

## CATHY'S TOP TEN LIST OF MOST ASKED QUESTIONS

- 1. What is the price of the meal plan?** The meal plan is covered under the Residential Comprehensive Fee that was charged on the student account.
- 2. Do meals roll over for next semester's usage if they are not all used?** Meals are for semester use only. They do not roll over. Leftover meals at the end of each semester are forfeited. First semester meals need to be used by 12/20/20 and second semester meals need to be used by 5/15/21.
- 3. How many meals can be used per week so they won't run out before the semester ends?** Take the number of meals on the meal plan you are on and divide by 15 (the approximate number of weeks in the semester) to get your result.
- 4. Where are both regular and guest meals used?** Both regular and guest meals can be used at USDAN University Center in the Marketplace for breakfast, brunch/lunch and dinner and at Summerfields for lunch and dinner daily or Weshop for a bagged lunch, Monday- Thursday.
- 5. What is the wisest use of meals?** The wisest use of meals is for dinner followed by brunch/lunch. These are the two most expensive meals on campus if purchased with declining balance points.
- 6. Do declining balance points roll over from semester to semester and year to year?** Declining balance points roll over from semester to semester but not year to year. All declining balance points need to be used by 5/15/21 or they will be forfeited.
- 7. Where can declining balance points be used on campus?** Declining balance points can only be used on campus at the following locations: Espwesso Café at Albritton, Café at USDAN University Center (1<sup>st</sup> Floor), Chique Chaque at Psi Upsilon, R J Julia Bookstore Café at 413 Main Street, Marketplace at USDAN University Center (2<sup>nd</sup> Floor), PI Café at Exley Science Center, Red & Black Café at 45 Broad Street, Summerfields at Butterfield C, Star and Crescent Eating Club at Alpha Delta Phi, Weshop Convenience Store at Foss 2 and Weswings Restaurant at 156 High Street and Cardinal Café at Freeman Athletic Center.
- 8. How about some information about Middletown Cash?** Middletown Cash follows you for as long as you are enrolled at the university, but unlike an ATM card your funds are not available for cash withdrawal. When you run out of meal plan points, the system automatically defaults to Middletown Cash so you can continue to eat uninterrupted at the same on campus locations listed under the declining balance point information above. Middletown Cash can also be used at the following on campus locations at the USDAN University Center 1<sup>st</sup> floor/basement- Cardinal Technology Center, Wesleyan Station, and vending machines at USDAN, Freeman and Olin Library; Espwesso Café at Albritton, R J Julia Bookstore, and in various dorms for both laundry and vending machines. Middletown Cash can also be used at many downtown Middletown merchants. Please visit the WesCard website at <http://wesleyan.edu/wescard/middletowncash/merchants> frequently for a complete listing of these merchants and to check announcements for new merchant updates.
- 9. If I lose my ID, what needs to be done?** Go to WesPortal/Offices + Services/WesCard/, click on eAccounts , sign in, then click on Card Services. Click on Deactivate Card to deactivate it and the card will be frozen so it will not be able to be used. If you find your card, please come to the WesCard Office during normal business hours to have it reactivated for your use again. You are responsible for all usage on your WesCard. If you cannot find your card and need a replacement, you need to go to the **WesCard Office, North College Room 111 between 8:30 AM – 5:00 PM, Monday – Friday**. You will fill out a replacement ID form, the ID will be created and the replacement fee of \$ 20.00 will be billed to the student account .If the WesCard Office is shut for the day and it is during the week, please go to either to the office of Residential Life or Public Safety to obtain a temporary access card and temporary dining form. On weekends, please go to the office of Public Safety to obtain the above temporary items.
- 10. How do I properly care for my ID?** Do not bend, crack or punch a hole in your ID as this will cause it to stop letting you into your dorm. You will need to get a replacement ID card at the WesCard Office for the damaged card at a cost of \$ 20.00 that will be billed to your student account.