Below are commonly asked questions about Transfer 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, 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 transfer reservation for first-year Orientation includes continental breakfast and lunch at the Top of Lenoir Dining Hall, the Carolina Family Handbook, staffing, facility usage, parking, and shuttles. Each additional transfer Orientation guest reservation includes 2 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 dining, facilities, 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 cost again and the change fee to participate in a new session ($45).

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 “Undergraduate 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  
3318 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 and transfer 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 9:00a.m. on Day 1 through 4:00 p.m. on Day 2. Transfer Students attend a 1-day program and should plan to be on-campus from 8:00 a.m. until 5:00 p.m. 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, A cademic 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. Transfer Students attend a 1-day program and should plan to be on-campus from 8:00 a.m. until 5:00 p.m. Orientation activities such as small groups, A cademic 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 schedule. Please note that the August date is reserved for out-of-state and international students or those for whom attending earlier in the summer is unavoidable.

PARKING & HOUSING DURING ORIENTATION

Q: Where will I park during Orientation?  
Parking for all Orientation attendees will be offered at the S-11M anning Lot. This parking lot is located at the corner of Manning Drive and Skipper Bowles Drove in Chapel Hill, NC. Your parking pass will be emailed with your confirmation two weeks before your session.
- Transfer students, please plan to arrive no later than 8:00 a.m., staff will greet you in the parking lot and direct you to Check-In. The Orientation shuttle will be in operation until 9:30 a.m.
If you arrive late and failed 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

Q: Where will I stay during my Orientation session?
Housing is not included in any of the Transfer Orientation fees, however early arrival or late departure is available for students and/or guests at an additional fee if requested. Students will stay in the Cobb Residence Hall, and guests that have reserved accommodations will stay in Joyner Residence Hall, located in the same community. All FAMILY GUEST rooms come 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 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 an American Sign Language interpreter, dietary needs, wheelchair, 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/

ORIENTATION ACTIVITIES

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 during the afternoon of the Transfer Student Orientation 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.