Frequently Asked Questions about New Student & Family Programs

Hey, what do you do?

Our office does a lot! Currently you’re participating in Orientation, our largest set of events each year. We do work to help welcome, transition, and support incoming undergraduate students and their families each year. You can get the full overview at our website and checkout our office video.

Oh, you put on these Orientation sessions?! I have a general question (housing, financial aid, etc.), where can I go to learn more?

This is certainly a different set-up than typically years. You can always get help at our Virtual Information Desk. Just find that listed in your schedule and click the link to speak with one of our office representatives.

How do students get involved with you?

We hire around 60 student leaders each year. If you’re (or your student’s) interested in employment we hire Orientation Leaders (OLs), Tar Heel Beginnings Board Members (THB), and Project Coordinators (PCs). Recruitment for PCs can happen in July/August, December, and in April. Folks with Federal Work Study are eligible for this role. OLs and THB members are recruited in October and hired to start in January for the calendar year.

What is up with Week of Welcome and Family Weekend this year?

Week of Welcome is the big slate of events at Fall semester’s opening. It typically features signature events from our office and campus partners for 150+ opportunities to get connected and involved. With COVID-19 impacting opening, you can expect events in the Fall and likely the beginning of Spring that are still fun and engaging, while adhering to public health guidelines. Keep up to date on heellife.unc.edu and nsfp.unc.edu for more info.

Carolina Family Weekend is scheduled for September 25-27. Registration typically opens in early August for a weekend of events that welcome back our families to enjoy some fun and learning on-campus. With COVID-19 impacting our efforts, we are planning for options that engage families while adhering to safety and public health guidelines. Stay tuned to our Families website and the UNC Family Experience portal/newsletter for all the updates.
Speaking of the UNC Family Experience online portal and newsletter – how can I update my email contact information? Also, how can my family member get on the listserv too?

Great question! You can always log-on and change your contact information by going to the UNC Family Experience portal, click on Edit Profile in the upper right corner and change your information there. Additionally, you can just forward on the link, uncfamilies.campusesp.com, to any family member and they can easily create an account to get access and receive newsletter. If at anytime you need more help just email us at families@unc.edu

I’m interested in the Parents Council – how can I learn more?

The Council is a great opportunity for families to engage more with the university. Learn more by visiting [insert link]. This opportunity does require an annual membership gift that supports the engagement events as well as The Grants Program that has funded old and new Carolina traditions that enhance student life on-campus.

On Day 2 of your Orientation, 12:30pm-1:15pm, Carolina Parents Council members and representatives will be live on Zoom to help answer general questions, but also share their experiences with this group. See your schedule for the Family Information and Carolina Parents Interest Session.