NEW STUDENT & FAMILY ORIENTATION FAQs

Below are commonly asked questions about First-Year Student & Family Orientation. For any additional questions please contact our office, New Student & Family Programs at 919-962-8304 or newstudents@unc.edu.

NEW STUDENT & FAMILY ORIENTATION FEES

Q: Why are there fees for Orientation?
   New Student & Family Programs does not receive funds from the State or UNC-Chapel Hill. Orientation operates on a self-sustained budget and must cover all related expenses for each participant.

Q: Why do I have to pay a late/ change fee?
   In order to ensure a smooth program, participation numbers are confirmed with housing, dining, parking, shuttles, advising and campus partners well-in advance of the program and changing the guarantee numbers can impact program fees.

Q: Why are there no refunds within 10 business days of the program?
   In order to ensure a smooth program, participation numbers are confirmed with housing, dining, parking, shuttles, advising and campus partners well-in advance of the program and changing the guarantee numbers can impact program fees. If your initial guest is no longer able to attend Orientation, please inform NSFP and we are happy to update the reservation with a different guest name to attend in the initial guest’s place.

Q: I am a confirmed Covenant Scholar. How do I complete my Orientation reservations?
   All Covenant Scholars are waived the following fees: student reservation, ONE guest reservation, ONE guest housing, and early/late arrival/departure for ONE student and ONE guest. If you have already paid these fees, please email newstudents@unc.edu and request a refund of these applicable fees.

Q: Why are there different prices for multiple guests?
   The first-guest reservation for first-year Orientation includes 4 meals, the Carolina Family Handbook, staffing, facility usage, parking, and shuttles. Each additional first-year Orientation guest reservation includes 4 meals, staffing, facility usage, parking, and shuttles. If you have more than one household in your family, additional publications can be purchased at the Orientation Help Desk during check-in and throughout the program.

Q: Why do I have to pay a fee if we do not show up for our initial session?
   In order to ensure a smooth program, participation numbers are confirmed with housing, dining, advising and campus partners well-in advance of the program. The program operates on a self-sustained budget and does not get reimbursed for the students and families that decide not to attend. Therefore, you will have to pay your food and housing cost again to participate in a new session.

Q: How can I pay my balance for Orientation?
   Whether you are making the initial payment or paying for changes you have requested, you may do so via check, money order, Visa or MasterCard. To make the payment on-line via Visa or MasterCard, please visit connectcarolina.unc.edu, select “More Student Links” on the right hand side of the page, then select “New Student Orientation”, log-in with your ONYEN and Password, and click on the Pay My Balance button. Please do not send credit card information via email, on-line chat, or over the phone; you may only make payment online.

   If you would like to pay via check or money order, please make your check/money order payable to UNC, include your PID in the memo line, and mail it to the following address:
New Student & Family Program  
Orientation Payments  
331B SASB South, CB #5490  
Chapel Hill, NC 27599  

Checks and money orders must be received within 10 business days of making the online reservation or the reservations will be canceled, and there is no guarantee that your initial request for sessions will be available.

ORIENTATION PROGRAM REQUIREMENT AND SCHEDULE LENGTH

Q: Is Orientation mandatory? Do I have to attend all sessions of the program?
Yes, Orientation is required for all new first-year students. All components of the orientation program are required. First-year students attend a 2-day program and should plan to be on-campus by 9:00 am on Day 1 through 4:00 p.m. on Day 2. Participants should not plan for outside activities during the program (such as meeting a friend for lunch, dinner, team practice, etc.) Orientation activities such as small groups, Academic Advising, laptop distribution and configuration, etc. are not able to be requested, switched or rescheduled.

Q: Is Orientation mandatory for Parents/Family?
While Family Orientation is optional, all new parents and families are invited and strongly encouraged to attend Family Orientation. In a concurrent Family Orientation program, guests will hear from numerous faculty, university administrators, and deans about how to partner with the University to support students toward graduation. We welcome and encourage family members and guests to attend Orientation and learn about how to get involved as a Carolina family member and maximize the Carolina experience.

Q: How long is Orientation?
First-year students attend a 2-day program and should plan to be on-campus by 9:00 a.m. on Day 1 through 4:00 p.m. on Day 2. Orientation activities such as small groups, Academic Advising, laptop distribution and configuration, etc. are not able to be requested, switched or rescheduled.

Q: Is it better to attend Orientation earlier in the summer?
Students should select the Orientation program that works best for their travel schedule. While assigned course registration dates are based on which Orientation session you attend, Academic Advising and the Office of the Registrar work with academic departments to equally release seats in academic courses throughout all registration periods. There is no advantage to students attending Orientation in June compared to July.

Q: I'm an Honors Carolina Student. Do I have to attend the Honors Carolina Orientation Session?
All Honors Carolina students are strongly encouraged to complete a reservation for the Honors Carolina Orientation session on June 27-28, 2018, where special presentations regarding opportunities available to Honors Carolina students will be offered. Attendees at this session will enjoy their first chance to forge new friendships with other Honors Carolina participants who share their passion for academic pursuit and intellectual curiosity. If a scheduling conflict prevents you from attending the Honors Carolina Orientation session, you are welcome to make a reservation for a different first-year Orientation session. At each of these other sessions, an Honors Carolina representative will meet with honors students as a group to answer questions and provide program information during Interest Sessions on Day 2.

PARKING & HOUSING DURING ORIENTATION

Q: Where will I park during Orientation?
Parking for all Orientation attendees will be offered at the S-11M parking lot. This parking lot is located at the corner of Manning Drive and Skipper Bowles Drive in Chapel Hill, NC. Your parking pass will be emailed with your confirmation two weeks before your session.

- First-year students, please plan to arrive no later than 9:00 a.m. on Day 1 of Orientation; staff will greet you in the parking lot and direct you to Check-In. The Orientation shuttle will be in operation from 8:30 a.m. until 11:00 a.m. on the first day.

If you arrive late and fail to print your parking pass before arrival, you will need to obtain a parking pass from Orientation staff located in the F.P.G Student Union. For more information, visit our searchable campus maps and disability parking located at [http://www.unc.edu/maps/index.htm](http://www.unc.edu/maps/index.htm)

**Q:** Where will I stay during my Orientation session?
Students will stay in the J. syner Residence Hall, and guests that have reserved accommodations will stay in Joyner Residence Hall, located in the same community. All FAMILY GUEST rooms are supplied with 2 single beds, sheets, pillows and pillow cases, and a towel. Linens are NOT provided in any STUDENT ROOMS. Rooms are double occupancy rooms, each room is air-conditioned and has two twin beds. Participants should bring their own blanket, bed linens, and towels. Cobb and Joyner Residence Halls consists of traditional, corridor-style halls and single-gender, shared bathroom facilities.

**Q:** Can family members stay in the same room as the student?
All first-year students are required to live in on-campus housing or in Granville Towers during their first year at UNC. Therefore, all first-year students have the opportunity to experience on-campus living with during First-Year Orientation. As such, families and students reside in different residence halls.

**Q:** Can I request my roommate at Orientation?
Due to occupancy restrictions during Orientation sessions, New Student Orientation roommates will be preassigned and cannot be requested.

**Q:** My guest (or student) requires accessibility resources/services. How can I request those?
If a student or guest require accessibility services such as a sign language interpreter, dietary needs, wheel chair, housing accommodations, or additional resources please be sure to indicate the needs in the appropriate fields during the Orientation reservation application. Students wishing to identify with Accessibility Resources & Services may also do so at [https://accessibility.unc.edu/](https://accessibility.unc.edu/)

**ORIENTATION ACTIVITIES**

**Q:** What if I do not have all my scores and transcripts by the time I attend Orientation?
All students will complete an online academic advising module prior to attending Orientation. The module will provide insight about the Carolina curriculum and planning your coursework. At Orientation, you will meet with an Academic Advisor to discuss your academic plan. Your advisor will talk with you about the placement exams that you took and your anticipated scores. If you have received your scores, or if you have completed course at any other colleges or universities, please bring copies of your transcripts.

**Q:** When will I pick up my laptop?
All students that pre-ordered a laptop through the CCI program will be able to pick up their laptop pre-loaded on either Day 1 or Day 2 morning of the program. Please note that no laptop distribution and configuration times are able to be switched or requested. Students may also pick up their laptop when they move to campus in the fall. If you need to order your laptop, please visit [http://cci.unc.edu](http://cci.unc.edu). If you are not picking up a CCI laptop, please bring a laptop with you for use on Day 2 of New Student Orientation. We encourage all participants to bring a backpack to carry their laptop in, as you will need it with you during Day 2 of Orientation.
PLACEMENT EXAMS

Q: I am uncertain about Math Placement.
All new undergraduate students should carefully review the Math Placement Information for Incoming Carolina Undergraduate Students located at http://math.unc.edu/undergraduate/placement-information/ (You may also go to unc.edu and in the upper right corner, search math placement). Math Placement Information is especially important for majors in the natural sciences, mathematics, business, economics and pre-health professions. Additionally, the Chemistry Department does not permit students to register for Introductory Chemistry (Chem 101 and 101lab) without a math placement score. For more information, please click visit the math placement webpage located at http://math.unc.edu/undergraduate/placement-information.

Q: I took XYZ language in high school but I want to take a different language at Carolina. Do I still need to take the online foreign language placement exam?
Yes, all students are required to take a University foreign language placement test. If your high school foreign language is French, German, Latin or Spanish, you are expected to take the online placement exam at http://languageplacement.unc.edu] no later than two-weeks prior to attending New Student even if you do not plan to continue in that language. Please print out your scores and bring the printout with you to Orientation. If your high school foreign language is not French, German, Latin or Spanish, a list of on-campus placement exams will be included in your New Student Guide to Carolina.