

# DINING SERVICES FREQUENTLY ASKED QUESTIONS – 2020-2021

## Overview

The mission of Dining Services is to provide an interactive and creative hospitality program that is tailored to the needs of students, faculty, staff, and visitors. We recognize that dining is an integral part of the experience of students in coming together and building a lifetime of memories.

The University manages its dining experience through Sodexo and works closely with them to fulfill the needs of students through a variety of meal plan options in addition to offering other programs to accommodate our faculty and staff or anyone else who may dine with us.

Our executive chef, with eleven years of experience at the University, leads a dedicated team of 33 culinary staff that a variety of meal options for students, faculty, and staff from 7:30 AM until 1:00 AM on most days. Our Sodexo team uses a wide range of training and expertise to prepare our foods as fresh as possible using local ingredients and recipes made from scratch. Our Registered Dietician and Field Marketing Coordinator actively engage the students to provide the best nutritional information and options available through pamphlets, one-on-one interaction, and social media.

## What kind of meal plans are available, and how do they work?

All undergraduate students living on campus in residence halls are required to have a meal plan. Each Meal Plan consists of a weekly allotment of meal swipes as well as a declining balance of dining dollars (also referred to as flex dollars):

Plan Type	Available Dining Dollars per Semester	Average Available Dining Dollars per Week	Weekly Full Meal Swipes
<b>3 Meal Plan**</b>	<b>\$800</b>	<b>\$50</b>	<b>3</b>
<b>5 Meal Plan</b>	<b>\$1,000</b>	<b>\$62</b>	<b>5</b>
<b>7 Meal Plan</b>	<b>\$1,450</b>	<b>\$90</b>	<b>7</b>

\*\* Only undergraduate students living in the University Village are eligible to select the 3 Meal Plan.

Here is how the plans work:

- Dining options at the University are a la carte, meaning each item is purchased individually at retail value.

- Participants are also given a set number of meal swipes per week, which includes an entrée, three sides, two fountain drinks or a bottled water, and dessert. Each meal swipe is decreased by each use and is reset every Sunday for a new week of meal swipes.
- Students also begin each semester with an allotment of dining dollars to purchase these a la carte items, providing flexibility and convenience for the students to choose what, where, and when they choose to eat. Each transaction reduces the student's available dining dollar balance.
- The University ID card serves as the meal card, allowing cash-free purchases in any dining location and limited board swipes in two locations. A purchase made at any location immediately updates the student's account.
- Generally speaking, the following are good estimates to use when planning the usage of dining dollars:
  - Average Cost of Breakfast – \$5
  - Average Cost of Lunch - \$7.50
  - Average Cost of Dinner without Board Swipe - \$14-\$24
- Eating the majority of your meals on campus rather than purchasing groceries, snacks, coffee off campus is the best way to use up dining dollars and board swipes.
- Unused dining dollar balances from the fall semester are added to the spring semester meal plan, limited to a \$100 carryover. Any remaining unused dining dollars are forfeited at the end of the term.
- The meal plan's value is considered to be part of your cost of attendance, which is used along with your FAFSA data to determine financial aid eligibility and award amounts.

## **Where are the various dining locations on campus?**

Students can use their dining dollars in any of our four retail locations on campus.

### **1) DeSales University Center (The DUC), featuring:**

- Pizza & Amore – Brick Oven Pizzas, calzones, Stromboli, pasta with marinara or alfredo sauces, and garlic bread or knots.
- Grille – Handcrafted burgers, chicken sandwiches, steak sandwiches, fries, omelets, pancakes, and various other grill options for breakfast, lunch, and dinner.
- Deli – A deli bar with plenty of sandwich options, including Panini, wraps, condiments, and dressings.
- Salad Bar & Side Salad bar – A wide variety of fresh fruits, lettuce, vegetables, meats, homemade salads, yogurt, toppings, and dressings.
- Sauté – Our action-inspired station has specialty salads or smoothies during lunch and pasta, stir-fry, or ethnic inspired cuisines during the dinner time.
- Le Bistro – Home-style cooking and daily rotating options for lunch and dinner.

**2) Skylight Café – located on first floor in Dooling Hall**

- Starbucks – offering a variety of coffee and teas
- Assortment of grab-and-go items, including Pepsi products, baked goods, and sandwiches or salads.

**3) Pulse Café – Located on first floor of the Gambet Center**

- Features Peet’s Coffee and Teas
- Assortment of grab-and-go items for breakfast, lunch, and dinner
- Small deli bar for sandwiches, soups, and hot foods rotated on a daily basis

**4) Sandella’s Convenience Store – Located in Dorothy Day Student Union**

- Sandella’s features a wide variety of made-to-order rice bowls, salads, Paninis, wraps, and flatbreads; the menu is updated monthly to reflect a flavor of the month.
- Convenience Store – offers a wide variety of groceries, beverages, snacks, soups, coffee, residence hall supplies, toiletries, and more.
- Farmers Market – located just outside Sandella’s, we offer a Farmer’s Market featuring a wide variety of seasonal fresh fruits and vegetables on a Wednesday at least twice each semester.

**Aside from the dining locations, what else can I use my dining dollars for?**

Yes! There are several other options available each semester.

- Purchase groceries at our Convenience Store located in Sandella’s in Dorothy Day Student Union.
- Order DSU-To-Go in person or on the mobile app.
- Order seasonal baked goods to take home for Thanksgiving, Christmas, and Easter
- Purchase locally grown seasonal produce at our Farmer’s Market periodically held in Dorothy Day Student Union.
- Purchase bulk items in the DUC or Sandella’s to stock in your residence hall room or apartment.
- Concessions at any of our indoor and outdoor athletic events
- Donations to food drives conducted by Social Outreach.

## How can I check my dining dollar balance?

- View your balance online at [www.desales.edu/pawspassaccount](http://www.desales.edu/pawspassaccount). You will need your myDSU login information to access your account.
- Download the eAccounts app through Google Play or App Store on iOS and keep track of board swipes, dining dollars, and Paw Bucks.
- Each register in the dining locations displays the remaining balance after you use dining dollars; you can also request a receipt.
- Check your balance at any of the P.H.I.L. stations (Payment Headquarters in Location) located in the DUC by the Campus Store bookstore or in the Gambet Center located next to the Pulse Café.

## Can I purchase additional dining dollars if I run out?

Funds can only be added to a student's Paw Bucks account as the dining dollars are a set amount placed on the student's card at the beginning of each semester. Unlike dining dollars, Paw Bucks will carry over from semester to semester until the student graduates or separates from the University.

## What forms of payment are accepted at the dining locations?

Dining Services accepts cash, credit cards (Visa, MasterCard, Amex, and Discover), and the University's ID card (for enrolled meal plans and Paw Bucks amounts).

## What are the important meal plan dates?

Based on 2020-2021 Academic Year

- 8/14/20 – Fall Meal Plans Posted
- 8/16/20 – Early Arrivals are able to access Dining Dollars Only
- 8/23/20 – Fall Meal Plan Use Starts (Board Swipes are now allowed)
- 9/3/20 – Last Day to add/change meal plan for Commuters and Residents
- 11/2/20 – 11/24/20 – Changes for Spring semester are due before December billing
- 12/19/20 – Last day to use Fall Meal Plan by 6:00pm
- 01/15/20 – Rollover Occurs - \$100 limit
- 01/15/20 – Spring Meal Plans Posted
- 01/17/20 – Spring Meal Plan Use Starts
- 01/27/20 – Last Day to add/change Commuter Meal Plans
- 05/15/20 – Last Day to use Spring Meal Plan by 6:00pm