

ID Policy

Panola Card Multi-function ID Card

A. Purpose

To enhance a more user-friendly environment for students, faculty, and staff by providing a high quality, single card system that allows efficient access to all card-related services throughout Panola College and to seek new and expanded uses of the card through improved, advanced technology.

B. Scope

This policy has a college-wide applicability.

C. Definition(s)

Terms are defined as needed within this document.

D. Procedure(s)

The Panola Card is the official Panola College picture ID card. In addition to identifying the relationship with Panola College, the card provides access to campus events and activities, residence halls/other buildings, meal plans, and the library. Meal plans may only be used via the ID card or cash must be used to purchase a meal.

1. Who qualifies for a card?

a. Student

b. Faculty & Staff

Permanent employees of Panola College are entitled to a free Panola Card as a condition of their employment.

c. Emeriti

Any individual that has been given an Emeriti status by Panola College is entitled to a free ID card as a courtesy of past employment.

d. College Board

Any member of the College Board is entitled to a free card.

2. Expiration of Panola Card

ID Cards are valid while cardholder still has an active status with Panola College.

3. Procedure on ID Picture taking

For ID card pictures Panola College requires individuals to remove any items not worn as part of their daily appearance (i.e. prescription eyeglasses). The only exceptions are items worn for cultural and religious reasons. All bandannas, hats, sunglasses and/or visors, etc. are to be removed before picture is taken.

4. **Card Fee Structure:**

a. **Student's First Card**

The cost of the initial Panola Card is free for all students.

b. **Students Replacement Cards**

A \$25 charge will be placed on the student's college account when a replacement ID card is issued. All payments must be submitted to the Business Office prior to receiving the replacement ID card.

c. **Faculty/Staff/Others**

Faculty and Staff are entitled to a free replacement card.

d. **Free Replacement cards for cardholders**

- Extreme hardship cases - very rare; apartment fire for example
- If the card is not returned by the ATM during a transaction

5. **Responsibilities as a Cardholder**

a. **Deactivating or Reinstating your Panola Card**

Students and other college cardholders do not have to surrender their cards upon discontinuing their employment/association with Panola College. We have an automatic privilege assignment/removal process to enable or disable the ID card. If the card has the banking option, disabling the card would not deactivate the banking feature of the card.

b. **Reporting a Lost/Stolen Card**

If the ID card is an ATM/Check Card, you should immediately call (866) 348-3435, 24 hours a day. The cardholder will be asked several token questions to confirm account transaction authority. The College provides replacement service of ID cards during operational hours (Monday - Thursday, 7:30 am – 5:15 pm; Friday, 7:30 am – 12:30 pm). The cards can be replaced at the Student Success Office.

6. **Information Sources**

Website address: www.panola.edu – Student Identification Cards link under the Student Success tab.

E. **Effective Date:**

Revised 08/2014

ID Card Office Info Here

Location: Martha Miller Administration Building

Phone Number: 903.693.2000

Staff: Student Success Office

Hours of Operation: Monday – Thursday, 7:30 am – 5:15 pm
Friday, 7:30 am – 12:30 pm

Panola Card MasterCard Debit Fees

www.panolacard.com

Panola College and Herring Bank have teamed up to offer you a convenient, one-card solution with the Panola Card. The Panola Card is a multi-functional card which allows you to open an optional checking account with free access to Herring Bank ATMs and to make no-fee purchases at merchant locations that accept MasterCard or pin-based transactions. It's the easy way to access cash and make purchases on and off campus. Please refer to new account disclosures for a complete list of terms and conditions and related fees associated with a College Green account offered from Herring Bank in Amarillo, TX.

Make a Deposit

Online Deposits

Parents and/or students can transfer funds from an existing bank account using our ONLINE DEPOSITS web page (link to www.panolacard.com)

Payroll Direct Deposit

Present your routing and account numbers to your employer. Your routing number is 111302846. You can obtain your account number by calling 1-866-348-3435.

Guidelines for Handling Your ID Card

Your Panola Card is a multi-functional card. It should be treated with care and steps can be taken to avoid damaging the cards functionality.

Please adhere to the following:

- Do not expose to direct sunlight
- Do not expose to extreme heat or open flame
- Do not expose to chemicals
- Do not machine wash
- Do not crimp, bend or twist card
- Do not re-laminate
- Do not immerse in liquids of any kind
- Do not puncture
- Do not hole-punch

If you damage your ID card, you do so at your own risk. If damaged, you will have to pay the replacement fee to have another ID card produced.

Student Discounts

Several merchants have agreed to provide a student discount to all Panola Card Cardholders. Check with local merchants to see if they honor the Panola Card.

If your card is lost or stolen...

If you have lost your card, contact the Customer Service Center immediately at 1-866-348-3435 to prevent theft of the funds in your account. The sooner you report a lost or stolen card, you can reduce the liability of your loss and reduce the chance of losing your funds. You will also need to go to the Student Success Office in the Miller Administration Building for a new card.

Library Card Info

Your Panola Card has a barcode for library use. Make sure you present your Panola Card at the library.

Financial Aid Disbursements

Your Panola Card account will be the primary account for all Panola College student disbursements.

If you would like to designate a different account for your direct deposits, you may do so through Campus Connect. www.panola.edu

Direct Deposit Designation

Student financial aid disbursements and all other refunds will be direct deposited to your optional Panola Card account unless otherwise instructed by the student. To sign up for your refund to be deposited to a bank account other than your Panola Card, go to Campus Connect (www.panola.edu), click on Designate Direct Deposit and follow instructions.