

Policies of the University of North Texas Health Science Center	Chapter 4 Administration
<b>04.204 Policy on PHAROS Copy/Print Account Refunds and Closures</b>	

**Policy Statement.**

Gibson D. Lewis Library operates the PHAROS account-based copy and print system for the benefit of UNTHSC students, staff, and faculty and members of the public. It is the responsibility of the individual account holder to maintain sufficient account funds for copying and printing and to monitor the account to ensure the timely expenditure of all funds. It is also the user’s responsibility to safeguard his or her PHAROS username and password. UNTHSC Departments are responsible for distributing and managing their usernames and passwords.

The library generally follows the fee refund schedule set for UNTHSC by the State of Texas and published in the Tuition and Fee Register. In order to facilitate maintenance and to ensure smooth operation of the system, the library also periodically clears inactive accounts out of PHAROS. Using the Tuition and Fee Register as a guide and with the goal of providing quality customer service, Lewis Library issues the following policy.

PHAROS Account Refunds

1. Refunds from PHAROS accounts are issued only to UNTHSC students who withdraw from the university within twenty-eight days of the official start of a semester. The library will use the UNTHSC registrar’s withdrawal date for the student when determining refund eligibility.
2. Lewis Library will refund only that portion of a student’s PHAROS funds deposited in the account during the four-week period after the official start of semester in which the student withdraws. Any PHAROS deposits made prior to the semester in which a student withdraws are not eligible for refunding.
3. Refunds of the PHAROS print/copy fee assessed to first- and second-year TCOM and PA students are controlled by the UNTHSC Accounting Office. All refund requests must be addressed to that office. No individuals other than withdrawn students are eligible for refunds.
4. Refunds from departmental PHAROS accounts are not available.

PHAROS Account Closures

1. PHAROS accounts may be closed at any time upon request of the authorized account holder. Requests must be made in person, with a photo ID, or in writing. There will be no refund of unused value except for those cases that qualify under the policy

delineated above.

2. Lewis Library will close an individual's PHAROS account after one full year of inactivity, i.e., no copying or printing fees were debited from the account during the previous twelve months. Any value remaining on the account at the time of closure will be forfeited. The library will attempt to notify account holders before their account is closed.
3. Departmental accounts will remain open indefinitely. Once closed, an account cannot be reopened. Instead, a new account with a different user name and password must be established.
4. This policy shall be considered/applied in conformity with other UNTHSC policies. Print copies of the policies can be obtained at the Library Circulation Desk.

#### **Application of Policy.**

This policy applies to all UNTHSC PHAROS account holders.

#### **Definitions.**

1. PHAROS. PHAROS is the computer-based system used by Lewis Library to manage accounts for printing and copying at designated locations on the UNTHSC campus.

#### **Procedures and Responsibilities.**

1. All users should safeguard account information and ensure timely expenditure of account credits.

Responsible Party: Account owners and authorized users of departmental accounts

2. TCOM and PA students must request a refund from the UNTHSC Accounting Office.

Responsible Party: Eligible TCOM and PA students who are withdrawing

3. GSBS, SPH and SHP students must request a refund from Lewis Library.

Responsible Party: Eligible GSBS, SPH, and SHP students who are withdrawing

4. An attempt will be made to contact account owners prior to closure of PHAROS accounts.

Responsible Party: Lewis Library Staff

**References and Cross-references.**

State of Texas Tuition and Fee Register

**Forms and Tools.** (optional)

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