INFORMATION TECHNOLOGY SYSTEMS
Fayetteville State University is on the cutting edge in the use of computer technology in education. FSU has a comprehensive campus-wide academic computing environment that provides a communications network with access to local and external information resources including the Internet, the North Carolina Information Highway (NCIH), and the North Carolina Research and Education Network (NCREN). All of FSU’s major academic and administrative buildings have wired and wireless network connectivity that provides access to e-mail, the World Wide Web, digital library resources, and various microcomputer application software packages for faculty, staff, and students.

Many academic computing labs are available at FSU with over 350 microcomputers that include Windows PCs, Macs, and Linux PCs. All computer labs have Internet access for e-mail and the World Wide Web. All computer labs have software applications such as Microsoft Office, SPSS, SAS, and a wide array of academic coursework. In addition, using Citrix, FSU faculty, staff and students can access all software on campus from home.

MICROCOMPUTER LEARNING CENTER
The campus has several microcomputer labs available to assist faculty, staff and students with their computing needs. The Open Use microcomputer labs are located in the School of Business and Economics Building, room 214 and Helen T. Chick Building, room 216A. These labs are available six to seven days per week and are designed to support the students’ microcomputer needs. There are additional microcomputer labs on campus that serve specific coursework needs pertaining to physical and life sciences, history, critical thinking, psychology, reading, composition, and mathematics.

CAMPUS POLICE & PUBLIC SAFETY
Fayetteville State University strives to provide a reasonably safe living and working environment for the University community. The Campus Police Department is responsible for accomplishing these goals. The Campus Police Department is a campus law enforcement agency authorized by the Fayetteville State University’s Board of Trustees under Chapter 116 of the North Carolina General Statutes. FSU police officers have full police authority equivalent to those of a municipal police agency. This department is organized into three divisions: Patrol, Investigations, and Administrative Services.

PATROL DIVISION
The Patrol Division is composed of four patrol squads, each with a squad supervisor, to provide police patrol services to the campus twenty-four hours a day. Special emphasis is placed on the residence halls and parking areas at night. In addition to routine and preventive patrol, police officers respond to all incidents and emergency situations, enforce North Carolina and campus traffic laws, and provide protection at campus events and secure buildings. Parking and Traffic Control Officers are also located within the Patrol Division and offer the Motorist Assistance Program where motorists’ vehicles may require a battery jump-start, parking and Traffic Control Officers also enforce campus traffic and parking regulations, control vehicle registration, and coordinate visitor parking for both private and common carrier vehicles. All members of the University community, including students, must register their vehicles.

INVESTIGATIONS DIVISION
The Investigations Division is composed of three areas: investigations, crime prevention and victim’s advocacy. An investigator provides follow-up investigation services for all incidents occurring on the campus. Investigative assistance for serious incidents is available from the Fayetteville City Police Department through mutual assistance agreements. The Investigations Division offers a Crime Prevention program wherein preventative measures are taught to members of the University community. Seminars about self-protection and safety procedures are conducted for students.

Brochures and other educational materials are distributed on a regular basis to students. The Crime Prevention Officer is responsible for implementing programs that will help detect, alleviate and/or reduce the opportunities for crime. This officer provides educational programs and literature that teach self-awareness, personal safety and property protection. Services offered through the Crime Prevention Program are, Operation Identification, Crime Prevention Tips on WFSB, Crime-Stoppers (a Hotline for reporting crime) and a student escort service.

ADMINISTRATIVE SERVICES DIVISION
The Administrative Services Division consists of Telecommunications Property and Security officers and Parking Clerks. Trained, DCI certified police telecommunications provide twenty-four hour emergency telephone and dispatch services for the campus.

Vehicles must be registered with the Traffic and Parking section between the hours of 8 a.m. and 4:30 p.m., Monday through Friday. Vehicles may be registered in the fall and spring semesters during class registration.

Vehicle registration fees for students are $45 and $10 for each summer session. Faculty/staff parking stickers are $60 for regular lots and $120 for gated lots. Parking space is very limited and the purchase of a permit gives a student the authorization to park on campus, but does not guarantee a space.

Students who need to bring a vehicle on campus for a week or less may purchase a temporary permit for a fee of $5. Parking fines range from $10 to $100 depending upon the violation. Freshmen are not authorized to drive on campus unless they live off campus.

Payment may be made in the form of a check or money order (only) 24 hours a day by dropping an envelope in the collection box at the Police Department or by mailing in the citation. Failure to pay a parking citation within 72 hours results in doubling of the fine amount and a hold on the student’s account which prevents registration or receipt of transcripts/diploma. Parking citations may be appealed to the Chief of Police or his designee. FSU police officers issue North Carolina Uniform Citations for violations of state motor vehicle laws, such as a speeding violation occurring on campus.

Such citations must be paid at the Clerk of Court’s Office unless they require a court appearance. Vehicle can be registered on line prior to purchasing a permit @ http://www.uncfsu.edu/police/index.htm.

DIVISION OF BUSINESS & FINANCE
Matters regarding business and fiscal affairs are the responsibilities of the Division of Business and Finance. The Office of the Vice Chancellor for Business & Finance is located in Suite 117 in the Barber Building.

TUITION AND FEES
Rates for tuition and fees are established by the North Carolina General Assembly, the University of North Carolina, the President of the University of North Carolina and Fayetteville State University. The University reserves the right to change fees and expenses without prior notice to the students or the general public. Prior notification of changes will be provided whenever possible. The tuition and fees include state tuition (in-state and out-of-state rates), activities and service fees and insurance. Room and board fees are charged as a separate fee for all students who reside on campus.

In addition to these basic fees, other fees and expenses may be charged to students for special services. The fees for each student will be based on the following criteria:

• In-State or Out-Of-State Resident
• Number of Credit Hours
• Boarding or Non-Boarding

Since the tuition and fees are subject to change each year, the actual fees are not included in this publication.

The list of estimated fees is provided to help students determine their approximate expenses. A copy of the current rates may be obtained by viewing them on the web (http://uncfsu.edu/bursar/fees.htm) or contacting the cashier’s office.
Payments of tuition, fees, and room and board charges are due by the scheduled deadline. In the Fall and Spring semesters, accounts not paid by the deadline will have the associated schedule dropped. If registering during late registration, accounts not paid by the last day of registration will automatically be charged a fee and submitted to Tuition Management Systems (TMS) for collection. Students planning to use financial aid to pay must meet all financial aid application deadlines to ensure availability of funds by the scheduled deadline for payment. The payment plans are not available for summer sessions.

Further information about the monthly payment plan may be obtained from the Office of Business and Finance.

Payments can be made by cash, cashier's check, in-state or out-of-state personal check, money order, VISA/Master Card or financial aid award letter. No third party checks will be accepted. Payments may be mailed directly to the Cashier’s Office or paid at registration. On-line credit card payments are also accepted. PLEASE DO NOT MAIL CASH.

Money intended for the personal use of a student should not be included in any payments to Fayetteville State University, since such a remittance must be deposited to the student’s account. No part of a remittance made payable to the University will be given to the student. A University payment receipt is issued for any payment made on behalf of the students. This receipt is additional proof of payment.

**ORIENTATION FEE**
All new FSU first-time freshmen must pay a one-time orientation fee. This fee will be assessed to students at the time of registration.

**FORT BRAGG CENTER AND CONTINUING EDUCATION WEB-BASED COURSES**
The tuition and fee schedule for courses at the Ft. Bragg Center and web-based courses offered by the Center for Continuing Education is located on the website.

**TUITION SURCHARGE**
All new undergraduates seeking a baccalaureate degree at Fayetteville State University will be subject to a 50% tuition surcharge if they take more than 140 credit hours to complete a four-year degree program or more than 110% of the required credit hours to complete the officially designated five-year program.

Note: The State Scholarship Program for Children of War Veterans administered by the North Carolina Division of Veterans Affairs will not cover the tuition surcharge. Responsibility for the surcharge will be placed on the student.

**COUNTED CREDIT HOURS**
The undergraduate credit hours to be counted for this requirement include: (1) all regular session degree-creditable courses taken at FSU, including repeated courses, failed courses, withdrawal and those dropped after the last date to add a course; and (2) all transfer credit hours accepted by FSU.

However, this calculation excludes the following credit hours: (1) those earned through the College Board’s Advanced Placement (AP) and College Level Examination Program (CLEP) or similar programs; (2) those earned through institutional advanced placement, course validation, or other similar procedures for awarding course credit; and (3) those earned through the summer session or degree-credit extension division at FSU or at another UNC institution.

**STUDENTS SUBJECT TO THE SURCHARGE**
The surcharge shall be imposed on all counted credit hours in excess of the threshold defined below for each of the following three categories of undergraduate study:

For students earning a first baccalaureate degree in a program that requires no more than 128 credit hours, the surcharge shall be applied to all counted credit hours in excess of 140 credit hours.

For students earning a first baccalaureate degree in a Board-approved program that requires more than 128 counted credit hours, the surcharge shall be applied to all credit hours that exceed 110% of the credit hours required for the degree. Such programs include those that have been officially designated by the Board of Governors as five-year programs, as well as those involving double majors or combined bachelor’s/master’s degrees.

For students earning a baccalaureate degree other than the first, the surcharge shall be applied to all counted credit hours that exceed 110% of the minimum additional credit hours needed to earn the additional baccalaureate degree.

**STUDENTS EXEMPT FROM THE SURCHARGE**
The surcharge shall not be imposed on undergraduates who:

- Complete a first baccalaureate degree program that has not been officially designated by the Board of Governors as a five-year program, and whose counted credit hours were earned in eight or fewer regular term semesters or the equivalent; or
- Complete a first baccalaureate degree program that has been officially designated by the Board of Governors as a five-year program and take their counted credit hours in 10 or fewer regular term semesters or the equivalent.

**CALCULATION OF THE SURCHARGE**
The surcharge shall be imposed on tuition charged in the current semester and in subsequent semesters where a student’s cumulative credit hour total to include that semester’s course load exceeds the threshold. The surcharge does not apply to required fees.

**REFUNDS/ADJUSTMENTS OF TUITION AND FEES**
Refunds and/or adjustments of tuition and fees will be made only to students who withdraw from all classes in which they are enrolled for the semester, and who complete the official process for withdrawing from the University. According to the University’s Undergraduate Attendance Policy, students with excessive class absences in courses at the 100 and 200 levels may not have time to visit, or missed the regular operating hours of the Rudolph Jones Dining Hall.

**CAMPUS DINING**
Welcome to Fayetteville State University Dining Services! Dining on campus is a quintessential part of the overall college experience! Fayetteville State University Dining Services takes great pride in providing an experience our customers will never forget. Through our variety of dining locations, broad menu offerings, and friendly and welcoming staff, we can assure you an experience you will never forget. With locations open from 7:00 a.m. to 9:00 p.m., you can eat what you want, when you want it!

**RUDOLPH JONES DINING HALL**
Located in our newly renovated Rudolph Jones Student Center, this all-you-can-eat restaurant is open for breakfast, lunch, and dinner Monday through Friday and on the weekends. ARAMARK, our food services provider, offers a culinary revolution coupling great food with a great atmosphere. Grab a fresh Panini, have an omelet made-to-order, or dine on a veggie sauté. Watch as your made-to-order meal is prepared fresh and right before your eyes. Venture to one of our international or home-style stations. Choose one of your favorites from the grill, deli, or salad bar and follow your nose to warm chocolate chip cookies, double fudge frosted brownies and more mouth-watering desserts.

In addition, we offer a meal exchange program in our Bronco Grill location for those who may not have time to visit, or missed the regular operating hours of the Rudolph Jones Dining Hall. Monday thru Friday we offer a select meal to student’s equivalent to a meal swipe in the
Rudolph Jones Dining Hall and available throughout the operating hours of the Bronco Grill. The meal exchange program is available to all students with meal plans at no additional cost.

**Hours of Operation**

**Monday thru Friday**
- Breakfast: 7:00 am — 10:00 am
- Lunch: 11:00 am — 2:30 pm
- Dinner: 4:30 pm — 7:30 pm
- Late Night Snack: 8:00 pm — 9:00 pm

**Saturday and Sunday**
- Breakfast Bunch: 9:30 am — 2:00 pm
- Dinner: 4:30 pm — 6:30 pm

*Subject to change without notice

**BRONCO GRILL**

Also, located in Rudolph Jones Student Center is Bronco Grill. The place where hungry Bronco’s go! Choose from made-to-order burgers, chicken sandwiches, wings, homemade milkshakes and more! For breakfast, enjoy our full menu including biscuits, cinnamon rolls, muffins and bagels.

**Hours of Operation**

**Sunday thru Saturday**
- 11:00 am — 9:00 pm

*Subject to change without notice

**C3 EXPRESS**

C3 Express is a modular, mini-store offering items like ready-to-eat snacks, Chick-fil-A sandwiches, Krispy Kreme Doughnuts, candy, salads, sandwiches and beverages (including Java City brewed coffee). C3 Express is conveniently located on the first floor of the School of Business and Academics Building.

**Hours of Operation**

**Monday thru Thursday**
- 7:00 am — 6:30 pm

**Friday**
- 7:00 am — 5:30 pm

*Subject to change without notice

**ECOGROUNDS BY JAVA CITY**

All over the FSU campus, the recent dining buzz is about the new coffee shop, ecoGrounds by Java City, located on the lower level of the New Science and Technology Building. Conveniently located, students have easy access if they need a study break, or are running across campus to a class and don’t want to wait in busy lines at the dining hall. Relax and recharge! Enjoy a specialty hot, iced or blended non-coffee drinks, fruit smoothie, or latte at our newest dining location! You will find a full range of delicious and aromatic coffees, light snacks, sandwiches, baked goods, salads and desserts.

**Hours of Operation**

**Monday thru Thursday**
- 7:00 am — 6:30 pm

**Friday**
- 7:00 am — 5:30 pm

*Subject to change without notice

**MEAL PLAN POLICIES AND PROCEDURES**

**What Are The Advantages?**

Whether you’re eating on campus every day or just a few times a week, you could be saving money with a meal plan. Tons of options help you choose the plan that offers the best value for your busy schedule.

All students who live in the University residence halls are required to participate in one of the meal plans. There are lots of privileges you will be able to enjoy once you sign up for a meal plan...

- The security of guaranteed meals or the flexibility of a la carte dining
- Don’t waste money on ATM fees or carrying cash. Just swipe your meal card and go!
- With a meal plan, you pay less than you would at the door at Rudolph Jones Student Center
- You never have to worry about cooking or doing the dishes
- Convenient dining spots are located everywhere you want to be
- Lots of great food choices

**How Do They Work?**

Meal plans are geared specifically to make your life simpler! A magnetic stripe on the back of your student ID card works with our computer system to identify you as a meal plan member. Our meal plans are easy, economical and designed to meet the needs of your busy campus lifestyle. The BRONCO BUCKS work on the same principle as a bank debit card. Each time you make a food purchase, the total cost of your meal is subtracted from the dollar balance on your account. Declining Dollars can be used at your discretion throughout the semester and are accepted at the Bronco Grill located in the Rudolph Jones Student Center and the C3 Express in the SBE Building.

Once you have a meal plan, your Bronco Card works like a debit card. Just swipe your card and the meal charge is deducted automatically.

**What Are My Meal Plan Choices?**

Our meal plans provide you with many options. Select a plan that best suits your eating habits and lifestyle. All campus residents are automatically enrolled in the 350 block plan. First Time Freshmen are required to have the 350 block meal plan.

Sophomores, juniors, and seniors living on campus may change their meal plan during the first two weeks of the semester through the Bronco Card Office at Grace Black Circle in the old Police Station.

**Meal Plan Options**

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<tr>
<th>Block-Meals Plan</th>
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<td>350 Block-Meal Plan*</td>
<td>240 Block-Meal Plan*</td>
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<td>170 Block-Meal Plan**</td>
<td>120 Block-Meal Plan**</td>
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<td>350 all-you-can-eat meals per semester</td>
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<td>$120 Bronco Bucks per semester</td>
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<td>$1,458/semester</td>
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<tr>
<td>120 all-you-can-eat meals per semester</td>
<td>120 all-you-can-eat meals per semester</td>
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<td>$150 Bronco Bucks per semester</td>
<td>$175 Bronco Bucks per semester</td>
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**COMMTUER DINING MEAL PLANS**

Commuter students can also take advantage of our easy locations, flexible dining hours and save money when dining on campus. Commuter Meal Plans are geared specifically to give you better dining value for your dollars when you use a meal card instead of paying cash to eat. With these plans, you could pay as little as $4.75 to eat a full all-you-care-to-eat meal in the Rudolph Jones Dining Hall.
**What Are My Commuter Meal Plan Choices?**

**Block Plans**
Block plans offer flexibility with a specific number of all-you-care-to-eat meals per semester that can be used at Rudolph Jones Dining Hall. Bronco Bucks supplement your weekly meal allowance and can be used at all of our locations on campus. Simply present your Bronco Card and the meal charge will be deducted from the meal balance in your account.

**60 Block**
- 60 all-you-care-to-eat meals per semester
- $50 Bronco Bucks per semester
- $380/semester

**40 Block**
- 40 all-you-care-to-eat per semester
- $40 Bronco Bucks per semester
- $270/semester

**20 Block**
- 20 all-you-care-to-eat per semester
- $30 Bronco Bucks per semester
- $155/semester

**How Do I Sign Up?**
Simply visit the FSU Cashier’s Office and get signed up. Once your method of payment has been determined with the cashier’s office (on account, cash, check, credit card) you will be presented a commuter meal plan voucher. You are then required to present the commuter meal plan voucher to a representative of the Bronco Card Office at which time the selected meal plan is added to your Bronco Express Card account. You can also find more information on the web: [http://www.uncfsu.edu](http://www.uncfsu.edu) and click on Campus Dining.

**How Do I Sign Up for Additional Declining Dollars?**
You can add additional dollars to your declining balance account by visiting the Bronco Card Office located in the Rudolph Jones Center, by mail, or by visiting one of your Value Transfer Stations (VTS) currently located in the Charles E. Chesnutt Library, or down the hall from the Bronco Grill in the Rudolph Jones Student Center, or on-line at [www.uncfsu.edu/broncocard](http://www.uncfsu.edu/broncocard).

**THE BRONCO CARD**
The Fayetteville State University Bronco Card Office is located at Grace Black Circle in the Old Police Station. The Bronco Card is an all-in-one card that serves as an identification card; debit card, library and meal card for all Fayetteville State University faculty, staff and students.

Carrying the Bronco Card means carrying a ticket to a whole new world. This card allows you the opportunity to attend programs and services across the campus. The convenience of the Bronco Card gives you the freedom to accomplish the important aspects of your college career without the worry of carrying cash.

**Where Does My Card Work?**
Your card has the potential for being used at all dining locations on campus, the FSU Bookstore, the library, soda/snack vending machines, and laundry services (washers and dryers) in the residence halls. Also the card is to be used for entrance to all student activities and games on campus.

**How Do I Put Money On My Card?**
Several methods exist for putting money onto your card:

- Bronco Card Office
- Online
- PHIL Station
- Mail in form with check or money order

**What Are PHIL Stations?**
PHIL Stations (cash deposit machines) offers you the convenience of adding cash value to your Bronco Express Card during and after normal business hours. Simply swipe your Bronco Express card, deposit the dollar value you would like to have added to your card, and you are ready to begin making transactions. Value Transfer Stations are conveniently located in the following locations:

- Rudolph Jones Student Center (new location)
- Charles W. Chesnutt Library (student lounge)

**Can I Withdraw Money From My Bronco Express Account?**
No, you are not permitted to withdraw monies from the Bronco Express Account.

**How Can I Close My Bronco Express Account?**
Bronco Express Accounts may be closed and refunds will be given to anyone with a balance greater than $10.00. The account may be closed once a student graduates or withdrawals from the university; however, if a student closes his/her account, he/she may not open another Bronco Express Account until the beginning of the following semester. All cardholders are responsible for closing their account if they wish to be refunded. The cardholder must fill out a Request to Close Bronco Express Account Form and return it to the One-Card Office.

**What Are Aramark Dollars?**
Aramark dollars also known as Bronco Bucks (dependent upon Meal Plan participation) are only given to students who purchase a meal plan in the Fall and Spring Semesters of each academic year.

**How Can My Parents Deposit Money On My Bronco Express Account?**
Parents may deposit money onto the students Bronco Express Account during orientation, by mail, or online at [http://www.uncfsu.edu/broncocard](http://www.uncfsu.edu/broncocard).

**What if my card is lost or stolen?**

A. Monday thru Friday (9am to 5pm)

Please report a card lost or stolen to the Bronco Card office immediately, if it’s during the regular business hours.

B. Weekend or after office hours

Deactivate your card online at [http://www.uncfsu.edu/broncocard](http://www.uncfsu.edu/broncocard). Please report to the One-Card office on the next business day or as soon thereafter to obtain a new Bronco Card. The cost of the new card will be $20.00. A damaged card, you can get it replaced at a charge of $5.00.

**How do I pay for my Bronco Card?**
If you are faculty or a staff member, you are automatically eligible to receive a Bronco Card at no charge. Student whose bronco cards are lost, stolen will incur a $20.00 replacement charge. Students with a damaged bronco card will pay a $5.00 replacement fee. A new bronco card can be produced in minutes with the same account and access features as your original card. Just visit the Card office during normal business hours, Monday thru Friday.

**How can I get Door Access on my Bronco Card?**
Door Access will be granted to all student residences upon checking in the residence halls each semester. Faculty/Staff Door Access will only be granted upon receiving an Academic Door Access Request Form signed by the authorized personnel for that building/department.

**Can anyone else use my card?**
No. The FSU Bronco Card is not transferable and should be carried only by you at all times.

**What if I have further questions, which are not answered here?**
Feel free to contact the Bronco Card Office with any questions or concerns you may have or call us at (910) 672-1762/1735.
**VENDING SERVICES**

**BEVERAGE AND SNACK VENDING SERVICES**
Currently, Beverage and Snack Vending services are operated out of the Bronco Card Office with over eighty (80) machines strategically placed throughout the campus community.

**How do I obtain a refund if I lose money in one of the vending machines?**
The vending machines on campus process thousands of transactions per year and as a result, do sometimes malfunction. In the event you lose money, vending refunds may be obtained from the Bronco Card Office located in room 230 of the Rudolph Jones Student Center. Hours of operation are Monday thru Friday from 9:00 a.m. until 5:00 p.m.

**How Do I report a machine problem?**
Reporting a machine problem is as easy as dialing 910.672.1762 or 910.672.1735. The number connects you directly with the Bronco Card Office where you can explain the problem to one of our staff persons. The more information you can give us about the problem, the faster we can correct it. If after normal business hours, please leave a message on our voice mail system. Please tell us which machine (Coke Can, Coke Juice, Canteen Vending, etc.), the location (Bryant Hall- 1st Floor, etc.) and a brief description of the problem. It helps us to know if you used coins, or a dollar bill; if the machine gave you change, but did not vend; if you received any type of message on the display screen; or what you were specifically trying to select. Vending Department personnel will contact the appropriate company as soon as the problem is reported, for correction as soon as possible.

**LAUNDRY SERVICES**
Fayetteville State University Laundry Services currently operates the latest in commercial washer and dryers, the new Maytag Neptune Series Front-Load High Efficiency Washers and Dryers. Maytag is the most respected name in the laundry industry and some of the features are as follows:

- **Greater Capacity:** A double-load washer to handle comforters, blankets and large loads. The Neptune’s 2.9 cubic foot capacity is the industry’s largest.
- **Time Saver:** Due to the ultra-high spin, an average load will dry in 40-45 minutes. Laboratory tests prove that Maytag’s final spin removes more water than any other brand. Water retention in a Neptune is 42% compared to 48% of the nearest competitor.
- **Water Efficient:** Uses only 15-18 gallons of water for a load of laundry compared to 23 gallons for the old top-load units.
- **Easier Loading and Unloading:** Doors open a full 180 degrees; the inner basket is tilted upward at a 15 degree angle so students can see and reach every article of clothing.
- **Handles Over-Sudsing Better:** A patented anti-sudsing cycle to reduce over-sudsing with normal usage. An exclusive suds recovery cycle that helps control overly soaped loads from overflowing and flooding the laundry room.
- **Noise Level:** The quietest washer ever made; especially important to students whose rooms are adjacent to laundry rooms.
- **Better Washability:** Laundry continuously turns over and moves through the water up to 35 times per minute. Top-loaders average only 1-2 turns per minute. In addition, the Neptune provides two extra rinses for better detergent removal.

- **Dryer Efficiency:** No other dryer is faster or more energy-efficient than a Maytag due significantly to the water extraction from the final spin of the washer. The 6.0 cubic foot tumbler is twice the volume of the Neptune washer.

Fayetteville State University Laundry Services deploys an array of technology and innovations designed to make the process of doing laundry easier than ever. By using our LaundryView system, students will never have to guess when the washers and dryers are available and can enjoy the added convenience of receiving a text message when their laundry is done.

In conjunction with Mac-Gray’s Lighten the Load carbon-offsetting program, we are doing our part to help the environment and our commitment for improved sustainability. Fayetteville State University Laundry Services is one of the first universities in the state, and one of the first schools in the Southeast to have a carbon-neutral residence hall laundry operation.

**Where are the washers and dryers located?**
We have a total of 45 washers and 45 dryers all located within our 9 Residential Buildings, from a minimum of 2 washer and 2 dryers in Smith and Joyner Halls, to a maximum of 10 washers and 10 dryers in Renaissance Hall.

**How much does it costs?**
- **Washers = $1.25 per cycle**
- **Dryers = $1.25 w/48 minute dry cycle**

**What method of payment do the machines accept?**
The machines are cashless machines and will only accept the Bronco Express Card as the method of payment. Therefore, in order to use the laundry machines a minimum of $1.25 is required in your Bronco Express Card Account.

**How do I obtain a refund if I lose money in one of the laundry machines?**
In the event you lose money from your Bronco Express Card Account while doing laundry, credit may be obtained from the Bronco Express Card Office. Hours of operation are Monday thru Friday from 9:00 a.m. until 5:00 p.m.

**What happens if my clothing is damaged while doing my laundry in one of the machines?**
All claims may be called into the 1-800-MAC-GRAY, e-mailed to www.customerercare@macgray.com, or visit the Mac-Gray Website at www.mgservice.com. For claims less than $50.00, a check will be issued if it is determined the damage was caused by a machine malfunction. The value of the garment is based upon its age and condition. All damaged garments, if refunded and still in good condition, will be donated to charity.

**How Do I report a machine problem?**
The procedure for reporting laundry machine problems should be directed to the residential director, who will contact ASI-MacGray Laundry Services. Please tell us which machine (Washer = A1, Dryer = B2, etc.), the location (Bryant Hall-1st Floor, etc.) and a brief description of the problem. It helps us to know if you received any type of message on the display screen; or what you were specifically trying to select. Vending Department personnel will contact the Mac-Gray Laundry Services as soon as the problem is reported, for correction as soon as possible.
FSU MAIL CENTER

The Fayetteville State University Mail Center is located on the lower level, Room 107, of the Rudolph Jones Student Center. Through the United States Postal Service, the FSU Mail Center operates a Community Service Station, which provides many of the services offered at regular branch postal offices.

Some of the services and products provided by the FSU Mail Center are as follows:

- Stamps
- Money Orders
- First Class Mailing
- Express Mailing
- Certified Mailing
- Priority Mailing
- Insured Mailing
- Certificate of Mailing
- Interdepartmental (Campus Mail)
- Determination of Postal Rates and Fees

All services can be paid with cash, check or traveler’s checks with the exception of money orders, which can only be purchased with cash.

The FSU Mail Center accepts overnight letters and parcels from the following couriers:

- Express Mail (US Postal Service)
- Federal Express (Fed Ex)
- United Parcel Service (UPS)

All mail/parcels from the US Post Office and Private courier must be addressed as follows:

Student’s Name
1200 Murchison Road
CMB # ______
Fayetteville, N.C. 28301-4297

All new students to the University, who live in residential housing, are charged and issued a mailbox key as part of the registration process, the student has the responsibility of maintaining access of this key throughout the duration of their stay in University housing. Please keep in mind that you may not authorize anyone the use of your mailbox. We also ask that all mail is rendered pertaining to copying and/or printing.

If for any reason keys are lost or stolen, there is a $25 fee for lock replacement. Students are only required to return their mailbox key to the Mail Center upon graduation, withdrawal from the University or University housing. Keys should be returned within 48 hours. Students who fail to return keys to the Mail Center will have a charge of $25 automatically billed to their account.

In addition, mailbox rental is available to students living off campus, faculty, and staff, dependent upon availability at a rate of $50.00 per year.

Hours of Operation
Monday thru Friday
8:00 a.m. until 5:00 p.m.
Saturday
8:00 a.m. until 10:00 p.m.
Sunday
1:00 p.m. until 5:00 p.m.

Mailboxes are not accessible on University Holidays or Special Situations which require the Rudolph Jones Student Center to be closed at an earlier time.

(Hours of Operation are Subject to Change)

PRINTING & PHOTOCOPY SERVICES

The Fayetteville State University Print Shop was established for the purpose of fast, convenient and quality services at the lowest possible costs to members of the University Community. The FSU Print Shop offers a wide range of copying services suitable for a variety of job sizes.

Up to a 164 page document can be collated automatically, stapled, drilled for ring binding and provided with a variety of covers right here on our own campus. All quick copy jobs are completed on a first-come, first-served basis. Rush jobs can be handled, but must be discussed with the Print Shop in advance.

Services Provided Are As Follows:

- Color Printing
- Brochures
- Newsletter
- Manuals
- Programs
- Business Cards
- Transparencies
- Letterhead Stationary
- Flyers
- Photocopier Services
- Posters
- Invitations
- Spiral Binding

For our student copying needs on campus, the Copier Management segment of our operation has strategically placed copiers in locations such as departmental computer labs, the library, student services areas, etc.

These locations with a cost-per-copy feature will enable students to make copies at any time with the purchase of a copy card, or the use of their Bronco Express One-Card. With the Bronco Card, the terminal will automatically provide the patron with an account balance at the end of each transaction. In addition, anytime the patron needs a detailed usage report, they are able to obtain a copy from the Bronco Card Office by presenting their University Identification Card and one other form of identification.

In the Print Shop Copy Center, students can have volume copying completed, have reports or documents bound, have resumes copied on specialty paper and have most other services rendered pertaining to copying and/or printing.

Hours of Operation
Monday thru Friday
8:00 a.m. until 5:00 p.m.
(Hours of Operation are Subject to Change)

FSU BOOKSTORE

YOUR BOOKSTORE:
The Fayetteville State University Bookstore is located in the Bronco Square shopping center across Murchison Road from the Seabrook Auditorium.

The FSU Bookstore is a full service textbook and collegiate apparel and gifts provider. It’s our job to provide all of the required reading for each academic term. We are partnered with an expansive network of university and college bookstores. What does all this mean for the student? Through this partnership, the student benefits via access to one of the most extensive resources in the College Bookstore arena. This means we can provide the student with the right textbook now.

THE FSU TEXTBOOK RENTAL PROGRAM:
FSU students are afforded a unique opportunity among the nation’s college students via the FSU Textbook Rental Program. Undergraduate and graduate students taking courses at FSU are automatically enrolled in the textbook rental plan. In this plan you are charged a flat-rate rental fee for the use of any non-consumable, regularly used textbooks that have a new retail value of $25.00 or above that are required for your courses. The Textbook Rental Program also applies to Summer I, Summer II and web-based courses.
All rental textbooks remain the property of the FSU Bookstore and must be returned to the Bookstore as soon as you are finished using them. Students are responsible for the replacement cost of books that are not returned to the bookstore by the posted due dates. Students are also responsible for the replacement cost on books that are damaged in a manner that does not allow for further rental. Absolutely no torn covers, missing pages or water damage to textbooks is allowed. The replacement cost of the textbook is the “used” selling price.

Students wishing to keep books that are on the rental program are welcome to purchase them at any point during the term.

PURCHASE TEXTBOOKS:
Students must purchase any books and supplies that are optional, consumable (i.e. lab-manuals, workbooks and access codes), for courses where the materials are not used at least every other semester, and those that have a new retail value of $24.99 or less.

Why must I have a textbook?
Textbooks are often the primary source of information that you will be required to master in order to pass your course. Often times they complement the lectures and provide the critical detail needed to fully understand a topic.

OFFICIAL BOOKSTORE RENTAL POLICIES:
The following is the official wording of the textbook rental contract signed by the student at the time of text rental.

• THIS IS A CONTRACT, READ IT THOROUGHLY.
• If the student notices a problem with this contract (incorrect or missing books), they must bring that to the store’s attention, within 3 days of the rental date.
• If any textbook has defects such as missing pages, water damage, or torn covers, the student must return the book within 3 days of the rental date. After that time, the student will be responsible for these damages and will be held liable for the book’s condition.
• If the textbooks are lost or stolen, the student is liable for the replacement cost. A police report does not excuse the student’s liability.
• Textbooks must be returned to the Bookstore by the due date in the same condition they were rented.
• If the student fails to return the books in re-useable condition by the due date, they will be charged the replacement cost, which is the “used selling price” of the textbook.
• Students taking 8-week classes should return their books within 3 days of their last 8-week class meeting.
• This is to ensure availability of texts for students in the following 8-week term.
• Students should pick up all required books by midterms. The bookstore cannot guarantee availability of course books for the current term after that date.
• Return reminders will be communicated to the students via their FSU e-mail accounts; however it is the student’s responsibility to return the books by the due date listed on this form.
• Students in continuation courses or with course-incompletes must still return their books by the due date or they will be charged the replacement cost.
• All package components must be returned to the store together. Loss or damage to any component of a package will result in student liability for the replacement cost of the complete package.
• Students may mail their books back to the Bookstore. The books arrive in the bookstore on the posted due date.
• The student must include their banner number, name and a contact phone number with the books in order to be credited. We recommend shipping insurance and tracking.
• Books must be returned by the close of business on the date listed on this contract.
• That date is final and there are no exceptions.