your new card.

### ***How do I get a new card?***

If your card is lost or missing, you can get a new card at the Campus Center office for \$15 (with a police report, \$5 for a stolen card). If you find the lost card after it has been replaced, save it by putting it in an envelope as a reminder that it's the original card. If you lose the replacement, you can bring in the original card for recoding at no cost.

***e-mail [cardoffice@carrollu.edu](mailto:cardoffice@carrollu.edu) or visit [community.carrollu.edu](http://community.carrollu.edu)***



***What is Carroll Ca\$h?***

**Carroll Ca\$h** is a debit account that students, faculty and staff can use for laundry services, select copy and vending machines and bookstore purchases. It can also be used for services at the information desk, the business office and for purchases in the dining areas. **Carroll Ca\$h** may also be used to pay parking fines and Health Center fees and is now accepted at a number of participating local merchants. **Carroll Ca\$h** may not be used to purchase Dining Dollars or to pay on, transfer to or deposit refunds from student accounts.

***What is the value of Carroll Ca\$h?***

**Carroll Ca\$h** is the same as cash. \$1 in **Carroll Ca\$h** equals \$1 in U.S. currency.

***Are Dining Dollars and Carroll Ca\$h interchangeable?***

**Carroll Ca\$h** can be used to purchase dining services, but cannot be used to purchase Dining Dollars. Dining Dollars can only be used for purchases in the dining areas.

***How can I add money to my Carroll Ca\$h Account?***

**Using a credit card**, you can deposit funds at the **PiONEer Card** online office, [community.carrollu.edu](http://community.carrollu.edu), or the business office located on the lower level of Voorhees Hall. **Using cash**, you can deposit funds at the business office, Campus Center information desk or at the Value Transfer Stations (VTS) located in the lower level of the Campus Center and the first floor of the Library. **Using a check**, you can deposit funds at the business office or the Campus Center information desk. Checks must be made payable to Carroll University. Checks returned for insufficient funds will result in a charge to your account for both the amount of the check and all related fees.

***How do I request a refund on my Carroll Ca\$h account?***

Refunds for vending or other non-dining purchases are processed at the Campus Center information desk. The refund will be credited to your **Carroll Ca\$h** account within 10 business days. Refunds for **Carroll Ca\$h** purchases in the dining areas will be processed in a similar way. Just request a form from the cashier.

***How do I remove my funds from my Carroll Ca\$h account?***

Carroll will refund the balance, less a \$10 service fee when you officially graduate, withdraw or end employment at Carroll. All requests must be submitted to the business office in writing. The university reserves the right to withhold **Carroll Ca\$h** funds to offset any outstanding student account balances.

***What happens to my funds if I don't use them?***

Accounts that have been inactive for more than 12 months will be assessed a \$5 monthly maintenance fee. This fee will continue until the account is depleted.

***What if I don't have enough funds in my account during a transaction?***

In most cases, you will not be able to complete a transaction. In unusual circumstances, the transaction may occur and leave a negative balance in your account. That negative balance will be repaid the next time a deposit is made. It is your responsibility to make repayment and the university reserves the right to recover any funds due.

***Can anyone else deposit funds in my Carroll Ca\$h account?***

Guest deposits can be made at the **PiONEer Card** online office, [community.carrollu.edu](http://community.carrollu.edu), with a major credit card. Guests will need to enter your Carroll University e-mail address and your first and last name as they appear on your **PiONEer Card**. Guests can also mail checks to the business office or stop there in person.

***How do I find out how much money I have on my card?***

Go to the **PiONEer Card** online office, [community.carrollu.edu](http://community.carrollu.edu), or swipe your card at either the Campus Center or Library VTS. You can also check account balances at the business office or the Campus Center information desk as well as any register in the dining areas.

***e-mail [cardoffice@carrollu.edu](mailto:cardoffice@carrollu.edu) or visit [community.carrollu.edu](http://community.carrollu.edu)***