

New Cafeteria Process: 2019-20 School Year

Each Student Has an Account in Titan

This year Los Gatos-Saratoga Union High School District switched to a new point of sale system, Titan. At the same time the District instituted a policy that all students have to tap their ID card to buy meals. This is because we did not have good data about how many students were participating. All students are now set up with an account (whether there is money on deposit or not). This allows the District to obtain sales information and to provide parents with details of how often their students eat at the cafeteria and how much they spend on a daily basis.

No Change Given when Cash is Presented

Students can still pay with cash, but another procedure implemented this year is to not provide change, as this was slowing down the serving lines. Students may present exact change for their meals. If they pay with a larger bill, the change goes on to their account, for use at a future date. If parents want to reclaim positive balances (at any time, or when the student graduates), those refunds are made from the District office.

Everyone Eats

Due to a recent change in California law (the so-called "no shaming" law), no student may be refused a meal based on lack of funds. We may only approach parents about negative balances and cannot discuss this with a student. So if a student taps their card and there is no money on account the server will not refuse to serve the student or serve them an "alternative" meal. The District can, at the parents' request, add a notice to the account that the account is cash only. We request that the student be aware of the need to pay in cash and proactively tell the server they are paying in cash and ask for the total amount they owe. Given the lunchtime rush to serve many students quickly, the District cannot guarantee that the server will see the "cash only" notice every time. Parents whose students do not qualify for free meals will receive a bill when negative balances accumulate.

Payment Options

Parents may wish to have their student put some money on account weekly as they go through the serving line and then use up those funds throughout the week. Parents can also establish an account in Titan and place money on account there. If parents do not wish to do either, we ask that they make sure the student has enough change each day to make their purchases with exact cash. Accounts that accumulate negative balances will generate a letter to the parents to pay the negative balance. Negative balances may be paid

- on line with Titan at <https://family.titank12.com>
- with cash as the student goes through the serving line
- by sending a check to: Los Gatos-Saratoga Union High School District, 17421 Farley Road West, Los Gatos, CA 95030, Attn: Hongmei Chen

Free Meals

Parents who think that their student(s) might qualify for free meals are encouraged to fill out an application here: <https://family.titank12.com>