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More Information about the Anytime Dining Plan is available at UWM.edu/dining/anytime-dining

Questions & Answers

Where will I swipe in at the Res Dining Halls?

- All three Residential Dining Halls (Cambridge Café, Riverview Café, and Sandburg Café) will have cashiers at the entry to the food service areas where students will swipe their PantherCard or a smart phone with an active GET App mobile ID. This swipe is to verify enrollment in the Anytime Dining Plan only and is not used to track individual plan use or dietary selections.

Can I purchase an Anytime Dining Meal plan if I do not live in the UWM Residence Halls?

- UWM Retail Services has been busy creating the spaces, recipes and overall infrastructure to bring this exciting new dining plan to campus. This fall semester we are focused exclusively on launching, managing and mastering the operational elements that go into making this plan a reality for our residential dining students. While we intend to offer Commuter and Faculty/Staff Dining Plans soon, we feel it is best to focus on serving our primary customers first.
- Any person with a UWM ID (PantherCard) can have funds deposited on their PantherCa\$h account for use at the many restaurant and convenience store locations at UWM. These funds can be used, dollar for dollar, without additional fees and can be replenished by students, faculty, staff and friends, guardians or family members who have been allowed access to the card holder's GET App service. (See [PantherCa\\$h](#) for more information)

Special Dietary Needs

I have allergies and need to make sure my food is totally safe, what can I do to make sure there are more than 2 things in the dining halls that I can eat?

How do I know that your "vegetarian" options aren't cooked with some animal product or on the same cutting boards as meat?

How will I know what foods have peanuts and which ones contain gluten? My roommate has different allergies than I do, but we like to eat together.

How are you going to keep the spoons and things separate at the serving areas?

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- UWM Retail Services takes food allergies, sensitivities, and special diets very seriously. If you have specific restrictions or requirements for your food, we want to meet with you and discuss options that we (you and us) can put in place.
 - The first step is filling out the Food Allergy & Special Dietary Needs Form.
 - <https://uwm.edu/dining/dietary-info/food-allergy-special-dietary-form/>
 - Next, we will provide you with an e-mail response with dietary information and tools to use sometime in August for the upcoming Academic year. On that correspondence there will be an option ~~want~~ to meet with you to discuss the items on the form and explore your concerns and show you the measures we take to make your food safe.
 - We will also discuss what dietary options already exist on the menu, and what modifications or preparations can be adjusted to offer some safe variations for you.
 - In the meantime, you are welcome to discuss any other questions you may have by reaching out to: Brian Vetter – bvetter@uwm.edu or 414-229-2525
- There is a certified ServSafe manager onsite at the dining locations. All staff take an online safety course and, during their onsite orientation, receive and review a food safety training packet.
- Food items marked as vegetarian, or vegan, must follow strict guidelines in every step of their creation from recipe development through food procurement, preparation, cooking, and service. UWM does not apply these labels to the foods we create without the knowledge that we have delivered on our commitment to the person consuming the food.
- The daily menus for each location (Cambridge Café, Riverview Café, Sandburg Café) will be available on the Anytime Dining website. These listings will include the times that each featured entrée will be available and what the service method of the items will be. These pages will also include links to NetNutrition.
- NetNutrition is the software we use to track the nutritional value and specific ingredients included in each recipe and food item that we serve.
- The NetNutrition listing for each menu item also includes tags for allergens and dietary preference items (nuts, fish, dairy, vegetarian, vegan, etc.)
- The Residential Dining Staffs monitor all self-service areas, to the best of their ability. We cannot maintain total control over customers in service areas, and therefore we cannot guarantee against cross contamination with any foods in self-service areas, measures will be taken to separate allergens and cross contaminants, label known hazards and indicate appropriate usage. Students must ask staff for dietary substitutes at the self-service locations (grill and deli) (signage will be posted).

Dining Areas

Can I bring my backpack into the food area?

If I have to leave it at a table, how do I know it will be safe?

If I bring food storage containers to the dining area, will I get in trouble?

- At this time backpacks can be worn in the Residential Dining Halls service area but must remain closed. Your backpacks can be opened in the dining area.
- For Contract Year 2022/2023 the dining areas will not be regulated. Items left in this area remain the owner's responsibility.
- All food served in the Residential Dining Halls will be served on disposable vessels that can be used to carry your food away. To ensure the highest standards of sanitation and safety, UWM Retail Operations suggests students use the containers provided.

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- For Contract Year 2022/2023 there is no restriction or penalty for students who bring their own containers to the Residential Dining Hall dining areas, however, these containers are not allowed in the food service areas and UWM Retail Operations is not responsible for the sanitation or safety of the food once it leaves the dining facility and/or is placed in your personal containers.
- NOTE: As a community, the Anytime Dining Plan participants (residential students), UWM Retail services, University Housing, The Student Housing Administrative Counsel, and they share a responsibility to make responsible decisions with the facility, the food and with one another. Uncontrolled waste, abuse of the Anytime Dining privileges or damages to any part of the preparation, service or dining materials will inevitably drive up the cost of the Anytime Dining Plan or lead to the limiting of privileges. Please be conscientious stewards.

Residential Dining Hall Hours

I might have an early math class in the fall and would really like to get a coffee before class. How early will I be able to come to the cafeteria and get my coffee?

Will I be able to get hot food service at Riverview or Cambridge, like I can at Sandburg?

I will be living in Riverview. Other than taking the shuttle to campus just to eat, are you doing anything to make sure I have access to a decent variety of choices?

Will I be able to get hot food service at Riverview and Cambridge, like I can at Sandburg?

Is there a way I can see what each place has on the menu to decide in advance where I should be during this time of my day?

If my child has a night class that goes until 8:30 PM what food options are available?

- All the Residential Dining Halls (Cambridge Café, Riverview Café, and Sandburg Café) will have the same hours and comparable menu selections.
 - Anytime Dining Hours: We anticipate the Anytime Residential Dining Halls will be open
 - 8:00 am until 10:00 pm Monday through Friday and
 - 9:00 am until 7:00 pm Saturday and Sunday.
- Early option: The Sandburg GRIND location will be open at 7:00 am Monday through Friday. While all UWM GRIND locations are accessible to students paying cash or using Dining Dollars, Anytime Dining Participants can use their meal plan to purchase coffee drinks in the Sandburg GRIND location only.
- Late Options (after 8:00 pm)
 - All Anytime Dining Locations (Cambridge Café, Riverview Café, and Sandburg Café)
- UWM Retail Services reserves the right to adjust unit hours, specific menu options or service options depending on circumstances that can include labor and product availability.

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Dining Guest Passes (DGP)

Where can I buy additional guest passes?

When I swipe in my guest, how does that work? Who do I need to tell?

What is the cost if my child goes with the lower dining plan (Silver), and I want to come and pay cash to eat with them?

For Gold and Platinum plans, how does one receive their allotted semester dining guest passes? Are they loaded to the PantherCard?

Do the Gold/Platinum DGP give you only a one-time entry or is it good for the day?

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- Dining Guest Passes included with the GOLD or PLATINUM Anytime Dining Plans will be available on the student's PantherCard. Half of the purchased DGPs (Dining Guest Passes) will be added prior to the Fall Semester and the other half will be added prior to the Spring Semester.
- Dining Guest Passes purchased individually will cost \$15.00.
- Dining guest passes must be purchased by or with an Anytime Dining Plan participant.
- These DGPs (Dining Guest Passes) can be purchased at the same location where the students swipe to authenticate into the serving areas.
- Dining Guest Passes stored on the PantherCard are swiped at the cashier when a student enters the Residential Dining Hall service area. The card holder will need to tell the cashier that they would like to use a Dining Guest Pass (DGP) prior to swiping.
- Dining Guest Passes are valid for 1 (one) single entry to any one of the Residential Dining Halls. This is true for ALL Dining Guest Passes, those included in the contract and those purchased a la carte.
- While the residential student plan holder can re-enter as many times as desired, the DGP will only allow guests 1 (one) entry into the service area.
- If you already have guest passes purchased with your plan, please tell the cashier you would like to use one.
- Unused Dining Guest Passes (just like Dining Dollars) will roll-over from the Fall Semester to the Spring Semester.
- Any unused Dining Guest Passes remaining at the end of the participant's annual Housing contract are non-refundable and cannot be carried forward or transferred in any way.

Dining Dollars

[Do you get a discount with dining dollars? Like is it tax free or half off?](#)

[Do Dining Dollars roll over?](#)

[What should I do if I run out of Dining Dollars, but want to use more money outside of the Residential Dining Halls?](#)

[How will I know if my card swipe is using my Dining Dollars or my PantherCa\\$h?](#)

[Can I choose if I want to use Dining Dollars or PantherCa\\$h when I make a food purchase outside of the Res Dining Halls?](#)

- When students use Dining Dollars or PantherCa\$h to purchase food on-campus they are not charged tax on any grocery items or for food prepared at UWM. Prepackaged food items and purchases off-campus will not be tax free.
- If students are making purchases at a location that accepts Dining Dollars, the registers/readers are programmed to use Dining Dollars first. If your Dining Dollar balance is \$0, the register will automatically roll over to PantherCa\$h. This is an automated process and students cannot select which method of tender is used.
- If students are making purchases at a location that does not accept Dining Dollars, PantherCa\$h will automatically be presented for payment.
- All purchases can be tracked on your GET app. You can see what tender is being used, at what location and the total.
- Any unused Dining Dollars remaining at the end of the participant's annual Housing contract are non-refundable and cannot be carried forward or transferred in any way.
- If your Dining Dollars account has run out of funds, there are two ways to add usable funds to continue purchasing food on campus with the same benefits as Dining Dollars.

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- Students, or their family/friends, can add funds in any amount, up to \$200.00/day into their Dining Dollars account through the GET App.
 - Dining Dollars can only be used for purchasing food at on campus restaurants, convenience stores and participating off-campus locations
 - **IMPORTANT:** Unused Dining Dollars expire at the end of the academic year in May and will NOT be refunded. Dining Dollars may only be used at UWM restaurants and participating off-campus restaurants.
- As an alternative to Dining Dollars, students and their family/friends may add funds to their student PantherCa\$h account.
 - These funds can be used the same as Dining Dollars, and for other on campus uses such as laundry and print services. A list of PantherCa\$h users can be found below, in the PantherCa\$h section.
- PantherCa\$h balances roll over from year to year and do not expire. Dining Dollars for students can only be used for:
 1. Tax-free: food at any on-campus restaurant, UWM convenience stores (qualified grocery items only)
 2. TAXABLE: Non-grocery food purchases on campus, off-campus restaurant partners and Panther Athletic concessions

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PantherCa\$h

What should I do if I run out of Dining Dollars, but want to use more money outside of the Residential Dining Halls?

How will I know if my card swipe is using my Dining Dollars or my PantherCa\$h?

Can I choose if I want to use Dining Dollars or PantherCa\$h when I make a food purchase outside of the Res Dining Halls?

- When students are making purchases at a location that accepts Dining Dollars, the registers/readers are programmed to use Dining Dollars first. If your Dining Dollar balance is \$0, the register will automatically roll over to PantherCa\$h. This is an automated process and students cannot select which method of tender is used.
- If students are making purchases at a location that does not accept Dining Dollars, PantherCa\$h will automatically be presented for payment.
- PantherCa\$h for students can be used for:
 - Food, tax-free, for any restaurant on campus, C-store (some may be taxable, same as dining dollars) and off-campus restaurant partners (taxable), and Athletic Concessions
 - Laundry
 - WEPA on-campus printing
 - Any Housing main desk services or items
 - All Student Union services (cinema, marketing services, Craft center, Info desk tickets and other items, Rec Center services)
 - E-campus on-line book/course materials purchases
 - Any vending service (beginning in the fall our snack vending will be run by Gilly's Vending and will accept the Dining Dollars and PantherCa\$h, just like Pepsi and Farmer's fridge)
 - SARUP Lab printing
 - Panther Shop
 - Tech Store

- Tech Store Repair

Residential Dining Hall Food Variety and Service Methods

Will I be able to get hot food service at Riverview, like I can at Sandburg?

I will be living in Riverview. Other than taking the shuttle to campus just to eat, are you doing anything to make sure I have access to a decent variety of choices?

Will I be able to get hot food service at Riverview and Cambridge, like I can at Sandburg?

Is there a way I can see what each place has on the menu to decide in advance where I should be during these times of my day?

I am not an adventurous eater I count on some regular items being available. Will some food stay the same? Is everything going to change every day?

What are the different food options you will be offering in the cafés? Is this just going to be one huge buffet?

How will I know what foods have peanuts and which ones contain gluten? My roommate has different allergies than I do, but we like to eat together.

How are you going to keep the spoons and things separate at the serving areas?

- All Residential Dining Halls (Cambridge Café, Riverview Café, and Sandburg Café) will have the same hours and similar or equivalent menu selections.
- SERVICE METHODS: Each of the Residential Dining Halls will offer a few different service methods to help get the various food selections to you. While staff will work to make sure the foods offered at the 3 cafés are similar or equivalent, the different size spaces will make the service methods different.
 - Methods:
 - Self Service – Buffet style
 - Grab & Go – Prepared Foods, ready for purchase.
 - Build Your Own – Combination of hot service/served and Self service
 - Hot Service/Served – Kitchen Staff serves the hot entrée
 - STATIONS: The Residential Dining Halls will have a variety of stations to help plan holders and their guests find their favorite foods. These stations will stay consistent, although specific menu selections may vary. Below is an example of the foods that may be offered throughout the day:
 - All Day Stations
 - Waffles, Cereal, Fruit Bar, Coffee, Bakery
 - Mealtime stations
 - Breakfast
 - Yogurt Bar
 - Oatmeal
 - Breakfast (eggs, meats, potatoes, sandwiches, etc.)
 - Lunch
 - Sloppy Joes
 - Sesame Chicken
 - Stir Fry
 - Tacos
 - Lunch & Dinner
 - Grill hot service & Toppings
 - Build Your Own Deli & Toppings
 - Soups

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- Salad Bar
- Dinner/Late
 - Burritos/Nachos
 - Bibimbap
 - Bahn Mi
 - Wings
- The daily menus for each location (Cambridge Café, Riverview Café, Sandburg Café) will be available on the Anytime Dining website. These listings will include the times that each featured entrée will be available and what the service method of the items will be. These pages will also include links to NetNutrition.
- NetNutrition is the software we use to track the nutritional value and specific ingredients included in each recipe and food item that we serve.
- The NetNutrition listing for each menu item also includes tags for allergens and dietary preference items (nuts, fish, dairy, vegetarian, vegan, etc.)
- The Residential Dining Staffs monitor all self-service areas, to the best of their ability. We cannot maintain total control over customers in service areas, and therefore we cannot guarantee against cross contamination with any foods in self-service areas, measures will be taken to separate allergens and cross contaminants, label known hazards and indicate appropriate usage. Students must ask staff for dietary substitutes at the self-service locations (grill and deli) (signage will be posted).

I lost my ID last night sometime, and I really want to get something to eat before class. Can I still get food without my ID?

- Yes, just use your GET App mobile ID to scan your access on your smart phone. Then, you can go to the PantherCard office during their open hours and get a new ID printed.
<https://uwm.edu/retailservices/panthercard/>

If I only want a banana, does that count as a meal just like someone who is getting heaping piles of stuff?

- Yes, but that's ok. The Anytime Dining Plan is not counting the number of entries into the dining halls, or the amount of food being consumed per visit. Our goal is to make sure each plan participant can get the nutrition they require, when they need it, without having to worry about running out of points, credits, or dollars. The system is in place to keep our students from worrying about where their next meal is coming from. Instead, we want you to focus on that exam next Tuesday, or that presentation you must give on Wednesday, or that movie you are seeing tonight.

If I am ill, and know I should not go around getting other people sick, what food can I get delivered to my room? What options do I have?

- UWM Retail Services does not offer special meal options for students who are not feeling well. However, our partners in University Housing (UH) can often be a great resource for student residents. It is worth reaching out to your Resident Advisor or contacting other UH support if you are really feeling unwell. Additionally, it may be appropriate for you to ask a friend or a roommate to grab something for you while they are stopping into the Café. With all the variety available each day, it is easy for them to add some fresh fruit, soup or a Grab & Go item that can hold you over and help you recover. Please remember, if you are experiencing an emergency,

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reach out to 9-9-1-1 (or 414-229-9911 from a cell phone) and get immediate assistance for your medical needs.