

1. Can I waive my meal plan & what is the process?
 - a. If you find that a meal plan does not accommodate your individual needs, you may request a meal plan waiver by using the following link:
https://rensselaerpolytechnicinstitute.formstack.com/forms/request_for_housing_accommodation_housing_waiver_meal_plan_waiver_housing_contract_cancellation This form is then submitted to the campus housing and dining waiver committee for review. The committee meets regularly throughout the year and decisions will be sent to students by email. If you have a dietary need that is not being addressed by the meal program, please contact the campus dietitian for guidance via email at: Kimberly.mayer@sodexo.com. Meal plan waiver decisions are made based upon the ability of the dining program to meet your dietary need, not by individual preferences.
2. Does Flex roll over if I don't have a meal plan?
 - a. Flex dollars associated with a meal plan will carry from summer to fall to spring and are forfeited at the end of the academic year. For Arch participants, the flex associated with your Arch meal plan will carry over throughout the academic year until depleted regardless of whether you have chosen a meal plan or not. For all others, you must have a meal plan to have an active Flex balance.
3. How long does it take for my meal plan request to be processed?
 - a. Meal plan requests and conversion requests for the Create Your Own plan typically take from 1-4 business days.
4. I signed up for a meal plan, when will it appear on my bill?
 - a. Once your meal plan request has been processed, you will be able to see it on your account in SIS (the Student Information System). The charge will appear on the next e-bill that is generated. E-bills do not update mid-cycle. For more questions regarding your billing statements please contact the Bursar's Office at 518-276-6610 or at bursar@rpi.edu.
5. Are there deadlines to increase/decrease my meal plan?
 - a. Students may decrease the size of their dining plan within 10 business days from the effective semester start date. Students are allowed a total of **two** changes to their dining plan within the change period each semester. After 10 business days from the effective semester start date, only plan increases will be allowed.
6. What if I don't want a meal plan, am I required to have one?
 - a. Freshman, sophomore, and Arch semester students and their cohorts living in campus residences are required to have a meal plan. All other students living in campus residences are encouraged to obtain a meal plan to provide for their meal needs on campus.
7. I participated in the Arch semester and now have a semester away. Can I purchase a meal plan for only one semester?

- a. Yes. Students who have completed the Arch semester and have a semester away during the academic year may purchase a meal plan for only one semester instead of the annual plan.
8. Who should I contact if I have questions about my meal plan?
 - a. Answers to general meal plan questions can be found on the FAQ page at rensselaerdining.com , or specific questions can be emailed to dining@rpi.edu or auxiliaryservices@rpi.edu .
9. I changed my meal plan to a Create Your Own plan, but don't see my flex showing... why?
 - a. You must submit a conversion request form requesting the number of meals you wish to be converted to flex. The flex conversion request form can be found here: <https://webforms.rpi.edu/diningConvertCreateMealPlan>
10. Can I request a refund for unused flex?
 - a. There are no refunds for unused flex. Any unused flex remaining on a student's account at the end of the academic year is forfeited.
11. At the end of the academic year, how long do I have to use up my flex?
 - a. Your flex balance remains active until the morning of Commencement. At that time all flex balances are removed in the system.
12. Can unused flex be donated?
 - a. No. Any unused flex left on a student's account at the end of the academic year is forfeited.