

**Auxiliary Services**  
**Frequently Asked Questions**  
**Dining Services, Bookstore, Ram Rush**

**Who is required to purchase a meal plan?**

Any student who resides in a University owned, operated, leased or managed residence hall is required to purchase a meal plan of his/her choice from the plans offered that semester.

**Do students who live off campus have to purchase a meal plan?**

No. Students who live off campus (commuter students) are not required to purchase a meal plan but there are commuter meal plan options available to purchase.

**How do I sign up for a meal plan?**

Students residing in housing select their meal plan choice during the housing application via the housing portal. Commuter students also select their meal plan via the housing portal, but instead of completing the housing application you will select the *Commuter, Faculty and Staff* tab at the top of the page once you log into the housing portal. If the housing portal is closed, please contact the Meal Plan Office at 229.500.2886 to sign up for a meal plan.

**How much are the meal plans?**

Residential meal plan prices vary. Approved meal plans for Academic Year 2020-2021 are:

Rams Unlimited – All Access	\$1,975
Rams Deluxe, 14 meal swipes	1,695
Rams Social Lite, 10 meal swipes	1,420
Rams Basic, 7 meal swipes	1,321

**Where can I eat using my meal plan?**

You may use the board portion of the meal plan at any of ASU's dining halls. The dining dollars can also be used to purchase food at the retail establishments on either campus or to purchase meals in the dining halls. Learn more at [www.asurams.edu/fiscal-affairs/auxiliary-services](http://www.asurams.edu/fiscal-affairs/auxiliary-services).

**What do I do if my meal plan does not work?**

First, check to be sure that the balance is paid on your student account. Then, contact the Meal Plan Office at 229.500.2886.

**Can I eat if I do not have my ID card or have lost my ID card?**

No. You must have your Ram ID to utilize your board or dining dollar plan. Each replacement ID card is \$25 per card. You must pay the university cashier at Ram Central the replacement fee in order to have a new card made.

**Does my meal plan carry over to next semester?**

Meal plans are per week or per semester and begin and end in the semester in which they were purchased. Any remaining dining dollars on your account at the end of the semester, minus the incentive allowed by the university, will be refunded to your Banner account within 30 days of the last day of the semester.

**How many dining dollars come with a meal plan?**

You can choose a plan to purchase, \$150, \$200 or \$250. Refer to the website for further details.

**When do dining dollars activate and become available for use?**

Dining dollars will activate at the start of the third week of each semester and provided the balance due the University for all fees has been paid in full.

**How do I use my dining dollars?**

You must present your RAM ID card to the cashier to access your board or dining dollar plan. NO RAM ID NO MEAL!

**What's the best dining hall?**

Both dining halls are operated by the same contractor and follow the same recipes.

**What is the dining hall menu?**

To view dining menus, please visit <https://asu.edudine.com/>.

**When are lunch hours in the dining hall?**

Dining hall hours of operation may be found at [www.asurams.edu/fiscal-affairs/auxiliary-services](http://www.asurams.edu/fiscal-affairs/auxiliary-services). Dining hours may vary depending upon conditions and are subject to change. Please watch for signage at each dining location.

**How many meals do I get each day and week?**

Depending on which meal plan you choose depends on how many meals you are allowed each week. However, you are only allowed one breakfast per day, one lunch per day and one dinner per day unless you choose the unlimited plan. The meals are for the purchaser and not for guests even if you have an unlimited plan.

**Are there other places to eat on campus in addition to the dining hall?**

Yes. Our retail establishments consist of Chick-fil-A, Pizza Hut, Chilaca, Golden Espresso, Ram Hiway (Street Foods and Starbucks We Proudly Brew and the Food Truck.

**When may I begin using my meal plan and dining dollars?**

You may begin to utilize your meal plan at the beginning of the semester, move-in. Dining dollars have a two week grace period at the beginning of each semester so they will not be available for use until the grace period ends.

**Can I add more dining dollars to my account if I use all of my original purchase?**

Absolutely. You can add an additional dining dollar plan anytime throughout the semester. To add an additional dining dollar plan, visit the Meal Plan Office or call 229.500.2886.

**Can I change my meal plan?**

Students have through add/drop of each semester to make changes to their meal plan selections. Add/drop is the Thursday after classes begin each semester. After that date, no changes can be made for the current semester. You may change your meal plan prior to the start of the following semester.

**How is the ASU food in the dining hall?**

ASU food is great! You'll experience innovative culinary practices, creative dining concepts, healthy options, fresh menus, special dining events, and more! We offer vegan, vegetarian and gluten free options. Make an appointment with the Regional District Manager if you have special dietary needs. We aim to please!

**What is Ram Rush?**

Ram Rush is the bus transportation partnership between the Albany Transit Service (ATS) and Albany State University (ASU).

**Who provides the services?**

ASU has entered into a contract with the City of Albany and the Albany Transit Service to operate and manage a bus transportation program between the East and West campuses. The buses, three in total, will operate on a set schedule.

**Where do I find the bus schedule?**

The schedule will be located on the Auxiliary Services-Ram Rush web page at [asurams.edu](http://asurams.edu) by August 1. It is currently available on the ATS app Route Shout 2.0, which can be downloaded to an Apple or Android device at no charge.

**How do I know if I can ride the bus?**

Students, faculty or staff members who pay the annual transportation fee will be validated to ride all the Albany Transit System buses.

**What do I need to ride the bus?**

In order to ride the bus at no charge, the student, faculty, or staff member must have a valid RAM ID card that, when swiped at the bus fare box, validates the qualified rider.

**How many buses will be available?**

The route will include three buses. Two buses will start and end the day on the East Campus and one bus will start and end the day on the West Campus.

**How often will they run the route?**

Two buses will begin each morning on the East Campus at 6:00 a.m. and another on the West Campus at 6:00 a.m. Each bus will run the route between the campuses hourly. The last route begins at 9:00 p.m. The bus schedule for each semester will be posted on the Auxiliary Services-Ram Rush web page, in the Route Shout 2.0 app, as well as, on the ATS web site.

**Where do I catch the bus?**

There are three bus stops on each of the two campuses. On the East Campus the stops are located at:

- a. Dennis Road Drive by the second floor of the Student Center in front near Halls 3 and 4.
- b. Joseph Holley Circle in front of Residence Halls 5 and 6.
- c. Joseph Holley Circle in front of HPER.

On the West Campus stops are located at:

- a. Herbert Haley Road near the corner of Campus Road near Village South Residence Hall.
- b. Cavalier Drive at the corner of West Access Road in front of the Physical Education Building.
- c. East Access Drive to the east of the Allied Health/Community Services/Theatre Building (J).

**What amenities are offered on the bus?**

Each bus is equipped with Wi-Fi access and charging stations. be put into service on the route in Fiscal. Each bus is ADA accessible and includes additional accessibility for the hearing and visually impaired.

**How do I know if the bus is running on schedule?**

The Route Shout 2.0 app may be downloaded to Apple and Android devices at no charge. The app will pinpoint bus locations in real time. A bus schedule will also be available. To access the bus schedule on the Route Shout 2.0 app, choose Albany Transit Agency then select Ram Rush route.

**Will the bus wait for me if I am late?**

No, the bus is operating on a strict time schedule to ensure that students arrive on the respective campuses in a timely manner. Please be courteous and respect the time of others by being at the bus stops on time.

**May I ride other ATS buses?**

The transportation fee allows any student to ride the general Albany Transit Service Bus System. You may ride any ATS bus to any serviced location in Albany by swiping your ID card at the fare box on the bus.

**Who is responsible for supervising students on the buses?**

The buses are public transportation vehicles owned and managed by the Albany Transit Service. As with other public conveyances, the bus driver is responsible for ensuring safety of all passengers on the bus. Should a student conduct himself or herself in an unacceptable manner he or she may be asked to disembark from the bus at any point. The rules for behavior on Ram Rush are the same as those for passengers on other city buses. Any student riding Ram Rush is also governed by the ASU Student Code of Conduct and will be disciplined accordingly should he or she be asked to disembark from the bus for any reason.

**Who do I contact if there are issues with the bus?**

If there are issues with your card validating, please contact the ASU Auxiliary Services, Transportation Office at 229.500.2886 during standard university operation hours. If there are issues with bus services, please contact the ATS Central Dispatch at 229.446.2700.

**I left a personal item on the bus, how do I get it back?**

If a personal item is left on the bus, please contact ATS at 229.446.2700 to inquire about lost and found items.

**What do I do if I lost my RAM ID card?**

All lost or stolen cards must be reported at the earliest to the Card Services Office (JPL 107 or A Building 182) for deactivation. The cost of replacement is \$25. The fee must be paid at Ram Central located in the student center on the west campus in order for a replacement card to be issued.

If your RamCard is damaged, please bring that to the Card Office nearest to you. The staff will evaluate the likely cause of damage. If it was damaged due to routine use, there is no cost to replace. Otherwise, you will be required to pay \$25 in replacement cost at Ram Central prior to a replacement card being issued.

**What does my RAMCard give me access to?**

Your RAM ID serves as the Official University Identification Card for access to:

- Residence Hall (residential students only)
- Dining Hall and Retail Establishments
- Swimming Pool
- Library
- Print Services
- Student Health Services
- Computer Labs
- Other services as added

**When may I begin purchasing items in the bookstore using my financial aid?**

Financial Aid will be available for use in both the East Campus Bookstore for both online and on-campus purchasing approximately one week prior to the start of classes. Check the bookstore web site for specific dates. Order pick up may be on the East Campus or at the West Campus Satellite Store.

**What is the last day I can make purchases in the bookstore using my financial aid?**

The last day to make purchases online or on-campus in either bookstore using financial aid funds will be posted in the bookstore, approximately 21 days after classes begin.

**How do I charge purchases to my financial aid account in the bookstore?**

- a. Book slips are no longer required. All purchases using financial aid are processed directly through the bookstore point of sale systems.
- b. Students must take the following documents to the bookstore when purchasing approved items.
  - i. His/her course/class schedule.
  - ii. Ram ID card. If you have not picked up your Ram ID card, present a government issued ID to verify your identity.
  - iii. Please ask a bookstore employee for assistance in selecting the correct cashier for check out. The cashier will have on file the amount of financial aid available to purchase allowable items in the bookstore. The charges will be processed through the cash register and deducted from available financial aid.

**May I return to the bookstore at a later date if I forget to purchase an item?**

Yes, multiple purchases for allowable items may be made as long as the financial aid funds are available on your student account and the purchase is made within the time frame that financial aid is open for purchases in the bookstore.

**What are allowable items I can purchase using my financial aid?**

Students using financial aid in the University Bookstores may purchase only required books and supplies that correlate with registered courses for the term. Such items may include laptops, tablets, cameras, scientific calculators, uniforms, lab kits, test review materials, and tools if these items are deemed required by an instructor of the class or programhead.

Types and frequency of electronic items: Students may purchase course related computers or electronic items no more than once each academic year without approval by the Financial Aid Director or designee. Rare exceptions to this policy may be made by the college's Director of Financial Aid.

Items not approved for purchase with financial aid include but are not limited to apparel, food, cell phones, household or gift items, and gift/prepaid cards.

During the book purchase period, books and supplies purchased using financial aid cannot be returned to the University Bookstore for cash. Amounts for returned items must be credited back to the aid items that paid for the books and supplies on the student's account.