

2. NOVACard

I. Roles and Responsibilities:

- a. **Auxiliary IT and NOVACard Manager:** Works with the Auxiliary Services Director to develop and implement new programs for NOVACard operations, establish policies and procedures for NOVACard operations based on industry best practice and input from campuses, and ensure that any changes made to policies and procedures as well as new or updated training guides are disseminated to all appropriate parties in a timely manner. Over sees operations of the NOVACard program including but not limited to equipment, systems, and access. Participates in contract negotiations, analyzing delivery systems and initiating the procurement process for such systems affecting NOVACard.
- b. **Auxiliary Services Director:** Serves as a financial fiduciary for the NOVACard program, developing and upholding policies and procedures pertaining to the collection of NOVACard revenue and funds, and oversight of communication, training, and marketing plans for NOVACard initiatives.
- c. **Campus NOVACard Office:** Located in the Card Offices on each campus, responsible for ensuring NOVACards are issued in accordance with policies and procedures. Provides first tier support on NOVACard related equipment issues arising on campus. Reconciles deposit and lost card fees on a daily and monthly basis.
- d. **Central NOVACard Office:** Central administrative office responsible for the implementation, maintenance and servicing of all NOVACard equipment and programs.

II. Scope: This section outlines the policies and procedures when using a NOVACard as identification and for access to campus services. It applies to all students, faculty, and staff at Northern Virginia Community College who are granted a NOVACard.

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IV. Definitions:

- a. **CS Gold:** The primary NOVACard system.
- b. **FERPA:** The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.
- c. **GET:** NOVACard online system that allows students, faculty, and staff to upload a photo that they would like to be used for their NOVACard.
- d. **NOVACard:** The official Northern Virginia Community College photo identification card.
- e. **NOVAGOLD:** Declining balance account directly linked to NOVACard.

V. Forms:

- a. [Facilities Planning Project/Building Permit Request \(Form 105-128\)](#)
- b. [NOVACard Door Access Request \(Form 105-008\)](#)
- c. [NOVACard – Graduating/Closing Account Request \(Form 105-101\)](#)
- d. [NOVACard Special Affiliate or Contractor Card Request \(Form 105-036\)](#)
- e. [NOVACard Transaction Refund Request \(Form 105-037\)](#)

2.1 NOVACard General Care

- a. Responsible Parties:
 - i. Auxiliary IT and NOVACard Manager
- b. Policy & Procedures:
 - i. By accepting and using the NOVACard, the cardholder agrees to abide by all rules, regulations, policies, and procedures specified by Northern Virginia Community College.
 - ii. A NOVACard is non-transferable and each individual is responsible for the care of his/her NOVACard to ensure it remains in good working condition. The College reserves the right to cancel the NOVACard in the event an individual violates any rules, regulations or policies.
 - iii. The NOVACard's magnetic stripe and embedded proximity chip cards can be easily damaged. NOVACard holders must not punch holes, wash, bend, expose to excessive heat, or otherwise tamper with the card, as these actions render the card unusable for its intended purposes. A NOVACard will be confiscated if it has been damaged, altered, or defaced and the user will be charged a replacement cost. A NOVACard with a magnetic stripe or proximity chip that is malfunctioning not as a result of damage, alteration, or defacement will be replaced at no cost. See Section 2.6 NOVACard Replacement/Reissue for more details on how a NOVACard is replaced.
 - iv. Any misuse, alteration, or fabrication of the NOVACard subjects the holder to disciplinary action by the college. Violation of this policy, including lending a card or using another person's card, results in referral to the appropriate authority for disciplinary action. The use of an ID card to gain access to a benefit or service by an individual other than the person to whom the card was issued is considered theft and results in referral to the appropriate authority for disciplinary action.
- c. Definitions:
 - i. **NOVACard:** The official Northern Virginia Community College photo identification card.
- d. Forms:
 - i. N/A

2.2 Personal Information on NOVACard

- a. Responsible Parties:
 - i. Campus NOVACard Office
 - ii. Central NOVACard Office
- b. Policy & Procedures:
 - i. Personal information that is available to NOVACard staff via the ID card software must be used solely for the purpose of conducting regular College business. A cardholder may only request information about his/her NOVACard record in person and with a proper form of identification.
 - ii. Northern Virginia Community College follows the Family Educational Rights and Privacy ACT (FERPA). Under FERPA guidelines, photo ID's and NOVACard account information is only shared within Northern Virginia Community College by faculty and staff for administrative purposes.
 - iii. **The following are examples of situations that require sharing photo ID's:**
 - 1. Issuing a NOVACard identification card.
 - 2. Providing cardholder information on related cardholder account activities.
 - 3. Verifying student or staff status for the purpose of using the NOVACard for College services.
 - iv. Third parties may request cardholder information. Requests from third parties must be submitted in writing to the Campus NOVACard Office. A third party includes any entity or person outside of Northern Virginia Community College faculty and staff, such as investigative agencies, requesting cardholder account information. Personal information can be disclosed to third parties when certain conditions are present or existence of an account must be verified to comply with government agency or court orders.
- c. Definitions:
 - i. **FERPA:** The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.
- d. Forms:
 - i. N/A

2.3 Issuance of NOVACard

- a. Responsible Parties:
 - i. Campus NOVACard Office
 - ii. Central NOVACard Office
- b. Policy & Procedures:
 - i. A NOVACard can be obtained at any Campus Card office, an individual must be a registered student, faculty member, or employed staff member. An individual's official name, as it appears in the College records, is printed on the NOVACard.
 - ii. For purposes of this policy, forms of identification are divided into two categories: Primary and Secondary. In order to obtain a NOVACard a person must show one valid primary or two secondary forms of identification.
 - 1. **Acceptable Valid Primary forms of identification:**
 - a. State driver's license (including state-issued temporary or provisional license with photo)
 - b. State-issued or Military-issued identification card
 - c. U.S. or Foreign-issued Passport
 - d. Permanent Resident Card (i.e., Green Card, Resident Alien Card)
 - e. Other DMV accepted government issued photo identification card
 - 2. **Acceptable Secondary forms of identification (Two of the following must be presented):**
 - a. Social Security Card
 - b. Birth Certificate
 - c. High School identification
 - d. High School graduation documents
 - iii. It is the Campus NOVACard Office's responsibility to determine if photos fall within the following guidelines:
 - 1. Sunglasses or other eye wear which distracts from the face are not acceptable unless required for medical reasons (an eye patch, for example). A medical note must be presented before the picture can be taken and a copy is stored at the card office.
 - 2. The subject's expression must be natural, with both eyes open.
 - 3. Side or angled views are NOT accepted.
 - 4. Applicants must face forward with all articles and objects out of view. The picture must be of the head and shoulders only.
 - 5. Special circumstances for taking a photo - Caps, hats, turbans, et cetera, may be worn for religious or medical reasons only. Additionally, veils worn for religious reasons which cover or partially cover the face may be worn; however, they must be adjusted to allow a full-faced photograph. Special requests to obtain a NOVACard photo ID for reasons, such as head coverings for religious beliefs, traditions or customs, must be submitted to the Campus NOVACard Office in writing. Please include name, College ID number, and College email address. Once approved, the Office will coordinate the accommodations.
 - iv. **Photo Upload via [GET](#)**
 - 1. This utility allows Students, Faculty and Staff to upload a photo via NOVACard's online system, [GET](#), for their NOVACard.

2. Photo submission requirements:
 - a. White Background - photo must be in color with a white or pale background.
 - b. Entire Head and Shoulders
 - c. Face the Camera with no profile or angle shots. Eyes must be open and looking directly at the camera.
 - d. No shadows - make sure your photo is taken in a well-lit area and your entire face can be seen. Include headdress only if worn daily for religious purposes and they do not obscure or cast shadows on the eyes or face. Not hats, bandanas, sunglasses, etc.
 - e. Recent Photo - photo must be taken within the last six months.
 - f. File type must be jpeg, png or gif and cannot exceed 1MB.
 3. Once a photo is approved via email, the individual can pick up their new NOVACard at any Campus NOVACard Office. If a photo is rejected, an email will be sent stating the reason for rejection and the individual can submit another photo.
- c. Definitions:
- i. **GET:** NOVACard online system that allows students, faculty, and staff to upload a photo that they would like to be used for their NOVACard.
- d. Forms:
- i. N/A

2.4 Types of NOVACard

- a. Responsible Parties:
 - i. Campus NOVACard Office
 - ii. Central NOVACard Office
- b. Policy & Procedures:
 - i. The classification field and employee type field in the NOVACard system, CS Gold, identifies the type of NOVACard the cardholder is eligible for.
 - ii. **Types of NOVACard include:**
 1. **Student:**
 - a. All currently enrolled students are eligible for a NOVACard.
 2. **Faculty/staff:**
 - a. The faculty/staff NOVACard is designated for College employees. College employees must have a College Identification number (EMPLID) and must be in the Human Resource System (HRS) before receiving a faculty/staff NOVACard at any campus NOVACard office.
 - b. Upon separation from the College, the NOVACard must be returned through the HR checkout process. For more details on returning a NOVACard, please see [section 2.12 Returning a NOVACard](#).
 3. **Affiliate & Contractor:**
 - a. If an individual is an Affiliate or Contractor with a need for a NOVACard, they may be eligible to obtain an Affiliate or Contractor NOVACard for campus identification purposes and/or to access College services. To obtain authorization, submit the [NOVACard Special Affiliate or Contractor Card Request \(Form 105-036\)](#) to the College Card Office.
 - b. A Contractor is an individual who is an employee of a firm that has a formal contractual relationship to perform work for the college and whose daily work site is on a campus or at one of the colleges Administrative offices.
 - c. Affiliates may be students or volunteers working at the college who are not part of the faculty and staff.
 - d. Affiliates and contractors are expected to retain their NOVACard throughout their duration at the college. Upon completing their work at the College, they must return their NOVACard to their assigned supervisor. The supervisor must either destroy the card or return it to the Campus NOVACard office. There is a replacement fee for any lost card payable by the affiliate or contractor.
 4. **Contractor Non-Photo NOVACard:**
 - a. Issued to contractors who are performing work on campus for less than 30 days. These cards must be returned to the college NOVACard office by the contractor once he or she leaves the premises. Any lost cards must be reported to the college NOVACard office immediately.
 - b. The College NOVACard office populates the list of sequential contractor card numbers in the NOVACard system for campus use and distribution.

5. **Guest Card:**

- a. Guest Cards are primarily for visitors of the College and can be purchased from any of the deposit terminals for a fee. Visitors can add money to a Guest Card after the initial purchase. These cards do not contain any personal information and if lost, are not refundable. Guest Cards are not forms of identification and provide very limited services.

6. **Emeritus:**

- a. Emeritus status is designated by the Human Resources department. Upon retirement, those employees granted emeritus status receive an emeritus NOVACard. Emeritus cards are produced by the Campus NOVACard Office. These cards feature a lifetime barcode number for use at any Northern Virginia Community College campus library.

7. **Dual NOVACard:**

- a. A person with more than one association with the College is issued the specific NOVACard corresponding to the highest level of association.

c. Definitions:

- i. **CS Gold:** The primary NOVACard system.

d. Forms:

- i. [NOVACard Special Affiliate or Contractor Card Request \(Form 105-036\)](#)

2.5 NOVACard Access & Emergencies

- a. Responsible Parties:
 - i. Campus NOVACard Office
- b. Policy & Procedures:
 - i. Access privileges are granted to individuals based on their assignment and job function. Access needed to complete assigned duties is determined by their supervisor.
- c. Definitions:
 - i. N/A
- d. Forms:
 - i. [NOVACard Door Access Request \(Form 105-008\)](#)
 - ii. [Facilities Planning Project/Building Permit Request \(Form 105-128\)](#)

2.6 NOVACard Replacement/Reissue

a. Responsible Parties:

- i. Campus NOVACard Office
- ii. Central NOVACard Office

b. Policy & Procedures:

- i. Northern Virginia Community College is not responsible for any lost, damaged, or stolen NOVACards. A lost NOVACard can be reported via online services or at any Campus NOVACard Office. A Stolen NOVACard must be reported as soon as possible to campus police or at any Campus NOVACard Office. When a card is reported as lost, damaged, or stolen, a hold is placed on the card preventing its further use. The college is not responsible for any unauthorized use of the NOVACard prior to it being reported as lost or stolen. Check Campus Police or the Campus NOVACard Office for returned cards. Upon notification of a lost, damaged, or stolen card, if the cardholder's status with the college continues to require a NOVACard, a replacement card will be issued as follows.

1. The cardholder must pay the replacement card fee of \$10.00 for magnetic stripe cards and \$15.00 for proximity cards at any Campus NOVACard Office.
2. If the cardholder presents a police report indicating the card was stolen, they will not be charged for a replacement card.
3. If the NOVACard photo no longer identifies the holder due to a change in appearance and when a NOVACard has been confiscated due to being damaged, altered, or defaced a replacement fee of \$10.00 for magnetic stripe cards and \$15.00 for proximity cards at any Campus NOVACard Office.

- ii. An individual must present their current NOVACard in order to receive a replacement card free of charge. Students who have not enrolled in courses for two consecutive semesters, a current NOVACard is not required to receive a replacement free of charge.
- iii. The following are the different scenarios under which a replacement card may be required along with a brief description of procedures. For additional information, contact a NOVACard office or go to the NOVACard website.

1. Reprinting a NOVACard:

a. Due to name change:

- i. NOVACard staff cannot process name changes on a NOVACard account. Changes or corrections must be submitted to the Student Services Center for students and to Human Resources for employees. Upon completing a name change request, any students, faculty, or staff must wait at least 24 before requesting a NOVACard reprint.
- ii. Any student, faculty, or staff requesting a reprint due to a name change must present a valid government issued photo identification reflecting the new name. Non-photo NOVACard holders must present the appropriate proof of identity based on the type of card.
- iii. There is **NO** charge for reprinting a NOVACard due to a name change.

b. Due to damage:

- i. Damaged NOVACards due to normal wear-and-tear can be replaced at no charge, provided that the damaged card is exchanged at the time of replacement. Cards damaged as a result of reasons other than normal wear and tear, such as hole-punching, washing in laundry, commingle with other items, etc., are subject to the standard replacement fee. Keep your NOVACardS protected and separate from keys and other cards.

2. Reissuing a NOVACard:

- a. A NOVACard may be reissued for a fee if the card is lost or stolen. NOVACard reissuing requests are processed at a Campus NOVACard Office upon receipt of the applicable fee and approved proof of identity under each card type. The main difference between reissuing and reprinting a card is that a new account must be created for the cardholder in the internal NOVACard system for a reissue. However, the unique College ID number remains the same.

i. Lost or Stolen NOVACard:

1. A lost or stolen NOVACard must be reported to a NOVACard office as soon as possible. The NOVACard holder is liable for financial transactions on the card until it is formally reported as lost or stolen. Lost NOVACards can be reported using [GET](#). [GET](#) allows the individual to automatically change the status of the card back to active once the lost card is found.
2. Upon reporting a NOVACard lost or stolen, the card is placed on hold. Placing the NOVACard on hold does not affect College services that do not require the card (i.e. academic registration). In the event that the NOVACard is found, the cardholder must bring the card to a NOVACard office to have the account reactivated.
3. If the card is not found or the student is certain that the card cannot be found, a new NOVACard will be reissued. The previous balance and account history is transferred to the new card.

ii. Expired NOVACard:

1. Expired cards can be replaced free of charge.

c. Definitions:

- i. **GET:** NOVACard online system that allows students, faculty, and staff to upload a photo that they would like to be used for their NOVACard.

d. Forms:

- i. N/A

2.7 NOVACard Debit Account – NOVAGOLD

- a. Responsible Parties:
 - i. Campus NOVACard Office
 - ii. Central NOVACard Office
- b. Policy & Procedures:
 - i. NOVAGOLD is a declining balance account for students, faculty and staff that is directly linked to their NOVACard. Cardholders are able to deposit money in their NOVAGOLD accounts at cash only deposit terminals on campus, any Campus NOVACard Office or through [GET](#). NOVAGOLD accounts are similar to a bank debit account in that purchases are deducted automatically. Cardholders cannot withdraw money from their NOVAGOLD account.
 - ii. NOVAGOLD accounts are automatically setup when a NOVACard is issued. Money must be added to the NOVAGOLD account before it is active and ready to use.
- c. Definitions:
 - i. **NOVAGOLD:** Declining balance account directly linked to NOVACard.
 - ii. [GET](#): NOVACard online system that allows students, faculty, and staff to upload a photo that they would like to be used for their NOVACard.
- d. Forms:
 - i. N/A

2.8 Inactive NOVACard

- a. Responsible Parties:
 - i. Campus NOVACard Office
 - ii. Central NOVACard Office
- b. Policy & Procedures:
 - i. A NOVACard is considered inactive when it has been inactive for 12 months or more in the NOVACard system (only applicable to Student and Guest Cards). Inactive accounts must be closed annually and NOVAGOLD balances are forfeited unless a [Refund Request](#) is made before the account is closed.
 - ii. A closing account processing fee is applied to the remaining balance and any funds left over are reimbursed to the cardholder. A check is mailed to the cardholder's last known address for the amount of the balance. Closed accounts are deactivated in the system.
 - iii. Below is additional information on how inactive accounts are handled for Guest Cards and Faculty and Staff.
 - 1. **Guest Card:**
 - a. Guest Cards that have been inactive for 12 months cannot be reactivated. No refunds on balances are made for any Guest Card.
 - 2. **Faculty/Staff NOVACard:**
 - a. Faculty and Staff NOVACards remain active as long as the cardholder is employed by the College. Once the account holder leaves the College, the NOVACard account is closed and funds are refunded.
 - iv. **Reactivating a NOVACard:**
 - 1. Current proof of enrollment and approved proof of identity must be presented at any campus NOVACard office. See [section 2.3 Issuance of NOVACard](#) for more details.
- c. Definitions:
 - i. N/A
- d. Forms:
 - i. [NOVACard Transaction Refund Request \(Form 105-037\)](#)

2.9 Closing a NOVACard

- a. Responsible Parties:
 - i. Central NOVACard Office
- b. Policy & Procedures:
 - i. A closing account processing fee is applied to every account being closed. Cardholders are always encouraged to spend their remaining balance before closing their NOVACard account. To close an account, a cardholder must complete a [Graduating/Closing Account Request \(Form 105-101\)](#) and submit through email to askNOVACard@nvcc.edu.
 - ii. The Central NOVACard Office must close out the account. Upon closing the account, the balance, less the processing fee, is sent to the address provided on the form. Checks are processed within 4 to 6 weeks.
- c. Definitions:
 - i. N/A
- d. Forms:
 - i. [NOVACard – Graduating/Closing Account Request \(\(Form 105-101\)](#)

2.10 Refund Request

- a. Responsible Parties:
 - i. Campus NOVACard Office
 - ii. Central NOVACard Office
- b. Policy & Procedures:
 - i. All NOVACard refund requests require the completion of the [NOVACard Transaction Refund Request \(Form 105-037\)](#).
 - ii. In the event that the cardholder believes that there has been an error associated with his/her account, the cardholder must submit a [NOVACard Transaction Refund Request \(Form 105-037\)](#) through email to askNOVACard@nvcc.edu within thirty (30) days after the problem or error occurred.
 - iii. The NOVACard office conducts an investigation and notifies the cardholder of the results of the investigation within five (5) business days of the date that the cardholder submits the form. If more time is required, The NOVACard office can take up to fifteen (15) days to conduct the investigation from the date that the cardholder notifies the NOVACard office of the discrepancy.
 - iv. In the event that additional time is required, the NOVACard office will notify the cardholder and credit the cardholder account within ten (10) business days for the amount in question so that the cardholder can use those funds during the investigation. NOVACard Office informs the cardholder in writing of the findings of the investigation within three (3) business days of its completion. The Cardholder may request copies of the documents used by NOVACard office in the investigation.
 - v. Once the issue has been resolved, if the resolution results in a negative balance on the account (refund granted is determined to be returned) the individual will have their student account placed on hold until funds to cover their NOVACard account are deposited. If the resolution is in favor of the refund no other action is required.
 - vi. Refunds for failed cardholder transactions include instances where a cardholder has failed deposits or has been overcharged or charged without receiving the service or product. Locations that can be adjusted for refunds include:
 - 1. Failed deposit terminal transactions
 - 2. Copy machine & Pay for Print locations
 - 3. NOVACard accepted beverage locations
 - 4. [GET](#) transactions
 - vii. Purchases made using the NOVACard at College vendor locations follow the vendor's refund policy. Examples of college vendors currently accepting the NOVACard include:
 - 1. Campus' bookstores
 - 2. Café and cafeterias
- c. Definitions:
 - i. N/A
- d. Forms:
 - i. [NOVACard Transaction Refund Request \(Form 105-037\)](#)

2.11 NOVACard Equipment Use

- a. Responsible Parties:
 - i. Campus NOVACard Office
 - ii. Faculty/Staff
- b. Policy & Procedures:
 - i. NOVACard equipment is the property of the college. NOVACard has various types of equipment that can be borrowed by current Northern Virginia Community College faculty, staff, or students to be used for a college-related purpose.
 - ii. By accepting the equipment from NOVACard, the borrower accepts the responsibility of the care, handling and securing the equipment while in his/her possession. In the event that the equipment is intentionally or non-intentionally damaged, stolen, lose, or misused during the borrowed period the borrower's department/organization accepts responsibility and payment for the cost of repair or replacement of all or any part thereof.
 - iii. Equipment installed by NOVACard must not be moved or removed without previous coordination with the college NOVACard office. Any damage caused by unscheduled or unknown movement of NOVACard equipment is the responsibility of the equipment borrower.
 - iv. College NOVACard office are responsible for the exchange and/or technical support of any borrowed equipment.
- c. Definitions:
 - i. N/A
- d. Forms:
 - i. N/A

2.12 Returning a NOVACard

- a. Responsible Parties:
 - i. Campus NOVACard Office
 - ii. Central NOVACard Office
- b. Policy & Procedures:
 - i. Upon an individual leaving the College through normal procedures, the individual's NOVACard must be returned in accordance with HR's checkout process.
- c. Definitions:
 - i. N/A
- d. Forms:
 - i. N/A

2.13 Consequences of Non-Compliance

- a. Responsible Parties:
 - i. Central NOVACard Office
- b. Policy & Procedure:
 - i. Policy violations must be reported to the proper college officials and may result in short-term or permanent loss of access privileges. Violators are also subject to college disciplinary procedures and may be referred to state and/or federal law enforcement officials, resulting in civil or criminal prosecution. In the event that it is necessary to suspend an existing user's account for security or disciplinary reasons, the account cannot be reinstated until approval by the College President or his designee.
- c. Definitions:
 - i. N/A
- d. Forms:
 - i. N/A