



# COMMON QUESTIONS ASKED ABOUT MEAL SWIPES

## *WHY DID WE CHANGE THE MEAL PLAN STRUCTURE TO MEAL SWIPES?*

The change aims to streamline the dining experience for students and address concerns about food security. With a set number of meals per week, students can budget and plan their meals for the week and know exactly how many meals they have available. This will reduce stress and uncertainty, especially for students on tight budgets.

## *WHAT ARE MEAL SWIPES?*

Every time you enter Valsetz Dining Hall you will be charged a meal swipe. All students will have one meal swipe per meal period, breakfast, lunch, and dinner. Any other meal swipe will be charged to your Wolf Bucks account. The first meal swipe per meal is an all-you-can-carry. Students must present a valid form of ID. Students **MAY NOT** give their I.D. to someone else to use their meal plan.

## *WHAT ARE WOLF BUCKS?*

Wolf bucks is a credit on your account similar to a gift card. You can spend wolf bucks at the Valsetz Grab n Go, Cafe Allegro, and The Press. Wolf bucks roll over from term to term and should be used by the end of each academic year. Wolf Bucks are non-refundable. Wolf bucks are available to purchase for any customer. <https://wou.edu/dining/wolf-bonus-account/>

## *WHEN DO MEAL PLANS RESET?*

All residential meal plans reset weekly every Saturday at 11:59 pm and only apply to meals at Valsetz Dining Hall. For each term meal plans will reset and at the end of each term we will give students new plans

## *CAN I ADD WOLF BUCKS TO MY ACCOUNT?*

Yes, you can do so at any time you need wolf bucks added to your account. You may add money at the campus dining registers on campus, or in the dining office. The minimum you can add at one time is \$5.

## ***CAN I USE MY WOLF BUCKS IN THE SUMMER?***

Yes, wolf bucks are carried over in the summer

## ***WHAT HAPPENS IF I USE ALL MY MEAL SWIPE ALLOWANCE FOR THE WEEK?***

If you run out of meal swipes for the week, you can use your wolf bucks, guest meals, or another form of payment.

## ***WHAT ARE GUEST MEALS?***

Guest meals are free meals that are given to your meal plan each term to use for family and guests who are not students at WOU. You only have a certain number of guest meals per term. Guest meals do not roll over per term.

## ***HOW CAN I USE GUEST MEALS?***

Let your cashier know you are using a guest meal then swipe your card when prompted to do so.

## ***WHAT HAPPENS TO MY CURRENT WOLF BONUS ACCOUNT?***

Current wolf bonus accounts will stay the same but will be labeled wolf bucks. The rules will be the exact same. Every student will get a Wolf Bucks account with their meal plan of choice. Meal swipes will not be rolled into a Wolf Bucks account since they expire at the end of each week.

## ***CAN I SWITCH MEAL PLANS IN BETWEEN TERMS?***

The first 14 business days of the term you may increase your meal plans. Lowering of meal plans must be done in writing before the start of the term, [dining@wou.edu](mailto:dining@wou.edu).

## ***WHAT'S THE COST FOR ME TO GET A MEAL WITHOUT A MEAL PLAN?***

Currently, the pricing for meals is \$8.50 for breakfast, \$10.00 for lunch, and \$11.50 for dinner.

## ***CAN OFF-CAMPUS STUDENTS HAVE A MEAL PLAN?***

Off campus students can't have a meal plan, however, they may sign up for a Wolf Bucks account.

## ***HOW DO I ORDER DAX DELIVERY OR PICK UP WITH A MEAL SWIPE THROUGH NUTRISLICE?***

When ordering through Dax, you will be charged a meal swipe and the delivery fee will be charged from your wolf bucks. The menu will be limited when ordering through Dax.

## ***DO I NEED A MEAL PLAN IF I LIVE IN ARBOR PARK APARTMENTS?***

No, a meal plan for Arbor Park is optional.

## ***CAN I STILL USE REWOUSABLES?***

One reWOUsable will be provided per meal swipe and will be available for to go orders. Containers will need to be returned to the conveyor belt when finished at Valsetz dining hall or at designated bins on campus.

## ***HAVE A FOOD ALLERGY OR DIETARY PREFERENCE?***

We are able to accommodate a variety of food-related allergies and preferences. We do realize, however, that there are some students with severe medical restrictions that we may not be able to accommodate. Please contact Dining at [dining@wou.edu](mailto:dining@wou.edu) to make an appointment to discuss dietary needs.

## ***WHAT IF I HAVE A MEAL PLAN THAT DOES NOT FIT MY DIETARY NEEDS?***

If you do not think you have a meal plan that suits your dietary needs, please email campus dining [dining@wou.edu](mailto:dining@wou.edu) or visit our office and we will work with you to accommodate your eating habits.

## **DISCLAIMER**

While Western Oregon University Campus Dining makes every attempt to accommodate students' individualized dietary needs, please be aware that all Campus Dining locations prepare items containing egg, fish, milk, peanuts, shellfish, soy, tree nuts, and wheat. Every effort is made to safely prepare and serve foods but there is always a risk of cross contamination of allergens or gluten. In addition, there is always a possibility of cross-contact and suppliers and manufacturers may substitute or modify products at any time, without notifying us. Individuals with food-related dietary concerns should be aware of

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these risks. Questions about ingredients should be directed to Campus Dining. It is the responsibility of the individuals with food allergies or dietary concerns to make the final judgment about whether a food item is appropriate for them.