1. Purpose

The purpose of this rule is to explain the guidelines which govern the use, purchase and assignment of meal plans.

2. Scope

This rule applies to all university employees and students.

3. Meal Plans and Requirements

3.1 On campus residents are required to have a meal plan.

3.1.1 Students living on campus who are classified as freshmen are required to have Plan Q, which includes 21 meals per week and $200 Flex dollars.

3.1.2 On campus residents are automatically assigned a meal plan. Sophomores and above are able to change their meal plans within the first week of each semester but must go to Banner SSB to complete the process.

3.1.3 After the first week, meal plans can be changed by visiting the Eagle Card Office and completing a meal change request form for the next two weeks. After this time, students are only able to select higher meal plans and not to drop to lower plans.

3.1.4 Residential Meal plans can only be used once during a meal period.
3.1.5 No meals will be provided during Fall break, Thanksgiving break, Winter break, or Spring break.

3.1.6 Meal Plans and Flex dollars do not roll over from semester to semester. Any unused meals or flex dollars at the end of the semester are lost.

3.2 Commuter Students

3.2.1 Commuter students have to select a meal plan each semester on Banner SSB. It takes 24 to 48 hours for the meal plan to show up on the student’s account and the student will not be able to use the meal plan before it becomes active.

3.2.2 An Eagle Card is required to use a meal plan. Banner numbers cannot be entered manually to access meal plans.

3.2.3 Commuter Meal Plans can be used more than once during the meal period.

3.2.4 No meals will be provided during Fall break, Thanksgiving break, Winter break, or Spring break.

3.2.5 Meal Plans and Flex dollars do not roll over from semester to semester. Any unused meals or flex dollars at the end of the semester are lost.

3.3 Faculty and Staff

3.3.1 Faculty and Staff may purchase meal plans via MyEOL.

3.3.2 Faculty and Staff meal plans can be used more than once during the meal period.

3.3.3 Faculty and Staff meal plans roll over from semester to semester.

4. Students with Dietary Restrictions

4.1 In the event a student has a medical reason for a restrictive menu, the Food Service Contractor will make accommodations for the student making the request. Outlined below are the procedures the student must follow to begin the process:

4.2 Process

4.2.1 Schedule a meeting with the General Manager or Operations Manager of Eagle Dining Services to discuss their issue.

4.2.2 Complete the Allergy form for documentation purposes.

4.2.3 Secure documentation, if requested, from their attending physician. The request will be limited to information specifically related to their dietary restrictions and the severity of those restrictions. In respect to the privacy of the student’s medical record, no information pertaining to the underlying causes or reasons will be requested.

4.2.4 Review documentation with Food Service Contractor management, discussing their eating habits, food preferences, etc.

4.2.5 Work with Food Service Contractor management, after all necessary information has been received, to design suitable solutions. The student will be educated on menu items that are already a part of the daily menu. They will also be informed of where ingredient information can be found for menu items. In some cases, we will need to order and bring in special items for the student and in other cases; there might be a need to prepare specific foods on an “on request” basis.
4.2.6 In most cases, students can be accommodated with the above procedure. However, in a very few cases, Food Service Contractor management may request a follow up meeting to further refine the program.

4.2.7 In very rare cases, there may be a student with dietary restrictions so severe that Food Service Contractor cannot accommodate. In those cases, Food Service Contractor may suggest that the university, via the Business and Auxiliary Services Department, allow the student to have an alternate meal plan (i.e. one with more flex dollars that will better accommodate them) or to release a student from meal plan requirements altogether. However, that decision would ultimately rest with the university.