Dining Services 2018-19

Introduction

The Office of Residence Life issues meal plans for students as part of the Housing and Food Service Contract. Dining services are provided by Chartwells.

Students living in a campus residence hall are required to purchase one of the following meal plans:

- Anytime Prime 7
- Anytime Purple 7
- Anytime Orange 5
- Aces 12

To provide student dining services at the highest value and lowest possible cost, there must be a consistent level of participation in our four basic plans (Prime, Purple, Orange and Aces 12) by students living in the residence halls. As cooking facilities in the residence halls are limited, it is also important to minimize the number of individuals with reduced plans or no plans. For these reasons all students living in the residence halls must participate in one of these meal plans.

Village residents, fraternity house residents, and seniors living in residence halls have the option of purchasing the Aces 12. Meal plans are optional for Village residents, fraternity residents, or commuters.

Students with a meal plan who move to Villages or fraternity housing after the meal plan change deadline must wait until the beginning of the following semester to change or drop their meal plan.

UE provides meals according to the plan selected during the period of occupancy. No meals are provided during the Fall, Thanksgiving, Winter, Spring, or Easter Breaks. No meal plan is available over the Summer terms.

UE ID

The University of Evansville ID card serves as the dining debit card for meals and Ace Bucks. A valid UE ID must be presented at all meal periods. The identity of the person presenting the ID must match the ID.

- Since this University ID serves as identification, gives access to meals and Ace Bucks, and provides security door access, it should never be loaned to another student.
- If an ID card is lost or stolen, notify the dining services office immediately. It will be placed on lost status and no one else can use it. Replacement cards may be purchased from the Office of Safety and Security. Chartwells and the University are not responsible for charges on a card if it is not immediately reported as lost or stolen.

Meal Plans

Each meal plan offered to UE students is accounted for on a declining balance debit system to offer flexibility and ease to students. Meal plans for Fall can be adjusted up until 5:00 p.m. on Friday of the first full week of school. Meal plans for Spring can be adjusted up until 5:00 p.m. on the first Friday following the first day of class.

<table>
<thead>
<tr>
<th>Residential Meal Plans – Available to all students.</th>
<th>2018-19 Semester Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>All students living in residence halls must sign up for one of these four plans. *Seniors living in residence halls have the additional option of choosing the Aces 12.</td>
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<tr>
<td><strong>Anytime Dine Prime 7</strong></td>
<td><strong>Unlimited Meals 7 Days a Week + 300 Ace Bucks</strong></td>
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<tr>
<td>The meal credits in this plan combined with 300 Ace Bucks easily cover all meals served in a semester and plenty of Ace Bucks for purchases at campus venues of Chick-fil-A, Starbucks, Ace's Place, and on-the-go locations! Continuous dining is available breakfast through dinner in Café Court. Eight guest passes allow students to treat friends and family in this location.</td>
<td></td>
</tr>
<tr>
<td>Plan</td>
<td>description</td>
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<tr>
<td>Anytime Dine Purple 7</td>
<td>The meal credits in this plan combined with 100 Ace Bucks easily cover all meals served in a semester and a smaller number of Ace Bucks for purchases at campus venues of Chick-fil-A, Starbucks, Ace's Place, and on-the-go locations. Continuous dining is available breakfast through dinner in Café Court. Six guest passes allow students to treat friends and family in this location.</td>
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<tr>
<td>Anytime Dine Orange 5</td>
<td>Unlimited weekday meals combined with 175 Ace Bucks provide a balance of meals and Ace Bucks for purchases at campus venues of Chick-fil-A, Starbucks, Ace's Place, and on-the-go locations. This plan works well for students who eat less on the weekend. Weekend meals can be purchased with Ace Bucks. Continuous dining is available breakfast through dinner in Café Court. Four guest passes allow students to treat friends and family in this location.</td>
</tr>
<tr>
<td>Aces 12</td>
<td>The meal credits provided in this plan cover up to 12 meals per week plus an additional $300 in Ace Bucks for purchases at campus venues of Chick-fil-A, Starbucks, Ace's Place, and on-the-go locations. Meals can be accessed any time during breakfast through dinner in Café Court. Each meal swipe is deducted from the weekly meal card balance. Four guest passes allow students to treat friends and family in this location.</td>
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<tr>
<td>Aces 7</td>
<td>A plan for a select groups of students: Students living in Villages or Fraternities, Seniors living in residence Halls, and/or Commuters. (There are no Meal Exchanges with this plan)</td>
</tr>
<tr>
<td>Ace Bucks</td>
<td>Optional plan for Commuter Students. Supplemental for students with a Residential Meal Plan or the Select Plan. Students living on campus (residence halls, Villages, or Greek Housing) who have an existing Residential Meal Plan can add Ace Bucks at any time. Students can purchase any number of Ace Bucks in $25 increments. Pricing is variable depending on increments purchased</td>
</tr>
</tbody>
</table>

### Using Meals and Ace Bucks

Students present their dining cards to the cashier indicating if they want to use a meal swipe or Ace Bucks.

### Meal Swipes in Café Court

- Students on Anytime Plans can access an unlimited number of meals in Café Court. A meal swipe constitutes an entry pass into Café court.
- Students on the Aces 12 or Aces 7 may use up to three meals per day. Each Meal swipe is deducted from the meal allocation balance. Any unused meals left at the end of each semester are forfeited.
Meal swipes are not valid for guest meals in Café Court. Guest passes or Ace Bucks can be used to treat friends and family to a meal.

**Buying a Meal in Café Court with Ace Bucks, Cash or Credit** A meal can be purchased with Ace Bucks, Cash, or a Credit Card in Café Court. To do so, students simply tell the cashier their preference.

Only Cash, credit or Ace Bucks are accepted at Chick-fil-A. The card is scanned and the account is updated. Students may request a receipt at the register.

**Carry Out Meals from Café Court** Up to one carry out meal a day can be obtained with a meal swipe at Café Court. This is done through the Green-To-Go Program, using re-usable containers. Students must sign up to be a part of the program. Upon entering Café Court, students simply tell the cashier that they will be taking their meal to go and they will receive the box. Then the student fills up their box with the menu items of their choosing (box must be able to close) and take their meal to go. There will be a tracking system in place so that guests may only have one box in their possession at a time. They will be able to turn in the box for a fresh clean one or if they don’t want to carry the box around, it can be turned in and tracked so they may continue in the program. For full details please visit www.dineoncampus.com/ue

A carry out from Café Court is limited to once per day.

**Meal Exchange** Up to one meal a day can be obtained with a meal swipe at Rademacher’s Café or at Ace’s Place. This is called a meal exchange. A meal exchange will consist of a combo meal and will be made up of an entree, drink, and a side. To do so, students simply tell the cashier they want to use a meal exchange to buy a combo.

**Limitations on Carry Out and Meal Exchanges** Students are allowed up to one carry out and one meal exchange per day – this must be during different meal periods.

**Ace Bucks**

All full time students who have paid their Campus Services Fee get a $50 allocation of Ace Bucks on their ID Card each semester. If a student has a meal plan, this $50 will be reflected first as their balance. Once the initial $50 is used, the remaining balance of Ace Bucks for their meal plan will be displayed.

Ace Bucks transfer to the spring semester when a student continues with a meal plan on UE’s home campus. Any unused Ace Bucks left at the end of the second semester will be forfeited. Ace Bucks are nonrefundable when a contract is ended or cancelled.

Additional Ace Bucks can be purchased at any time on the Chartwells Website or in person during office hours in the dining services office in the lower level of the Ridgway University Center.

**Dietary Requirements**

Whether a student has a restriction as required by a physician, or a cultural, religious, or other dietary need, Chartwells will work with UE students to ensure they maintain a diet consistent with those needs. Chartwells Dining Services offers a variety of options related to dietary needs and interests. Standard food selections are offered that meet the needs of students seeking vegetarian, vegan, or gluten free diets (to name just a few). For more information on these offerings, or to consult with Chartwells management, call 812-488-2951.

Students who have dietary needs or food allergies may request reasonable accommodations related to their meal plan. To do so, please complete a Request for Dietary Accommodation Form available in the dining section of the residence life section of the University website. Requests forms and supporting documentation should be forwarded to the coordinator of disability services. This documentation will be reviewed jointly by Disability Services, Residence Life, and Chartwells Dining Services. A follow-up meeting may be scheduled to discuss specific needs and establish a plan. Due to the severity of some allergic reactions, it may be necessary to inform appropriate staff of dietary restrictions.

**Sack Lunches and Sick Trays**

Students who have an academic or work conflict with meal times in Café Court can order a sack lunch from Chartwells with at least 24 hours’ notice.

Sick trays also are available for students who are confined to their rooms by illness. Please contact the health center for authorization, then send both the authorization and the meal plan ID with the person designated to pick up the sick tray.
Dining Locations and Hours of Operation

Café Court
Café Court is the food hub on campus. This location offers several different entrée stations. The Student Choice station changes in concept periodically according with student preferences.

Regular Hours of Operation (subject to change)

**Mon-Fri**
- Breakfast: 7:00am – 10:00am
- Continental Breakfast: 10:00am - 10:30am
- Lunch: 10:30am – 2:00pm
- Lite Lunch: 2:00pm - 4:30pm
- Dinner: 4:30pm – 7:00pm

**Saturday - Sunday**
- Brunch: 10:30am - 1:30pm
- Lite Lunch: 1:30pm - 4:30pm
- Dinner: 4:30pm - 6:30pm

Ace's Place and On the Go
Ace's Place is the campus convenience store offering a variety of food supplies. On the Go is a self-service venue.

- Convenience store items are always available, including packaged foods, frozen entrées, bottled beverages, snacks, and toiletries. There are also convenient meal solutions for students that need a food fix in a hurry. The grab and go menu consists of sandwiches, salads, desserts, and fresh fruit and vegetable cups.
- On the Go is a self-service concept. Two locations for On the Go will be available: In Aces Place in Ridgway and in the Koch Center Atrium.

Standard Hours of staffed operation will be posted at the beginning of each semester. The On the Go concept will be available during regular operating periods for each building.

Rademacher's Café
Located in Ridgway University Center, the café features Starbucks drip coffee and espresso beverages as well as an array of sandwiches and salads.

Regular Hours of Operation (Subject to change)

- Mon – Thurs: 7:00am – 6:00pm
- Fri: 7:00am - 4:00pm

Chick-fil-A
Chick-fil-A serves up their famous chicken sandwiches, nuggets, spicy chicken sandwiches, and their legendary waffle potato fries.

Regular Hours of Operation (Subject to change)

- Mon – Fri: 10:00am – 10:00pm
- Sat: 12:00pm - 8:00pm

Special Events and Offers
Throughout the year, UE’s dining services presents several special dining events and offers. They kick off the school year with specially designed menus to welcome students back to UE. Check out the Events and Offers section of the Chartwells Dining Page for more information.
Campus Dining Employment

Students wishing to earn extra income during the school year may seek a job with dining services. Chartwells will work with student schedules, and the benefits of working close to home cannot be overstated. Interested applicants should contact the Chartwells Management Team.

Contact Information

The dining services staff wants to hear from students. There are a number of ways to communicate with dining services staff.

- Text the “text to Solve” number for near-immediate assistance during dining hours
- Fill out a Food Advisory Board (FAB) Online Feedback Form: www.surveymonkey.com/r/UE-FAB
- Fill out the Chartwells Online Feedback Form: new.dineoncampus.com/ue/feedback
- Contact the staff through the dining services website at new.dineoncampus.com/ue/staff.
- Call the Chartwells staff at 812-488-2951.
- Stop by the dining services office to discuss suggestions or request an in-person meeting with management. The office is located in Ridgway University Center.

Dining Services Telephone Numbers / Web Links

<table>
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<tr>
<th>Service</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Café Court</td>
<td>812-488-2951</td>
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<tr>
<td>Ace’s Place</td>
<td>812-488-2425</td>
</tr>
<tr>
<td>Rademacher’s Café</td>
<td>812-488-2424</td>
</tr>
<tr>
<td>UE Dining Web Pages</td>
<td><a href="http://www.evansville.edu/residencelife/dining.cfm">www.evansville.edu/residencelife/dining.cfm</a></td>
</tr>
<tr>
<td>UE Chartwells Website</td>
<td>new.dineoncampus.com/ue</td>
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<tr>
<td>Card Balances</td>
<td>new.dineoncampus.com/ue</td>
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<tr>
<td>Log in to view account</td>
<td>new.dineoncampus.com/ue</td>
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<tr>
<td>Adding ACE Bucks</td>
<td>new.dineoncampus.com/ue/meal-plan-purchase</td>
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<tr>
<td>Facebook</td>
<td><a href="http://www.facebook.com/foodatue">www.facebook.com/foodatue</a></td>
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<td>Twitter</td>
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<td>Instagram</td>
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<tr>
<td>Dining App</td>
<td>Search for DineOnCampus in the App Store</td>
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