

## Feed Every Devil (FED) Policies

Please note that the policies below can change at any time without warning.

### Donations

- Donation Prerequisites
  - Any undergraduate student with a meal plan can make a donation with a few exceptions:
    - The following DukeCard stored value accounts (SVAs) are not eligible for FED donations: RA Food, GR Food, RC Food, FIR Food, Food Conference and Food Conference Enhanced - these are not funded by the student therefore points are not eligible for donation.
    - Duke staff with meal plans that are provided as part of their employment cannot donate to FED.
  - Before making any single donation, each student must acknowledge they have read and accept FED policies. The policies are linked on the donation page and each donation requires a donor to accept these terms.
  
- Donation Limits
  - If a student's balance is less than \$100, they are not allowed to make a donation.
  - Each student can make no more than 4 donations per semester.
  - A single donation cannot exceed 50 Food Points.
  - A student's total donations cannot exceed 100 Food Points per semester.
  - If a student goes beyond any of these limits, upon trying to make a donation they will receive an error message in the application explaining which limits were crossed.
  
- Donation Refund Policy
  - Food Point donations are non-refundable. Donations are instant. There is no way to cancel a donation once it has been submitted.
  
- Donation Collection
  - All donated Food Points are deposited into one account that is managed by [DukeReach](#) of [Duke Student Affairs](#).

### Requests

- Request Prerequisites

- FED Food Points are intended for food insecure students only. Food insecurity is not having the ability to access sufficient, safe, and nutritious food that meets their food preferences and dietary needs for an active and healthy life.
  - Duke undergraduate, graduate and professional students can submit requests for donated food points.
  - Requests are individually reviewed by DukeReach administrators and the student will be contacted with the status of their application as soon as possible.
  - Students who have made recent donations are allowed to submit requests if they later experience food insecurity.
- Request Limits
    - A single request cannot exceed 50 Food Points; this is automatically enforced by the FED application.
    - A Duke student may make any number of requests per semester. DukeReach individually evaluates each request to determine Food Point allocation based on the individual's current circumstance and will also help students access additional resources that may assist in the student's situation if the issue is ongoing in nature
- Request Process
    - Food Point requests are intended for food insecure students only.
    - Request applications are available in the app and should be submitted via the app.
    - All Food Point requests will be reviewed by DukeReach administrators. Upon approval, Food Points from the donation pool account will be instantly distributed to the requesting student. Donated points are automatically available on the requesting student's DukeCard.
      - DukeReach can for any reason decline a student's request or distribute fewer/more Food Points than the student requested.
      - DukeReach may contact the student for additional information in support of their application, if needed.
      - There may be situations where resources other than FED Food Points are more appropriate for the situation, and DukeReach will work with the student to develop a support plan.
- Request Approval/Distribution
    - Food Points distributed to a student are sent to a 'FoodDonation' account; these points behave the exact same as meal plan points and can be used at any Duke dining vendor that accepts regular meal plan points (comprehensive list here: <https://app.studentaffairs.duke.edu/dining/menus-hours/>).
    - Please note that there are several dining locations on Duke University's Campus that do not accept Food Points, and therefore FED Points cannot

be used. Consult the link above for a list of locations that accept food points.

- Food Points are not accepted at food vendors operating in Duke Health facilities
- All Food Point Donation Recipients are notified via email about their receipt of food points. The email identifies the number of points the student received as well as a list of dining halls that can accept these points.

## FAQs

- What is food security?
  - Food security, as defined by the United Nations' Committee on World Food Security, means that all people, at all times, have physical, social, and economic access to sufficient, safe, and nutritious food that meets their dietary needs for an active and healthy life.
- Who is this program for?
  - FED can be used by **any student** that is currently enrolled at Duke if they are experiencing food insecurity. FED can be used even if the student does not have a meal plan.
- How often can I apply for FED points?
  - Students can apply as often as needed. DukeReach will connect with a student to talk about long term resources if food insecurity is a continuous obstacle for a student.
- What should I do if I know of a student that is in need but is not willing to tell anyone?
  - You can submit an anonymous DukeReach report, and the student will be contacted with information about the program.  
<https://studentaffairs.duke.edu/dukereach1>
- When will I hear back about my application for Food Points?
  - DukeReach will review your application and make contact with you within 1 business day via email or the phone number you provide in your application.
- What happens if I don't use all the Food points deposited to my Food account before the end of the Spring term? Do these points carry over between terms or close out with all Food points as part of the current practice?
  - All Food Points expire at the end of each academic year and do not carry over from Spring term to Fall term.

- I do not have a meal plan so I can't donate points, but I would like to help end food insecurity at Duke in another way. How can I get involved?
  - Faculty, staff or students without meal plans who wish to support Duke students experiencing food insecurity are welcome to donate food and other supplies directly to the GPSG Duke Community Pantry. Monetary donations are also accepted through the pantry website.
  
- Is my application and any other data accessed by FED kept confidential?
  - Donating and distributing food points creates a record each time an action is taken. Data will not be shared with others beyond those individuals required to manage the program. If you have questions or concerns, please contact [dukereach@duke.edu](mailto:dukereach@duke.edu).