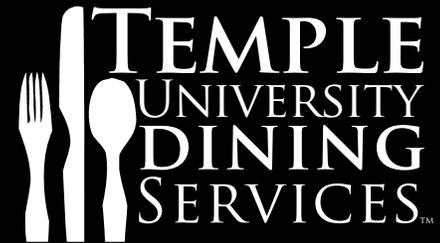


Frequently Asked Questions



Can Commuters get meal plans?

Yes! We have Meal Plans design for ALL students, especially for commuters! We offer a wide range of meal plans ranging from 5 - 15 meals a week to 30 - 100 meal passes per semester. Our Premium Meal passes have been created to allow commuters to use their meal when they want.

Can I upgrade or downgrade my meal plan?

Yes, of course! We understand the need to adjust your meal plan after you get to school and settle into a routine. Your meal plan can be upgraded at any time from the MyHousing web portal application, and can be downgraded from the same site only once. The downgrade must take place before the start of the third week of the semester. Go to temple.sodexomyway.net and follow the link "Sign up for a Meal Plan" to upgrade or downgrade meal plan.

Do my meals roll over from week to week?

Most of our meal plans are based on a weekly schedule and reset every Monday morning at 2:00AM; therefore these meals do not roll over. This gives us an accurate and consistent estimate of the food needed to be prepared at each of our locations from week to week. Meal passes are based on a semester schedule, and may work better for some students not living in on-campus residence halls.

What is the difference between a meal plan and Diamond Dollars?

Diamond Dollars are just like having a bank account with Temple, with your Owl Card acting as a debit card at many locations on and around campus. Diamond Dollars are tax-free and stay with you throughout your Temple career. Using a meal is also tax free and able to be used at all Temple Dining Services locations (See Map for locations). Meal Plans allow you to budget your meals during a semester. Most of our Meal Plans even come with Diamond Dollars to add additional flexibility.

What is the Meal Equivalency Program?

The Meal Equivalency Program is designed to allow students to use their Meal Plan in a Retail Location setting. The Valaida S. Walker Food Court, the Morgan Hall Food Court, Cosi, Café 613 and all of our retail locations around campus use this program. What it means is that when you use a "Meal Swipe" at any of these locations it has been given a monetary value depending on the meal period. For example, the Lunch period Meal Equivalency is worth \$8.15, this means you can go into any of our retail locations and purchase any items up to \$8.15. If you by chance go over the allotted amount, let's say \$.05, your total bill would be \$8.65. Using your Meal, it would pay for \$8.15 and then you can use Diamond Dollars, Cash or credit to cover the \$.50 you went over.



Frequently Asked Questions



What are the Meal Equivalency Values?

Meal Equivalency Value is outlined below:

Meal	Time	Equivalency
Breakfast	7:30 a.m. - 11:00 a.m.	\$6.25
Brunch (weekends)	8:00 a.m. - 4:30 p.m.	\$8.15
Lunch	11:00 a.m. - 4:30 p.m.	\$8.15
Late Lunch Bonus (M-TH)	2:30 p.m. - 4:30 p.m.	\$8.65
Dinner	4:30 p.m. - 8:00 p.m.	\$8.15
Fourth Meal -(S-TH)	8:00 p.m. - 10:00 p.m.	\$8.15

Do you have Combos to fit into the Meal Equivalency Value?

Most of our Retail locations have Combos created so that students using their meal plan can get a complete meal without going over the Meal Equivalency Value.

What is late lunch?

Late Lunch Bonus is part of the "Lunch" meal period. It gives the students an extra \$.50 at our Retail locations that use the Meal Equivalency Program. We offer the Late Lunch Bonus between 2:30-4:30. A meal used during Late Lunch Bonus still counts as a lunch, therefore you cannot swipe for lunch *and* late lunch, unless you have a premium meal plan.

How do you specify to use a meal or to use Diamond Dollars at the register?

Our cashiers understand that many students want to use different methods of payment, and will often times ask you what method you would like to use. If not, however, you can just tell the cashier how you would like to pay for your purchase.

Do you offer guest meals?

We do not offer guest meals; however, with a Premium plan, any meals allotted can be used as a swipe for a guest.

When do meals reset?

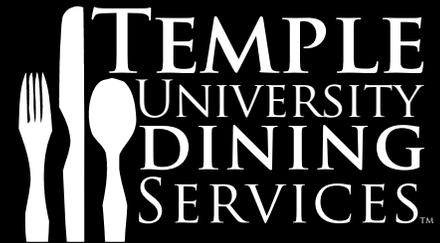
2:00AM Monday morning your weekly meal allowance resets for Breakfast.

Do I need to pay for my meal plan as soon as I sign up for it?

No, meal plan costs are posted to a student's tuition bill and are appropriated via whichever payment methods students or parents so choose.



Frequently Asked Questions



How are the Diamond Dollars that come with meal plans distributed?

The Diamond Dollars that come with any meal plan are distributed per semester; therefore, say if you sign up for a meal plan that comes with \$150 Diamond Dollars, it would be dispersed at the beginning of the semester depending on how soon before the start of the semester you signed up for your meal plan.

If I purchased meal passes and run out before the end of the semester, can I purchase supplementary passes to add on?

Unfortunately, at this time, it is not feasible for students to add a meal passes to their accounts once they've picked their initial meal plan. Students can always upgrade at any time during the semester, however, this includes going from a semesterly to a weekly plan. All new plans are prorated; so you only pay for what you've left to use.

Which meal plan do you recommend for off-campus students?

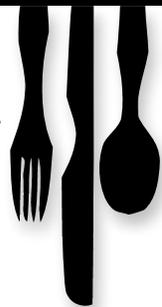
We don't recommend a "one-size fits all" meal plan for off-campus students. Many factors such as class schedules, commuting times, time spent on campus any given day, whether or not you have a kitchen at home (that you will actually use to cook regular meals), and general desire and frequency of when to eat from day to day factor in. Therefore, we recommend that off-campus students contact us via e-mail (tudining@temple.edu) or phone (215-204-5374) for a consultation on which meal plan best suits them.

Is there a 10 meal per week plan that includes access to 4th Meal?

Yes, the Premium 10 include access to 4th Meal. Only our basic meal plans do not have access to 4th meal, so plan accordingly.

How many places are there for me to eat on campus?

There are several dining services locations on campus all together at which students can eat on campus. One is our Louis J. Esposito "All-You-Care-To-Eat" Dining Center located in the Johnson and Hardwick Complex, another, our Valida S. Walker Food Court is located in the Howard Gittis Student Center, and also the brand new Morgan Hall Food Court and Morgan Hall Dining Center located in the new building Morgan Hall both have a wide variety of options. A map of our locations can be found on our [website](#).



Frequently Asked Questions



How many meals per day do I get with a Premium Plan such as the Premium 15?

With a premium plan, students are able to choose whenever they'd like to eat without any meal period restrictions whatsoever. Hypothetically, a student with a Premium 15 meal plan could on a Monday morning purchase breakfast for him or herself and 14 of his or her friends. There is no "number of meals" per day factor for any meal plan. Students are able to budget their meal usage however they so choose. Only Basic plans are limited to one swipe per meal period.

If I run out of meals for a given week, will my meal purchases be automatically deducted from my Diamond Dollars?

No, if you run out of meals, please instruct your cashier as to which alternative payment method you would like to use. If a student runs out of meal during a week, he or she will be able to pay for his or her food with Diamond Dollars, cash, credit, or debit. Students should be aware that meals reset Monday morning at 2:00AM and that they are able to keep track of their remaining meals via the [Diamond Dollars](#) website. Also, whenever a student makes a purchase using a meal plan at any of our retail locations, their number of remaining meals will be present on their receipt. Also, students can ask any register attendant how many meals they have left before making a decision on which method to use to pay.

Regarding the cash value of the meal plans: If a meal is worth approx. eight dollars, can I use that "money" as Diamond Dollars at any place that accepts them or do I have to use them at one of the University dining locations?

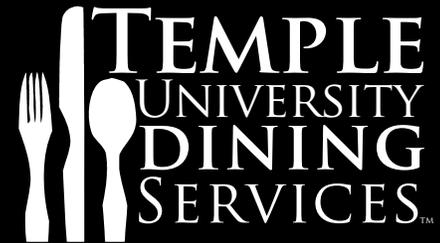
A meal plan swipe is only valid at Temple Dining locations and cannot be transferred to its equivalent in any other payment form. The equivalency only relates to how much may be purchased with a particular meal swipe at a dining services location.

Do Diamond Dollars "roll over" from week to week?

Diamond Dollars do roll over. Since Diamond Dollars can be used for many services on and off campus, they are not limited to the boundaries of a given semester or year. A student who doesn't utilize his or her Diamond Dollars will have the money remain in their account until he or she leaves the University.



Frequently Asked Questions



Why do I see a separate charge for Diamond Dollars and my meal plan on my tuition bill?

The Diamond Dollars program is run by a separate office; however, Diamond Dollars are offered with certain meal plans as a special combination deal. Often, Diamond Dollars can appear on a tuition bill before the actual meal plan cost itself. Both fees should appear on a student's tuition statement within a few business days of signing up for the meal plan and will add up to the total cost of the chosen meal plan because Diamond Dollars are purchased dollar for dollar; however, they are simply more secure on a student's Owl Card.

I've run out of Diamond Dollars! Is there a way for me to add more Diamond Dollars to my OwlCard?

Diamond Dollars can always be added to a student's account by a student, parents, or anyone who has the student's TUID (Deposits only). Students can log into [TUPortal](#) and go to the Diamond Dollars link on the sidebar to access their Diamond Dollars account. Anyone else who wants to deposit into a student's account can go to the [Diamond Dollars](#) website and follow instructions accordingly.

I've run out of meals for the week! What ways are there for me to eat?

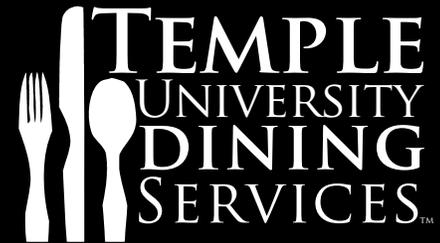
Students can still visit any of our dining services locations on campus and pay for meals with Diamond Dollars, cash, credit, or debit. There are several dining locations close to campus where students can also use Diamond Dollars, cash, credit, or debit to purchase meals that are not run by Temple Dining.

Is there a way for me to get my meals if I've lost my OwlCard?

The only location in which students are able to eat without their OwlCard is in the Louis J. Esposito Dining Center located in the Johnson and Hardwick Complex. If you are in need of this service, please request to speak to a supervisor. No other location is able to deduct meals without students presenting their card for swiping. If your OwlCard is lost or stolen, follow the instruction on the [Diamond Dollars Website](#) in order to go about getting a replacement as soon as possible.



Frequently Asked Questions



What is a Premium Meal Plan?

A Premium Meal Plan offers the ultimate flexibility. There are no restrictions on meal periods or when students can use meals. Premium meals can even be used for guests since students can swipe multiple times during any meal period. They offer the most freedom for students to eat on campus.

What kinds of foods are served at the dining locations?

Dining Services prides itself in offering a wide variety of dining options in all of our locations. If you'd like to see what our dining locations are and what they offer, make your way back to our website temple.sodexomyway.net and go to the Dining Choices tab and select which campus you are interested in.

How do I sign up for a meal plan?

[This page](#) will explain in detail how to sign up for a meal plan.

When do the meal plans begin?

Meal plans usually start with the dinner meal the night before the first day of classes during a semester; however, check temple.sodexomyway.net, call us at (215)-204-5374, or [e-mail us](#) just to be sure.

Does the J&H Unlimited pass come with Diamond Dollars?

The J&H Unlimited pass does not have a special meal plan deal with Diamond Dollars considering its price as is; however, students and parents are always able to add Diamond Dollars to their OwlCard via the [Diamond Dollars](#) website.

Should I bother to get a meal plan if I have special dietary needs (Vegetarian, vegan, celiac, food allergies)?

Yes! We offer plenty of options for groups with special dietary needs at all of our locations and we also have a resident dietitian, [Julie Rhule](#), who can work with students with special dietary needs one on one to make sure everyone is getting the food that they need.

