Your KSU Survival Guide includes helpful information to make life easier in those first few days (or weeks) on campus. Inside you’ll learn about campus dining, parking, essential services, and more!
Welcome to Auxiliary Services and Programs, aka ASaP. Under our umbrella are the departments that provide the essential elements of campus life to students, faculty, and staff to make every day a success at KSU:

- KSU Bookstore
- Card Services
- Campus Postal Services
- Copy/Print Services
- Culinary and Hospitality Services
- Department of Parking and Transportation
- Student Health Services

Each ASaP operating unit must run as a business. As mandated by the Board of Regents of the University System of Georgia, each unit pays for its own salaries and payroll benefits, facilities, systems, equipment, all other operating costs, and debt service out of funds generated from sales or a combination of sales and student fees.

Our Vision
Our vision is customer centric. We view every transaction from the customer’s perspective. We strive for excellence, and we believe excellence is achieved by continuous improvement through the training and professional development of staff, effective communications with students, parents, faculty, staff, and campus guests, and creating an environment that encourages innovation and creativity.

Our Mission
Our purpose is to support the academic mission of the University by providing the KSU campus community with essential goods and services that will enhance the quality of campus life for each individual be they students, faculty, staff, or visitors. Our goal is to provide these elements with the highest level of customer service possible, and continuously seek new and improved goods and services to meet the ever-changing needs of our constituency.
KSU Bookstore

The KSU Bookstore is located on the south end of the Carmichael Student Center and is much more than a bookstore...it’s also a technology center, convenience store, and candy store!

The main store provides you options for textbooks, both traditionally printed books and digital books. You can buy books new or used (we carry the largest selection of used books locally), or you can rent select titles. You can save up to 67% off the new book price by renting!

Financial Aid can be used exclusively at the KSU Bookstore. The KSU Bookstore on-campus is the only official bookstore for the University. We guarantee you will get the right book!

We sell KSU apparel, ID holders and lanyards, school/art supplies, gifts, and alumni and Greek merchandise. We carry major name brands such as Adidas, Vera Bradley, Jansport, Under Armour, Cutter & Buck and more. We also have a full-service Clinique counter!

All merchandise and textbooks can be purchased online at bookstore.kennesaw.edu.

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The Market is our convenience store adjacent to the Bookstore that offers snacks, soda, candies, Nathan’s hot dogs, basic toiletries, and more.

Sweet Reads is our specialty book shop inside the Student Center selling works by bestselling authors, novels, cookbooks, humor, biographies, current events, a sprinkling of the classics, and book related gifts. It also doubles as a candy shop – buy it by the piece, the ounce, or even the pound if you’ve got a real sweet tooth! Everyone that buys a book gets a FREE CANDY SAMPLE!!

The KSU Bookstore, OwlTEC, The Market, and Sweet Reads accept all major credit and debit cards, personal checks, cash, and KCash. Financial aid is accepted for eligible education and course material purchases.

OwlTEC is our Apple Authorized Campus store and the technology center for your hardware, software and service needs. We carry a full line of Apple products, brand name PCs, audio, cables, accessories and software.

Ask staff about “Back to School” computer and tablet package deals.
The Card Services Center is located on the second floor of the Carmichael Student Center (above Chick-fil-A). The Card Services Center is an important resource center for KSU students, and works closely with the Department of Parking and Transportation and other administrative departments to make sure you get everything you need to “make you official” and take advantage of all of the benefits of being a KSU student. Card Services is responsible for:

- Issuing **KSU Campus Cards** (Your ID card)
- Issuing student parking permits
- Managing the KSU carpool program
- Managing the KSU financial aid reimbursement process
- Managing KCash administration
- Administering campus Copy/Print services
- Assisting students with finding the right campus resource(s)

**What the Campus Card can do:**

- Identifies you as a valid, current KSU student. You **MUST** carry your ID card with you at all times.
- Opens parking gates.
- Enables you to make copies and prints at copiers/printers on campus using KCash.
- Can be used to purchase food/meals, and anything on campus where KCash is accepted.
- Can serve as a Fifth Third Bank debit card if you open a Fifth Third Bank account. Fifth Third Bank has a micro brand located in the student center on the second floor. A Fifth Third Bank account is NOT associated with KCash.
- Allows you to ride the B.O.B. Shuttle.
- Gets you discounts at area restaurants, shops and services.

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**What is KCash?**

KCash is simply the ability to use your ID card as an on-campus debit card. KCash is a general declining balance account that allows you to purchase anything on campus where KCash is accepted. The funds in this account do not expire and will roll over year-to-year.

Funds can be loaded into the KCash and/or Dining Dollars accounts at KCash machines on campus, or online at [kcashmanager.kennesaw.edu](http://kcashmanager.kennesaw.edu).

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**What are Dining Dollars?**

Dining Dollars is an account that enables students to purchase tax-free food at campus eateries.

**IMPORTANT:** Dining Dollars account balances will roll over from fall to spring semesters; however, they will expire at the end of the spring semester… **so, use it or lose it!**
KSU’s Copy/Print Services offers multiple options for copying and printing on campus from wireless printing to a full-service UPS Store. Copy/Print Services is managed by the Card Services Center.

- State-of-the-art Ricoh multi-function devices (combo black/white and color copiers/printers) are located throughout campus in nearly every building.
- Students will use their Campus Card (ID card) to make copies and prints on campus.

KCash enables you the ability to use campus Copy/Print Services. After loading funds into your KCash account on your Campus Card, you can print from any printer/copy machine across campus. You must use KCash and your Campus Card to activate the printers and track your print jobs.

You can even print wirelessly from your personal computers and devices using the KSUPrint portal (ksuprint.kennesaw.edu) to upload your documents.

In addition to the campus network of copiers and printers, The UPS Store in the Student Center is the official campus print shop and offers an array of services to students, faculty and staff including:

- Full-service printing
- Packaging
- Shipping
- Copying
- Post office boxes
- Binding
- Posters
- And More!

The UPS Store is located on the second floor of the Carmichael Student Center, across from the Bursar’s Office.

**Normal Hours of Operation:**
- Monday – Friday  8:30 a.m. – 7:00 p.m.
- Saturday  9:00 a.m. – 5:00 p.m.
- Sunday  Closed

**Contact Info:**
TEL: 770-794-3082
FAX: 770-794-3084
Email: store6496@theupsstore.com
Culinary and Hospitality Services manages the meal plan program, all eateries on campus, all campus catering, concessions, and all vending services. The Meal Plan Office is located next to the entrance of The Commons.

Dining options on campus:
- **The Commons-Student Culinary Center** is the main dining hall and is an all-you-care-to eat facility with nine different venues inside.
- **Freshëns** in the Burruss Building serves tasty crepes, salads, wraps, and Starbucks coffee.
- **Jazzman’s Café** in the Social Sciences building offers coffee drinks, teas, sandwiches, salads, and made-to-order meals.
- **The Hoot** in the 6000 building of University Village serves burgers, chicken sandwiches, and fries. Open for lunch Monday through Friday, and after 8:00 p.m. for late-night fare 7 days/week.
- **Student Center eateries:**
  - **Chick-fil-A Express** serves chicken biscuits, chicken sandwiches, wraps, chicken nuggets, salads, waffle fries, ice tea, and lemonade.
  - **Delancey New York Deli** offers deli sandwiches and salads.
  - **Hissho Sushi Café** features fresh made sushi including made-to-order.
  - **PJ’s Coffee of New Orleans** offers coffee and specialty coffee drinks, pastries, and light meals.

Vending options:
- **Coca-Cola** and various snack machines are located across campus.
- **Shop 24** is a refrigerated super vending machine that sells more than 150 convenience items (including food, snacks, beverages, ink cartridges, laundry detergent, and feminine hygiene products) and is located at the Austin Student Residence apartments. It accepts all major credit/debit cards, and KCash, and has a Fifth Third Bank ATM on-site.

Meal plans are included as part of the tuition and fees for all full-time undergraduate students and all students living on campus. Minimum requirements are based on earned credit hours at the time of registration, and all charges are placed on the student’s Owl Express account after course registration. Payment should be made directly to the Bursar’s Office and is due by the student’s specific payment deadline. Culinary and Hospitality Services does not accept meal plan payments. Meal plans can be used in The Commons and Dining Dollars can be used at any KSU-operated dining venue.

Students are welcome to upgrade their meal plans above their included plan to a larger option. You pay only the total cost of the larger plan! Part-time students who do not have a meal plan included in their tuition and fees may also purchase meal plans. Parents, faculty and staff are also welcome to purchase meal plans at the same prices as student plans; however, 6% sales tax will be added as required by law.

For more information about meal plans and dining options, visit our dining website, dining.kennesaw.edu.
The Department of Parking and Transportation provides safe and convenient parking and transportation for KSU students, faculty, and staff.

Parking at KSU:

- KSU offers multiple parking areas and an opt-out option for students.
  - **NOTE:** Resident students may only park in their resident areas; resident parking lots are open only to resident students.
  
- **ALL students MUST** make a parking selection, either by choosing a parking area in Owl Express, or opting-out of parking in person at Card Services.
  - **The student's account will be charged based on their parking selection.**
  - **IMPORTANT:** If a selection is not made, or the student has not opted-out of parking, the student's account **WILL BE CHARGED THE FULL PRICE** (currently $83 per semester), **BUT WILL NOT BE ABLE TO PARK ANYWHERE ON CAMPUS!**

- Gated KSU parking areas use RFID technology to scan each vehicle’s decal in order to open the parking gate. Gated areas are currently located in: West Parking (Red, Area 1), Central Parking (Green, Area 2), East Parking (Yellow, Area 3), and North Residence Parking (Navy, Area 7).

- Parking decals are specific to the individual parking areas and will only open gates for students who are registered to park in that area.

- RFID decals are **NOT** transferable from car to car. Up to two (2) additional decals may be purchased for $25 each to be used on additional vehicles.

### KSU's shuttle system is the Big Owl Bus, or B.O.B. for short.

**How the shuttle works at KSU:**

The B.O.B. Shuttle is **FREE** to ride, but you **MUST** “tap in” with a valid KSU ID card on the card reader upon entering the bus in order to ride.

An app for Androids and iPhones is available called **Where’s B.O.B.?** The app allows the user to see where the buses are currently located and when the next bus will arrive at any given stop. Download the app at: [www.kennesaw.transloc.com](http://www.kennesaw.transloc.com)

Important updates and announcements about parking, traffic, or other pertinent campus information is posted on the Where’s B.O.B.? app, as well as on our Facebook and Twitter accounts:

- [facebook.com/parkingatksu](http://facebook.com/parkingatksu)
- [twitter.com/parkingatksu](http://twitter.com/parkingatksu)

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**Parking decal placement**

Parking decals **MUST** be placed in the lower left portion of the front window with 2” clearance from left and bottom.

**NOTE:** RFID decals must have direct contact with the windshield.
KSU offers students with world-class comprehensive health care right here on campus. KSU’s Student Health Services is professionally operated by WellStar Medical Group, and as part of the nonprofit WellStar Health System, will provide students with access to more than 700 medical providers in more than 30 specialties in over 125 locations if needed.

- **ALL** registered students are eligible for care regardless of insurance coverage.
- **NO** co-pays for office visits.
- Major insurance policies are accepted for additional coverage.
- On-call physicians and nurse practitioners are available by phone for emergencies after hours.
- Three on-campus locations.
- Students have access to MyChart, WellStar’s online medical record system to have access to all of their health information.

**Locations:**

**Walk-in Clinic**, located in the 5000 building of University Village.
- Open 8:30 a.m.-5:00 p.m., Monday through Friday.
- Walk-ins welcome for acute illnesses or concerns.

**Primary Care Clinic**, located in House 52 on Campus Loop Road.
- Open 8:30 a.m.-5:00 p.m., Monday through Friday.
- Services available by appointment only.
- Offers primary care services, including:
  - Sick visits
  - Physicals
  - Pap smears
  - Immunizations
  - Management of chronic illnesses such as diabetes, hypertension, and asthma

**Psychiatric and Social Services**, located in House 53 on Campus Loop Road.
- Open 8:30 a.m.-5:00 p.m., Monday through Friday.
- Services available by appointment only.
- Offers services for mental health and medication management.
- Location of Feed the Future program, offering emergency food assistance to students who may be struggling. A social worker is available to discuss social programs and prescription assistance that may be available to them.

*A B.O.B. shuttle stop is located on Campus Loop Road servicing both Houses 52 and 53.*