



Monarch Dining FAQs

1. AM I REQUIRED TO GET A MEAL PLAN?

All first-year resident students are required to select one of the All-Access meal plans. The meal plan will be charged to your student account. First year commuter students can choose from any of our 9 meal plans and can sign up at cardcenter.odu.edu.

2. WHEN CAN I CHANGE MY MEAL PLAN?

Meal plan changes/cancellations can be done online at cardcenter.odu.edu during the 1st week of the semester. If any student who is living on-campus decides to cancel their housing agreement, then their meal plan will automatically be removed as well. After cancellation, please check your student account the following business day to confirm that your meal plan has been removed from your bill.

3. WHAT ARE MEAL SWIPES?

Meal Swipes give you access to our all-you-care-to-eat dining halls: Broderick Dining Commons and Rogers Riverside Café. 1 swipe = 1 entry. Meal Swipes for Weekly Meal Plans do not roll over to the next week and reset every Monday morning. Block Plan meal swipes are given as a lump sum at the beginning of the semester and can be used anytime throughout the semester.

4. WHAT ARE FLEX POINTS?

Flex Points are tax-free dining dollars that may be used at any Monarch Dining location. 1 Flex Point = \$1. Students can use Flex Points for bottled beverages, snacks and convenience items; or after Meal Exchange swipes have been used.

5. WHAT ARE MEAL EXCHANGES?

Meal Exchanges are swipes that can be used at select Monarch Dining retail locations for certain meal combos. 1 exchange/swipe = 1 combo. Meal Exchanges for the Weekly Meal Plans do not roll over to the next week and reset every Monday morning. Block Plan Meal Exchanges are taken from the allotted Meal Swipes given at the beginning of the semester and once all meal exchanges are used, Flex Points would be the available payment option at retail locations.

6. CAN I ADD FLEX POINTS?

You can add flex points in increments of \$25 anytime throughout the semester at cardcenter.odu.edu.

7. CAN FLEX POINTS BE PARTIAL DOLLAR AMOUNTS?

Flex points are tax-free and operate like cash. 1 Flex Point = \$1. Items will not be rounded up to the nearest dollar but will be charged as exact values.

8. HOW ARE MEAL PLANS BILLED/PAID?

Meal Plans are billed to your student account and can be paid with cash/check, credit, financial aid, loans, or payment plans.

9. WHERE CAN I SIGN UP?

Resident students select their meal plan option when completing their Housing application. Off-campus students can sign up for a meal plan at cardcenter.odu.edu.

10. HOW CAN I CHECK MY BALANCE FOR MEAL PLANS?

You can check your balance online at cardcenter.odu.edu or on your myODU portal.



GUEST & TO-GO MEAL POLICY

Any meal plan holder can treat a guest or have a meal to-go at a residential or retail location on campus. When dining at Broderick Dining Commons or Rogers Riverside Café, a guest meal will be taken out of the following:

- All-Access Plans: from your allotted meal exchanges
- Weekly 10 plans/Block 80/Block 50/Commuter 10: from your allotted meal swipes

MEAL PLAN SECURITY

In case a student's ID card is lost and for the security of a meal plan holder, the maximum number of meal swipes/exchanges per meal period is 3 (Monday-Sunday: Breakfast is 12a-10:29a; Lunch is 10:30a-3:59p; Dinner is 4p-11:59p)

MEDICAL & RELIGIOUS DIETARY RESTRICTIONS

Our dining team is available to assist with a wide range of food-related medical conditions. Religious dietary restrictions such as Halal and Kosher can be accommodated as well. Email dining@odu.edu for a Chef Manager consultation.

WWW.ODU.EDU/DINING | DINING@ODU.EDU

