

# 2022-23 Meal Plan FAQs



## What are meal plans?

The One Card Office offers a variety of meal plan options for all currently enrolled students (undergraduate, professional, and graduate) living on or off campus. Having a meal plan provides flexibility and convenience so that students can focus on their academics and student life. The meal plan is loaded on the student's APU ID card. Purchases made with a meal plan exclude sales tax—which means a savings of more than 10% on every purchase!

## How does the meal plan work?

Your meal plan is connected to your Student ID card. Meal swipes for plans A-E will begin on the Sunday of each week. Only one meal swipe per meal zone is allowed (7-11 a.m., 11 a.m.-3 p.m., and 3-10 p.m.). Food and drink offered by meal swipes will vary per venue. Meal swipes can only be used at 1899 Dining Hall, Cougar's Den Café, and The Grill.

Flex Dollars can be used at any venue and will be deducted as a declining balance. Students are given the number of meals per week to utilize based on the chosen plan.

## Which meal plan should I choose?

The best meal plan depends on the student's eating habits throughout the week.

## Do meal swipes roll over?

Unused meals do not roll over from week to week or from semester to semester. In addition, uneaten meals will not be credited or refunded.

## What is a Flex Dollar?

Flex Dollars are a dollar-for-dollar declining balance that is available only with the purchase of eligible meals plans. Flex Dollars are for you to use at your discretion for extra meals, coffee, snacks, etc., at any of our dining venues.

## Do Flex Dollars roll over?

Flex Dollars roll over from fall to spring semester if you continue on the same plan or choose a higher one.

## Can I add Flex Dollars if I run out?

Yes, you can add Flex Dollars in \$50 increments. You must be on a meal plan to be eligible to add Flex Dollars, and they must be paid for by credit/debit card.

## How do I pay for my meal plan?

For undergraduate and graduate students, the meal plan cost is placed on your student account and can be paid alongside your monthly payment plan.

## Why do students living in residence halls have a minimum requirement?

These students are required to have a meal plan because APU residence halls do not have cooking facilities. Meal plans allow students to focus their time and energy on maximizing academic success and involvement in cocurricular activities. The smaller meal plans are designed for those students who live off campus or in on-campus apartments with cooking facilities.

## What are the residence hall requirements?

Students living in APU residence halls (Trinity, Adams, and Engstrom) are required to have a meal plan and are automatically signed up for the minimum, Cougar Plan C, for the fall and spring semesters. RAs or RARs living in those halls are required to sign up for, at minimum, Cougar Plan D.

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## How do I sign up and access my meal plan?

Sign up online at [apu.edu/diningservices/mealplan](https://apu.edu/diningservices/mealplan) (you will need your APU NetID and password). Once your agreement is processed, the meal plan will be loaded onto your APU ID card and will be activated by the end of the following business day to be used at all on-campus dining locations.

## When can I use my meal plan?

Meal plans for fall 2022 start Friday, August 26, 2022, and end Friday, December 16, 2022. For the spring 2023 semester, the meal plan is valid from Friday, January 6, 2023, to Friday, May 5, 2023. Meal plans cannot be used during holidays or other breaks when dining locations are closed. Dining locations are typically closed during the Thanksgiving and Christmas holidays, and operating hours may be modified during various university events and holidays. Meal plans are not available during the summer, but students can use Cougar Bucks at open dining venues. For updated hours and locations, visit [apu.edu/diningservices/](https://apu.edu/diningservices/).

## What is campus dining in the Grubhub app?

Campus dining on Grubhub is a mobile food ordering platform for on-campus cafés. Grubhub partners with APU Dining Services to bring you the ultimate dining experience where you order ahead and pay with your campus ID card, debit card, or credit card. Instead of waiting in line, you can order from your phone and pick up your food when notified.

## Can my friend use my meal plan?

The meal plan is not U.S. currency, and is therefore nontransferable. Meal plans may be used only by the meal plan purchaser by use of a valid APU ID card. Students on plans A-D have two guest meal swipes per semester. Any ID card being used by someone other than the cardholder will be turned in to the One Card Office. The cardholder may pick up their ID card at the One Card Office during normal business hours. Repeated misuse may result in further action.

## Can I lower or drop my meal plan?

If you are not living in an APU residence hall, the last day to lower or drop your meal plan is the scheduled last date to drop classes. Students who drop a meal plan for any reason after the beginning of the semester and before the drop date will be charged a prorated amount based on usage, to be calculated by the One Card Office and charged to the student's account.

## How long do I have to change or cancel my meal plan?

Students have until the add/drop date for each semester to make any changes, unless they are living in an area with a required plan. To sign up for a plan or change your plan, visit [apu.edu/diningservices/mealplan/](https://apu.edu/diningservices/mealplan/).

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## **If I purchase a meal plan in the fall, do I have to sign up for a meal plan in the spring?**

No. If you purchase a meal plan in the fall, that agreement is automatically renewed and you will automatically be signed up for the same meal plan in the spring. Students may change their meal plan between the fall and spring semesters by submitting a new Meal Plan Agreement at [apu.edu/diningservices/mealplan](http://apu.edu/diningservices/mealplan) before the spring drop date. A meal plan can be added or increased at any time during the semester. Reducing or dropping a meal plan is allowed for non-APU-residence-hall students prior to the drop date for each semester.

## **What is the difference between Cougar Bucks and Flex Dollars?**

Cougar Bucks can be deposited into your account at the One Card Office, online at [get.cbord.com/apu/](http://get.cbord.com/apu/), or by using the GET mobile app. In addition to on-campus dining locations, Cougar Bucks can be used at the Campus Store, Azusa Print + Design, and library printers. Sales tax is applied to Cougar Bucks purchases when applicable. Flex Dollars are available only when a meal plan is purchased, and no tax is applied.

## **I have a food allergy. How does Dining Services support students with special dietary needs?**

Dining Services prides itself on providing high-quality and nutritious cuisine to meet the wide variety of dietary needs within our diverse APU community. We offer support for students with food allergies and specialized dietary requirements. Bon Appétit, our food service provider, can meet with you to discuss food options available in each of our venues. See our website for more information, or email [diningservices@apu.edu](mailto:diningservices@apu.edu). Students with highly specific or complex needs should contact our Accessibility and Disability Resources office at [disabilityservices@apu.edu](mailto:disabilityservices@apu.edu) as soon as possible to learn more about what accommodations are available, and whether these will meet their needs.

## **What are my options if I am a vegan or vegetarian?**

We know that there are many different types of eating habits on campus, and we have recently expanded our plant-based options. All of our dining venues and markets have several options available daily to meet the needs of our customers. For more information about where to find plant-based options on campus, email [diningservices@apu.edu](mailto:diningservices@apu.edu).