2.5 **Auxiliary Services**

**Administrative Office: CM1111**
Clarkston Campus
555 North Indian Creek Drive
Clarkston, GA 30021
(678) 891-3340
www.gpc.edu/~gpccs

The mission of Georgia Perimeter College (GPC) Auxiliary Services is to support the students, faculty, and staff of the College as they pursue their educational goals. All Auxiliary Services units will operate with a “customer first” philosophy and will continuously seek ways to exceed customer expectations. All service units will operate within the Board of Regents of the University System of Georgia financial requirements. Services will be provided to the community through a mixture of institution-operated and contractor-operated business units, with the ultimate goal of being the utmost quality in goods and services at the best prices.

Auxiliary Services manages the following functions:
- Bookstores
- Catering
- Food Services
- Public Access Copiers
- Public Phones
- Reader Printers (Microfilm)
- Student Print Management
- Vending

All of these services are provided by businesses from the community via contract with Georgia Perimeter College.

Each of these Auxiliary Services is discussed below.

### 2.5.1 Bookstores

Bookstores are operated on the campus locations as indicated below:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpharetta</td>
<td>Alp-2810</td>
<td>(678) 240-6165</td>
</tr>
<tr>
<td>Clarkston</td>
<td>CN-1100</td>
<td>(678) 891-3355</td>
</tr>
<tr>
<td>Decatur</td>
<td>SC-2110</td>
<td>(678) 891-2370</td>
</tr>
<tr>
<td>Dunwoody</td>
<td>NB-1360</td>
<td>(770) 274-5170</td>
</tr>
<tr>
<td>Newton</td>
<td>1N-0100</td>
<td>(770) 278-1375</td>
</tr>
</tbody>
</table>
The bookstores operate for extended hours during registration periods, and normal posted hours during other periods. Operating hours at the Alpharetta location are limited. Hours of operation are available on the web site at www.gpc.edu/collegeservices/bookstore

The bookstores provide the following services:

2.5.1.1 Buying Textbooks
GPC Bookstores buy back textbooks from students. These used books are then resold to students at a discounted price compared to new textbooks. The used books are sold at 75% of the new selling price. Old editions have no value, and cannot be resold. The average life of a textbook is about three years from the publishing date. Students are urged to sell their books as soon as possible to obtain maximum value for the textbook.

2.5.1.2 Selling Textbooks
The bookstore sells textbooks, both used and new. The used books are sold at 75% of the new selling price. Used books usually sell out first, so students are urged to shop early if they desire to purchase used textbooks.

1.5.1.3 Renting Textbooks
The bookstore rents textbooks. Titles are limited. The rental books rent at approximately 50% of the new selling price. Rental textbooks must be returned to the bookstore within 1 week of the final class period of the semester the book was rented. Failure to return the book will result in the student being charged the new book price plus a service charge.

2.5.1.4 Selling of other Merchandise
In addition to the sale of books, the bookstores stock a variety of other merchandise. This includes magazines, newspapers, periodicals, study guides, outlines, examination booklets, programmed materials, and clothing.

2.5.1.5 Types of Payment Accepted
The bookstore will accept personal checks if they are imprinted with current address. In addition to the imprinted address, an I.D. number and driver’s license number is required. Banks charge a significant penalty on all returned checks, and this charge is passed on to the person whose check is returned.

The bookstore will also accept the following credit cards: American Express, Discover, MasterCard, and Visa.

Financial Aid Book Vouchers are accepted via the JCard for the purchase of books and supplies. If the student qualifies for Financial Aid, and has a balance left over after matriculation fees, this remaining balance (up to $1000 depending on the remaining financial aid balance) will be
available as a declining balance on the student’s JCard. The Financial Aid Book Voucher may be used in the bookstores from the first day of classes through the eighth day of classes. After the eighth day of classes, Student Accounts will disburse any remaining balance of financial aid to the student. See section 6.4 “Refunding of Student Accounts” for additional information.

2.5.1.6 Refund Policies and Deadlines
For textbook refunds, a receipt is required for a refund. In addition to the receipt, new books and bundled books must be in the same condition as when purchased and used books must be in resalable condition. Access codes are not refundable. Refund deadlines for textbooks are within seven calendar days from the first class, or two calendar days if purchased after the first class date.

For refunds on merchandise, the item(s) must be returned in new condition with a purchase receipt. The following items are non-returnable: magazines, newspapers, periodicals, study guides, outlines, examination booklets, programmed materials, hats, special orders, sale merchandise, and opened packages.

2.5.2 Catering

Auxiliary Services maintains a list of approved caterers that may conduct business at Georgia Perimeter College. These caterers have met all of the eligibility requirements established by Georgia Perimeter College and are permitted to conduct business on our campuses.

It is important that approved caterers are used for functions on campus. Approved caterers have met insurance and sanitation requirements. Approved caterers assume liability for the food and employees at the event. Use of unapproved caterers shifts insurance and legal liabilities to the campus sponsor of the event. Should legal or insurance issues arise, as a result of the actions of an unapproved caterer, the event sponsor will be held personally responsible for loss, suffering, and damages.

It is the responsibility of the event sponsor (the individual booking the event), not the caterer, to obtain the necessary permission to use facilities, to arrange for room setup and cleanup, and to obtain budget manager approval in order to pay the catering firm. The event sponsor and the budget manager must be aware of the limitations placed upon the expenditure of state funds for food and entertainment. See section 4.3.4.3 of this manual, and the University System of Georgia Business Procedures Manual for further information.

The listing of approved caterers is maintained on the GPC web site at www.gpc.edu/~gpccs/catering.htm.
Caterers that would like to have their firm added to the approved list should contact Georgia Perimeter College Auxiliary Services at 404 299-4412, or they may print a copy of the agreement form (from the “Approved Caterers Agreement form” link at the web site listed above) and mail the completed form with the required documents to:

Georgia Perimeter College
Auxiliary Services
555 North Indian Creek Drive
Clarkston, Georgia 30021

2.5.3 Food Services

Food services are provided by contract at the Clarkston, Decatur, Dunwoody and Newton locations. These locations sell beverages, pizza, sandwiches and snacks. For hours of operation and additional information, visit the website: http://www.gpc.edu/~gpccs/foodservice.htm. Following is a list of campus food services locations and phone numbers.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarkston</td>
<td>CN 1200</td>
<td>(678) 891-3475</td>
</tr>
<tr>
<td>Decatur</td>
<td>SC 2101</td>
<td>(678) 891-2524</td>
</tr>
<tr>
<td>Dunwoody</td>
<td>NB 1340</td>
<td>(770) 274-5283</td>
</tr>
<tr>
<td>Dunwoody</td>
<td>NB 1300</td>
<td>(770) 274-5283</td>
</tr>
<tr>
<td>Newton</td>
<td>1N 1150</td>
<td>(770) 278-1406</td>
</tr>
</tbody>
</table>

2.5.4 Public Access Copiers

Public access copiers are available in the Learning Resource Centers and the Student Centers on each campus. The copiers work with the declining balance feature of the JCard or V-Card. See section 2.4 for additional information about the JCard and/or V-Card.

2.5.5 Reader Printers (Microfilm)

Microfilm Reader Printers are available in the Learning Resource Centers on the Clarkston and Dunwoody campuses. All of the microfilm reader printers are card operated, and accept either the JCard or V-Card.
2.5.6 Print Management Program

The print management program is a joint effort by College Services and the GPC Office of Information Technology. The program controls printing in public areas such as libraries, computer labs, and ISS centers. The goal of the program is to reduce the waste of paper and toner in computer driven printing.

The print management program software is a product known as UniPrint. The UniPrint software interfaces with the GPC JCard database. Both the JCard and V-Cards can be used to purchase printing.

For all students, faculty, and staff, printing will be allowed via a swipe of the patron’s JCard. The UniPrint software will send the patron’s information to the host where their “printing balance” information is stored. If there is a sufficient balance in the patron’s printing account, the print job will be released to the printer. If there is not a sufficient balance, UniPrint will display an insufficient funds message.

As explained in section 2.4.2.2, each student will receive a $7.50 balance for printing services each semester. Additional value may be added to the card using one of the V-Card machines, or at any Student Accounts Office or through the NetCard system where monies can be added via a credit card.

Staff/Faculty printing balance is $1.50 per semester. Additional funds may be added to the card using one of the V-Card machines, or at any Student Accounts Office or through the NetCard system where monies can be added via a credit card.

If a Staff/Faculty member requires print access because of their position, the department’s budget manager may request a departmental account be set up with Auxiliary Services and the department will be billed monthly.

2.5.7 Vending  
(678) 891-3340

Vending Services are available on all campuses, in a variety of convenient locations, offering a wide array of beverages, snacks, and other convenience foods.

Machine malfunctions should be reported to Georgia Perimeter College Auxiliary Services at (678) 891-3340, or by emailing gpecs@gpc.edu. The vending services website may be viewed at: http://www.gpc.edu/~gpecs/vending.htm Refunds may be obtained at any Student Accounts
Office, by completing a refund request form and showing proper identification. Following is a list of machine locations.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Room Number</th>
<th>Machine Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarkston</td>
<td>CN 1100</td>
<td>Snacks, Beverages, Cold Food</td>
</tr>
<tr>
<td></td>
<td>CF2155</td>
<td>Beverages</td>
</tr>
<tr>
<td></td>
<td>Gym Lobby</td>
<td>Beverages</td>
</tr>
<tr>
<td></td>
<td>CH2260</td>
<td>Snacks, Beverages, Cold Food</td>
</tr>
<tr>
<td></td>
<td>Break Room</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td></td>
<td>CI 1400</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td></td>
<td>CB 1003</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td>Decatur</td>
<td>SA2400</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td></td>
<td>SC Gym Lobby</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td></td>
<td>SC Student Center</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td></td>
<td>SD Shop</td>
<td>Beverages</td>
</tr>
<tr>
<td></td>
<td>SF 2004</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td>Dunwoody</td>
<td>NB Student Center</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td></td>
<td>NE 1026</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td></td>
<td>NE 0002</td>
<td>Beverages</td>
</tr>
<tr>
<td></td>
<td>NL 2044</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td></td>
<td>NF 1030</td>
<td>Beverages</td>
</tr>
<tr>
<td></td>
<td>Plant Operations</td>
<td>Beverages</td>
</tr>
<tr>
<td></td>
<td>C/D Atrium</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td>Newton</td>
<td>1N 1220</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td></td>
<td>2N 1090</td>
<td>Snacks and Beverages</td>
</tr>
<tr>
<td>Alpharetta</td>
<td>Alp 0116</td>
<td>Snacks, Beverages, Cold Food</td>
</tr>
</tbody>
</table>
2.5.8 Public Phones

Public phones are located on each campus in the Student Center or Learning Resource Center.

2.6 Forms

This section provides sample copies of the various forms that are available from the GPC web. Some forms must be completed from within certain administrative offices of GPC and are password protected. These forms will also be referenced in this section.

2.6.1 Forms for College Services

Forms for Printing Services are provided, beginning on the next page. The forms illustrated are:

**Printing Services:**
- Copyright Course Pack Order Form
- Non-copyright Course Pack Order Form

**Logistical Services:**
- Excel Requisition Form
- Field Agency Contract – Notice of Award
- Inventory Transfer Form
- Purchasing Card Application
- FPOC Request Form

**Campus Card Services:**
- Lost or Stolen Card form

**Auxiliary Services:**
- Catering Service Agreement
- Coca-Cola Product Request Form
- Copier and Print Management Refund Form
- Toner and paper order form (Staff use only)
- Faculty/Staff Printing Budget Form