

WESTPORT PUBLIC SCHOOLS

Dining Services Department

Frequently Asked Questions

- ❖ How does the school meal service work? How does my child purchase a school meal?

Westport Public Schools uses Mosaic as the point-of-sale system in the school cafeterias. All students have a meal account in Mosaic which allows parents to deposit funds for the purchase of school meals and to track what is being purchased. The students access their meal account in the cafeteria by entering their student ID number on the keypad. Cash payment is also accepted by the cashier.

- ❖ How do I pre-pay for meals?

There are three ways to put money into your child's account:

1) Cash Payments: You can send in cash to the cafeteria manager who will enter the funds into your child's account. Cash should be in an envelope marked Westport School Lunch with the child's name on the envelope. There is no fee for this method of payment.

2) Payment by Check: You can send in a check to the cafeteria manager who will enter the check amount into your child's account. The check should be made payable to Westport School Lunch with the child's name on the check. If you have more than one child in the same school you can send in one check, but please clearly note the student names and dollar amount that should go into each child's account. One check cannot be deposited to multiple schools. There is no fee for this method of payment.

3) Pay Online at My School Bucks: When you log into the district website, click the Food Services tab and scroll down and you will see links for the My School Bucks website, and a helpful FAQ for setting up the accounts. To setup the account, you will need your 7-digit student ID. This is the same number attached to the student's email address in the district. You can also contact the Dining Director, Bob Nielsen, at 203-341-2431 and the number can be provided to you. Please note: My School Bucks charges a service fee of \$3.75 for each online or recurring payment.

- ❖ What are the different lunch menu options and pricing?

Students in the elementary schools have four choices daily: the featured hot lunch, the weekly alternate, a deli sandwich, or the soup lunch. All are priced at \$2.90 for the first lunch.

Students at the middle and high school level have more choices. The featured hot lunch is priced at \$3.15 in the middle schools, and \$3.25 in the high school. There are also daily options at the pizza station, the grill, our custom deli station utilizing Boar's Head deli meats, and freshly made soups.

At all school levels, a la carte items are available for purchase at an additional cost. A second lunch may be purchased at the regular meal price, the second serving of an entrée is \$2.00, and an extra milk can be purchased separately for \$0.55.

❖ Where can I locate the school meal menus?

All current school menus are posted on the Food Services page on the district website. You can also view menus through the NutriSlice app or at www.westport.nutrislice.com.

Please note that menus are subject to change due to product availability. We recommend that you check the menus weekly to ensure you are selecting the appropriate meal for your child.

❖ How can I see my child's account balance or view what they are purchasing?

Log into your My School Bucks account to view purchases for each enrolled student. You can also contact the Food Services office for assistance.

❖ Can I limit what my student purchases?

Yes, Mosaic allows for notes to be added to student accounts in order to help parents customize their student's purchases in the café. These notes and updates can only be added by the Food Service office. Please reach out by phone at 203-341-2431 or email bnielsen@westportps.org for assistance with adding notes to accounts.

❖ What if I see a discrepancy in my child's account?

Please contact Food Services at 203-341-2431 or bnielsen@westportps.org if you would like to discuss your child's account.

❖ How can I receive low balance notifications for my child's meal account?

There are two ways to receive low balance alerts:

- 1) Alerts from Mosaic are sent out twice a month. Please check inboxes and spam folders for these alerts. If you are not receiving them, please contact the Food Services office for assistance.
- 2) You can set up your own low balance notice through My School Bucks, as well as auto payments that will automatically be added when your student's account drops below the set amount.

Please note: payment cards need to be updated in My School Bucks if/when there is a change, and the auto pay must be reset at this time.

❖ Why am I getting a low balance alert?

When student accounts become negative, balance alerts are sent out from Mosaic and from My School Bucks if settings are added for this service.

Why was my child not allowed to charge a la carte items today?

If your child's account goes to a negative balance, they will be provided a regular meal but funds must be deposited in your child's account to cover the cost. A la carte items and second meals cannot be charged against a zero or negative balance.

❖ How do I apply for free or reduced-price meals?

You can locate the Free and Reduced-price School Meals Application in the Food Services section of the district website. Please ensure your child has sufficient funds in their account to cover the cost of meals until you receive notification of their eligibility. Please note: A la carte items and second meals are not part of the free/reduced-price benefit. Please mail or drop off applications to the main office of your student's school.

Please note: You may apply for the free and reduced-price program anytime during the school year should your income or household size change. If you are approved, the eligibility extends only throughout the current school year. A new application needs to be submitted at the start of each new school year.

❖ Why is my child incurring a charge when they are free or reduced?

Students approved for free or reduced meals are eligible to receive one free or reduced-price breakfast and lunch per day. Additional meals are purchased at the full price. A la carte items are not eligible in the free/reduced program and are purchased at an additional cost.

❖ If I received a letter last school year that my child was approved for free or reduced meals, does that carry over into the next school year?

Each new school year requires a new Free and Reduced School Meals Application. Please see the Free and Reduced School Meals Application on the Food Services section of the district website.

❖ What happens to my child's meal account at the end of the school year?

Any funds left in your child's meal account at the end of the school year will carry over to the next school year. When your child transitions to the middle or high school, their account will transition as well.

❖ How can I request a transfer of school meal account money from one child to another? How can I donate the balance or get a refund of my child's meal account?

Please contact the Food Services office and speak to the dining director at 203-341-2431. Or, you can send the request by email to bnielsen@westportps.org. In most cases for transfers, all that is needed are the names of the students. For refunds, an active address is required for a check to be mailed out. You also have the option of donating the leftover balance.

❖ If you have any other questions, please contact the Dining Director, Bob Nielsen, by phone at 203-341-2431 or by email, bnielsen@westportps.org.