Meal Plan Change Process
Business Affairs and Contract Management

Business Affairs and Contract Management launched a project to improve students' experience when changing their meal plans. The project team's action plan is outlined below, and the full report provides more detail.

Automatically re-enroll students in meal plans for spring semester

- First-year students, non-Greek: all-access plan
- First-year students, Greek: all-access and Greek House plans
- All other students: plan they selected in fall

Customize charges on the front end for students in Greek organizations

- Provide rosters and other information to house corporations
- House corporations will calculate accurate charges on the front end instead of requiring Greek students to request individual adjustments to their bills

Create one deadline for all students and offices

- Deadline for making self-service meal plan changes is now the drop/add date

Expand access to CSGold platform

- Provide select Carolina Food Co. staff with access to student accounts in CSGold
- Give same staff access and permissions needed to administer Meal Plan Dollars refunds

Consolidate multiple forms

- Combine the Meal Plan Change Request and Carolina Cash Refund Request forms into one
- Research available platforms (Formstack and Dynamic Forms) and select best fit
- Design new form architecture with skip logic and routing to appropriate office or area
- Long term: research possibility of including Fraternity and Sorority Life's form

Clarify instructions for students

- Review currently published language
- Collaboratively develop clear, consistent guidance

- Update websites
- Long term: research possibility of changing or clarifying the "meal plan fee" moniker for students in Greek organizations

Use reporting and automation features

- Determine what student data reports would be helpful to processing changes
- Design any new reports needed
- Set schedule for delivery
- Long term: research feasibility of automating meal plan changes through technology systems

Create opportunities for frequent communication and cooperation

- Convene annual spring meetings
- Schedule fall meetings to review progress
- Create Teams channel for ongoing check-ins and questions

Projected Impact

The project team has designed a more efficient, user-friendly process for students and substantially reduced the administrative burden.

Before	After
Multiple deadlines complicated the process for students and staff	One deadline is easy to remember and administer
Students encountered multiple entry points and conflicting instructions	Students have one entry point and clear, unified instructions
Students had to re-enroll in plans between fall and spring semesters	Students are automatically re-enrolled in spring semester plans
Greek students were billed standard rates and had to request adjustments individually	House corporations are responsible for proactive, accurate billing for Greek students

Planned improvements will yield a 15% reduction in total process steps. Long-term improvements could reduce the number of steps even further.

Phone calls about Greek meal plans already have dropped by 30%. Calls about re-enrolling in meal plans for spring should be nearly eliminated. Assuming similar results in other categories, improvements will reduce phone calls by a projected 45% overall.

While there still will be variation in start-to-finish time, longer completion times will be less frequent. More people will finish their changes faster.