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GENERAL LOT UTILIZATION
- **A-Lot**: Commuter Students (Red Decals). Entrance and exit at High Street only.
- **B-Lot**: Faculty and Staff. Gated entrance at King Street near Ikenberry.
- **C-Lot**: Closed to all students at all times except for temporary loading and unloading during resident check-in/ check-out periods and as otherwise approved by Residence Life Office.
- **King Street**: Commuter Students (Red Decals), except as otherwise designated by signage. Students and staff are prohibited from visitor-designated metered spaces.
- **D-Lot**: Faculty/Staff and visitors only. No Student Parking at any time.
- **E-Lot**: Resident Students (Blue Decals).
- **F-Lot**: Commuter Students (Red Decal), except where designated for Staff.
- **G-Lot**: Commuter Students (Red Decals) and Wellness Center Members (Green Decals), except where designated for Staff.
- **H-Lot**: Resident Students (Blue Decal); available as overflow lot for Commuters /Red Decals.
- **I-Lot**: Resident Students (Blue Decal)
Martinsburg Center ........................................................................................................................ 304-263-3303

From off campus all extensions begin with 304-876.

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SMOKING POLICY

- Cigarette ashes and remains should be placed in designated receptacles.
- Please refer to the Student Code of Conduct: Tobacco (Class II Offense) located in the Student Handbook
  1. Shepherd University buildings are smoke and tobacco free environments.
  2. Smoking tobacco within 25 feet of a building is prohibited.
  3. Use of any other tobacco product within 25 feet of any building is prohibited.

FOOD AND DRINK POLICY

- Snacks may be eaten at the center. We consider snacks to be chips, pretzels, cookies, and similar foods. Pizza, tacos, salads, fruit, and sandwiches are not snack foods.
- Foods other than snacks must be eaten in the student lounge common areas on the first or second floor.
- Food delivery to the center is prohibited. Center special events must be coordinated through Jim Klein, center director; Sherry Donovan, program specialist; or Chelsea Barker, program assistant.
- Only non-alcoholic beverages are permitted in the center.
- Please use sturdy, spill-proof beverage containers with covers to minimize damage to center materials and facilities.

CANCELLATION POLICY

Generally, Shepherd University does not cancel operations because of inclement weather. Unlike the K-12 schools, the university has different operational issues because some of our students live on campus. If severe weather conditions render it dangerous for commuter students to reach the university, those who fail to travel to campus on that particular day will not be put at a serious disadvantage. Individual students who have encountered severe travel conditions should notify their instructors of their absence prior to the next class meeting and should request appropriate arrangements for the makeup of coursework.

Employees encountering severe travel conditions should notify their supervisors of their absence and discuss work conditions, leave time, and special needs.

All employees designated as emergency personnel (via a memo from their supervisors) will be required to report at their regular work times regardless of weather conditions, unless otherwise directed by their unit supervisors.

Should an extreme weather emergency or power or water failure warrant the closing of offices and/or canceling or altering the schedule of classes and events by the President, then public notification will be made via Shepherd Web, switchboard, RAVE text-messaging system, and area media. Radio and television stations carrying emergency announcements include: WEPM (1340 AM), WKMZ (95.9 FM), WLTJ (97.5 FM), WRNR (740 AM), Martinsburg; WMRE (1550 AM), WUSQ (102.5 FM), WFQX (99.3 FM), WKS1 (98.3 FM), WINC (92.5 FM), Winchester; WDDC (1010 AM, 92.9 FM), Berkeley Springs; WJEJ (1240 AM), WWMD (104.7 FM), WHAG-TV Ch. 25, Hagerstown; West Virginia Public Radio; and WUSA-TV Ch. 9, Washington, D.C.

Announcements of emergency plans will also be available by calling 304-876-5000 or on the web at www.shepherd.edu or by signing up for the RAVE text-messaging notification system at www.shepherd.edu/university/rave/.

Announcements of emergency plans will be communicated by 6 a.m. when the emergency condition precedes the start of the work and/or instructional day. When the emergency condition arises during the day, the announcement will be communicated through the heads of those units which may be affected. Announcements concerning evening classes will be communicated by 2 p.m. Announcements for weekend classes and events beginning before 4 p.m. will be communicated by 7 a.m. For weekend events beginning after 4 p.m. announcements will be communicated by 2 p.m.

Please note: Shepherd announces delays and closings only. If Shepherd is not mentioned on designated radio TV stations as a delay or cancellation, the university is open and operating on its regular schedule.
RAVE Alert

Shepherd University Martinsburg Center wants to remind its students that SUMC will follow any cancellations or delays that Shepherd University implements. Sign up for RAVE alerts now at www.shepherd.edu/university/rave to be in the know during inclement weather.

NEW USER

You will need your Shepherd username (i.e.: JStudent01), your Shepherd email address (i.e.: JStudent01@Rams.Shepherd.edu), and Shepherd network password in order to register. This information will enable your account to be created, confirmed, and maintained.

If you do not know your password, you may retrieve the information via RAIL.

Once you have successfully logged in to RAVE with your username and password, you can add and/or update your cell phone settings. The system will then send you a text-message confirmation code that you MUST enter on your RAVE account page. Please note that times will vary on how long it will take to receive the confirmation code.

You will not be successfully registered until you have entered the confirmation code.

Once you have completed and confirmed your registration, you will receive notices via text-messaging, email, or both. These options are available on your RAVE account page.

If you need assistance with your Shepherd email address or computer password, please contact IT Services, Martinsburg Center room 118 at 304-263-3066 or visit www.shepherd.edu/itservices/.

CURRENT USER

Please note: If you have changed your cell phone number or carrier, you must log on to your RAVE account and update this information. If you do not update your information, you will not receive text messages.

Also please be advised that emergency texts are sent to your primary number only. The RAVE site allows for two additional numbers to be added for event and general announcements, but Shepherd is not subscribing to this plan (Shepherd uses RAVE for emergency messages only).

Instructions: Login to RAVE (www.getrave.com/login/shepherd); click on the “My Account” tab; click on “Edit” beside Mobile Contacts; click on “Edit” under Actions; enter your new or existing mobile number and click “Continue”; select your new carrier and click “Continue”; once you receive the confirmation code, enter the code and click “Continue”; once your number is successfully updated, click “Done”.

*Shepherd University does not warrant the successful delivery of each message to each individual recipient. In registering for participation in this text-messaging service, each registrant should realize that there may be a charge by your cell phone provider to receive SMS messages.

**Please see the data network specialist at the Martinsburg Center room 118 or a staff member for assistance.
Access to Scarborough Library services for Martinsburg Center students:

Martinsburg Center students at both the undergraduate and graduate levels may access Scarborough Library services through its web pages: www.shepherd.edu/libweb or from the Scarborough Library link off the Martinsburg Center home page www.martinsburgcenter.info.

The Scarborough Library is open during the regular semester Monday-Thursday from 8 a.m.-11 p.m., Friday from 8 a.m.-5 p.m., Saturday from 10 a.m.-5 p.m., and Sunday from noon-11 p.m. There is also a library 24-hour study room available with Rambler card access.

Students are able to access the MAX, the online catalog, electronic resources, and full text journals via the Library’s Proxy Server. Students should enter their Rambler ID and password for access. Instant messaging research assistance “ASK US” and other library services such as Interlibrary Loan and Fetch (for students requesting book delivery to the Martinsburg Center) are available via the Scarborough Library website www.shepherd.edu/libweb/ or from the Martinsburg Center Student Research Guide http://libguides.shepherd.edu/MartinsburgCenter.

Martinsburg Center students who wish to check out a Scarborough Library book may:

Use Fetch (www.shepherd.edu/libweb/libservices/ fetch.html) under the “Library Services” drop-down menu. Select “Martinsburg Center” if you wished to have the materials checked out and delivered to the Martinsburg Center.

Martinsburg Center: Books can be picked up and returned in room 110 at Martinsburg Center.

Scarborough Library: Books can be picked up and returned to the front desk of the Scarborough Library Monday-Thursday from 8 a.m.-7 p.m. and Friday from 8 a.m.-4 p.m.

Interlibrary Loan Services

Interlibrary loan services (www.shepherd.edu/libweb/libservices/ill/ill.html) may be used by all Shepherd University students; for items that are not delivered electronically in PDF format, such as books or other items, students may request the item be delivered to the Martinsburg Center. Select “Martinsburg Center” if you wished to have the ILL materials checked out and delivered to the Martinsburg Center. Please note: the drop-off and return service will be on an as-needed basis.

The Academic Support Center, located on the first floor of the Scarborough Library, offers a variety of coursework and services to assist students in achieving academic success at Shepherd. Office hours are Monday-Friday from 8 a.m.-4:30 p.m. Services offered by the center are:

Writing resources
- Structure of an academic essay
- Essay outline template
- How to generate an effective thesis statement
- Handling in-text quotations
- Quick and easy MLA guide
- Quick and easy APA guide

GPA support
- Advising for students with GPAs under 2.0
- GPA calculator

Additional services and campus resources
- Placement testing for mathematics and English (ACCUPLACER)
- Proctoring make-up tests (one-on-one student basis)
SUPPORT SERVICES

• Stretch-model programs in mathematics and English
• Advising Assistance Center
• TRIO Student support services

TUTORING SERVICES

Martinsburg Center students at the undergraduate and graduate levels have access to online writing tutor services through Brainfuse at http://main.shepherd.wv.brainfuse.com. Students should contact their academic advisor or Martinsburg Center staff for assistance in working with BrainFuse.

Undergraduate students at the Martinsburg Center students should see their academic advisor as the starting point for services.

Graduate students at the Martinsburg Center who require special assistance with a particular subject should contact the course instructor and graduate program coordinator, who in conjunction with the dean of graduate studies will arrange for assistance from the course instructor, a peer tutor, or other outside tutor. Please note that this service may involve additional fees.

COUNSELING SERVICES

Counseling services is located on the ground floor of Gardiner Hall and accessed through the Health Center. Appointments can be scheduled with counselors by coming to the Health Center or calling 304-876-5161. Office hours are Monday-Friday from 8 a.m.-4:30 p.m., but a counselor is on-call at all times.

Counseling services

• Supports students in overcoming specific personal, interpersonal, or educational problems.
• Provides opportunities for students to develop self-management, problem solving, and leadership skills.
• Motivates students to reduce harmful behavior and increase healthy, life-affirming behavior.
• Provides education, assessment, and consultative services in the areas of mental health and well-being.

Online screenings

Shepherd counseling services offers three online screenings including depression and anxiety disorders, eating disorders, and alcohol use and abuse for Shepherd students. These questionnaire-based screening tests help students to identify symptoms of concern in a timely manner so that they might seek support or treatment from a counselor, if necessary. For more information on these tests, visit http://shepherd.edu/safweb/counseling/screening.html.

In case of a life-threatening emergency, call 911, or 9-911 from a campus phone. The campus police can be reached at 304-876-5202. Always notify your resident assistant of an emergency if you live on campus.

• 24-Hour Crisis Line: 304-263-8954 (EastRidge Health Systems)
• National Suicide Prevention Lifeline: 1-800-273-TALK or visit www.suicidepreventionlifeline.org.

DISABILITY SUPPORT CENTER

Disability Support Services facilitates equitable access for every student who self-identifies as having one or more disabilities. Appointments can be scheduled with the director of disability services in Gardiner Hall ground floor room 24, or by calling 304-876-5689. Office hours are Monday-Friday from 8 a.m.-4:30 p.m. The director will have appointments available at the Martinsburg Center on Tuesday afternoons.

Students requesting any disability related accommodations, which include academic accommodations, specific housing accommodations for health-related reasons, and all other disability accommodations, should contact the director of disability support services.

Accommodation letters from the DSS office must be provided to instructors in order to receive accommodations. Accommodations are not retroactive; however, students decide in which classes they will use their approved accommodations. For further information please see: www.shepherd.edu/disability.
PLACEMENT TEST

ENGLISH COMPOSITION

Placement into either ENGL 101: Written English I or ENGL 100A: Basic Academic Writing I and ENGL 100B: Basic Academic Writing II depends on a student’s score on either the ACT or the SAT. Students placed into ENGL 100A and ENGL 100B by ACT or SAT scores can challenge their placement scores by taking the placement test ACCUPLACER. The ACCUPLACER test can be scheduled by calling the Academic Support Center at 304-876-5221. Students who received transfer credit for ENGL 101 may enroll directly into ENGL 102, 103, or 104. For questions about English placement, contact Dr. Mary Elizabeth Ellzey, chair of the Department of English and Modern Languages at bellzey@shepherd.edu or 304-876-5260, or contact the Academic Support Center.

ACT and SAT scores guideline
Students who score 18 or above on the ACT English exam or 450 or above on the SAT verbal exam will be placed into ENGL 101. Students who do not meet at least one of these criteria will be placed in ENGL 100A and will be required subsequently to complete ENGL 100B.

ACCUPLACER scores guideline
Students who score 88 or higher on the ACCUPLACER test will be allowed to enroll directly into ENGL 101. Students who score 87 or lower will remain in ENGL 100A and subsequently complete ENGL 100B.

Advanced placement tests
- Students who score 3 or higher on the Advanced Placement Test in English Language and Composition may enroll directly in ENGL 102, 103, or 104 without completing ENGL 100A, ENGL 100B, or ENGL 101.
- Students who score 3 or higher on the Advanced Placement Test in English Literature and Composition receive credit for ENGL 102 but not for ENGL 101, ENGL 100A, or ENGL 100B. These students are placed into one of these two composition classes according to the ACT or SAT criteria listed above.

MATHMATICS

Placements in mathematics courses depends on a student’s score on either the ACT or the SAT. Unless students’ programs require a particular mathematics course, students usually take MATH 101: Fundamentals of Mathematics to satisfy their general studies requirement in mathematics. If students have been out of high school for five years or more or have the GED and have never taken the ACT or SAT, they must take the placement test ACCUPLACER before enrolling in any mathematics class.

ACT and SAT scores guidelines
- Students who score 18 or lower on the ACT mathematics exam or 459 or lower on the SAT mathematics exam should:
  1. Enroll in MATH 101A. Upon successful completion, the students must complete MATH 101B, or
  2. Take ACCUPLACER tests and score 85 or above on the arithmetic test and 84 or above on the elementary algebra test to enroll in MATH 101.
- Students who score 19-21 on the ACT mathematics exam or 460-500 on the SAT mathematics exam are recommended but not required to complete MATH 101 or 105 before attempting any core curriculum mathematics course numbered higher than MATH 105.
- Students who score 22-24 on the ACT mathematics exam or 510-570 on the SAT mathematics exam can complete the general studies mathematics requirement by selecting one of the courses in MATH 101, 105, 108, or 154. Note: MATH 108 can be waived by a competency test for students starting with MATH 205 or 207. The proper choice may be dictated by the requirement of the chosen major.
- Students who score 25 or above on the ACT mathematics exam or 580 or above on the SAT mathematics exam may take MATH 101, 105, 108, 154, 205, or 207.

Entering first-year students who score 25 or above on the ACT mathematics exam or 580 or above on the SAT mathematics exam and completed a precalculus or analytical geometry course in high school may enroll in MATH 205 or 207.
College Level Examination Program (CLEP) allows students to earn college credits through CLEP test up to 12 credits per exam. CLEP test is available at the Advising Assistance Center in the Scarborough Library first floor room 104A. For more information, contact Advising Assistance Center at 304-876-5317, advising@shepherd.edu, or visit www.shepherd.edu/jobweb/clep.

CLEP test subjects available in
• American federal government
• General sociology
• Social problems
• Intro to psychology
• Human growth and development
• Writing and rhetoric I
• American literature
• Intro to visual art
• French
• German
• Spanish
• History of the United States.
• History of civilization
• Microcomputer applications
• Chemistry in society
• General physical science

To register for taking a CLEP test
• Complete the registration form (available in the Advising Assistance Center or visit www.shepherd.edu/jobweb/CLEP%20Registration%20Form.pdf).
• Submit a $20 non-refundable registration fee to the Cashier's Office located in Ikenberry Hall second floor.
• Return the registration form along with the receipt of the registration fee to the Advising Assistance Center.
• Create an account with CLEP at www.clep.collegeboard.org.
• Select and pay for your desired exam. Be sure to indicate that you want your scores submitted to Shepherd University.
• Print the registration ticket after payment and provide that to the testing center.
Sakai is a learning management system used by many instructors at Shepherd. Instructors can store documents, assignments, and grades and can also communicate through the mail tool, discussion forum, and the chat tool. Students can get their syllabi, announcements, post discussions, and so forth.

How do I get to Sakai?
You can access the site by going to the Shepherd University home page (www.shepherd.edu) and click CURRENT STUDENTS menu or typing https://courses.shepherd.edu/portal/ on the URL window.

How do I login to Sakai?
Your Sakai login is your Shepherd University email account information. Use the first part of your Shepherd email address (i.e. bsmith01 of bsmith01@shepherd.edu) as your Sakai user ID. For further assistance with your Sakai user ID and password, visit www.shepherd.edu/itservices/idspinspasswords.htm or contact User Support at support@shepherd.edu or 304-876-5457.

How do I see my Sakai classes?
- You can enter a class/site by finding it in the QuickLinks area located at the top-left of the site.
- You can click on the MySites tab located at the top-right of the Sakai site for a list of your classes.
- If the instructor has yet to publish the site you will not have access until the site is published.

What web browser should I use?
- Firefox
- Netscape 8 or other Mozilla browsers
- Internet Explorer for Windows, version 6
  Note: Higher versions of IE are not compatible.
- Saikai may require additional plug-ins including Adobe Reader, Adobe Flash, and Browser Turnup.
- For MAC users: Sakai does not support Safari and its use is not recommended. Using Safari could cause assignments, test/quizzes, and other tools to not upload/download or work properly.

FAQ

How do I rearrange or remove my site tabs?
- Go to My Workspace
- Select Preferences on the left side of the navigation bar
- Select Customize Tab
- Select unwanted site/classes and move them to the Hidden Sites box using the arrow buttons
- To move all sites over at once, click the doubled arrow button
- Select Update Preferences

12 | Shepherd University Martinsburg Center
I.T. SUPPORT SERVICES

Shepherd's I.T. support services provides the latest technology for all Shepherd students to ensure their academic success. The I.T. support services is located at the Martinsburg Center room 118 or visit www.shepherd.edu/itservices/student.

COMPUTER ACCOUNT

A computer account will be created after the student registers for classes. It allows students to access:
- Campus lab and library computers
- The residence halls network
- The wireless networks (Registration)
- Email
- Sakai

Retrieve your account

To retrieve your account, log on to RAIL (www.shepherd.edu/rail) using your Shepherd ID and pin from the advisement and registration session. Select Personal Information and then Password Management from the menus. Click on Retrieve Original Password to obtain your username and original password. This original password will be used the first time you log into the email system.

Change your password

To change your password, click on Back to Password Management Menu in the upper right corner and select Change Current Password. If you ever forget your password, use these instructions to regain access. I.T. Services cannot retrieve or change your password for you and will never ask you for your password.

The new password should be at least eight characters long and up to 16 characters. Your password should contain a combination of at least letters and numbers, if not any other characters like “!” or “&” also. Some of our systems are case sensitive. Do not forget: You must use the original, not the changed, password to log into the email system the first time. You will be prompted after initial login to change your password.

NOTE: The only time to use your Shepherd ID and pin is to access the RAIL system. Your username and password are used to log into the resources listed under the computer account heading above. Be sure to read the computer usage agreement; following it helps keep computer resources available for all.

EMAIL

Faculty and staff regularly use email to communicate with students. Every student is issued a Shepherd email account and must regularly monitor it for official communications. You can access Shepherd email by going to Shepherd’s homepage (www.shepherd.edu), click Current Student tab, and click Email or visit www.outlook.com. Be sure to retrieve your computer account before visiting this server. Your email address will be username@rams.shepherd.edu.

ANTI-VIRUS PROGRAM

An up-to-date version of a commonly available anti-virus product is required for all computers before they are connected to the Shepherd University network. Windows computers require an anti-virus program be installed and up-to-date. Students who do not have anti-virus programs for their Windows computers can find a list of commercial or free anti-virus program at www.shepherd.edu/itservices/student/recognizedav.htm.

DISCOUNTED SOFTWARE

I.T. support services offers Shepherd students Microsoft software at a significantly reduced price. For more information, visit www.shepherd.edu/itservices/student/discountsoftware.htm.
Laptops can be checked out only during the laptop checkout hours Monday-Thursday from 9 a.m.-8 p.m. and Friday from 9 a.m.-4 p.m. Laptops should be returned within four hours from the checkout time (after 9 p.m. laptops are to be checked in to the security guard on duty). To check out a laptop, contact the data network specialist in room 118 at the Martinsburg Center or see a staff member for assistance.

Equipment
Laptops are integrated with wireless capability and a charged battery. No power cable will be issued.

Installed software include
- Microsoft Office Professional (Word, PowerPoint, Excel, Access, and Publisher)
- Internet Explorer
- Windows Media Player
- Adobe Acrobat Reader,
- DeepFreeze (refreshes the laptop to original state when laptop is restarted)

Note: If you need to save any work that you do on a loaned laptop, you must save it to your own media, such as a USB portable drive or to Citrix. If you are a Citrix user, see I.T. support services for more information.

Laptop checkout rules
- Laptops are not to be taken out of the Martinsburg Center. Doing so will be considered theft of Shepherd University property. Individuals caught doing this will be reported to campus police.
- Laptops are not to be left unattended. User is responsible for the device the entire time it is in his/her possession.
- Maximum checkout time is four hours. Laptops must be returned to the main desk or to the User Support by the times listed above.
- Laptops are checked out only to Shepherd University faculty and currently enrolled students who have an official Shepherd ID card with picture. Only one laptop will be checked out per person at any one time.
- All damage or malfunctions should be reported to the Martinsburg Center I.T. Support room 118 or to the front desk in the lobby.
- Shepherd University is not responsible for data and/or files remaining on the laptop once the laptop is returned and is not responsible for loss or damage to a user’s files as a consequence of use of the laptop. Please save all data to a USB portable drive.

Laptop check-in procedures
- The laptop will be powered on and checked when it is returned. The student must remain until the laptop is checked.
- The staff will check the laptop to ensure it is in operating condition and all parts are returned.
- The staff will complete the checkout form for the laptop, noting the date and time signed in, whether or not all equipment was returned, and list of any damage noted.
- If the laptop is not in working condition or is damaged, the staff member must fill out the laptop incident report sheet.

Conditions of participation
- I have read the laptop checkout rules and procedures and agree to comply with them. I acknowledge that the laptop is to be used only by me.
- I acknowledge that I am not to attempt to fix, open, or replace parts on the laptop.
- I agree to assume full responsibility and financial liability for the laptop computer issued to me from the time it is checked out to me until the time it is checked back in.
- I agree to pay Shepherd University for the loss of or damage to any laptop computer and peripherals that are issued to me through Information Technology up to the amount shown on the Laptop Checkout Form.
- I acknowledge that if I return the laptop after the time that it is due, I will lose laptop checkout privileges for 30 days for the first offense, for the remainder of the semester for the second offense, and permanently for the third offense.
- I acknowledge that if I return the laptop 24 hours or more after it is due to be checked in, I may incur penalties and/or restrictions. Furthermore, I acknowledge that a hold may be placed on my Shepherd University account if I do not return the laptop, and that I may be charged up to the purchase price of the equipment.
- I acknowledge that failure to comply with these rules and guidelines can cause me to lose laptop checkout privileges, and that I may not be able to register for classes, receive transcripts, or graduate until the amount owed is paid in full. I acknowledge that by signing below, I have read and understand the agreement for checking out a laptop.
The Shepherd University Bookstore, located in the Student Center first floor, is a full service self-supporting auxiliary enterprise charged with the responsibility of providing the Shepherd University community with the tools necessary for intellectual stimulation and growth as well as professional development. The Bookstore serves as a hub for the gathering and disseminating of educational information for students. The Bookstore specifically provides textbooks, reference materials, study aids, university insignia, general books, sportswear, computer products, and other merchandise directly related to life on a university campus. Rambler Card Services are available in the Bookstore. Additional information is available online at www.shepherdbook.com or contact the Bookstore at 304-876-5219.

**TEXTBOOK BUYBACK**

The Bookstore hosts in-store buyback sessions during finals week from 9 a.m.-5 p.m. in the fall and spring semesters. The exam week buyback takes place in the Bookstore and is the only time the Bookstore will be buying back textbooks for the upcoming semester at 50 percent of the new book price. Textbooks not being used for the upcoming semester and textbooks for which the Bookstore has already reached its fill will be bought back for used book vendors, generally at 10 percent to 30 percent of the new price.

**Daily online buyback**

Daily online buyback is an option to sell books when the Bookstore is not conducting in-store buyback. It is strictly for used book company vendors at 10 percent to 30 percent of the new price.

**Important information**

- Students must bring their Rambler Card or driver's license when they come to the Bookstore to sell the books during the in-store buyback.
- You must have all CDs, workbooks, study guides, etc. that accompanied your book when you bought it.
- Keep the books in good condition.
- The Bookstore cannot accept books with missing pages, excessive writing/highlighting, torn/missing covers, or water damage.
Order early. Those who order early have the first claim on the limited supply of used books.

Be sure to have a copy of your schedule handy. You will need to know the department, the course number, the five-digit CRN number, and the instructor in order to find your books.

Not all books are available in both new and used copies. If you request a used copy of a book and none is available, we will automatically substitute a new copy and charge the corresponding price.

If your course number does not appear, it is because the course does not use a textbook or the instructor has not turned in a textbook request. Try again later.

When you have selected all of your books, select Check Out. All orders to be shipped must be paid in advance by credit card or financial aid. We will ship your order UPS; therefore, you must use a street address as your shipping address. We cannot ship to P.O. box addresses.

After you have submitted your order, an automated order confirmation email will be sent to notify you that we have received your order. It is best to use your Shepherd University email address when setting up your account. If you choose to use an alternate email account, you may not receive an order confirmation.

Please allow one full business day for order processing. Your order is ready only after you receive a second email stating that your order has been processed.

Textbook returns for full refunds will be accepted the first week of classes.

Students who withdraw completely may return textbooks for a full refund through the end of the second week of the academic term, when they provide a signed withdrawal form with receipt.

New textbooks must be in perfect condition for a full refund. New textbooks returned with any marking or underlining may be refunded at the used book price. The Bookstore staff is the sole judge in determining whether a returned book is in new or used condition. Some textbooks sold with single-user online access codes may not be returnable. Textbook bundles must contain all components in new condition when returned for a refund.

Shepherd University Bookstore cannot issue cash refunds. A check from the state of West Virginia will be issued for all returns when the original purchase was made with cash or check. Please allow two to three weeks for your check.

Deposits on special orders are non-refundable.

Textbooks can be returned at store directly.

Textbook returns by mail:

Textbook returns must be postmarked during the first week of classes.

Send returns to Shepherd University Bookstore, P.O. Box 5000, 301 North King St. Shepherdstown, WV 25443.

Include a copy of the original receipt, your name, phone number, and email address.

Shipping and handling charges are not refundable.
The Rambler card is Shepherd University’s official student ID. All students receive the Rambler card when they attend at Shepherd. Students are required to carry this card at all times. The Rambler card provides secure stored value for purchases at properly equipped vending machines, copiers, printers, and other locations on campus (including the Bookstore, Dining Hall, Ram’s Den, Fireside Bistro, the Scarborough Library, and Health Center) and off campus. When Shepherd campus student fees are paid, the Rambler card also provides access to student services and activities like sporting events, the Wellness Center, and the health center.

The Rambler card is the property of Shepherd University, is nontransferable, and must be presented to University officials upon request. Use of this card constitutes acceptance of the terms and conditions in effect at the time of use. There is a $25 replacement fee for lost, stolen, or damaged cards. Report lost, stolen, or found cards immediately. Rambler card services are available in the Bookstore Monday, Wednesday, and Friday from 7:45 a.m.-5 p.m. and Tuesday and Thursday from 7:45 a.m.-6 p.m. More information available at www.shepherdbook.com or contact the Bookstore at 304-876-5219.

FAQ

How much does the Rambler Card cost?
The first card is free. The replacement fee for lost, stolen, or damaged cards is $25. If the card is defective at no fault of the user the replacement fee may be waived.

What if my Rambler Card is damaged?
Do not use a broken or cracked card in the readers at any time. Do not under any circumstances use tape or glue to self-repair your broken card. Tape and glue will cause the readers to permanently jam. You will need to have a replacement card made before using your card again at any of our readers. If your damaged card causes a repair to the Rambler card equipment you may be liable for the costs to repair the unit. To get the maximum life from your card, we highly recommend you protect your Rambler card in a wallet. Carrying your ID unprotected in your back pocket is the number one ID killer!

Can I get cash from my Rambler account?
No. Money in the account can be spent only at locations that accept the Rambler for payment.

What happens to the money on my Rambler Card when I graduate or withdrawal?
Refunds will only be processed upon completing a refund request form at the Bookstore upon withdrawal, graduation, transfer, or employment termination from the university. Any refunds will be paid by check through established state refund procedures and mailed to the address on the refund request form. Following card revocation, if no refund request or other contact regarding a remaining balance comes from you within 180 calendar days, a 10 percent handling charge will be assessed by the university, and you will be deemed to have assigned the remaining balance irrevocably to the Shepherd University Foundation as a discretionary gift.

Where do I report a problem?
To report a problem with your Rambler card, debit readers, or Cash-to-Card kiosk, contact the Bookstore, located in the Student Center, at 304-876-5219.

How much electronic value may be stored on the card?
Unlimited amounts of money may be stored on the card for purchases on and off campus.

Where can I check the balance of my Rambler Card?
You can check your balance at the Cash-to-Card kiosk in the Student Center or the Bookstore. The iPhone and Android “Rambler Card” apps will also provide you with your balance. The Rambler online card office offers online account management. You cannot obtain your balance over the phone.

What does it mean when the display says “Reload Rambler”?
That means that your card balance has dropped to $5 or less. It’s time to put more money on your Rambler.
RAMBLER CARD

Where can I make purchases with my Rambler Card?

- Shepherd University Library microfiche and copy machines accept the Rambler card.
- Printing labs accept the Rambler card.
- The Bookstore, Dining Hall, Ram's Den, Fireside Bistro, Wellness Cafe, Ram Mart, Athletic concession stands, University Police, library, and Health Center accept the Rambler card.
- Off Campus Merchants:
  1. Domino's Pizza: Use your Rambler to purchase food and drink at the Shepherdstown Domino's. If you call in for pick up or delivery, give them your 16-digit ISO number located at the bottom of your Rambler for payment. If you wish to pay the tip using your Rambler, let them know that when you place the order. Be sure to have the card available for verification to receive your order. Phone: 304-876-2595
  2. McDonald's: Use your Rambler to purchase food at McDonalds. Purchase inside or at the drive thru window. Phone: 304-876-1038
  3. 7-Eleven: Use your Rambler for your purchases including gas at the Shepherdstown 7-11, inside only. However, the card cannot be used to purchase alcohol, tobacco, lottery tickets, gift certificates/cards, or porn. Phone: 304-876-6385
  4. Sheetz: Use your Rambler for your purchases including gas at the Shepherdstown Sheetz, inside only. However, the card cannot be used to purchase alcohol, tobacco, lottery tickets, gift certificates/cards, or porn. Phone: 304-876-2167
  5. Shepherdstown Sweet Shop Bakery: Use your Rambler to purchase cookies, muffins, whole-grain breads, fine cakes, and pastries, and their famous holiday stollen. Phone: 304-876-2432
  6. Subway: Use your Rambler to purchase food and drink at Subway. Phone: 304-876-1227
  7. King's Pizza: Use your Rambler to purchase food and drink at King's Pizza. Phone: 304-876-0217
  8. Dairy Queen: From Blizzards to burgers, Dairy Queen is your place.

The Rambler card cannot be used to purchase alcohol, tobacco, pornographic materials, lottery tickets, or gift cards. You cannot withdraw cash from your Rambler.

DO'S AND DON'T'S

- Do “protect” your card in a wallet. This will greatly extend the life of your card and save you a $25 replacement fee.
- Do use your Rambler card instead of cash on and off campus to pay for your purchases. It’s easy and convenient! Sometimes it can even save you money. Check your Shepherd email for current promotions!
- Don’t carry your card “naked”, especially in your back pocket. This is the number one ID killer on college campuses.
- Don’t punch a hole in your Rambler card or place it near anything that would erase the magnetic stripe (stereo equipment, magnet, television, etc.)
- Don’t expose your card to water or put it on the food trays in the Dining Hall or Ram’s Den. Water and food particles on your card cause problems with the readers and shorten the life of your Rambler card.
- Don’t use your card at the gas pumps at the Shepherdstown Sheetz or 7-11 (must pay inside).
- Don’t try to purchase alcohol, tobacco, lottery tickets, gift certificates, or porn.
- Don’t hold your ID in your mouth at anytime. Teeth marks and saliva will damage the card.
- Don’t use your Rambler card as an ice scraper!
- Don’t loan your Rambler card to anyone at any time! Keep it under guard at all times just as you would a credit card.

LOST CARD

- Report lost or stolen cards immediately by calling 304-876-5219 during normal business hours or by using the Rambler online card office (http://services.jsatech.com/index.php?cid=115).

Note that in order to access the Rambler online card office you will first need to create an account. Do so by clicking the “I’m new here” link in the upper right area of the Online card office page. You can then login to check your balance, review your transaction history, and report your card lost/stolen. Your username is your nine digit Shepherd ID number. A password will be emailed to you.

- Stop by the Bookstore to see if we have your card or to get a new Rambler.
- Your initial card is free. A $25 fee will apply for each replacement card issued.
RAMBLER CARD

- If you don’t have any money to replace a lost Rambler, you can charge the cost to your Shepherd University student account.

DEPOSIT

Depositing money onto your Rambler card allows you to make purchases from vending machines, copiers, and on- and off-campus merchant locations without having to carry cash. The money is available immediately.

Deposit online
Deposit online using your Mastercard, Visa, or Discover card. No login necessary to deposit funds. You will need the Rambler cardholder’s Shepherd nine digit ID number. Simply click the “Add Cash Now” link on the left menu of the next page.

Deposit through the Rambler Card app
Deposit to your Rambler through the iPhone and Android “Rambler Card” apps using your Mastercard, Visa, or Discover card. To login into app you must first set up your Rambler account at the online card office. Go to the Rambler online card office at http://services.jsatech.com/index.php?cid=115 and click on the “I’m new here” link in the upper right hand corner and follow the instructions. Your username will always be your nine digit ID number found on the back of your card. A password will be emailed to you, and you can change it after you log into the online card office. You will then have your Rambler login for not only the online card office, but also for the app.

Deposit through the phone
Call us at 304-876-5219 with your Mastercard, Visa, or Discover card number to deposit money over the phone.

Deposit in the Bookstore
Go to the Bookstore or the desk at the Scarborough Library with cash, check, Mastercard, Visa, or Discover card to deposit money in person.

Deposit through mail services
Mail your deposit to the Bookstore with money order, check, or credit card information, include student name and Shepherd ID number to Shepherd University Bookstore, P.O. Box 5000, Shepherdstown, WV 25443.

Deposit through the Cash-to-Card kiosk
Deposit cash onto your card using the Cash-to-Card kiosk in the Student Center.

RAMBLER PERKS PARTNERS

The Rambler card is teaming up with local merchants who wish to offer “perks” to our students, staff/faculty and alumni association members. To take advantage of these perks you must show your Rambler ID or alumni association member card to the merchant.

Shepherdstown Perks Partners and their Perks:

Brown’s Tire, Towing and Auto Care Center
7735 Martinsburg Pike in Shepherdstown
Phone: 304-876-6835
- Free towing from Shepherd campus to Brown’s Tire
- Free Shuttle service to/from Brown’s Tire and Shepherd campus
- A 10 percent discount (up to $100) on all vehicle maintenance (oil changes, etc.) and repairs (excludes tires, shop supplies, and tax).

C.A.R.S. (Complete Auto Repair Service)
30 Edmond Road, Kearneysville, WV 25430
Phone: 304-728-8815
The perks cannot be used or combined with any other specials or discounts:
- A 10 percent off parts or labor (whichever is higher) up to $1,000
- $4 off oil change
- State Inspection only $10

China Kitchen
101 W. German St., Shepherdstown, WV 25443
Phone: 304-876-6620
Students only:
- Lunch menu available all day

Shepherdstown Pharmacy
7670 Martinsburg Pike Suite 2, Shepherdstown WV 25443
Phone: 304-876-9966
- $2 off over-the-counter medicines ($2 minimum purchase)

Two Rivers Treads
107 W. German Street, Shepherdstown, WV 25443
Phone: 304-876-1100
- 10 percent off any regularly priced merchandise
Martinsburg Perks Partners and their Perks:

Hoss’s Steak and Sea House
195 Aikens Center, Martinsburg, WV 25404
Phone: 304-267-2224
- 10 percent discount on purchase (No discount on value meals)

La Trattoria “Italian Eatery”
148 Lutz Avenue, Martinsburg, WV 25404
Phone: 304-262-6925
- 10 percent discount off check total (Excludes beer, wine, tax, and tips)

Note: Neither Shepherd University nor any of its non-profit affiliates endorse or warrant the suitability of any merchant or their products and services. Recourse for disputes with Rambler Perks Program merchants regarding products or services is exclusively between the cardholder and the merchant.

The Wellness Center houses the Wellness Café, a heated pool, intramurals, free group exercise classes, and more. The center offers health campaigns and ways to get fit physically and mentally. The Wellness Center offers the following amenities and services:

- Indoor heated pool
- Private swim lessons
- Group swim lessons
- Private venue rentals
- Various certification courses
- Weight fitness area
- Indoor track
- Personal training
- Group exercise
- Fitness assessments
- Junior fitness certification
- Indoor basketball and volleyball
- Racquetball courts
- Wellness Café
- Private locker rooms
- Wellness merchandise
- Massage therapy

For more information about the facility go to: www.shepherdwellness.com/our-facility.html

HOURS OF OPERATION

Regulars hours:
Monday-Thursday
6 a.m.-10 p.m.
Friday
6 a.m.-9 p.m.
Saturday
8 a.m.-8 p.m.
Sunday
10 a.m.-8 p.m.

For hours of operation of the heated pool, event calendar, and group exercise schedules, visit www.shepherdwellness.com.

Memberships

Free to all Shepherd undergraduate students
$74/semester (4 months) for all graduate students, including Martinsburg Center students.

For other membership plans, visit www.shepherdwellness.com/membership-information.html.