

### What If I lose my ID Card?

Notify a Valsetz cashier immediately when your ID card is lost. Your meal plan account will be invalidated so that no one else can use it and you will be issued a paper lost card voucher. Your meal plan will be charged \$2 for this service. If you are unable to find your card, a permanent replacement card can be requested during regular business hours, M-F, in the Werner University Center. A charge of \$15 must be paid at the time of the replacement request.

### What do I do with my tray when I have finished my meal?

VALSETZ COMPOSTS!!! When you finish your meal, simply take your tray to the tray conveyer and leave it on the conveyer. *THERE IS NO NEED TO SORT ANYTHING.* Valsetz employees will sort all items left on trays and everything that can be composted will be!

### Can I take my food to my room?

We allow customers to choose whether they will dine in or take out. When taking out we ask that the customer choose one of our compostable to-go containers and not take china, silverware, or trays to their rooms. Although customers have good intentions to return these items the reality is that Valsetz loses thousands of dollars in lost dishes each year. If you attempt to leave with the dishes used for dining in only, you will be asked to transfer your purchase to the appropriate to-go containers.

### Can I use my meal card to buy for friends?

Meals can be purchased for friends and family as long as the card holder is present.

### Can I change my meal plan?

We encourage you to make changes to your meal plan so you do not have a large balance at the end of the term or continuously run out of money. To help students manage their accounts, Weekly Meal Plan Balance Goal sheets are posted online on the Campus Dining web page, and at the registers in the Valsetz Dining Hall. If followed closely students should achieve a zero balance - or close to it at the end of each term.

If a change in your Meal Plan is warranted, submit your request **IN WRITING** in the University Housing office before the beginning of the next term. Once a term has started the meal plan cannot be changed.

It is important to keep track of your balance. If you ever suspect there have been more food dollars taken off your account than you have used, contact University Housing. If you notice a cashier error at the time of purchase, please bring it to their attention right away so the cashier can make the correction.

### What if I am ill and I need to get food but I can't make it to the Food Court?

If you are ill and need a roommate to get a meal for you, it is okay to give them your ID card to use as long as you give them written permission with your signature. We will match the signature on the ID card to the note to ensure that the purchase has been authorized.

### What happens to my leftover money at the end of the term?

Balances at the end of the term automatically transfer to Winter and Spring terms. With the exception of students who Re-Contract to live on campus the following year and complete a financial commitment, balances will **not** carry through from Spring term to the next Fall term. Refunds are not given for unused dollars, and unused food dollars cannot transfer to another student account.

### If I check out of the Residence Halls, do I get a refund?

Food dollar refunds are determined by the date the student checks out of the residence halls. Food dollar refund schedules are posted in the Residence Hall Contract.



A CAMPUS DINING PUBLICATION - FALL 2011

# resident meal plan

Meal Plan for Students Living On Campus

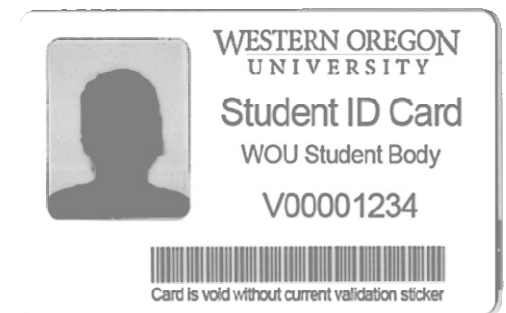
## Q & A

## Campus Dining Locations

**VALSETZ DINING HALL**  
Valsetz Food Court

## WERNER UNIVERSITY CENTER

Caffè Allegro  
Western Deli  
Wolf Express  
Wolf Grill



**WOU ID / HEALTH & WELLNESS CENTER  
LIBRARY/MEAL CARD**

Replacement Cost: \$15 / Replacement Location: WUC



## How do I know if my ID card works as a meal card?

Your student ID card has a magnetic stripe on the back which needs to be encoded with your ID number before it can be used as your id card. Your card was encoded at SOAR , and will serve as your meal card as well as your WOU student ID which will allow you to check out information at the Library and gain you access to the Health and Wellness Center and WOU sporting events. Your meal plan, if purchased, will start the day of check in for residential students. (Early check-in does not apply).

If during the year, the cashier swipes your card and your account does not come up, your card needs to be encoded. ID cards can be encoded at the Information Desk in the Werner University Center (WUC). You will also need to have your card encoded if you lose your card and are issued a new student ID card.

## How Does the Resident Meal Plan work?

Each item in Valsetz is priced individually. When you make a purchase , your encoded ID card is swiped by a cashier and the amount of the purchase is deducted from your meal plan.

## Why are there two prices on each item in Valsetz?

The wholesale price is for residents with meal plans because they pay for the costs involved in running the foodservice (overhead expenses) such as electricity and labor in their room and board overhead charges.

The retail price is for customers using cash or a Wolf Bonus Account to pay for their meals. Purchases in Werner University Center (WUC)restaurants are priced full retail for everyone, because the resident meal plan does not prepay overhead expenses for restaurants in the WUC.

## How do I know what plan I have?

At any time a cashier can look up a customer's balance. There are 5 different meal plans with 5 different beginning balances. Staff in the University Housing (UH) office can tell you which meal plan you selected and have been assigned. These meal plans pay wholesale prices in Valsetz and retail prices at other WOU restaurants.

**Resident Meal Plan #1:** \$225 (Approx. 10 meals/week)  
**Resident Meal Plan #2** \$350 (Approx. 15 meals/week)  
**Resident Meal Plan #3** \$450 (Approx. 19 meals/week)  
**Resident Meal Plan #4** \$550 (Approx. 19 heavy meals)  
**Resident Meal Plan #5** \$120 (Approx. 5 meals/week)

## Is There a meal plan for people living off-campus?

Yes, Non resident customers or students living in the Arbor Park or Alderview complexes, may request either a Wolf Bonus Account or Apartment Meal Plan. Consult University Housing for details at [housing@wou.edu](mailto:housing@wou.edu), or toll free at 1-877-877-1593.

## Why are some items weighed?

Some items in Valsetz are weighed such as deli sandwiches, salad bar, wok, waffles and cereal. Customers are allowed to serve themselves, determine their own portion sizes and pay for what they select. The items that we serve to you are priced according to the portion prepared. You are more than welcome to have more than one serving but will be charged for each additional serving at the cash register. An order slip is given to the customer that records the number of servings and type of entrée. This order slip is then given to the cashier to ring up the purchase accurately.

## Can I eat in the Food Court?

We ask that everyone pay for all their food before eating. Many items are weighed, as such, all of the food needs to be present for purchase. Cookies easily disappear and customers often forget to pay for items consumed. Eating in the food court is considered theft. Please do not return to the food court with food you have already purchased. You will be asked to purchase it again.

## How do I know check the balance of my account?

Account balances are printed on your receipt, or you can just ask a Valsetz cashier to swipe your card and do an inquiry. You can also find your balance on the WOU Portal. To help you manage your account, check the meal plan balance goals posted at each of the registers, or online at: <http://www.wou.edu/student/residences/dining.php>. Use the Meal Plan Goals link at the top of the page. Follow those guidelines as closely as possible throughout the term and you should be able to utilize all of your food dollars. If you find that your balance is higher or lower than what you would like, you can, and should, change your plan for the following term.

## What if I run out of money before the end of the term?

*Depending upon which type of account you have, follow the instructions below to add money to your food account.*

### **WOLF BONUS ACCOUNT:**

**Add money to your Wolf Bonus account in the University Housing office located in Ackerman Hall.**

### **RESIDENTIAL & APARTMENT MEAL PLANS:**

**Add money to your meal plan account via one of the following three options:**

#### **1. VALSETZ DINING HALL**

**Add money to your account at Register #1** (located directly in front of the main entrance), contact the lead cashier. CASH OR CHECK ONLY are accepted here.. You may add a minimum of \$20, and up to \$200 to your meal plan account. Debit/ Credit cards cannot be accepted here.

#### **2. WOU PORTAL**

**To access this application, students need to login to the WOU Portal ([wou.edu/wouportal](http://wou.edu/wouportal)). Look for the "Add Money to Meal Plan" link under the MY Programs section.**

Students are able to charge up to \$100 per term to their student Wolf Web account for food. Meal plan additions will be updated and available for use 15 minutes after the transaction is made online. The minimum charge is \$20 and all other charges are in \$20 increments up to the maximum of \$100 per term. To pay off the charges students can go to their Wolf Web account and pay online or go to the cashier's office, located in the Administration building.

#### **3. UNIVERSITY HOUSING & CAMPUS DINING OFFICE**

Here, you may add money to your account anytime during regular office hours, (8 am - 5 pm, M-F). You may add a minimum of \$20, and check, debit/credit cards or exact cash are all accepted.