



Information Technology Services

Date Posted : 8/31/2009 11:05:55 AM

Posted by : Carolyn.Madsen@ColoradoCollege.edu

Subject : New Gold Card Operations Overview and FAQs

Abstract :

IMPORTANT MESSAGE ABOUT THE GOLD CARD OPERATIONS AND FAQs

PLEASE SEE THE LINK BELOW!

Full Message :

NEW GOLD CARD OPERATIONS OVERVIEW AND FAQs

1. Where is the Gold Card Office?

The Gold Card Office has moved out of the basement of the Worner Center, and is now located on the second floor of Armstrong, west side, with the service window in the hallway facing the front entrance to the Armstrong Theater. The GC Office is now conveniently located next door to Student Accounts and the Business Office.

2. When is the Gold Card Office Open?

The Gold Card Office is open Monday through Friday from 1 to 5 pm.

3. Does the Gold Card Provide all the Same Functions and Services as Last Year?

Yes, the Gold Card for 2009-10 has all the same functions and services as last year, and more. For students, the Gold Card serves as their access card to their dorms and on-campus apartments, and as their meal plan card for food services. The Gold Card will have all students' meal plan choice automatically loaded on to their card before they arrive on campus (in the form of "Tiger Bucks") - ready to use at any food service location on campus. For all members of our campus community (students, faculty, and staff), the Gold Card also serves as their primary Campus ID Card. Lastly, the Gold Card once again will serve as a "debit card" for students, faculty, or staff if they choose to "load money" on to the Card (Gold Card Plus Dollars).

4. Where can I use my Gold Card Plus Dollars?

Just as last year, Gold Card Plus Dollars will be accepted at all on campus

locations, including Rastall, Benji's, Colorado Coffee, The Preserve, Local Goods (in Mathias), the Bookstore, the Worner Desk, the Ahlberg House (ORC), certain Academic Departments (Art and Chemistry, for example), the Mail Room in Worner, Central Services (printing), the Library, the Dorm Laundry Rooms, and at participating off-campus merchants (currently Wooglin's and La'au's). The College is working to add new merchants on to the Gold Card System all around town, and we have already added our first new merchant, Rasta Pasta! We hope to be adding 4-5 more off-campus merchants throughout the year. Please send us your request and suggestions for merchants you'd like to see on the system.

5. How do I "Load Gold Card Plus Dollars" on to My Gold Card?

First, we have added a new machine this year in Worner Center, adjacent to the Worner Desk on the Main Floor, called a "ValuePort". The machine works like a "reverse ATM", and will accept cash and transfer the value of the cash to your Gold Card automatically. The ValuePort is new this year, and will make it more convenient to "load" Gold Card Plus Dollars on to your Gold Card anytime of the day or night. Second, we have created a new website, "Manage My ID", which is a web portal for Colorado College that will allow you, your parents, or others (with your permission) to add Gold Card Plus Dollars to your account from anywhere in the world. The direct link to "Manage My ID" is located below:

[MANAGE MY ID](#)

6. Does the Gold Card have a Webpage with More Information, and to Answer Other Questions when the Gold Card Office and the Business Office are Closed?

Yes, the Gold Card Office has created a webpage to answer your most common questions, and to provide links to the web-based services we offer. The link is located below, and should answer most questions for students, faculty, and staff:

[GOLD CARD WEBSITE](#)

7. Who will Handle Questions and Requests on Dorm Access for the Gold Card?

All questions concerning how dorm access works on the Gold Card will continue to be handled by the Res Life Office, located on the main floor of Bemis.

8. Who will Handle Questions and Requests on Meal Plans and the Bon Appetit Food Service for the Gold Card?

For students, during the first two weeks of each semester the Student Accounts Office in the Business Office will handle all Meal Plan changes (either an upgrade or a downgrade). After the first two weeks of each semester, the "Meal Plan open choice period" ends, and all Meal Plan changes or other requests will be handled by Bon Appetit. All other questions regarding the Meal Plans will be handled throughout the year by Bon Appetit, located on the South side of Ticknor, directly off the sidewalk leading to Bemis. Bon Appetit will also handle all other food service questions from faculty and staff related to the Gold Card.

9. Will Faculty and Staff Still have the "Lunch Club" Available for Purchase?

Yes, without any change from last year. As a service to faculty and staff, Dining Services and Bon Appetit will continue to offer the "Lunch Club" to all currently employed faculty and staff (15 lunches for \$50.00). Lunch Club Passes may be purchased directly from Bon Appetit in their offices in Ticknor.

10. Who Will Handle all other Questions for the Gold Card?

If you cannot find an answer for your question from Res Life, Bon Appetit, or the Gold Card Office webpage, please stop by the Gold Card Office in Armstrong between 1pm and 5 pm, Monday through Friday. Going forward, John Calderhead, Controller, will oversee the Gold Card Office as a unit of the Business Office.

Endnote:

If you have the chance, and you are pleased with the smooth transition and expanded new services in the Gold Card Office from last year, please take a moment to thank the Gold Card Transition Team, led by Joan Taylor. The transition took a great deal of time and effort, and involved a dedicated and collaborative team from across campus - the Business Office, Student Accounts, IT/IM, Res Life, Bon Appetit, and many others. Special recognition and thanks go to Joan Taylor, David Ziemba, and Bon Appetit for their countless hours of hard work and unfailing good spirits. If you have concerns or difficulties with the transition, please do not hesitate to contact me or John Calderhead.

Thank you for your support and patience,
Chris Melcher
