TOP 10 FREQUENTLY ASKED QUESTIONS

ENJOY USING YOUR DINING DOLLARS AT THESE CAMPUS DINING LOCATIONS
How do I know how many meal swipes and Dining Dollars I have left?
Towards the bottom of every receipt, you will find your remaining dining units (meal swipes) and dining points (Dining Dollars) balance. You may also call the Meal Plan office at 818-677-2566 or log onto CSUN Dining Account Center (online card management system) to check your balance.

Can meal swipes be converted to Dining Dollars?
No, they cannot. Meal swipes are non-transferable.

Can I use my meal swipes to feed guests?
Students with the Matador Block Meal Plans (270, 200, 25) may use their meal swipes for guests. Those on the traditional weekly Meal Plans (10/12/14) and All-Access plan may not use their swipes for guests. However each student on these plans will receive 3 Guests Swipes every semester which they can use for guest meals.

What should I do if I lose my Meal Plan card?
You should immediately go to the Meal Plan Office at The University Corporation (located on the 3rd floor of the Sierra Center) and fill out a request for a replacement card. A new card with a new account number will be created for a $5 fee that is charged against your Dining Dollars. If you cannot immediately get to the Meal Plan office, you may go to Geronimo’s and get a temporary 3-day card with your account number.

I am on the installment payment plan. When are payments due?
Meal Plan payments are due on the 1st of the month. Payments not received by the 10th of each month, will be assessed a $15.00 late fee and your Meal Plan privileges will be suspended.

Can Meal Plans be changed?
Yes, Meal Plan changes are accepted up until September 15th of the Fall semester and January 29th of the Spring semester only. Once the semester is underway, you may only change from a smaller Meal Plan to a larger one.

I am on the installment plan. Does this mean that every time I make a payment, money gets added to my Meal Plan card?
No, making a monthly payment does not add more Dining Dollars to your account. The number of Dining Dollars is set at the beginning of the contract term and is included in the total cost of your elected Meal Plan.

Am I paying for meals during Spring and Winter Breaks even though I am not on campus?
No, the cost of your Meal Plan does not include meal swipes during Spring and Winter breaks. Due to limited hours of operation during Spring and Winter breaks, the meal swipe option is not available during these times. However, your Dining Dollars are active and will allow you to eat at any of the campus dining locations that are open during break.

Can I get a refund of my unused Dining Dollars?
Any unused/remaining Dining Dollars after May 18, 2018 will be forfeited. We do not offer refunds and you may not transfer unused Dining Dollars onto a MataMoney Card.

I have used up all of my Dining Dollars. Am I out for the semester?
You can purchase more Dining Dollars at any time during the semester by logging on to CSUN Dining Account Center online card management system. Keeping track and adding more Dining Dollars to your Meal Plan card has now become easier! Please visit www.csun.edu/csundining/diningdollars for instructions on how to use our new CSUN Dining Account Center system.