



**FRESH**   
**UCI** Basic Needs **HUB**

## EMERGENCY MEAL SWIPE FAQ

### GENERAL



**Q: How is the number of meals determined?**

We use a rubric to score each application. We take into consideration the applicant's financial situation and resources available to them.

**Q: Can I get more meals this quarter if I run out?**

If a student runs out of meals and needs further support for the current quarter, they would need to meet with our campus social worker for basic needs. In addition, a student must first run out of meals before requesting additional support.

**Q: I received x number of meals. Does this mean I get this amount every quarter?**

No, the meals are allocated one-time quarterly. If you need additional support in the future, you must submit a new application for the respective quarter. In addition, a student must first run out of meals before submitting a new application.

**Q: How do I know how many meals I have left?**

You can check your balance here ([ucistudentlink.atriumcampus.com](https://ucistudentlink.atriumcampus.com)) or by creating an account here (<https://uci.campusdish.com/en>). You may also check your balance at any Dining cashier on campus.

# EMERGENCY MEAL SWIPE FAQ



## USAGE



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### Q: When can I start using my meals?

You will receive an email confirmation alerting you that your meals are ready to use. Please do not visit the Dining Commons until you have confirmation that your meals have been uploaded.

### Q: What should I do if I show up to the Dining Commons and my meals do not work?

Please ask the cashier to enter the digits on your ID. If that doesn't work, please show them your email confirmation about meal swipes. If during business hours, please contact our team at [emsp@uci.edu](mailto:emsp@uci.edu) so we can look into the issue.

Note: If you experience any challenges while utilizing your swipes at the Dining Commons, please report them to [emsp@uci.edu](mailto:emsp@uci.edu).

### Q: Can I use these meals at campus retail restaurants?

No, the meals are only valid at the campus dining commons: Anteater and Brandywine. The resource was designed to not affect a student's financial aid package, and this is the only way we can keep it that way.

### Q: Do my meals expire?

The meals are usually valid until the end of the academic year in which they were issued. The meals do roll over to the following quarter if you didn't use them all this quarter.

### Q: Should I be saving my meals for future circumstances?

No, the meals are meant to support students experiencing a current emergency. If future needs arise, a student may reapply to receive additional meal support.

### Q: Can I swipe my friends or family members?

No, these meals are meant to support only the student who has received them, and Dining staff will not allow anyone else to be swiped in using an emergency meal plan.

### Q: Can I give my student ID to a friend to pick-up a meal for me?

No, there is a strict policy that only the student who has been awarded the meal can use the meals with their own ID. Failure to follow this might result in a conduct violation and potential conduct case.

### Q: Can I swipe my children or dependents?

Yes, parenting students are allocated a "family" plan which does allow them to swipe in their dependents. Please note that the applicant must have stated having children in their application to be allocated a family plan.

### Q: Can I use my meals more than once per day?

Yes, as long as you are using only one meal per meal period

- The Atrium ID card system allows one entry per meal period for each of the 3 daily meal periods (Breakfast, Lunch and Dinner), or 3 meals per day.
- The official meal periods at Anteater and Brandywine are 7:15am-11am, 11am-4:30pm and 4:30pm-8pm.
- Meal swipes cannot be used twice for the same meal period

### Q: Can I ask for a to-go box for my meal swipe?

Yes, but you will not be able to dine in if you ask for a to-go box

#### Disposable To-Go box

- Request from the cashier when checking-in, a disposable To-Go box.
- Includes a disposable box, disposable utensils and paper cup.
- Box is disposed at the end of the meal.
- Use the To-Go box to grab your meal and leave soon after.
- One (1) To-Go Box is provided per visit per meal period
- No re-entry allowed during the meal period

### Q: If I have a family EMS plan, can my child come to dine-in with me?

During Covid-19, the Dining Commons are limiting dine-in options to those who have a green Zot Pass. Since children of UCI students do not get a Zot Pass, your only option is to ask for to-go boxes. We recommend that you visit the Dining Commons by yourself to pick up to-go meals, as your child will not be allowed to enter the Dining Commons at this time.