

WVU Dining



Terms and Conditions
Updated Fall 2016

To Students and Parents,

We trust you'll find this document helpful for understanding your dining options during your time at West Virginia University. Here, you'll find all our procedures and policies laid out fully. For clarification or questions, please call us at (304) 293-2096, or email us at dining@mail.wvu.edu.

**Sincerely,
WVU Dining Services**

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“When the time comes that a man has had his dinner, then the true man comes to the surface.”

Mark Twain

Dining Plans

Dining Plans are organized by the number of meal “swipes” provided per week (traditional) or per semester (block). Students “swipe” their WVU Mountaineer ID Card to gain entry to a Residence Dining Center (Dining Hall) or to purchase a combo meal at one of our retail outlets. Pricing is determined yearly by the WVU Board of Governors. Students can keep track of their swipes at mymountaineercard.wvu.edu.

The following plans are available to all WVU Students:

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|------------------------|--|
| The Mountaineer | 20 meals per week, limit of 3 swipes per day.
Includes \$50 in Dining Dollars per semester. |
| The Select 15 | 15 meals per week , limit of 3 swipes per day.
Includes \$50 in Dining Dollars per semester. |
| The Gold Plan | Any 220 swipes per semester, no daily limit of swipes.
Includes \$300 in Dining Dollars per semester. |
| The Blue Plan | Any 160 swipes per semester, no daily limit of swipes.
Includes \$300 in Dining Dollars per semester. |

Blue & Gold Refills: If swipes on block plans (such as the Gold and Blue plans) should run out, students may purchase a refill plan. Blue & Gold Refills add 20 “swipes” to an empty Block Dining Plan. See the “Changing and Refilling Dining Plans” section for more information on refills.

In addition to the above plans, the following plans are available to students living outside of WVU Residence Halls.

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| Upper Class Elite | Any 80 swipes per semester, no daily limit of swipes.
Includes \$100 in Dining Dollars per semester. |
| Upper Class Express | Any 48 swipes per semester, no daily limit of swipes.
Does not include any Dining Dollars. |

Blue & Gold Refills: Both refill plans are available to non-resident students. Check our “Changing or Refilling Dining Plans” section for more information on availability. Students may also purchase a second Dining Plan if their first plan runs out.

“One cannot think well, love well, sleep well, if one has not dined well.”
Virginia Woolf

Dining Dollars

Dining Dollars are designed to add flexibility to a student's Dining Plan. Dining Dollars can be used instead of swipes to pay for meals or snacks at any Dining Services Dining Hall or retail outlet across campus.

- Dining Dollars are a value-added benefit, specific to WVU dining plans, and cannot be redeemed for cash or credited to student accounts.
- Dining Dollars expire at the end of each semester. Please be sure to spend them by the end of the semester!
- Students can keep track of their Dining Dollars balance at mymountaineercard.wvu.edu.
- The Mountainlair's JACs and Side Pocket, the Campus Bookstore's Starbucks, the Evansdale Crossing Starbucks, and the Law School's Coffee Shop are not WVU Dining Services outlets, and therefore, do not accept Dining Dollars.

Changing Dining Plans

Dining Services is happy to work with students to change their Dining Plans. Please read our policies to determine your options.

- Deadlines exist for students who wish to change their dining plans. See the following page for more information.
- For residential students with annual contracts, any plan changes made in the fall semester will be reflected in the plan assessed for the spring semester.

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Changing Dining Plans (cont.)

- All Dining Plan changes can be made online at mymountaineercard.wvu.edu.
- After students log in with their WVU MyID credentials, they'll find the option to add, drop, and change a Dining Plan.
- Changes made to Dining Plans are effective immediately.
- Student Accounts will immediately reflect the changes made, for both pro-rated credits when plans are lowered or new charges when plans are increased. Please make arrangements to resolve new charges as soon as possible.

Annual Deadlines	Options Available
The Tuesday immediately following Labor Day, 3:00pm (September 6th, 2016)	Before this deadline, students may increase or decrease their fall dining plans. After this deadline, no more changes are allowed.
The second Monday after the start of the spring semester, 3:00pm (Tue, January 17th, 2017, Moved for MLK Day)	Beginning January 1st, students may increase or decrease their spring Dining Plans. After this deadline, no more changes are allowed.

Refilling Dining Plans

- Dining Plan Refills are available to all students with Block style Dining Plans.
- Students who completely use their Block Dining Plan prior to the availability of refill plans may purchase a second Block Dining Plan.

Annual Sale Dates	Options Available
The first Monday of November (November 7th, 2016)	On this date, students may begin purchasing Blue and Gold Refill plans for the fall semester. Refills are not available before this date.
The first Monday of April (April 3rd, 2017)	On this date, students may begin purchasing Blue and Gold Refill plans for the spring semester. Refills are not available before this date.

Reminder: Plan changes for the fall will reflect the initial plan assessed for the spring semester.

Healthy U



Dining Services is proud to showcase our nationally recognized Healthy U program!

All students with Dining Plans have access to the Healthy U program, which includes 4 key features: one-on-one counseling with our in-house dietitian, daily Healthy U dishes at all of our dining centers, information stations in every dining center for healthy eating references, and dietary educational outreach events regularly held across the campus.

**A Healthy U dish has been analyzed for fat, sodium, and calorie content.
Healthy U dishes contain:**

For Main Course Dishes

- <500 Calories per serving
- Max 35% Calories from Fat
- Max 10% Calories from Saturated Fats
- 0% Trans Fats
- <600mg Sodium per serving

For Side Dishes

- <225 Calories per serving
- Max 10% Calories from Saturated Fats
- <360mg Sodium per serving

For Soups

- <170 Calories per 6oz
- Max 35% Calories from Fat
- Max 10% Calories from Saturated Fats
- 0% Trans Fats
- <450mg Sodium per serving

Nutrition Counseling

Students are welcome to meet one-on-one with our in-house dietitian for help in achieving their nutrition and wellness goals. Counseling is available for a range of dietary challenges, including weight loss, weight gain, managing diabetes, eating disorders, dining with food allergies, and more!

Visit our nutrition counseling webpage to sign up:
diningervices.wvu.edu/nutrition/counseling

Other Policies

The following are campus policies for student dining at WVU.

- All students living on-campus in WVU provided housing are required to purchase a Dining Plan.
- WVU Dining Services is not permitted to accept payments. All accounts can be settled online through Student Accounts (studentaccounts.wvu.edu).
- Students living off campus may purchase Dining Plans. In fact, we encourage it!
- Dining Services will gladly work with students who have unique allergy or dietary requirements. Email ccmcmillan@mail.wvu.edu or visit our offices to work out any special requirements. See also our allergy policy on [page 9](#).
- The Evansdale Crossing and Mountainlair Tazikis accept Dining Plan Swipes and Dining Dollars. Both are owned and operated by Fresh Hospitality Group, and have entered into a contractual agreement with WVU to accept Dining Plans.
- Outlets located in the Mountainlair do not accept Dining Plan Swipes as payment during the lunch period between 10:30am and 2:00pm. Burger King, Chick fil A, Sbarro, and Tazikis accept Dining Plan swipes for breakfast and dinner, as well as lunch starting at 2:00pm. Sbarro accepts Dining Plan swipes starting at 2:00pm for lunch and 3:30pm for dinner. Hatfields accepts Dining Plan swipes for breakfast.

Student Employment

Dining Services employs over 800 students every year. Students are welcome to chat with Dining Hall managers or look on MountaineerTRAK for open positions.

Visit studentemployment.hr.wvu.edu for more information on WVU student jobs.

**“People who love to eat are always
the best people.”
Julia Child**

A Note to Parents and Guardians

Dear Parents & Guardians,

We're making every effort to set your student up for success while they're here at WVU. As with many other departments on campus, Dining Services has legal obligations required by the Family Educational Rights and Privacy Act (FERPA) that are designed to protect student privacy. Please check the list below to note what options we can provide for you to assist your student in their academic endeavors.

Sincerely,
WVU Dining Services

Parents/Guardians cannot...

- Directly sign their student up for a Dining Plan.
- Change a student's Dining Plan.
- Access information about how a student is using his or her plan. Exceptions to this rule may be granted by having the student give permission via proxy in the student's MIX account Parent Guest Portal: parent-guest.portal.wvu.edu

Parents/Guardians can...

- Provide payment for a Dining Plan through their parent-guest portal.
- Access information through the parent-guest portal with student permission.

**"If more of us valued food and cheer above hoarded gold,
it would be a much merrier world."
J.R.R. Tolkien**

Dining with Food Allergies

For students with food allergies purchasing Dining Plans at WVU, Dining Services will gladly make every effort to accommodate all dietary needs with a variety of fresh and nutritious alternatives.

Dining Services has outlined the following policies for students with allergies to ensure a healthy and safe dining experience during their time at WVU:

- All Dining Services staff, full time and part time, including student workers, must be trained to handle and prepare food for students with allergies. This training must be routinely updated to ensure compliance and safety standards are met at all times for all of our customers with food allergies.
- Our on-staff dietician will meet with every student individually to ensure their unique allergy needs have been documented and shared with our kitchen managers. Our on-staff dietician will also work with the student to create an all-encompassing plan to dining on campus, including daily meals, snacking, and a balanced diet.
- Students with allergies using a Dining Plan will receive an equal value dining experience as students without allergies. Therefore, no discounts or reimbursements for Dining Plans will be offered.
- Students with allergies will have equal access to allergen-free dining at all five of WVU's Residence Dining Centers (also known as the Dining Halls).
- Students with allergies will be served a variety of nutritious and balanced dishes.

To aid our efforts in this process, and to gain access to these benefits, we request that students with allergies take the following measures:

- 1) Contact our on-staff Dietician, Cami McMillen, by phone at 304.293.4053, or by email at ccmcmillan@mail.wvu.edu, to schedule a one-on-one meeting.
- 2) At the one-on-one meeting, provide a Doctor's note outlining the student's allergies.

Failure to do these two things relieves Dining Services of any responsibility or liability related to any allergy-related injury or illness incurred by the student while dining in our facilities.

At this time, we have found this personal approach for students with food allergies to be the best way to ensure students receive a variety of nutritious and fresh dishes. Our chefs go out of their way to make sure that students with allergies receive the same quality dining experience as their peers. Feel free to contact our on staff dietician Cami McMillen with any questions regarding our policies or procedures on this subject.

“So long as you have food in your mouth, you have solved all your problems for the time being.”

Franz Kafka