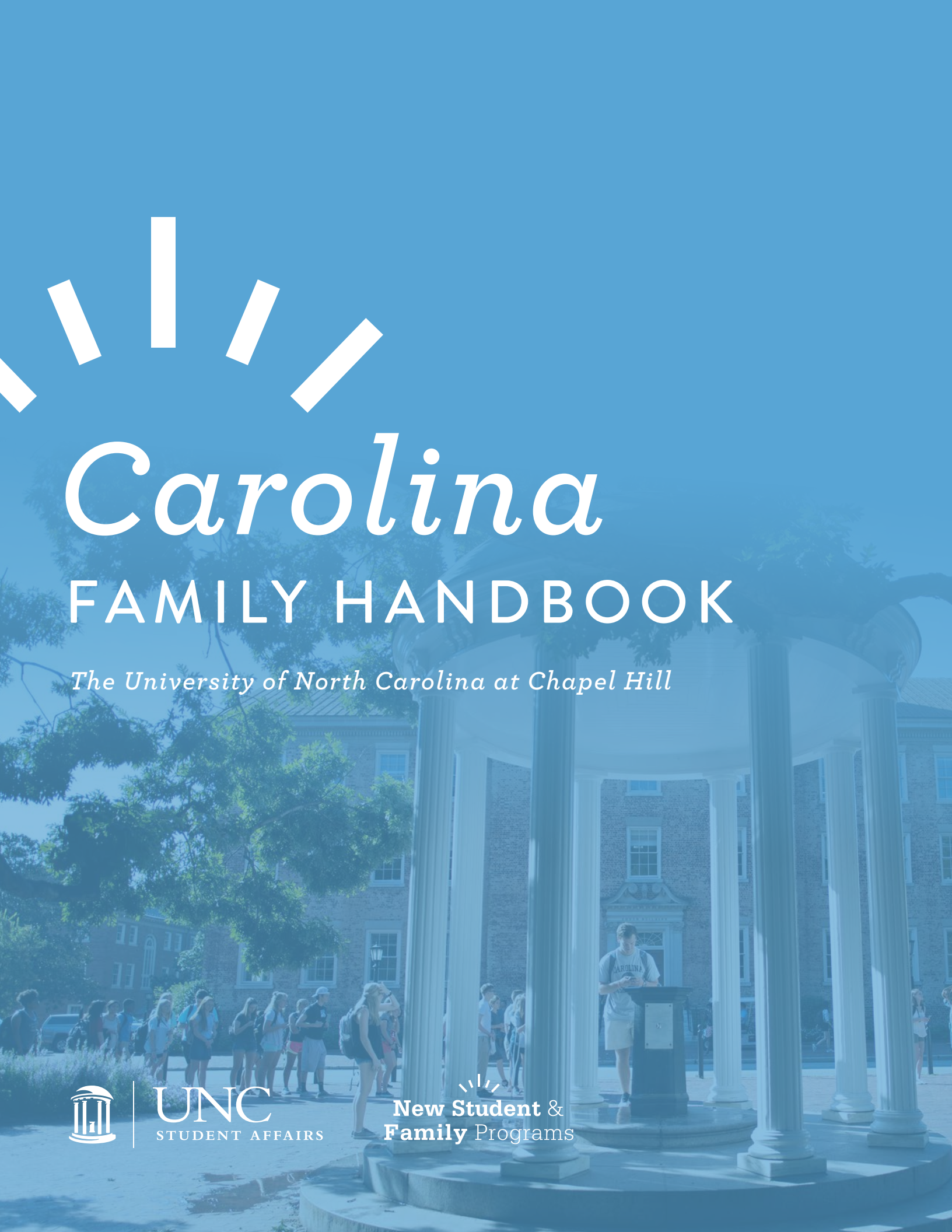




Carolina

FAMILY HANDBOOK

The University of North Carolina at Chapel Hill



UNC
STUDENT AFFAIRS



New Student &
Family Programs



Carolina

FAMILY HANDBOOK

The University of North Carolina at Chapel Hill



UNC
STUDENT AFFAIRS


**New Student &
Family** Programs

Table of Contents

Introduction

Greetings from New Student & Family Programs.....	7
Greetings from the Chancellor.....	8
Greetings from the Vice Chancellor.....	9
Student Affairs.....	10
Thrive @ Carolina	11

New Student & Family Programs

New Student & Family Programs.....	13
Transition Programs for Students.....	14
Greetings from the National Chairs of the Carolina Parents Council.....	15
Stay Informed.....	16
Get Involved.....	17
Carolina Parents Council.....	18
Carolina Parents Fund.....	18
Carolina Family Weekend.....	19

Academic Essentials

General Academic Information.....	21
Academic Advising Program.....	22
Center for Student Success (CFSS).....	23
The University Libraries.....	24
Office of the University of Registrar.....	25
Student Record Information.....	26
Honors Carolina.....	27

Eating & Living

Carolina Housing.....	29
Packing List for On-Campus Residents.....	31
Mail Services.....	31
Granville Towers.....	32
Off-Campus Student Life.....	33
Carolina Dining Services.....	33
Information Technology Services.....	35
UNC Student Stores.....	36

Finances

Office of the University Cashier.....	39
Office of Scholarships and Student Aid	40
UNC One Card.....	41

Health & Safety

Campus Health.....	43
Counseling & Psychological Services.....	45
Student Wellness.....	46
Talking with your Student about Alcohol.....	47
Alert Carolina.....	48
UNC Police Department.....	50

Student Support

Equal Opportunity and Compliance (EOC) Office.....	52
University Ombuds.....	53
Accessibility Resources and Service.....	53
The Dean of Students.....	54

Our Campus Community

Campus Y.....	56
University Office for Diversity and Inclusion.....	57
Study Abroad.....	58
American Indian Center.....	58
Carolina Latinx Center.....	59
Lesbian, Gay, Bisexual, Transgender and Queer Center.....	60

Student Involvement

Carolina Center for Public Service.....	62
The UNC General Alumni Association.....	63
Carolina Union.....	64
Get Involved: Fraternity & Sorority Life.....	65
Office for Undergraduate Research.....	66

Going Home

Department of Transportation and Parking.....	68
---	----

Visiting Carolina

Visiting Carolina.....	70
Lodging.....	71
Visitor Parking.....	71

Additional Resources

My Student's Contact Information.....	73
Common Contacts For Families.....	73
Tar Heel Talk – Common Carolina Terms for Families in the Know.....	74
Tar Heel Traditions.....	76
University Day, October 12th.....	76
The Alma Mater: Hark The Sound.....	76
Quick Reference Guide.....	77



*Welcome,
Families!*



Greetings from New Student & Family Programs



WELCOME NEW TAR HEEL FAMILIES!

We are so excited that you and your student are now part of the University of North Carolina at Chapel Hill. It is our belief, that the more time you and your family spend on-campus the more you will discover just how special UNC-Chapel Hill truly is. As the first public institution of higher education in the United States, there is a lot to love and cherish. We appreciate our iconic and historic buildings like the Old Well and Morehead-Patterson Bell Tower. We celebrate the Carolina spirit and traditions that extend beyond excellent academics and athletics. Most importantly, we value our students and the ways they shape this University and leave a legacy for those who follow.

Carolina becomes a student's home-away-from-home. From New Student Orientation to Commencement, and during all times in between, students are making connections with this place, including new friends, faculty, staff and many student organizations. Our talented students challenge themselves on this journey and of course challenge each other. This is the nature of Carolina's dynamic and powerful learning opportunities. UNC-Chapel Hill appreciates the individual while valuing the collective community. Carolina is a special place where a diverse student body, families, alumni, faculty, and staff all come together to create an amazing community. Now, you are a part of this Carolina community!

As a family member of a student enrolled at UNC-Chapel Hill, you have a direct connection to the university through our office. You can always find support by calling or emailing New Student & Family Programs. Make sure you are using the UNC Family Experience portal to receive great news and information relevant to you and your students' experience. We know that by collaborating with you and giving you information to support your student, we can positively promote student success. Each year, join us for Carolina Family Weekend in the fall where families are welcome back for a special slate of events. We welcome your active participation and look forward to collaborating with you in the years ahead.

Remember, stay in touch and, again, welcome to the Carolina community!

Your Office on Campus,
New Student & Family Programs

Greetings from *The Chancellor*



DEAR PARENTS AND FAMILIES:

We are excited to welcome you to Carolina. This fall, your student will begin an incredible journey, and I thank you for your encouragement and support. At Carolina, we prepare our students to succeed in a rapidly changing world. Your student will learn from world-class faculty members who are focused on excellence in teaching, ground-breaking research and advancing innovation. We want all of our students to have the opportunity to explore new ideas, solve problems and nurture their creative passions. Carolina has a long tradition of public service, and I hope your student will engage in ways that improve the lives of others.

We also want every student to feel welcomed and included in our diverse community. A major focus this year will be how we “Build Our Community Together” so that all feel emboldened to do their best work. Our faculty and staff are ready to support our students every step of the way.

This Carolina Family Handbook and New Student & Family Programs are valuable resources for you. Please feel free to contact us if you have any questions. I look forward to meeting you over the next few years.

Sincerely,
Kevin M. Guskiewicz

Greetings from *The Vice Chancellor*

FOR STUDENT AFFAIRS



DEAR FAMILIES,

Welcome to the Tar Heel Family!

As your student begins their Carolina experience, we hope this Carolina Family Handbook will serve as a valuable university resource. Parents and families are important partners in college students' success and we want to reinforce your critical role in our Carolina community.

Our Student Affairs team strives to create a welcoming and inclusive campus environment, facilitate opportunities for learning and development, and foster student success. We know this is an exciting and challenging adjustment for your student and your family. We're here to support you in this process and to facilitate a strong and rewarding partnership between the University, your student, and your family.

We hope that you will take full advantage of the information in this Handbook and call upon us when needed. New Student & Family Programs is your link to the University and we welcome your feedback.

Best of luck to you and your student this year. We look forward to connecting with you. Go Heels!

Sincerely,

Amy Johnson

Vice Chancellor for Student Affairs

Student Affairs

FOSTERING STUDENT LEARNING AND SUCCESS

OFFICE OF THE VICE CHANCELLOR FOR STUDENT AFFAIRS | CB #5000 | CHAPEL HILL, NC 27599
STUDENTAFFAIRS.UNC.EDU | STUDENTAFFAIRS@UNC.EDU | 919-966-4045 | NC REL AY: 711

Student Affairs serves the University of North Carolina at Chapel Hill by providing transformational opportunities for students in the areas of student life, health and wellness, leadership and service, and diversity. We fulfill our mission with the support of, and in engagement with, our students, faculty, staff, parents, alumni and community to provide essential programs and services that enhance academic success and personal growth.

UNC Student Affairs includes the following departments:

- Accessibility Resources & Service
- Campus Health Services
- Campus Recreation
- Campus Y
- Carolina Housing
- Carolina Union
- Fraternity and Sorority Life
- Student Life & Leadership
- Counseling and Psychological Services (CAPS)
- Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) Center
- New Student & Family Programs
- The Dean of Students
- Off-Campus Student Life
- Student Conduct
- Office of the Vice Chancellor
- Information Technology
- Student Wellness
- University Career Services

UNC-Chapel Hill believes all admitted students can thrive in college, graduate, and grow into lifelong learners.

Components of Student Success

We believe student success includes:

1	Exploring & growing intellectually	
2	Appreciating diverse perspectives as well as developing one's own identity	
3	Developing social & emotional skills	
4	Engaging in meaningful activities, roles, & relationships	
5	Cultivating a sense of purpose or vocation	

Encouraging Student Success

Success is likely in an environment that:

1	Fosters self-advocacy & resiliency	
2	Promotes a growth mindset understanding of intelligence	
3	Affirms cultural identities & advances inclusive excellence	
4	Encourages academic excellence, integrity, & leadership	
5	Demonstrates concern for the well-being of the whole student	

UNC-Chapel Hill wants every student to make steady academic progress and graduate on time. But success does not look the same for every student. There are different pathways to success.

WE BELIEVE STUDENTS SUCCEED WHEN THEY:

- Take full advantage of the breadth and depth of our curriculum
- Set academic and personal goals
- Take responsibility for their education, choices, & decisions



Undergraduate student success advances higher learning and discovery as well as individual competency development and academic achievement.



New Student & Family Programs



New Student & Family Programs

HOURS: M-F, 8:00AM-5:00PM ET | P: 919-962-8304 | T: 711 NC REL AY
E: FAMILIES@UNC.EDU, NEWSTUDENTS@UNC.EDU | W: FAMILIES.UNC.EDU

MISSION

The mission of New Student & Family Programs is to provide new undergraduate students the information and activities needed to transition smoothly to the University of North Carolina at Chapel Hill, and to promote an ongoing relationship between the families of all current undergraduate students and the University in support of their student's success at Carolina.

VISIT US ON THE WEB

Please visit our website at families.unc.edu for up-to-date information about our programs and services. Family members can access links to other campus departments, important dates, as well as information about family programming, Carolina Family Weekend, and the Carolina Parents Council.

 FACEBOOK: [UNC NEW STUDENT & FAMILY PROGRAMS](https://www.facebook.com/UNCNEWSTUDENT&FAMILYPROGRAMS)

 INSTAGRAM: [@UNCNSFP](https://www.instagram.com/UNCNSFP)



Transition Program for Students

TRANSITION TO COLLEGE

Whether your student is coming to Carolina from high school or from another institution, they will be presented with exciting and challenging transitions. During this time, family members serve as one of their primary support groups. We encourage you to learn about our various programs that are intentionally designed to assist your student through this transition.

NEW STUDENT & FAMILY ORIENTATION

New Student Orientation is designed to help first-year and transfer students make a successful transition to Carolina.

First-Year Orientation is a virtual two-day program required for all incoming first-year students. Transfer Student Orientation is a required one-day virtual experience for all incoming transfer students. Both programs aid new students in learning about academic and community expectations, as well as student life at Carolina.

WEEKS OF WELCOME

UNC WOW (Weeks of Welcome) kicks off the beginning of each fall semester with over 150 events to welcome new students to the Carolina community. Families are welcomed to campus as students move into their residence halls.

Information tables are located around campus to assist with directions and general campus questions.

As the week continues, first-year and transfer students are invited to attend a variety of programs where they can meet new people, identify resources and services to support academic success, and get acquainted with the community. You can find the WOW schedule at nsfp.unc.edu.

NEW STUDENT CONVOCATION

New Student Convocation is a special ceremony held before fall classes begin. Faculty and senior administrators welcome first-year and transfer students into the University community and celebrate Carolina's proud traditions. New students have the opportunity to hear from the Chancellor, Provost, Student Body President, and distinguished faculty members. At Convocation, the first-year and transfer classes are officially inducted and presented with their class banners.

Greetings from the National Chairs of the Carolina Parents Council



DEAR CAROLINA FAMILIES,

Welcome to the Carolina Family! We are James and Felice Corpening of Clayton, NC and we are pleased to serve as the National Chairs for the Carolina Parents Council. Our daughter, Taylor, is a senior graduating in the Class of 2023. We are so proud of her and all she has accomplished and contributed, leaving her Heel Print at Carolina. Knowing what the experience has meant to her, only makes us more excited for your family and the start of your students journey here at UNC.

The Carolina Parents Council is a volunteer leadership group that exists as a voice for Carolina families and advisory body to New Student & Family Programs. The Carolina Parents Council supports New Student & Family Orientation, Carolina Family Weekend, and advocacy efforts. During semi-annual gatherings, members dialogue with faculty and administrators about current matters impacting the Carolina community pertaining to student safety and wellness, student life, and undergraduate academics. Should you desire more information about the Carolina Parents Council, including how to join, please visit ***families.unc.edu***.

Through membership, the Carolina Parents Council supports the Carolina Parents Fund and awards \$50,000 annually to student organizations, UNC offices, and academic departments. Since 1985, this program has granted nearly 2 million dollars to fund initiatives such as WELL Ride, Safewalk, Carolina Latinx Center programming, Womxn of Worth, The Helping Hand Project, Campus EMS, and others, as well as student research, travel, and publications.

By virtue of your student joining the Carolina community, you are part of something very special. If we can help you during your transition, it would be our honor and pleasure to do so. Congratulations on this new beginning for your student and your family, and may you soon come to know that in Chapel Hill and beyond, it's always a great day to be a Tar Heel (#GDTBATH)!

Cheers,

James and Felice Corpening

National Chairs, Carolina Parents Council 2022-2023

Stay Informed

New Student & Family Programs (NSFP) is your communication link to the University. One of our primary goals is to provide new undergraduate students and their family members with information pertinent to their success.

UNC FAMILY EXPERIENCE PORTAL

During the summer, we will invite you to create an account on the UNC Family Experience online portal, your communication link to the University during your student's time at Carolina. As you register for orientation, you will be given an account to the UNC Family Experience portal. If your email address has changed from the time your student submitted their application to UNC or New Student & Family Orientation reservation, you may create an account at uncfamilies.campusesp.com.

ALERT CAROLINA

At Carolina, we are committed to providing the safest campus environment we can for our entire community. The Alert Carolina safety awareness system is an important part of that commitment. The system educates the campus about what to do in an emergency and where to find safety-related resources. A key part of Alert Carolina involves its emergency alert messaging system that sends both emails and text messages to students, faculty, and staff.





Family members and others without a unc.edu email address cannot register to receive Alert Carolina alerts directly. Therefore, Alert Carolina has established a Twitter page that will be updated immediately in the event of an emergency. If you already have a Twitter account, you can follow [@AlertCarolina](https://twitter.com/AlertCarolina) and turn on mobile notifications for this account. If you do not have a Twitter account, setting one up is free and just takes a few minutes.

Once you have a Twitter account on your mobile phone:

1. Log into Twitter
2. Search for the [@AlertCarolina](https://twitter.com/AlertCarolina) account
3. Click the "follow" button on the right side of the page
4. Click the "bell" icon to the left of the "follow" box
5. In the drop-down menu, click "turn on mobile notifications"

When the University tweets from [@AlertCarolina](https://twitter.com/AlertCarolina), you will receive a text message on your phone with the latest information from Alert Carolina.

The University will also communicate using the Adverse Weather and Emergency Phone Line ([919-843-1234](tel:919-843-1234)) with recorded information, campus cable television channels, local media, and official University Twitter and Facebook accounts. Recommended social media accounts include:

-  FACEBOOK: [UNCCHAPELHILL](https://www.facebook.com/UNCCHAPELHILL)
-  TWITTER: [@UNC](https://twitter.com/UNC)
-  INSTAGRAM: [@UNCCHAPELHILL](https://www.instagram.com/UNCCHAPELHILL)
-  UNC POLICE TWITTER: [@UNCPOLICE](https://twitter.com/UNCPOLICE)

SOCIAL MEDIA

We encourage participation and interaction on our various social media accounts. See the "Visit Us on the Web" section for our social media handles. To get started, follow us here:

-  FACEBOOK: [UNC NEW STUDENT & FAMILY PROGRAMS](https://www.facebook.com/UNCNEWSTUDENTFAMILYPROGRAMS)
-  INSTAGRAM: [@UNCNSFP](https://www.instagram.com/UNCNSFP)

Get Involved

New Student & Family Programs believes that families are an important part of their student's transition to Carolina. With this in mind, we encourage you to get involved with our various programs and opportunities.

COMMUNICATE WITH THE UNIVERSITY

Timely, relevant, and consistent communication with parents and families is a vital component has been a vital component in providing the highest quality student experience at Carolina. The University of North Carolina at Chapel Hill established our office, as well as the Carolina Parents Council, to serve as a communication link between family members of undergraduate students and the University. As a family member of a current undergraduate student, you are eligible to connect with the university in a variety of ways including the access to the New Student & Family Programs office as a resource for all your questions, UNC Family Experience portal for news, Carolina Family Weekend events, and informational webinars. The University welcomes family involvement and feedback. Please visit New Student & Family Programs at **families.unc.edu** to learn how you can become involved. We encourage you to be an active partner in your student's Carolina experience!

THE ANNUAL CAROLINA FAMILY WEEKEND KICK-OFF MEETING

The annual meeting, a kick-off event during Carolina Family Weekend each year, is hosted by the Carolina Parents Council and sponsored by New Student & Family Programs and Student Affairs. Carolina family members indicate that this is the perfect time to learn about the latest campus updates, as well as attend special programs with University administrators and staff while having an exciting and fun time sharing the Carolina experience with their student.

FAMILY VOLUNTEERS

New Student & Family Programs believes that families are an important part of their student's transition to Carolina.

With this in mind, we encourage you to get involved with our various programs and opportunities. We are currently exploring new opportunities for family members to become involved in our on- and off-campus programs. Volunteering for events provides an excellent opportunity to assist the University community while remaining connected to your student during their time at Carolina. Opportunities to volunteer include hosting, planning, or attending events for new students and families, as well as assisting throughout Carolina Family Weekend. If you are interested in serving as a volunteer, please contact NSFP at **919-962-8304** or **families.unc.edu**.

Carolina Parents Council

A CONNECTION AND PARTNERSHIP
WITH UNC THROUGH VOLUNTEER
FAMILY ENGAGEMENT



The Carolina Parents Council is a group of involved parents and family members, who provide support, leadership, feedback and more through their partnership with UNC. The Council offers leadership positions in managing projects and creating opportunities on-campus. The group is traditionally 25 families per undergraduate class year and meet once each semester. Their meetings are full of campus keynote speakers, opportunities to network and connect, hear from the student perspective, and more.

Each spring, since 1985, this group has provided funding to support student-related programs. This Carolina Parents Council Grants Fund supports many opportunities that might not otherwise be available. This dedication enriches the Carolina experience for all students.

Interested in serving or want more information? Email us at families@unc.edu or visit nsfp.unc.edu/families/parentscouncil.

Carolina Parents Fund

CAROLINA FAMILIES, THE CAROLINA COMMUNITY, AND STUDENT
AFFAIRS – SUPPORTING STUDENT SUCCESS TOGETHER

With your support of the Carolina Parents Fund, we can enhance programs for students and families. As a premier university, we regard parent and family partnership as a crucial piece of student success. Your gift allows us and Student Affairs to provide more for you, such as the UNC Family Experience portal and newsletter, staffing of our phones and emails for your calls and questions, live virtual programming, and more.

How can you give? Visit nsfp.unc.edu/families/parentsfund for more information.





Carolina Family Weekend 2022

October 7–9

YOU'RE INVITED!

Join us for a special weekend designed just for you, including a variety of campus-wide events and family-friendly programs. A preliminary schedule of events will be available in August. Registration will open in late summer.

See the “Stay Informed” section on page 16 to make sure you get all the Carolina Family Weekend updates.



Academic Essentials



General Academic Information

For the first two years of enrollment, regardless of major, students' academic home will be the General College, which is part of the College of Arts & Sciences. When students accumulate 60 academic hours, they will be automatically transferred into the College of Arts & Sciences, where they can pursue majors and minors from over 40 academic departments and curricula, or if they apply and are selected, enter a professional school (Education, Global Public Health, Kenan-Flagler Business School, Information and Library Science, Hussman School of Journalism and Media, Medicine, Nursing, Pharmacy, for example).

ACADEMIC COURSE LOAD

Full-time students take a minimum course load of 12 academic hours each semester. Those who enter the University as first-year students are expected to finish their degree in eight semesters, excluding summer terms. Transfer students may enroll in up to 10 total semesters. In practice, most Carolina students select a 15-hour course load (about five courses a semester) to stay on track for graduation in eight semesters. Advanced Placement (AP), International Baccalaureate (IB), transfer coursework, and summer school credit can sometimes allow students to average fewer than 15 hours per semester and still graduate on time. A few degree programs require more than 120 academic credit hours for graduation, including some Bachelor of Science degree programs. The Undergraduate Catalog (catalog.unc.edu) includes all of the details related to the degree requirements and should be consulted regularly for students to stay on track. During the first two weeks of the semester, students can drop a course using the online registration system, but they are responsible for ensuring that their schedules do not fall below the minimum 12 academic hours required for full-time registration.

CLASSES AND ABSENCES

Class sizes for academic courses at Carolina range from below 20 students to up to 400 students. As part of the new IDEAs in Action General Education curriculum, students take one First-Year Seminar or First-Year Launch course, which are small classes taught by accomplished professors. Recitation sections are small group discussion sections that are part of classes with more than 150 students. Regardless of class size, professors and graduate teaching assistants have weekly office hours for student meetings. Successful students at Carolina attend office hours! Professors and teaching assistants want to meet with students. Course syllabi will outline individual class policies.

There is an attendance policy that students can read in the Undergraduate Catalog. Regular class attendance is a student obligation, and the student is responsible for all the work, including tests and written assignments, for all class meetings. At Carolina no right or privilege exists that permits a student to be absent from any number of class meetings.

ACADEMIC ELIGIBILITY AND GRADES

At Carolina, students are expected to maintain academic eligibility by earning a 2.0 overall grade-point average (GPA) and making progress toward their graduation. Students can see their end-of-semester course grades and semester GPA on ConnectCarolina, along with an online transcript showing their complete grade history and cumulative GPA. Grades are not "sent home."

We hope you and your student will take time to read about these academic eligibility requirements for being a Carolina student in the Undergraduate Catalog. Students are responsible for checking their eligibility status at the end of each semester and need to be in Good Standing to continue their enrollment.

If a student is not in Good Standing, we will assist the student in getting back on track academically. We invite the student to contact their academic advisor promptly to learn about the options for returning to Good Standing.

Academic Advising Program

COLLEGE OF ARTS AND SCIENCES

STEELE BUILDING | 214 EAST CAMERON | HARDIN HALL, SOUTH CAMPUS | CB #3110
W: ADVISING.UNC.EDU | P: 919-966-5116 | T: 711 NC RELAY

Academic Advising is part of the new Thrive@Carolina Campus Hubs initiative, designed to be a collaborative and innovative approach to deliver holistic support to undergraduates from admission through graduation. The Thrive advisors who are part of Hubs have as their mission championing students' individual stories through purposeful interactions so that they achieve their academic, personal and post-UNC goals. Anchored in the belief that we serve a diverse population in which every student does not need the same support or know the same information, Hubs seeks to partner with students as they unlock their potential, activate their plans, secure their opportunities, and cultivate their community.

Academic Advising, above all, is a partnership between students and advisors. Beginning in their first semester, students are assigned to a Thrive advisor based on their general academic interests. Advisors are ready to support students in all areas of the College of Arts & Sciences (Fine Arts, Humanities, Social and Behavioral Sciences, and Natural Sciences and Mathematics) and can help them plan for applying to a professional school later.

Students are advised to stay in regular touch with their Thrive advisor to keep on top of academic requirements and opportunities and graduation progress. Students may make virtual and in-person appointments to see an advisor through the academic advising website, advising.unc.edu. Virtual drop-in hours are also available.

All first-year students should meet with a Thrive advisor (by appointment) at least once before registering for their sophomore year courses.

Students who decide to major and minor in departments and curricula in the College of Arts & Sciences may keep their Thrive advisor until graduation. If a student applies and is admitted to one of the professional schools, the student will then receive advising from faculty and staff in that school.

The Undergraduate Catalog (catalog.unc.edu) includes more information related to general education degree requirements and academic requirements for every major.

WHAT IS ACADEMIC ADVISING'S RELATIONSHIP WITH STUDENTS?

Academic Advising is a partnership between students and advisors.

Advisors will:

- Discuss academic interests and potential majors and minors with students.
- Help students select courses to meet the General Education requirements and major/minor requirements.
- Help students understand academic policies, procedures and regulations.
- Encourage and support student success by linking students to Carolina's outstanding student success resources, including the Learning Center, the Writing Center, Study Abroad, internship programs, University Career Services, Counseling & Psychological Services, and other programs.

Students are expected to:

- Become familiar with the General Education requirements and major requirements for their selected majors and minors.
- Know who their advisors are and stay in regular contact with them.
- Know how to access online campus resources.
- Come prepared to their advising appointments.

Center for Student Success (CFSS)

SASB NORTH | SUITE 2203 | W: STUDENTSUCCESS.UNC.EDU | E: CFSS@UNC.EDU | P: 919-966-2143 | T: 711 NC RELAY
OFFICE HOURS: M-F, 8:00AM - 5:00PM

CFSS has a simple mission, which is connecting with students to promote their academic and personal growth. Its constituent offices and programs (The Learning Center, The Writing Center, Peer Mentoring, Summer Bridge, First-Generation College Students, and Transfer Students) support students in developing the skills and strategies needed to excel at UNC and beyond.

CFSS offers the following programs and Services

THE LEARNING CENTER

The Learning Center helps students meet their academic goals at Carolina by capitalizing on their existing strengths and developing new ones. Students can make an appointment with an academic coach and join the thousands of other students who use coaching to develop personalized strategies for managing time, studying effectively, and more. The Learning Center also offers other free programs and resources such as peer tutoring, science, technology, engineering, and mathematics (STEM) support, Attention Deficit and Hyperactivity Disorder support, Learning Disability support, and graduate school admission test preparation.

SASB NORTH, SUITE 0118 | LEARNINGCENTER.UNC.EDU | P: 919-962-3782 | T: 711 NC REL AY | LEARNING_CENTER@UNC.EDU

THE WRITING CENTER

At the Writing Center, students can meet one-on-one with a writing coach to enhance their writing skills, develop writing strategies, and receive feedback at all stages of the writing process. Students can make appointments to consult with a writing coach, or they can submit a draft for feedback online. The Writing Center also offers resources for students writing theses and dissertations and English language resources for multilingual students. The Writing Center's website also includes more than 100 tip sheets and videos on topics such as writing thesis statements, transitioning to college writing, proofreading, and writing in the sciences.

SASB NORTH, SUITE 0127 | WRITINGCENTER.UNC.EDU | P: 919-962-7710 | T: 711 NC REL AY

PEER MENTORING

Peer Mentoring assists in the academic, social, and personal development and adjustment of racial/ethnic minority students, students from low-income backgrounds, and transfer students in their first year at UNC. Incoming students can request peer mentors who are academically successful and socially involved members of the Carolina community.

SASB NORTH, SUITE 2117 | PEERMENTORING.WEB.UNC.EDU | P: 919-962-2185 | T: 711 NC REL AY

SUMMER BRIDGE

Summer Bridge is a six-week transitional program that helps incoming first-year students adjust to Carolina by providing academic enrichment, community building, and co-curricular and experiential learning activities. Any student who has been admitted to UNC-Chapel Hill and is a North Carolina resident is eligible to apply.

SASB NORTH, SUITE 2203 | SUMMERBRIDGE.UNC.EDU | P: 919-966-2143 | T: 711 NC REL AY | SUMMER_BRIDGE@UNC.EDU

FIRST-GENERATION COLLEGE STUDENTS

Nearly 20% of all undergraduates at UNC-Chapel Hill are the first in their family to attend college. At Carolina, we proudly call our first-generation college students Carolina Firsts. The Center for Student Success is comprised of several programs designed to encourage students to engage, experience, and excel through their Carolina journey. Students can visit studentsuccess.unc.edu/carolina-firsts for more information.

TRANSFER STUDENTS

The University offers distinct programs and opportunities designed specifically for transfer students to acclimate to the Carolina community. The Transfer Student Coordinator serves as the primary contact for transfer students at UNC and provides support to encourage the success, persistence, and graduation of transfer students. Contact Transfer Student Coordinator Luke Fayard at fayardl@email.unc.edu for additional information.

The University Libraries

YOUR STUDENT'S PLACE

To talk to research experts: library.unc.edu/house/105help/

From finding a topic to citing your sources, we have experts in all aspects of research. Students can drop in and visit or set up an appointment.

To do research: library.unc.edu/find

Books, articles, films, stats, archives, and more...we've got it all. Students will find all the best resources to power their projects.

To recharge: library.unc.edu/services/leisure

When students need a break from classwork, they can get lost in a new book, download an audio book and take a walk, or stream a movie with their friends. We've got free e-books, films, and newspaper subscriptions for all students.

To get things done: library.unc.edu/hours

When students need a space to get focused, we offer ten libraries across campus. We encourage students to try them all and discover their favorite spots to work!

To study: library.unc.edu/places/study

Sometimes students need solitude; sometimes they need their buddies. Use our space finder to identify ideal study spots.

Office of the University of Registrar

UNC-CHAPEL HILL SUITE 3100, SASB NORTH | CB# 2100 | CHAPEL HILL, NC 27599
P: 919.962.3954 | F: 919.962.3349 | REGISTRAR.UNC.EDU | HOURS: 8AM-5PM

Need proof that your student is enrolled at the University? Does your student need a transcript? Trying to find the registration calendar? Information about these services and many more is available on the Registrar's website.

The Office of the University Registrar's services include Records, Registration, Classroom Scheduling, Veterans Educational Benefits, Degree Audit, NCAA, and Residence Status Appeals. Learn more about the Office of the University Registrar at registrar.unc.edu.

THE REGISTRATION PROCESS

An email message directing students to their ConnectCarolina Student Center from the connectcarolina.unc.edu for registration information is sent to all enrolled students prior to the start of registration each semester. Additional email messages will be sent to new transfer or readmitted students who are cleared for admission to the University.

The following registration information can be found on the ConnectCarolina Student Center:

- Enrollment appointment date/time
- University hold information

Students must pay or defer their tuition and fees before the payment deadline. If tuition and fees are not paid or deferred by the deadline, their registration may be canceled and all courses will be dropped. For more information regarding student financials, please visit cashier.unc.edu. Access to academic records may also be granted by students to their families through third party proxy. More information can be found at connectcarolina.unc.edu.

Once students register, they can immediately view their class schedule through the ConnectCarolina Student Center. Their class schedule can be accessed or printed at any time. Students may also update their address information on the portal (connectcarolina.unc.edu) by going to Self Service then selecting Update Personal Information. Changes in residence hall addresses are done through Carolina Housing.

CONNECTCAROLINA & TAR HEEL TRACKER

Students may log into their ConnectCarolina Student Center by going to connectcarolina.unc.edu, clicking on the ConnectCarolina Student Center link, and logging in with their ONYEN and password. In addition to enrolling in classes, students may also access their Tar Heel Tracker from their ConnectCarolina Student Center. The Tar Heel Tracker is the University's degree audit system.

Tar Heel Tracker helps with registration as it provides a real-time look at academic requirements. This feature organizes students' grades and course history, and it allows students to view their requirements by category such as degree requirements, General Education requirements, and major and minor requirements. Students can search by requirements and go directly from a list of required classes to their planner or shopping cart. In addition, Tar Heel Tracker gives students a list of courses they need to take for their major, and then provides an option to view when that specific course is available and which sections/times are open for enrollment. Therefore, students can determine if they wish to enroll in the course next semester, or add it to their planner to be saved for a later semester. Students can access Tar Heel Tracker by clicking on ConnectCarolina Student Center and selecting Tar Heel Tracker from the Other Academics drop down menu.

ENROLLMENT CERTIFICATION

An enrollment certification is an official document stating a student's enrollment status per academic term. It may be used to fulfill requests for scholarships, insurance, internship applications, loans, etc. Once enrollment data has been submitted to the National Student Clearinghouse, students have the ability to obtain an Enrollment Certification directly through their ConnectCarolina Student Center. Students need to request an enrollment certification through the Registrar's Office if additional information, such as GPA or class rank, is required or a form must be completed. Please contact our office at registrar@unc.edu for any questions or concerns.

TRANSCRIPTS

Students may obtain an official transcript by following the instructions for online ordering via our website (registrar.unc.edu under Transcripts and Certifications).

Student Record Information

FERPA LAW

The University adheres to the Family Rights and Privacy Act (FERPA). This is a federal law passed in 1974 that limits the type of information the University releases about a student. Under FERPA, the University may only release items defined as directory information without a student's prior consent.

Please visit our website at registrar.unc.edu/academic-services/unferpa for additional information on directory information, the FERPA Privacy Flag, ways to access your student's information, and the disclosure of student records.

NEW FERPA PIN POLICY

To request information about your student from the University, you need to provide a PIN set up by your student. Your student can do this by visiting ConnectCarolina and clicking the Share My Student Information link in the Student Links tile. Then, on the Share My Student Information page, they click the Authorize University Offices to Communicate with Individuals link and follow the instructions on the screen.

Please contact the Office of the University Registrar with questions at **919-962-3954** or registrar@unc.edu.

Honors Carolina

honors CAROLINA
COME HERE. Go Anywhere.™

225 GRAHAM MEMORIAL | P: 919-966-5110 | T: NC REL AY: 711
W: HONORSCAROLINA.UNC.EDU
E: HONORSCAROLINA@UNC.EDU
OFFICE HOURS: M-F, 8:00AM-5:00PM

Honors Carolina is a four-year academic program geared toward the top 10 percent of undergraduates at UNC, and is comprised of a remarkable collection of courses, study abroad programs, special events, career development programming, and other learning opportunities. Our mission is to provide high-achieving, intellectually curious students with a guided journey toward a successful career and a purposeful life.

Each year, roughly 400 students are invited to join Honors Carolina at the time of their admission to the University. In addition, current UNC students may apply to join the program after their first semester or first year on campus. Transfer students may also apply in the fall of their first year. Honors Carolina courses and study abroad programs are open on a space-available basis to all students with a 3.0 or better GPA.

REGISTRATION PRIORITY

Members of Honors Carolina are first in their class to register for courses each semester — and receive extended registration priority for honors courses.

HANDS-ON LEARNING

With over 200 options available each year, students enjoy a variety of honors seminars designed as small, collaborative learning environments led by award-winning faculty. These courses rely on research and hands-on learning to explore the sciences, humanities, fine arts, and professional programs. In addition, more than 90% of Honors Carolina students get involved in research projects through opportunities such as summer fellowships and the Senior Honors Thesis option. Engaging in original inquiry and investigation allows students to develop new skills and experience the thrill of discovery.

A TIGHT-KNIT COMMUNITY

From the moment they step foot on campus, students join a diverse and exceptional community of scholars and friends through dedicated Honors Carolina housing, social events, and networking opportunities.



EXPERIENCED CAREER COACHES

Industry professionals help students explore career pathways and possibilities, prepare for post-graduate success, and connect with alumni around the world. The Go Anywhere Platform — our online networking and resource hub — powers those connections through meaningful and carefully-curated mentoring, research, employment, and internship opportunities.

GLOBAL OPPORTUNITIES

Honors Carolina students are immersed in new cultures and adventures through more than a dozen study abroad programs, internships, fellowships, and research opportunities around the globe. All honors study abroad programs are led by UNC faculty directors and award full academic credit toward graduation.

LAUREATE DISTINCTION

The prestigious Honors Carolina Laureate, awarded upon completion of program requirements, signifies a commitment to excellence and outstanding achievement in baccalaureate studies. Employers and admissions directors report more favorable attitudes and are more likely to select UNC alumni who have an Honors Carolina Laureate.



Eating & Living



Carolina Housing

1213 SASB NORTH | CAMPUS BOX #5500 | OFFICE HOURS: 8A-5P

W: HOUSING.UNC.EDU | E: HOUSING@UNC.EDU | P: 919-962-5401 | F: 919-962-1006 | T: 711 NC REL AY

Within Student Affairs, the mission of Carolina Housing is to provide convenient housing that is safe, inclusive, and supportive. Your student creates a home in our on-campus communities, build life-long friendships and develops skills necessary for success as they journey through their Carolina Experience. When your student lives on campus, they are more likely to interact with professors outside of class, attend cultural events, seek employment on campus, and participate in clubs and organizations. By getting involved, your student develops an identity with the University community, quickly generates social networks, and finds opportunities for intellectual, spiritual, physical, and occupational growth. While living on-campus, we encourage students to get involved and make the most of this unique and rewarding experience.

RESIDENTIAL COMMUNITIES ON CAMPUS

[HOUSING.UNC.EDU/LIVE/EXPLORE-THE-HALLS/COMMUNITIES](https://housing.unc.edu/live/explore-the-halls/communities)

- Olde Campus Lower Quad Community
(*Aycock, Graham, Everett, Stacy, Lewis, First Year Community*)
- Carmichael Community
- Cobb Community
- Connor Community (*Connor, Alexander, Winston, Joyner*)
- Craige Community (*First Year Community*)
- Manning West Community (*Craige North, Hardin*)
- Ehringhaus Community (*First Year Community*)
- Manning East Community (*Koury, Horton, First Year Community*)
- Hinton James Community (*First Year Community*)
- Olde Campus Upper Quad Community (*Mangum, Grimes, Ruffin, Manly, Old East, Old West*)
- Kenan Community (*Alderman, Kenan, McIver, Spencer*)
- Morrison Community
- Parker Community (*Avery, Parker, Teague*)

APARTMENT COMMUNITIES

- Baity Hill Graduate Apartment Community (*Baity Hill Apartment Community & Family Housing*)
housing.unc.edu/live/explore-the-halls/graduate-and-family-housing
- Ram Village Community (*Undergraduate*)
housing.unc.edu/live/explore-the-halls/apartments

RESIDENTIAL EDUCATION STAFF

Residence halls located in close proximity are grouped together as communities. Each of the 14 undergraduate residential communities include a professional full-time, live-in staff member (Community Director) and student staff including a Community Manager (CM) and Resident Advisors (RAs). RAs are undergraduate peers who have been trained to help your student learn about student life and the best ways to connect with the larger Carolina community. Living on the residence hall floor, the RA serves as a resource, support person, and guide to help your student get the most out of their college experience.

RAs also encourage your student to create a sense of individual responsibility, and encourage opportunities for learning, growth, friendship, and socialization.

The RA is the best first point of contact if you have any questions or specific unmet needs or if you may be dealing with a difficult situation, such as a roommate conflict.

RESIDENCE HALL COMMUNITY OFFICES

- Olde Campus Lower Quad (*includes Residence Hall One, Graham, Everett, Stacy, and Lewis*): housing.unc.edu/live/explore-the-halls/communities/olde-campus-lower-quad-community
- Carmichael: housing.unc.edu/live/explore-the-halls/communities/carmichael
- Cobb: housing.unc.edu/live/explore-the-halls/communities/cobb-community
- Connor (*includes Connor, Alexander, Joyner, and Winston*): housing.unc.edu/live/explore-the-halls/communities/connor
- Craige: housing.unc.edu/live/explore-the-halls/communities/craige-community
- Manning West (*includes Craige North and Hardin*): housing.unc.edu/live/explore-the-halls/communities/manning-west-community
- Ehringhaus: housing.unc.edu/live/explore-the-halls/communities/ehringhaus
- Hinton James: housing.unc.edu/live/explore-the-halls/communities/hinton-james
- Manning East (*includes Koury and Horton*): housing.unc.edu/live/explore-the-halls/communities/manning-east-community
- Kenan (*includes Kenan, Alderman, McIver, and Spencer*): housing.unc.edu/live/explore-the-halls/communities/kenan-community
- Olde Campus Upper Quad (*includes Mangum, Grimes, Ruffin, Manly, Old East, and Old West*): housing.unc.edu/live/explore-the-halls/communities/olde-campus-upper-quad
- Morrison: housing.unc.edu/live/explore-the-halls/communities/morrison-community
- Parker (*includes Parker, Avery, and Teague*): housing.unc.edu/live/explore-the-halls/communities/parker-community
- Ram Village 1-3: housing.unc.edu/live/explore-the-halls/communities/ram-village
- Ram Village 4 (*Taylor*) & 5: housing.unc.edu/live/explore-the-halls/communities/ram-village

RESIDENTIAL LEARNING PROGRAMS

Carolina also offers Residential Learning Program (RLP) options if your student wants a unique, more inclusive residential learning experience. Active involvement in one of the Residential Learning Programs is an ideal way for your student to enjoy all the usual advantages of living on campus in a residence hall—making friends with students from many different backgrounds, playing intramural sports, getting involved with student government, and other activities—and also enjoy the benefits of living in a special environment that supports your student's particular academic goals and personal interests. For more information about RLPs, visit housing.unc.edu/learn/residential-learning-programs.

RESIDENCE HALLS

Typical residence hall amenities include study lounges, vending areas, kitchens, mail delivery, front desk services, and easy access to recreational and laundry facilities.

Every residence hall room is wired for HD cable TV and has wireless internet access. Rooms are usually shared by two students and contain basic furnishings including single beds, dressers, desks, chairs, and window coverings. For details about contact information, room furnishings, floor plans, and photos visit housing.unc.edu/live/explore-the-halls.

EMERGENCY CONTACT

When emergencies such as adverse weather and other conditions exist, the University will have a variety of information available on the Alert Carolina website, alertcarolina.unc.edu, to keep you updated. When emergency conditions exist, it is recommended that your student first contact you to reassure you they are safe. We encourage you to talk with your student about how to stay in contact during emergencies. Members of the Carolina Housing staff are on-call 24 hours a day, seven days a week. If you have a family emergency and need to contact your student, we recommend you contact the UNC Police at **919-962-8100** and request to speak with your student's Community Director.

Packing List for On-Campus Residents

As your student packs their belongings for the move to campus, please review the lists of items approved/recommended to bring and items that are not permitted. For more details regarding the move-in process, please review the Move-In Guide, which also includes the "What To Bring" and "What Not to Bring" lists: housing.unc.edu/live/future-residents/move-in-and-move-out/.

Mail Services

SENDING MAIL AND PACKAGES TO YOUR STUDENT

Address all mail (letters, packages, and overnight deliveries) to the student at their residence hall. Always use your student's full name and complete mailing address (including their room number). Find the full list of residence hall addresses and other important mail information at housing.unc.edu/live/resident-resources/mail-packages/whats-my-address.

MAIL AND PACKAGE INFORMATION

Mail (letters, packages, and overnight deliveries) is automatically routed to the package center zoned for your student's building. Residents will receive an email from Housing Package Centers when mail is available for them to pick up.

Package refrigeration is available for medication. Before shipping, please notify joannaluke@unc.edu to arrange for special handling. The University is not responsible for spoiled or ruined items.

ADDRESS CHANGE / MAIL FORWARDING

When your student moves off-campus, they must directly contact companies who routinely send them essential mail to change their address. We recommend they begin this process early, as companies can take several weeks to process said changes. The Chapel Hill Post Office will not process address change requests for on-campus residents, nor provide forwarding services.

Granville Towers

2100 GRANVILLE TOWERS LANE SOUTH | CHAPEL HILL, NC 27514 | P: 919-370-4500 | T: 711 REL AY | W: GRANVILLETOWERS.COM

Granville Towers is partnered with Carolina Housing and has been serving the students of UNC-Chapel Hill for over 50 years. Located near Franklin Street, residents enjoy the convenience of a 5-7-minute walk to the UNC campus, as well as a variety of restaurants, shops, and local happenings. Your student's lease includes a meal plan for the Agora, the on-site dining facility located in the West Tower. In addition, members of the Granville Towers community can take advantage of several amenity spaces designed with the well-rounded student in mind, such as a fitness center, 24-hour quiet study lounge, group study room, fitness studio, and weekly cleaning of their suite restroom. Throughout the year, our team of professional staff and Resident Advisors work together to plan fun and exciting events so your student can form new friendships, become familiar with campus resources, and gain valuable life skills.

ROOM AND BOARD PAYMENTS

The amount owed for room and board can be found on your lease agreement. Granville Towers is not linked with the University Cashier so payment of room and board must be made directly to Granville Towers.

POLICIES

For a comprehensive list of rules and regulations, please consult your lease agreement and the Community Living Standards posted on Carolina Housing's website.

PREPARING FOR MOVE-IN AND THE YEAR AHEAD

Granville Towers utilizes the Guidebook app to provide a handy resource for residents and their families. A few of the topics covered in this guide include information regarding how meal plans work, how to make changes to the meal plan, room dimensions, recommended packing lists, staff contact information, and much more.

RESIDENT ADVISORS (RAS)

To promote a successful transition, the Carolina Housing staff of RAs has been carefully selected and trained to meet your student's various needs. The experience and knowledge that the RA staff has acquired enables them to assist students with almost any problem. Whether students need to discuss a personal situation in strict confidence, have questions about academics, or need any other information, they can feel free to turn to their RA.

ADDRESSING MAIL TO YOUR GRANVILLE TOWERS STUDENT

The address is based on your student's room number and tower assignment. The street address correlates with their room number, and you should include their tower assignment in the address after "lane."

Student's Full Name
(Room #) Granville Towers Lane (South, East or West)
Chapel Hill, NC 27514

Off-Campus Student Life

W: OFFCAMPUS.UNC.EDU | E: OFFCAMPUS@UNC.EDU

Off-Campus Student Life is committed to educating all Carolina students in life skills related to living off-campus and in the community.

These skills include:

- Becoming responsible tenants and community members knowledgeable of local ordinances and community quality of life issues
- Making informed choices about housing and roommates

OFF-CAMPUS HOUSING

In order to simplify the off-campus housing search for students and family members, we host offcampushousing.unc.edu, an on-line off-campus housing website and search tool. The site includes properties for rent as well as a roommate finder.

EARLY LEASE SIGNING

There has been a lot of discussion at campuses across the US including here at Carolina about how soon students get information and start to feel pressure to sign off-campus leases. While there is certainly a marketing element to the pressure students feel to sign leases early, a significant factor is the student-driven expectation that “you need to sign now”. In addition to our philosophical belief that most students benefit from at least two years of living on-campus, we share family concerns about students signing leases to live with other students that they barely know and signing leases before a fully informed discussion has happened about all of the factors that influence a decision to live off-campus. Our advice to parents and family members is simple...take a pro-active position, be part of the conversation, encourage thorough information gathering, and set shared expectations with your student about the decision making process.

Carolina Dining Services

36 LENOIR HALL | CB #1505 | 1-800-UNC-MEAL | NC REL AY: 711 | DINING.UNC.EDU | OFFICE HOURS: 9:00AM-5:00PM

EATING ON CAMPUS CAROLINA DINING SERVICES (CDS)

CDS is proud to be one of the top dining programs in the country Led by the Executive Chef and a team of eight classically trained chefs, CDS is proud to be one of the top dining programs in the country. With over 25 dining locations throughout campus, CDS is dedicated to keeping our Tar Heels well fed, happy, and feeling at home!

- There are two dining halls, Chase and Top of Lenoir, both conveniently located in the center of campus. Daily dining options range from pizza to sushi and everything in between! Vegan, vegetarian and made- without-gluten options available at every meal period to help accommodate all Tar Heels!
- CDS is dedicated to local farmers, sustainable practices, and regional food purchasing. Learn more on our website at dining.unc.edu.
- Committed to wellness and based on student input, the Registered Dietitian (RD) and Executive Chef create delicious, healthy, and nutritionally complete meal options. All nutritional content and allergens easily accessible with online menus.
- A Student Dining Board oversees important dining decisions and is open for students to participate.
- CDS plans giveaways, contests, and tastings and over 200 events per year!
- Campus dining locations include national brands, regional favorites, and on-campus markets for dining options on the run.

MEAL PLANS | PLUS SWIPES | FLEX

Students are not required to purchase a meal plan. All on-campus Meal Plans are annual contracts, which are automatically billed by semester. Additionally, Dining Flex can be added to your student's meal plan to offer additional options for eating on campus and having delivery from over 40 off-campus restaurants.

If your student receives financial aid, depending on the financial aid package, money awarded can be applied to a meal plan.

BEHIND THE FOOD

Our Culinary Team

Our talented team is committed to crafting innovative menus just for your student. Whether trained at the Culinary Institute of America or in France, our chefs are simply the best at creating high-quality food that is both delicious and balanced.

Our Menus

We carefully consider every menu item we serve for nutrition and taste. Every meal period at Chase Dining Hall and Top of Lenoir includes lean and complete proteins and whole grains, as well as made-without gluten entrées and sides. At lunch and dinner, these standards are expanded to include vegetarian and vegan pizzas, house-made soups and a complete meal developed and approved by our registered dietitian, highlighted on the menu as our RD's Pick!

Although the menu options are seemingly endless, we provide your student with the tools to make navigating all the options easy! Digital screens located in the dining halls provide nutritional content and allergen information. Your student can also check out dining.unc.edu/menu-hours to discover what's being served when, filter the menu for allergens, or find a complete ingredient listing for each dish.

Our Dietitian

We have a registered dietitian on staff to make sure your student is getting the nutritional advice and information they need. With an open-door policy to discuss allergens and dietary needs, our RD is always there to answer student questions. Check out our website for information regarding our health and wellness practices, our guide to dealing with allergens and other special dietary needs, where to eat if you're vegan or vegetarian, or to contact our RD directly.

BEYOND THE FOOD

Home away from home

Is your student sick or temporarily needs assistance getting food from the dining halls? CDS has designed the Get Well Soon Program to allow a friend to pick up your student's meal from the dining halls so they can rest (and keep their germs from spreading!) "The Get Well Soon form" is available on our website.

Want to celebrate your student's birthday from afar? Love from Home cakes can be ordered for any student on campus for pick up at Chase! Check dining.unc.edu to learn more.

Questions? Visit dining.unc.edu or call **CDS at 1-800-UNC- MEAL**.

Our Events

Dining isn't only about the food – students need to be engaged, get social and have fun! CDS schedules more than 200 events and programs throughout the year that are developed to nourish the minds and bodies of the entire campus. Check them out on social media—Instagram ([CDS_ UNC](https://www.instagram.com/CDS UNC)) and Facebook and Twitter ([CDSatUNC](https://www.facebook.com/CDSatUNC))—to be in the know!

Information Technology Services

W: [ITS.UNC.EDU](https://its.unc.edu) | T: 711 NC REL AY

ITS is responsible for planning, implementing, and maintaining the University's technology services. Listed below are the tech support services that are available to students. For more information on free software, computer set-ups, and other tech services, please visit its.unc.edu/get-started.

WHO WE ARE

CAROLINA COMPUTING INITIATIVE (CCI)

[CCI.UNC.EDU](https://cci.unc.edu) | 919-962-HELP (4357)

Undergraduate students are required to bring laptops that meet the University's minimum standards for their graduating class. Carolina Computing Initiative (CCI) ensures that students have access to high-quality computers and exceptional support services. All CCI laptops come with a standard software package, warranty, and protection plans.

All CCI laptop package purchases are made through the Tech Shop, the technology division of the UNC Student Stores (**919-962-8534**). Many students who choose a CCI laptop package are eligible for financial assistance with purchasing the laptop. Laptop grants that cover the entire cost of the CCI laptop package are awarded to incoming students throughout the summer. New students can apply for this need-based financial aid by submitting the College Board CSS/Financial Aid Profile to UNC-Chapel Hill.

Students who opt to bring a different model laptop are still required to bring a laptop that meets the technology requirements specified by the University.

While software and operating system support is available through the ITS Service Desk for non-CCI laptops, the level of support for students who own a CCI laptop is higher. Hardware support and loaner laptops are available on campus for students who own CCI laptops, while for non-CCI laptops, hardware support is the responsibility of the student.

For more information about the advantages of owning a CCI model, visit cci.unc.edu/new-students/why-buy-cci.

ITS SERVICE DESK

[HELP.UNC.EDU](https://help.unc.edu) | 919-962-HELP

The ITS Service Desk is the central point of contact for students who need assistance with technology issues. Assistance is free to all students.

Students who need help with technology problems can contact the Service Desk via phone (**919-962-HELP**), at help.unc.edu, via live chat or online ticket submission, and in-person. The Service Desk, located in the Robert B. House Undergraduate Library, assists students with hardware and software problems as well as questions about UNC-Chapel Hill technology services.

Hardware repairs for CCI computers are made at the Service Desk. While students' CCI machines are being repaired, the Service Desk may be able to provide students with a loaner laptop. Contactless locker services are also available.

RESNET: RESIDENTIAL NETWORKING, EDUCATION AND TECHNOLOGY

RESNET.UNC.EDU

ResNET provides on-campus residents with on-site tech support and education. Residents are served by 40 live-in student techs who provide any tech support that residents may need. Throughout the year, ResNET provides educational events focused on showing new technology on campus. ResNET maintains the Carolina Gaming Arena for campus computer and console gameplay. Find more at resnet.unc.edu and carolinagaming.unc.edu.

UNC Student Stores

DANIELS BUILDING | W: STORE.UNC.EDU

E: STUDENTSTORES@UNC.EDU

P: 919-962-5066 | T: 711 NC RELAY

 [UNC STUDENT STORES](https://www.facebook.com/UNCSTUDENTSTORES)

 [@STUDENTSTORES](https://twitter.com/STUDENTSTORES)

 [@UNCSTUDENTSTORES](https://www.instagram.com/UNCSTUDENTSTORES)



The UNC Student Stores is conveniently located in the heart of UNC's campus adjacent to the Pit. It is the perfect place for all student's to satisfy their course materials, school supplies and technology needs! Beyond that, we have the largest selection of Carolina clothing and gifts you will find in Chapel Hill! Your new Tar Heel can show some spirit in that famous Carolina blue. Whether you pop in the Pit Stop for ice-cold water, or the Stone & Leaf Café for a piping hot coffee, the Student Stores is here to serve you!

The most important part of shopping at the Student Stores is that a percentage of our proceeds go to support scholarships on the Carolina Campus! To keep up with all of our promotions and events: download our app, sign-up for our emails or follow us on social media. We are not only a one stop shop for students, we are a great place to work! Flexible work schedules, generous discounts and a great environment.

COURSE MATERIALS AND SUPPLIES

UNC Student Stores helps student save money on course materials every day! Last year students saved over \$2 million off the standard price of textbooks purchasing and renting their course materials. We have all formats of textbooks for purchase or rent. We also provide digital delivery of materials for many courses. Which allows students to have their materials on the first day of class as easy as clicking on a link! Our prices are hard to beat, if you do find a better deal on Amazon or BN.com or Chegg we'll match the price! During the first two weeks of class all required course materials can be charge to the Student Account and payment deferred with the tuition and fees payments. We are open 24 hours a day at our website, uncstudentstores.com.

UNC CLOTHING & GIFTS

Student Stores has one of the largest collections of Carolina gear around, so Tar Heels fans can get all their UNC apparel needs in one stop. We have brands, ranging from Nike and Champion, to Vineyard Vines and Peter Millar. Along with apparel, there are many other UNC items available like drinkware, gifts and specialized books. You can save money as we have over 100 promotions a year and you can always save money when you download our app.

THE STONE & LEAF CAFÉ AND PIT STOP CONVENIENCE STORE

The Stone & Leaf Café takes pride in providing students, staff, faculty, and visitors with a freshly brewed cup of coffee in whatever form desired. We also serve fine teas, smoothies, pastries, and light meal options like sandwiches and soups. We have a large indoor seating and study area that students will thoroughly enjoy. If outdoor seating is preferred, we have a large balcony that overlooks South Road, as well as patio seating available across from the Student Union. It's great place to study or meet up with friends. We also have a loyalty program so that you can earn free drinks and snacks.

The Pit Stop is located on the first floor off of the South Road entrance. Students can refuel with food, snacks, a cold drink or a quick coffee. We also carry toiletries, over the counter medications, as well as other health and beauty aids for all student needs.

BULL'S HEAD BOOKSHOP

Bull's Head Bookshop is located on the third floor of Student Stores. It is the oldest bookstore in Chapel Hill. We carry everything from popular fiction to travel to reference books, highlighting UNC faculty and Carolina authors. The bookshop carries magazines, greeting cards, and calendars as well. Throughout the year, Bull's Head also hosts numerous events, author readings and signings in their seating and event space which has the best view of the Pit on campus.

THE TECH SHOP

The Tech Shop supplies computers, computer accessories and other technology items for the UNC campus. It's the primary source for purchasing campus approved computers with the Carolina Computing Initiative. Visit cci.unc.edu for program information and current prices. The Tech Shop also offers a robust selection of bags and accessories for all of a student's needs. There are also helpful service associates available to help trouble shoot any technology questions you may have.

THE POST OFFICE

The UNC Student Stores Post Office is a full-service USPS Station. It offers most USPS shipping classes including Express, Priority, First Class, and Media Mail along with services such as Certified Mail, Registered Mail, Delivery/Signature Confirmation, and insurance. Domestic and International shipping are available. It also provides Express and Priority shipping materials free of charge, and sells a wide variety of envelopes, boxes, mailing tubes, and packing. Mail pickup is at 4:00pm daily.

THE PRINT STOP

The UNC Print Stop & Copy Center is conveniently located at the center of campus on the third floor of Student Stores. We offer color printing, poster printing, binding, laminating, and other related print services for students and all facets of campus. No job is too large or small for us to handle.



DOWNLOAD OUR APP!

UNC Student Stores





Finances



Office of the University Cashier

SASB NORTH, CB #1400 | 450 RIDGE ROAD, SUITE 2215 | CHAPEL HILL, NC 27599 | W: CASHIER.UNC.EDU | E: CASHIER@UNC.EDU
P: 919-962-1368 | T: 711 NC RELAY

The Office of the University Cashier bills and collects for tuition, fees, housing, meal plans, and other campus expenses. Electronic bills are generated monthly and are due approximately three weeks later. You will receive notifications of new billing statements at your UNC email address and are responsible for paying these charges when they are due.

The Cashier's Office can only discuss your student account with you and authorized users or proxies with student financial access. You can set up "authorized users" so that family members or third parties can view and pay bills online. Visit ccinfo.unc.edu/give-proxyauthorized-users-access-information-2-2/ for information about authorized users and proxies.

Billing for the fall semester generally takes place in mid-July and should include charges for tuition, fees, housing, and meal plans. Payment for these bills will be due in mid-August. In most cases, financial aid is disbursed during the first week of classes. If you are receiving financial aid after payment is due, you may need to defer your University bill through ConnectCarolina.

For more information about payment options, requesting deferments, 1098-Ts, and other student account-related information, please visit cashier.unc.edu.

REFUND INFORMATION

Scholarships, grants, and loans will be electronically transferred to the student's account. Private donors should mail scholarship checks directly to the Cashier's Office, making sure to clearly indicate the student's name and PID on the check. The donor should indicate how the funds should be applied to the account.

When the financial aid being transferred is in excess of the amount owed, a refund is created for the credit balance due within a couple of business days. Students are required to sign up for electronic refunds to a checking or savings account because this is the fastest, easiest, most reliable way to deliver refunds to students.

Students can set up their electronic refunds online through the ConnectCarolina Student Center. Visit cashier.unc.edu/student-account-policies/refunds for more information.

Questions about student account information?

Visit cashier.unc.edu/contact for a list of contacts dedicated to particular issues.

Office of Scholarships and Student Aid

P: 919-962-8396 | F: 919-962-2716 | W: STUDENTAID.UNC.EDU | E: AIDINFO@UNC.EDU

APPLY FOR AID

We work hard to keep Carolina affordable for all students. Apply to find out if you are eligible for aid. Visit studentaid.unc.edu/incoming/how-to-apply.

UNC uses two forms:

- **The Free Application for Federal Student Aid (FAFSA)**
fafsa.gov | **UNC Code 002974**
- **The CSS PROFILE**
cssprofile.collegeboard.org | **UNC Code 5816**

Check your aid details at in ConnectCarolina Student Center (connectcarolina.unc.edu).

Aid is reviewed annually, so you'll need to complete an updated FAFSA every year. You only need to fill out the Profile once. Let us know any time if there are major changes in your financial circumstances.

REPORT OUTSIDE SCHOLARSHIPS

Outside awards include any funding—scholarships, grants, tuition benefits, etc.—given to you by sources outside the University, like companies, foundations, or community groups. Outside awards must be reported.

Visit studentaid.unc.edu/incoming/what-aid-is-available/outside-scholarships/.

DEFER YOUR BILL

If you expect to receive financial aid, you may need to defer your University bill.

Visit cashier.unc.edu/payment-options/financial-aid.

GET IN TOUCH

We're here to help, so visit us in Pettigrew Hall, call us at **919-962-8396**, or email at aidinfo@unc.edu. You can also chat with our chatbot Ramses 24/7 at studentaid.unc.edu/#bot.



UNC One Card

W: ONECARD.UNC.EDU | E: ONECARD@UNC.EDU

The UNC One Card is the official identification card for UNC-Chapel Hill students, faculty, and staff. Your multipurpose card allows you to: use your meal plan to eat at dining halls, get tickets or free admission to athletic events, clean your laundry at on campus facilities, workout at the Student Recreation Center, check out resources from the libraries, access Campus Health Services use vending machines and much more.

You have four accounts on your One Card: Your meal plan, flex dollars (meal plan dollars), print plan, and the Carolina Convenience Accounts. The Carolina Convenience account is a declining balance account on your One Card where funds can be added at any time. Convenience funds are good anywhere on campus that accepts the One Card. To learn more about any of the One Card features, visit www.onecard.unc.edu/features.

UNC has also partnered with Wells Fargo to offer an exclusive UNC Debit Card with benefits to our UNC community. For more information on the UNC Debit Card visit www.onecard.unc.edu/services/unc-debit-card.

ACCOUNT MANAGEMENT

You can manage your account 24 hours a day through www.onecard.unc.edu or the CBORD Get App.

The One Card portal allows you to check balances, add funds to your Carolina Convenience Account or Flex, purchase a meal plan, review account history, or suspend your lost or stolen card.

The CBORD GET app can be accessed using a mobile device or through the website. You can check account balances and spending history, order food from participating locations, and add funds to your Carolina Convenience account. The app also lets you use a secure barcode to utilize your One Card funds or meal plan at participating locations.

The CBORD Get web portal also provides a way for parents or guardians to conveniently add funds to the student's account with only the student's PID number and a Visa or Mastercard.



Healthy & Safety



Campus Health

JAMES A. TAYLOR BUILDING | CAMPUSHEALTH.UNC.EDU | P: 919-966-2281 | T: 711 NC RELAY

GENERAL INFORMATION

Campus Health provides a broad range of ambulatory primary care and mental health services, using board-certified providers and specialists to care for students medical and mental health needs. Campus Health provides specialty services including Gynecology, Orthopedics, and Travel Clinic and also offers two full-service pharmacies.

Counseling and Psychological Services (CAPS) offers brief psychotherapy, group therapy, medication management, academic intervention, and community referral coordination. Initial assessments are available without an appointment.

The answers to frequently asked questions about Campus Health and CAPS services are available on the Campus Health website.

PRIVACY AND CONFIDENTIALITY OF PATIENT INFORMATION

Campus Health respects and protects the privacy and confidentiality of patient information. Campus Health staff adhere to the highest standards in protecting confidential information in accordance with federal and state laws and regulations. Campus Health does not offer a “blanket” authorization to release health information. Your student must complete a new authorization form for each request to release information.

CAMPUS HEALTH FEE

The Campus Health fee charged in tuition and fees each semester entitles your student to unlimited Primary Care and Sports Medicine visits as well as short-term psychological counseling visits with no office visit charge. The health fee also helps reduce charges for laboratory, radiology, and pharmacy services, as well as specialty services such as Gynecology, Physical Therapy, Nutrition, Orthopedics, or Travel Clinics provided at Campus Health. A detailed listing of services covered by the fee can be accessed at campushealth.unc.edu/campushealthfee.

APPOINTMENTS

Students should visit campushealth.unc.edu/appointments or call **919-966-2281** to schedule an appointment. In addition to in-person visits, telemedicine is available when clinically appropriate. Students with urgent needs will be triaged by a nurse to access care without an appointment. Your student will receive appointment reminders by email and text message unless they have declined to receive such messages from Campus Health.

Some areas may be called directly for appointments or cancellations:

- International Travel Clinic: **919-966-9176**
- Physical Therapy: **919-966-6548**
- Sports Medicine: **919-966-3655**

SERVICES OFFERED

Campus Health provides a broad range of ambulatory primary care and mental health services.

- Counseling and Psychological Services
 - Nutrition Services
 - Primary Care
 - Gynecology
 - Sports Medicine/Orthopedics/
Physical Therapy
 - On-Site Laboratory Services and
Radiology Services
 - Campus Health Pharmacy and
Student Stores Pharmacy
- plus...*
- Allergy injections
 - Asthma specialty care
 - Diabetes care
 - International travel clinic
 - Occupational health care for health
science students (e.g. bloodborne
pathogen exposure care)
 - Onsite dental services provided by
Campus Smiles

CAMPUS HEALTH PHARMACY AND STUDENT STORES PHARMACY

Campus Health's pharmacies provide your student with convenient and affordable quality pharmaceutical care. Make sure to have your pharmacy benefit insurance card with you at the time of service.

Services offered include medication counseling, online refill ordering, prescription-ready text messaging, and administration of flu vaccines without an appointment. Students wishing to transfer their hometown prescriptions should contact Campus Health Pharmacy (**919-966-6544**) or Student Stores Pharmacy (**919-966-8166**). Learn more at campushealth.unc.edu/pharmacy.

VACCINATION INFORMATION

Immunizations

Per North Carolina State law, students must provide documentation that they have received all required immunizations to meet matriculation requirements. For more information regarding required immunizations, deadlines, and instructions for completing the online Immunization and Health History form, visit campushealth.unc.edu/immunizations or email immunizations@unc.edu.

Flu Shots are available both pharmacies. No appointment necessary.

HEALTH FEES AND INSURANCE

In-Network Status

Campus Health Pharmacy and Student Stores Pharmacy are in-network with most pharmacy benefit plans and students enrolled in the UNC System Student Health Insurance plan typically pay a lower copay for prescriptions in these pharmacies than would be required in other pharmacies. Campus Health is an in-network provider with most students' insurance plans.

For international insurance plans, Campus Health can provide students with the necessary documentation to file their own claims.

Health Fee

The Campus Health Fee is a mandatory fee that all degree-seeking students pay through fees/tuition each term. This fee entitles students to services at Campus Health and covers most professional charges. Due to the ever-increasing cost of providing health care, Campus Health does charge for specific services. Campus Health makes every effort to keep additional charges to a minimum as we recognize that many students and families have limited financial resources.

Mandatory Health Insurance

All eligible students enrolled in the UNC system colleges and universities including UNC-Chapel Hill, are required to have health insurance coverage. This means that all eligible students attending the University must provide proof of a creditable health insurance policy.

Learn more at campushealth.unc.edu/insurance.

Counseling & Psychological Services

JAMES A. TAYLOR BUILDING, THIRD FLOOR | CAPS.UNC.EDU | P: 919-966-3658 | T: 711 NC RELAY

CAPS provides mental health care and is available to assist your student in managing academic and personal demands more effectively. CAPS offers initial assessments, brief individual psychotherapy, group therapy, medication management, community referral coordination, academic intervention and after hours phone support.

CAPS providers listen without being judgmental; having the chance to talk with a concerned professional can go a long way toward resolving problems.

Initial visits are offered without any appointment needed - your student can come at their convenience M-F 9am-12pm, 1pm-4pm. At that visit, they will complete some paperwork and speak to a caring mental health provider to determine what services might best fit their needs. When CAPS is not open, the CAPS 24/7 phone number is answered by mental health professionals to support non-emergency concerns that cannot wait until the office opens.

If a student's needs fall outside of the brief therapy that CAPS provides, e.g., instances such as specialized testing or open-ended treatment, providers at CAPS can help students get connected with a mental health professional in Chapel Hill or surrounding areas.

WHY CONTACT CAPS?

Students' problems need not be of monumental proportions to warrant support or intervention; nonetheless, many students feel that asking for help is a sign of weakness. This perception changes as they realize that confronting a problem is a positive sign of health and maturity. Having problems, feeling anxious or depressed, and needing help at various points in life are universal experiences.

WHAT CAN BE DISCUSSED IN COUNSELING AT CAPS?

Students can discuss any problem that is causing concern. While students may not think the problem is serious enough to seek help, the determining factor can be the extent to which it seems to interfere with your student's activities, thoughts, or feelings. Students interested in accessing services can contact CAPS for an assessment without an appointment between 9:00am-12:00pm or 1:00-4:00pm Monday through Thursday and Friday between 9:30am-12:00pm or 1:00-4:00pm.

Student Wellness

310 SASB SOUTH | 385 MANNING DRIVE | W: HEALTHYHEELS.ORG | E: STUDENTWELLNESS@UNC.EDU | P: 919-962-9355 (WELL)
NC REL AY: 711  [UNC HEALTHY HEELS](#)  [@UNCHEALTHYHEELS](#)  [@UNCHEALTHYHEELS](#)

Student Wellness works to educate the University community about relevant health and wellness matters that impact students' personal and academic success. We also advocate for student needs, spread health messages to facilitate positive choices towards healthier behavior, and promote health equity and access through our work. This is done through strategic and collaborative partnerships with other departments, agencies, and student organizations across the campus and community. They envision a thriving campus culture that is safe, equitable, and well for all.

Student Wellness holds several student groups that help to create a healthy and safe community:

Carolina After Dark is a wellness initiative that organizes late-night campus activities and inclusive programming, through a monthly newsletter, heellife and social media utilized to promote, and encourage substance-free events across the Carolina community.

Carolina Recovery Program provides recovery protection, peer support, and sober activities to strengthen the recovery of students who have substance use disorders.

Delta Advocates are trained students within Sorority communities who provide prevention education as well as an empathetic response for survivors/victims of gender-based violence or harassment. They connect survivors/victims to resources on-campus and in the community.

Real Talk is a group that discusses relational and transitional change that impact men of color and their ability to succeed at UNC.

Sister Talk is a program designed to increase a sense of belonging, as well as, to give women of color, specifically, Black identified women, the space, tools and resources to successfully navigate UNC-Chapel Hill. This group also aims to strengthen resiliency among this cohort of students, as they exist at an intersection of gender and race which impact their experiences at a predominantly white institution (PWI).

Healthy Heels Ambassadors are trained peer educators that inspire change through promotion of healthy norms and pro-social behaviors. You can find us tabling at events, implementing core initiatives, facilitating workshops/trainings around wellness, and more. We educate the masses and have fun doing it!

Student Wellness also has signature programs and topic areas that include workshops and trainings on Dimensions of Wellness, Stress and Resilience, Body Awareness to Monitor Stress, Self-Care and Stress Management, Mindfulness, Healthy Relationships, Sexual Health, Alcohol & Other Drug Education. As an office they also provide general coaching and support, as well as large scale campus programs such as LDOC and S.N.A.C.K.S. These events are designed to engage students in fun activities that offer balance to their rigorous academic pursuits.

We promote wellness as a journey rather than a destination and believe that an individual's choices, as well as the community around them, involve a dynamic integration of eight dimensions of wellness: physical, emotional, spiritual, social, career, environmental, intellectual, and financial wellness. We encourage students to begin considering each of these areas as they prepare to come to Carolina, and how they may start habits early to maintain their well-being once arriving.

For more information on the dimensions of wellness, services for students, student groups, other involvement opportunities, or our peer support groups, and more, visit ***studentwellness.unc.edu***.

HOURS OF OPERATION:

STANDARD WEEKLY HOURS:

9:00AM – 5:00PM, M – F

Individual appointments available by request.

Evening programs and outreach scheduled regularly.

Talking with your Student about Alcohol

SIGNS OF CONCERN:

- Anxiety and/or Depression
- Low self-esteem
- Feelings of isolation and/or loneliness
- Sudden mood swings
- Loss of interest in enjoyable activities
- Increased conflict in relationships
- Withdrawal
- Missing classes and/or assignments
- Decline in grades
- Harm to self, others, or property
- Legal or conduct citations

HOW CAN YOU HELP?

1. Set a good example: don't drink and drive, drink in moderation, don't provide alcohol to your underage student.
2. Talk to your student about alcohol. Set expectations for behavior and ask them about the social scene.
3. Validate that abstaining from alcohol is a healthy, safe, and acceptable decision.
4. Tell your student about signs of alcohol poisoning and encourage them to intervene when friends or classmates need help.
5. Avoid tales of drinking from your own experiences. This implicitly condones drinking and reinforces that young adulthood is related to alcohol.
6. Help your student understand the risks. Alcohol use is correlated with unprotected sex and sexual violence perpetration.
7. Continue communicating with your student during their first year at Carolina.

WHAT ABOUT STUDENTS IN RECOVERY?

The Carolina Recovery Group at UNC provides a safe and nurturing environment where students in recovery can thrive personally and academically in a substance-free collegiate experience.

The program is open to full-time and part-time, undergraduate and graduate students. The program includes access to a full-time addiction specialist and support services, on- and off-campus housing, as well as peer support, service projects, social activities, and more!

Learn more at recovery.unc.edu.

The University of North Carolina has an Alcohol Policy which...

1



Applies to all members of UNC community: students, faculty, staff, visitors

2



Includes student groups and teams

3



Provides medical amnesty

Read more at alcohol.unc.edu.

Alert Carolina

A SAFETY AWARENESS CAMPAIGN FOR THE CAMPUS COMMUNITY

 UNCCHAPELHILL  @ALERTCAROLINA  @UNCPOLICE

At Carolina, we are committed to providing the safest campus environment we can for our entire community.

The Alert Carolina safety awareness system is an important part of that commitment. The system educates the campus about what to do in an emergency and where to find safety-related resources. A key part of Alert Carolina involves its emergency alert messaging system that sends both emails and text messages to students, faculty, and staff. In order to receive text messages, students are encouraged to register a cell phone number at alertcarolina.unc.edu/register. Alert Carolina is the best source for current information before, during, and after an emergency.

The University will inform the campus as quickly as possible when an emergency happens or we learn of a threat affecting the safety and welfare of the campus community.

Authorities will immediately investigate the situation, verify the facts, and provide the campus with instructions. During an emergency, only call 911 or UNC Police if you are in need of assistance, see suspicious activity, or have information related to the ongoing situation. In order to keep the phone lines open, do not call 911 or UNC Police for general information. The Alert Carolina website (alertcarolina.unc.edu) and Twitter page ([@AlertCarolina](https://twitter.com/AlertCarolina)) will be updated with the most recent information.

EMERGENCY SIRENS AND ALERT CAROLINA MESSAGES

Emergency sirens and Alert Carolina messages allow the University to share information quickly with the campus community. In the event of an emergency, the sirens will sound with instructions. These sirens are designed to be heard outside on campus and will not be heard inside buildings or cars. When the threat is over, the sirens will sound with a different tone and an “all clear” message. The sirens will only sound for a significant emergency or dangerous situation involving an immediate threat to health or safety, or during a regularly scheduled sirens test.

The sirens will also be accompanied by Alert Carolina text messages and emails with information and instructions. Text messages will be sent to students, faculty, and staff who have registered their phone numbers with Alert Carolina. Students, faculty, and staff can ensure their phone number is registered by visiting alertcarolina.unc.edu/register.

EMERGENCY NOTIFICATION SYSTEM

University officials continually evaluate and refine the most effective ways to communicate with the campus community. The University uses four types of notifications based on criteria in the Alert Carolina System Protocols: Emergency Warnings, Crime Alerts, Adverse Conditions, and Informational Messages.

Information, including possible situations for each notification, is included on the Alert Carolina website.

An Emergency Warning is issued if there is a significant emergency or immediate threat to the health or safety of people on campus. The emergency sirens will sound to alert people that they need to act now, accompanied by a text message, social media message and email.

Alert Carolina cont'd

A Crime Alert is issued to notify the campus community of any Clery Act crime as soon as the information is available so people can protect themselves and/or their property from similar crimes. This type of warning is intended to tell people to be cautious, not to take immediate action, so communications may include a text message or email, but the emergency sirens will not sound.

Adverse Conditions is issued when circumstances exist that do not represent an immediate threat to health or safety, yet action may enable people to protect themselves and/or their property. These situations include adverse weather events such as approaching snowstorms or hurricanes, major campus utility outages or other situations that would require a change in the University's normal operating status.

An Informational Message is issued when a situation is not an emergency or nor does it pose an immediate threat to the campus community, but is of significant interest to campus. This includes tornado watches and severe thunderstorm warnings, updates to crime alerts, or significant campus safety information or activity. The University will send a campus-wide email message.

ALERT CAROLINA TWITTER PAGE AND OTHER COMMUNICATION METHODS

Currently, only those with a UNC-Chapel Hill ONYEN can receive Alert Carolina texts and emails. However, there are many other ways to receive notifications. Alert Carolina has established a Twitter page that will be updated immediately in the event of an emergency. If you already have a Twitter account, you can follow [@AlertCarolina](#) and turn on mobile notifications for this account (see below for detailed instructions). If you do not have a Twitter account, setting one up is free and just takes a few minutes.

Once you have a Twitter account on your mobile phone:

1. Log into Twitter
2. Search for the **@AlertCarolina** account
3. Click the "follow" button on the right side of the page
4. Click the "bell" icon to the left of the "follow" box
5. In the drop-down menu, select "All Tweets" to receive mobile notifications when a tweet is sent from **@AlertCarolina**

When the University tweets from **@AlertCarolina**, you will receive a text message on your phone with the latest information from Alert Carolina.

The University also recommends all students, faculty, staff, and family members download the Carolina Ready mobile app. The app includes emergency alerts, tools for staying safe on campus, emergency response guides, campus maps and a variety of health and wellness resources. It is available in the Apple App Store and Google Play.

The University will also communicate using the Adverse Weather and Emergency Phone Line (**919-843-1234**) with recorded information, campus cable television channels, local media, and official University Twitter and Facebook accounts.

UNC Police Department

POLICE.UNC.EDU | EMERGENCY: 911 | NON-EMERGENCY: 919-962-8100 | COMMUNITY SERVICES OFFICE: 919-966-3230

PARKING INFORMATION: 919-962-3951 | PEDESTRIAN HOTLINE: 919-843-PEDS (7337) | T: 711 NC RELAY

HOURS OF OPERATION: 7:30AM-5:00PM, M-F  [UNC POLICE DEPARTMENT](#)  [@UNCPOLICE](#)

UNC Police Department focuses on customer service, reduction of crime, and quality of life at UNC. We partner with the University community to problem solve and increase trust in the police. Here are some of the police programs available. Please see our website for more resources: police.unc.edu.

COFFEE WITH A COP

This simple series concept brings police and community members together in informal, neutral spaces to discuss community issues and concerns and to build relations...oh, and to enjoy coffee! An industry-wide initiative active in over 175 cities in 36 states, leaving participants with a more positive impression of their law enforcement agency and provides officers with better insight in public perception.

EMERGENCY CALL BOX INFORMATION

In an emergency, your student should look for either a yellow phone box or black poles with a blue light on top. The police department knows your student's location as soon as the red button is pushed and will respond, even if they don't speak.

For more information, call **919-966-3230** or email dhjames@email.unc.edu.

U-LOCK BICYCLE REGISTRATION

This program was developed to help those in the UNC Community to protect their bicycles from theft by registering them with the UNC Police Department. Upon registration, each person receives a coupon for half off a U-LOCK at UNC Student Stores.

RAD: RAPE AGGRESSION DEFENSE TRAINING

RAD is a comprehensive women's-only course which develops and enhances the options of self-defense, so that options become viable to women being attacked. The course is taught by nationally-certified RAD instructors, and provides each student with a workbook and manual. The manual outlines the entire physical defense program which facilitates women students' personal growth, and further serves as an information source after completion of the course. Classes are typically on Tuesday and Thursday evenings from 6pm to 9pm and limited to 25 participants. Call **919-966-3230** for more information.

ACTIVE SHOOTER AND CRITICAL INCIDENT RESPONSE TRAINING

Building upon the national Run/Hide/Fight model, this training supports participants' ability to observe the importance of "active" responses related to an active shooter or other critical incident. Participants can also choose to participate in scenario-based training designed to provide an individual hands-on experience regarding emergency response in a safe and secure training environment.



Student Support



Please keep your KEY and FLEX PASS with you until you checkout.
All access cuts off at 9:00 PM.
We have limited staff to help with lockouts and waiting times may be long.
Double check before you exit the building.
carolina HOUSING

OF THE HEELS
Welcomes
RHP



Equal Opportunity and Compliance (EOC) Office

RESOURCES FOR INCIDENTS OF DISCRIMINATION AND HARASSMENT

W: EOC.UNC.EDU | E: EOC@UNC.EDU | P: 919-966-3576 | T: 711 NC REL AY

OUR COMMITMENT TO EQUITY IN EDUCATIONAL OPPORTUNITIES

The University of North Carolina at Chapel Hill is committed to equity in educational opportunities. Consistent with this principle and federal and state laws, including Title IX of the Education Amendments of 1972, the University does not discriminate in offering access to its educational programs and activities on the basis of age, color, disability, gender, gender expression, gender identity, genetic information, national origin, race, religion, sex, sexual orientation, or veteran status.

The University prohibits sexual assault or sexual violence and sexual exploitation, which are forms of prohibited harassment and discrimination. The University also prohibits related misconduct, including interpersonal (relationship) violence, stalking, and retaliation.

EOC oversees several non-discrimination and harassment policies, including the Policy on Prohibited Discrimination, Harassment and Related Misconduct and the Policy on Prohibited Sexual Harassment under Title IX. EOC connects people who have experienced misconduct to supportive measures (e.g., changes to housing or work schedules, changes to or assistance with academic assignments, no-contact orders), connects them to campus and local resources, and provides options for formally addressing the conduct within the University's process.

If your student has experienced discrimination or harassment, including sexual assault or sexual violence, sexual exploitation, interpersonal violence, or stalking, they are encouraged to report it to EOC. You can make a report by contacting EOC using the information in the orange box to the right or by filling out an online form found on EOC's website.

For more information about reporting options and resources, see the **Quick Reference Guide** on **page 79** or visit go.unc.edu/qrg.

GET INVOLVED ON CAMPUS

EOC encourages the campus community to get involved in prevention and awareness programs and trainings that are designed to help make a safer campus. Visit safe.unc.edu to learn more about how you can get involved.

*Equal Opportunity and
Compliance Office*
Report and Response Coordinators
EOC.UNC.EDU | 919-445-2759
REPORTANDRESPONSE@UNC.EDU

*Equal Opportunity and
Compliance Office*
Title IX Coordinator
EOC.UNC.EDU | 919-966-3576
TITLEIXCOORDINATOR@UNC.EDU

University Ombuds

A SAFE PLACE TO EXPLORE OPTIONS

A CONFIDENTIAL, IMPARTIAL, INFORMAL, INDEPENDENT RESOURCE

P: 919-843-8204 | T: NC REL AY: 711 | E: OMBUDS@UNC.EDU | W: OMBUDS.UNC.EDU

The University Ombuds Office is a place where all Carolina students are welcome to come and talk in confidence about any campus-related concern, problem, or dispute. An ombuds will listen, help your student evaluate their situation and identify options for moving forward, but your student will decide what action, if any, to take. We keep no records, and we do not share information we learn without student consent, except in emergency situations or if required by law. We can help your student with interpersonal difficulties with fellow students or with employees, disputes with faculty, red tape, understanding policies, untangling complicated situations, and finding available resources on campus. We offer coaching, facilitated conversations, and informal mediation, along with other services. All contact with the ombuds is free and voluntary. Our office supplements, but does not replace, the University's formal channels. The Ombuds Office does not accept formal complaints or notice for the University. To learn more, please go to ombuds.unc.edu.

Dawn Osborne-Adams, *University Ombuds and Director*

Joshua Canzona, *Associate University Ombuds*

Victoria Dowd, *Assistant University Ombuds and Program Specialist*

Accessibility Resources and Service



450 RIDGE ROAD | SASB NORTH, SUITE 2126 | ARS@UNC.EDU | ARS.UNC.EDU

P: 919-962-8300 | F: 919-843-5609 | T: 711 NC REL AY | OFFICE HOURS: M-F, 8:00AM-5:00PM

Through Accessibility Resources and Service (ARS), The University of North Carolina-Chapel Hill seeks to meet the individual needs of students or applicants with disabilities, chronic medical conditions, a temporary disability, or pregnancy complications resulting in barriers to fully accessing University courses, programs and activities.

Accommodations are determined individually based on the impacts you are experiencing and in accordance with applicable federal and state laws. Whether you had an IEP or 504 plan in high school, an accommodation plan at your prior community college or University, or never utilized accommodations, we invite you to contact us for additional information.

The Dean of Students

STUDENT AND ACADEMIC SERVICES BUILDING NORTH | SUITE 1106 (FIRST FLOOR) | OFFICE HOURS: M-F, 8:00AM-5:00PM
P: 919-966-4042 | T: 711 NC REL AY | E: DOS@UNC.EDU | W: DOS.UNC.EDU   @UNC_ODOS

The Dean of Students (DOS) is a Student Affairs unit whose mission is to provide support and assistance to undergraduate, graduate, and professional students at the University of North Carolina at Chapel Hill. We seek to empower students who may find it challenging to navigate the University environment.

OUR PILLARS

Care

Response and support provided to students after an unexpected situation, difficult event, or crisis incident.

Collaborate

Connecting students to resources and services across campus and throughout the community to help create a support network.

Celebrate

Outreach initiatives that recognize student successes and provide opportunities to promote DOS as a resource.

Empower

Providing support and sharing information that enables a student to navigate the University policies and processes and experience academic and personal success.

STUDENT ADVOCACY AND RESOURCES

- Personal and Academic Support
- General Grievance Assistance
- University Approved Absence Office
- Carolina Veterans Resource Center

CRITICAL INCIDENT SUPPORT

- Critical Incident Response for Students
- Student Emergency/Hardship Fund
- Emergency Evaluation and Action Committee
- Partner with EOC to support Interpersonal Violence and Sexual Assault Response

OUTREACH AND SERVICES

- Resiliency and Student Success
- Student Recognition and Celebratory Programs
- Financial Literacy Education
- High-Interest and Special Event Response

Refer to dos.unc.edu for additional information about these and other programs and services.



Our Campus Community



Campus Y

UNC'S HUB FOR SOCIAL JUSTICE AND SOCIAL INNOVATION

180A EAST CAMERON AVENUE | W: CAMPUSY.UNC.EDU | E: CAMPUSY@UNC.EDU | P: 919-962-2333 | T: 711 NC REL AY
OFFICE HOURS: M-F, 9:00AM-5:00PM  [CAMPUSY](https://www.facebook.com/CAMPUSY)  [@CAMPUSYUNC](https://www.instagram.com/CAMPUSYUNC)

The Campus Y is a collaborative space that unites students, staff, faculty, and community partners in the pursuit of social justice. We work locally and globally toward a more just and equitable future with a commitment to inclusion, education, and open dialogue. We are a community that advocates for positive social change through service, innovation, and direct action.

JOIN ONE OF THE CAMPUS Y'S 32 STUDENT-RUN COMMITTEES OR 3 STAFF-LED PROGRAMS AND TACKLE SOCIAL JUSTICE ISSUES LIKE:

- Refugee and Immigrant Rights
- Criminal Justice Reform
- Food Insecurity
- Education Inequity
- Global Public Health
- Youth Development
- LGBTQIA+ Advocacy
- Gender Equity

PROGRAMMING AT THE Y:

- 32 student-led committees that focus on social and environmental justice
- The Global Gap Year Fellowship provides financial support for high school students who defer admission to work, travel, and undertake public service abroad.
- The Bonner Leaders Program allows work-study-eligible students to earn money while working with local nonprofits in roles of increasing responsibility.
- CUBE, a social innovation accelerator, helps teams establish startups that address social challenges.

To learn more about ways you can get involved visit campusy.unc.edu and follow us on Facebook ([@campusy](https://www.facebook.com/campusy)) and Instagram ([@campusyunc](https://www.instagram.com/campusyunc))



University Office for Diversity and Inclusion

SASB NORTH, SUITE 3226, CB #9128 | P: 919-843-6086 | F: 919-843-5564 | W: DIVERSITY.UNC.EDU | E: DIVERSITY@UNC.EDU
T: 711 NC RELAY

The mission of The University Office for Diversity and Inclusion (D&I) is to enrich the lives of UNC students, faculty, staff, alumni, and extended communities. D&I develops and implements initiatives that promote inclusion, access, learning and diversity. Additionally, D&I provides University-led leadership in shaping policies, equity, programs and services that advance diversity, equity and inclusion and enhances the quality of life for all members of the University community.



Diversity Education

Committed to supporting our diverse community by providing a variety of trainings and educational programs that promotes equity and inclusion. Offer customized workshops on intercultural education, psychological safety and inclusion, anti-racism, implicit bias, fostering an inclusive classroom, and intergroup dialogue and engagement.

Cultural Celebrations

Cultural awareness, campus-wide celebrations and learning opportunities for UNC campus and community members.

Assessment and Consultations

Assessing and advising on strategies for addressing and advancing diversity, equity, and inclusion.

Recruitment and Visitation

Programs for prospective and incoming students from underrepresented populations (i.e., ethnic minorities, first generation, rural populations): Achieving Carolina Excellence (ACE), North Carolina Renaissance, Project Uplift, Uplift PLUS, Behind the Scenes, Tar Heel Preview Day and Experience Carolina

Student Development

Programs that enhance retention, provide leadership development, and promote academic success for all students: Beyond Carolina and the Student Access and Success Committee.

Campus and Community Partnerships

Connections formed between the University and diverse North Carolina communities: MLK Community/University Planning Corporation, the Diversity Awards, the Race, Racism & Racial Equity Symposium (R3), THINKposium and grades 6–12 outreach.

Visit diversity.unc.edu for descriptions of all programs and services offered by D&I.

Study Abroad

FEDEX GLOBAL EDUCATION CENTER | SECOND FLOOR | CB #3130 | P: 919-962-7002 | T: 711 NC RELAY
W: STUDYABROAD.UNC.EDU | E: ABROAD@UNC.EDU

Many Tar Heels study abroad, and you can, too! We offer programs around the world for students in all majors to earn credit towards their UNC degree while living and studying in a different country--for a few weeks in the summer, during the fall or spring semester, or for a full year. Financial aid and scholarships help make study abroad a reality. Students are eligible to participate as soon as their second semester at Carolina. Enhance your Carolina education as you experience a new culture and way of thinking. To learn more about the various study abroad opportunities, watch our Study Abroad 101 video series. Visit our website to view upcoming events and deadlines, browse programs, and make an appointment with an advisor. From Asia to South America, Africa to Europe, study abroad can expand your campus.

American Indian Center

205 WILSON STREET | CB #3457 | NC RELAY: 711 | AMERICANINDIANCENTER.UNC.EDU | AIC@UNC.EDU

The American Indian Center is a campus-wide public service center that advances the University's overall mission of research, teaching, and service by creating an environment in which quality scholarship and engagement related to American Indians is strengthened, nurtured, and coordinated. We facilitate the inclusion of the American Indian peoples, with their unique and rich cultures, traditions, beliefs, and histories, by creating a learning environment that enriches the entire Carolina community. The Center supports and promotes Native identity and community on campus by partnering with the campus Native student organizations which include: Carolina Indian Circle, First Nations Graduate Circle, Alpha Pi Omega Sorority, Inc., Phi Sigma Nu American Indian Fraternity, Inc., and the Native American Law Students Association.

We offer a variety of programs:

- Welcome Extravaganza
- Elder in Residence
- New Native Student Orientation
- Michael D. Green Lecture in American Indian Studies
- American Indian Heritage Month Events (November)
- Student Ambassadors and Internship Programs
- Healthy Native North Carolinians Network
- Carolina Horizons
- Native Pathways to Professional Development Series

For more information, visit americanindiancenter.unc.edu.

Carolina Latinx Center

ABERNETHY HALL, CB# 3005 | P: 919-962-6850 | W: CLC.UNC.EDU | E: JOSMELL@UNC.EDU | T: 711 NC RELAY

The Carolina Latinx Center (CLC) adds to the commitment of Carolina to the Latinx community with a welcoming space and resources for faculty, staff, students and alumni. The CLC fosters and enriches the academic social and cultural experience for all. The CLC is primarily focused on creating and supporting greater awareness and understanding of Latinx issues, cultures and identities through educational venues and the building of collaborative relationships across campus and the broader community.

CAROLINA LATINX CENTER CORE VALUES:

Diversity

We must begin our work of student development, scholarship, service, and advocacy by first recognizing the vast diversity we represent at the Carolina Latinx Center. By centering the many ways we are different, we can celebrate what unites us and work towards the inclusion of us all in all that we do.

Innovation

The Carolina Latinx Center is set up to have a space where students and faculty can collaborate to generate innovative and original ways of learning. Key opportunities for collaborations include student leadership development, ways to serve our community more effectively, and how to bring attention to the complexities of the Latinx identity and experience.

Empowerment

We believe it is essential to have a space where we can build scholarship outside of the classroom, provide community engagement, and foster student development to share awareness about Latinx issues. Our environment is designed to create empowered leadership to further cooperation and partnership.

Orgullo

Our Carolina Latinx Center members embrace and enter their spaces of service, scholarship, leadership, and advocacy with strength and joy. We take orgullo in who we are, where we are from, and where we plan on going.

Familia

Our familia is built and sustained by fostering deep connections between students, faculty, staff and the broader Chapel Hill community. We are committed to growing our impact by nurturing our familia into strong leaders who can advocate for Latinx issues across campus and within our communities.

PROGRAMS EXAMPLES INCLUDE:

- CLC Open House during the Week of Welcome
- Engaging campus wide events to share both cultural and historical identity with our campus community, such as Latinx Heritage Month
- Academically enriching programs beyond the classroom, for example our Pulsos Program is for students interested in the medical field
- UndocuCarolina provides trainings and creates educational forums for the Carolina Community
- Annual recognition programming, like the Exitos program, to recognize the scholarship excellence of our graduating class

For more information, visit clc.unc.edu.

Lesbian, Gay, Bisexual, Transgender and Queer Center

SASB SOUTH, SUITE 3308 | 385 MANNING DRIVE | CHAPEL HILL, NC 27599 | P: 919-843-5376 | T: 711 NC RELAY | E: LGBTQ@UNC.EDU
W: LGBTQ.UNC.EDU  [UNC LGBTQ CENTER](https://www.facebook.com/UNC.LGBTQ.CENTER)   [@LGBTQ_UNC](https://twitter.com/LGBTQ_UNC)

The Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) Center is part of Carolina's commitment to diversity and inclusion. The LGBTQ Center works to foster a welcoming and inclusive environment for UNC-Chapel Hill community members of all sexual orientations, gender identities, and gender expressions.

THE CENTER PROVIDES RESOURCES, EDUCATIONAL PROGRAMS, SOCIAL PROGRAMS, AND STUDENT SUPPORT:

- **Safe Zone Ally Training** — a program designed to create a network of visible allies to people who identify as part of the diverse LGBTIQ+ community. The initial four-hour educational session provides information and resources related to sexual orientation, gender identity, and gender expression.
- **LGBTQ Center Ambassadors** — student ambassadors brainstorm, plan, and implement awareness strategies and social events around pride and visibility days. You may also choose to serve as a host at any of our events, to help other campus members feel welcome and accepted.
- **Pride and Visibility Day Observances** — The Center raises awareness around a number of annual observances related to LGBTIQ+ identities such as attending the local Pride Parade in September, celebrating National Coming Out Day in October and collaborating with student organizations for Pride Week in Spring.
- **Center After Dark** — a social gathering on Wednesday evenings where students are welcomed to play games, watch movies, make crafts, and share snacks within an affirming space.
- **LGBTIQ+ Speaker Series** — a joint program with the Graduate Student Center that gives graduate & professional students, faculty, and local researchers conducting research related to sexual orientation, gender identity, and gender expression a forum to present their work.
- **Lavender Graduation** — a commencement ceremony honoring Sexuality Studies minors, graduating LGBTIQ+ identified students, and their allies.

You can keep up with what is happening through our weekly and monthly newsletters; sign up at lgbtq.unc.edu/news-and-events/subscribe. You can also follow us online [@UNC LGBTQ Center](https://www.facebook.com/UNC.LGBTQ.Center) on Facebook and [@lgbtq_unc](https://www.instagram.com/lgbtq_unc) on Instagram and Twitter.

Our Center is a space that you can use to socialize with friends, study, connect with our staff, or just hang out.



Student Involvement



Carolina Center for Public Service

207 WILSON STREET | CAMPUS BOX #3142 | P: 919-843-7568 | T: 711 NC RELAY | W: CCPS.UNC.EDU | E: CCPS@UNC.EDU
FPG STUDENT UNION SUITE 3514 | CAMPUS BOX #5210 | P: 919-962-0902 | OFFICE HOURS: M-F, 9:00AM-5:00PM

The Carolina Center for Public Service offers a variety of programs that support public service and engagement, providing students many ways to explore service opportunities, learn new skills and link their academic endeavors to making a difference in communities across North Carolina and throughout the world.

APPLES SERVICE-LEARNING PROGRAM

APPLES Service-Learning is a student-led program that transforms educational experiences by connecting academic learning and public service. Since 1990, APPLES has strengthened civic engagement by bringing together students, faculty, and communities in sustained and mutually beneficial partnerships. For more about APPLES, visit ccps.unc.edu/apples or email apples@unc.edu.

Service-Learning Initiative

SLI is a unique student-led introduction to service-learning and the local community. SLI: Launch is open to new Carolina students and takes place over three days in the week before classes start. Participants learn about and work with community partners, become more aware of local social justice issues, and are introduced to reflection as a tool for making meaning out of service experiences.

Alternative Breaks

Teams of students partner with service organizations for immersive service and learning experiences in regional communities during fall, winter, and spring breaks. Spring participants enroll in a two-credit academic course to prepare for and reflect on intensive community service.

Fellowships

The Robert E. Bryan Fellowship in the APPLES Service-Learning program is designed for undergraduate student teams interested in creating social impact locally and/or globally through the creation of an innovative project that addresses a community-identified need. Fellows enroll in a service-learning course on project management and receive up to \$1,500 in funding during the fellowship year, plus up to an additional \$1,000 in second-year funding.

Service-Learning Courses

Each year, more than 80 service-learning courses are offered in 29 different departments during the fall, spring, and summer semesters. Community service is integrated into the course curriculum, allowing students to participate in 30 hours of service during the semester with Triangle-area nonprofit organizations.

Service-Learning Internships

Selected undergraduates work in community organizations in North Carolina. Part-time internships are offered during the spring semester and full-time internships are available during the summer. Interns enroll in a course offered in the School of Social Work to complement their internship experience and receive a stipend for their service.

BUCKLEY PUBLIC SERVICE SCHOLARS

The BPSS program supports and strengthens students' commitment to service, connects them to others who care about similar issues, and guides them through training and coursework that make their service more effective. BPSS is open to all full-time undergraduate students with at least four semesters remaining at Carolina. Transfer students must have at least three semesters remaining to enroll.

BPSS encourages participants to complete 300 service hours, a service-learning course, four skills trainings, and a reflection project. Special opportunities available to BPSS participants include the Arts in Public Service Fellows, Outward Bound scholarships, enrollment in Philanthropy as a Tool for Social Change course, and the SMART Mentoring program. For more about BPSS, visit ccps.unc.edu/bpss or email bpss@unc.edu.

COMMUNITY SERVICE SCHOLARSHIPS

CCPS offers Community Service Scholarships to a select group of service-oriented UNC-Chapel Hill students. These scholarships provide financial aid for students' remaining time at Carolina and enable them to increase their commitment, knowledge and skills related to community service. Scholars receive training, mentorship, and support in pursuing their particular public service interests.

PUBLIC SERVICE NEWS

The Public Service News weekly email newsletter is a great way for students to learn about volunteer needs in the community, find funding opportunities, and discover other ways to connect with their classmates and the community through public service. Sign up at bit.ly/subscribePSN.

The UNC General Alumni Association

ALUMNI.UNC.EDU/THINGS-TO-DO/FOR-STUDENTS | GAAFORSTUDENTS@UNC.EDU

The UNC General Alumni Association (GAA) celebrates its 64,000 members and 342,000 #UNCAlumni every day. Get involved through four student organizations. The GAA also sponsors two leading a cappella groups, Clef Hangers and Loreleis.






ORGANIZATION TO JOIN	WHO THEY ARE	WHAT THEY DO	WHEN
Student Alumni Association (SAA) alumni.unc.edu/saa	The SAA exists to connect students with alumni and to give members access to a variety of perks and events.	Cornerstone SAA events and programs include dinners with alumni, the member discount program, access to a cappella concerts and use of our alumni directory.	SAA is the precursor to membership in the GAA. It is for students to join during their undergraduate years at Carolina and is a great way for new Tar Heels to get connected at UNC.
Order of the Bell Tower (OBT) alumni.unc.edu/obt	OBT is Carolina's official student ambassadors and tradition keepers.	Traditions that OBT plans each year include Bell Tower Relighting on the eve of FDOC, serving waffles on University Day and helping students complete official True Blue traditions.	OBT typically recruits new members in the spring semester of each academic year.
Homecoming Committee alumni.unc.edu/studenthomecoming	The committee plans and promotes Homecoming celebrations for students.	Annual events include UNC Royalty, and a very Carolina spirit week.	Since Homecoming is during football season at UNC, be on the lookout for applications in the winter to be on the committee for the following year.
Senior Class alumni.unc.edu/seniors	Senior Class Marshals are responsible for planning activities to foster class unity, organizing the senior campaign and helping their fellow seniors prepare for life after graduation.	Each year the senior class looks forward to their official senior T-shirt, Senior Week and events to prepare them for life after graduation.	New marshals are selected in the spring of their junior year in order to plan events for their senior class the next academic year.

Carolina Union

The Carolina Union creates safe, inclusive and educational experiences that enable students to maximize their time at Carolina.



3103 FPG STUDENT UNION | W: CAROLINAUNION.UNC.EDU | E: CAROLINAUNION@UNC.EDU

P: 919-962-2286 | T: 711 NC RELAY | OFFICE HOURS: M-F, 8:00AM-5:00PM  FPG STUDENT UNION   @CAROLINAUNION

The Carolina Union is more than the vibrant center of campus life. We are a major contributor to the ecosystem of the University by providing comfortable and inspiring non-academic space for students, staff, faculty, community members and visitors. Our programs and initiatives allow students to connect with interest groups, rally for a cause, explore the complexities of their identities, develop leadership skills and find a safe, welcoming environment to decompress from day to day campus life.

The Union is funded by the student body and represented through the student majority Carolina Union Board of Directors. The Union's student workforce is trained to manage the building and engage in complex decision-making to determine its future. Our career readiness approach teaches important technical, professional and soft skills that are transferable to whichever career path our students pursue. It is inside the classroom that our students become subject matter experts, but it is in the Carolina Union where they gain a more global viewpoint and learn to be healthy contributors to our society.

On the following pages you will get a sampling of ways your student can engage on campus through involvement with one of our programs.

Get Involved: Fraternity & Sorority Life

FSL@UNC.EDU | 3508 FPG STUDENT UNION | GREEKS@UNC.EDU | GREEKS.UNC.EDU

PROGRAMS AND SERVICES

Fraternity & Sorority Life oversees the 51 fraternity and sorority organizations at Carolina. The staff provides various programs and services, maintains communications with faculty and alumni advisors and family members, organizes leadership retreats and workshops, supports the academic performance of fraternity and sorority members and recognizes positive achievements of organizations.

Four student-run councils govern the fraternities and sororities. These include the Multicultural Greek Council (cultural and interest-based fraternities and sororities), Interfraternity Council (an all fraternity council), the National Pan-Hellenic Council Inc. (historically African-American fraternities and sororities) and the Panhellenic Association (an all sorority council). Of the undergraduate student population, 17 percent belong to a fraternity or sorority.

The office's website, carolinaunion.unc.edu/departments/fraternity-sorority-life, includes information on academic rankings, programming efforts and service projects, as well as additional information for those wishing to join or learn more about Carolina's fraternity and sorority community.

RECRUITMENT

The Interfraternity Council (IFC) fraternities and Panhellenic Association (PHA) sororities at Carolina hold both Fall and Spring recruitment opportunities. IFC fraternities and PHA sororities both require registration to be able to join and Panhellenic has a fee that can be paid online at the time of registration.

The National Pan-Hellenic Council (NPHC), which consists of seven historically African-American fraternities and sororities and the Multicultural Greek Council (MGC), which consists of fraternities and sororities founded on certain interests and/or cultural backgrounds conduct intake in the fall and/or spring semester. Prospective members should watch for announcements of interest meetings on the specific council Instagram pages ([nphc_unc](#) and [unc.mgc](#)) or check out the Fraternity & Sorority Life website for more information.

Visit the FSL website for information, dates and special programs about recruitment and intake.

CONDUCT AND HAZING

Hazing is defined by the University as "causing or permitting an individual, with or without consent, to engage in activities that subject that individual or others to risks of physical injury, mental distress, or personal indignities of a highly offensive nature, in connection with recruitment, initiation, or continued membership in a society, fraternity or sorority, club, or similar organized group whether or not recognized by the University." [Instrument of Student Judicial Governance, §II.C.1.f]

Questions to ask to determine if an act or event may be considered hazing:

1. Is alcohol involved?
2. Will active/current members of the group refuse to participate with the new members and do exactly what they're being asked to do?
3. Does the activity risk emotional or physical abuse?
4. Is there risk of injury or a question of safety?
5. Do you have any reservation describing the activity to your family members, to a professor, or to a University official?
6. Would you object to the activity being photographed for the school newspaper or filmed by the local TV news crew?

If the answer to any of these questions is "yes," the activity is probably hazing.

TO REPORT AN INCIDENT:

Fraternity & Sorority Life can be reached at 919-962-8298, Monday through Friday, 8:30am - 5pm and messages can be left after hours to report any problems associated with being a new member—including allegations of hazing. There is also an online anonymous hazing report form at carolinaunion.unc.edu/departments/fraternity-sorority-life, where anyone can submit reports with as much detail as possible, to prevent an activity from occurring.

If there are concerns after hours that require immediate attention, please call the UNC Police Department at 919-962-8100.

Office for Undergraduate Research

THIRD FLOOR, STEELE BUILDING | CB #3504 | P: 919-843-7790 | T: 711 NC RELAY
F: 919-962-1548 | E: OUR@UNC.EDU | W: OUR.UNC.EDU

The Office for Undergraduate Research (OUR) offers resources to help undergraduates in all majors find research opportunities at Carolina. We help students understand all Carolina has to offer and to forge their path of research and discovery.

GET STARTED

As a top-tier research university, Carolina offers unique opportunities for undergraduates to engage in innovation and discovery. Undergraduates should start by visiting our website to learn the basics about research at Carolina. Once on campus, they can meet with an OUR staff member, faculty department liaison, or peer student ambassador to learn more about potential research opportunities at UNC. Even if they don't plan to do research until later in their undergraduate career, it's best to connect early to plan how to integrate research into their Carolina experience.

GET INFORMED

Students can:

- Check our online Database of Research Opportunities to connect with faculty who are looking for undergraduate research support.
- Meet with us to learn about research options and strategies for getting involved.
- Sign up for our newsletter to learn more about research opportunities.
- Participate in the annual Celebration of Undergraduate Research in April.
- Follow us on Instagram, Twitter, or Facebook to stay informed about opportunities, conferences, publication venues, and events.

GET FUNDING

- Summer Undergraduate Research Fellowships: \$4,000 to conduct summer research.
- Summer Award for Research-Intensive Courses: Tuition coverage for summer research-intensive courses.
- Travel Award for Conference Presentation: up to \$500 for transportation and registration.

GET RECOGNIZED

The Carolina Research Scholar Program (CRSP) recognizes undergraduates who have made research a key part of their academic career. Students who fulfill the CRSP requirements will receive the official designation of Carolina Research Scholar on their transcript.

To learn more about getting involved in research, visit our.unc.edu.



Going Home



Department of Transportation and Parking

UNC TRANSPORTATION & PARKING

MOVE.UNC.EDU | 285 MANNING DRIVE | PARKING INFO: 919-962-3951 | NC RELAY: 711 | OFFICE HOURS: M-F, 7:30AM-5:00PM

TRANSPORTATION SERVICES

MOVE.UNC.EDU | @MOVEUNC | 919-962-3951

Find all transportation options at UNC, including bus information, bike resources, and ridesharing at move.unc.edu.

CHAPEL HILL TRANSIT

CHTRANSIT.ORG | @CHTRANSIT | 919-969-4900

All buses are fare-free! On weekdays, the U and RU routes circulate UNC in opposite directions every 10-15 minutes, between south campus and Franklin Street. The weekend U route runs every 25 minutes. Other routes provide service from UNC to Chapel Hill and Carrboro.

ON-CAMPUS TRANSPORTATION

MOVE.UNC.EDU | @MOVEUNC | 919-962-3951

Point-to-Point (P2P) — move.unc.edu/p2p

- Evening and Late-Night Services: P2P Express and P2P Shuttle.
- On-Demand Shuttles: Campus Health, Accessibility, and After-Dark Service.
- Airport Shuttles: Sign up for service to RDU Airport during Fall, Thanksgiving, and Spring Breaks.

Zipcar — zipcar.com/unc

- Reserve cars on campus by the hour or day (must be 18+).

TRANSPORTATION RESOURCES

- Free ride-matching at move.unc.edu/carpool
- Easy transit directions with Google Maps!
- Real-time bus tracking available with the TransLoc app
- Bike racks and amenities at maps.unc.edu/bicycles

COMMUTER ALTERNATIVE PROGRAM

The Commuter Alternative Program (CAP) rewards students living off campus who bike, walk, take transit, rideshare, or use or use Part-and-Ride lots to commute to campus. For more information, email cap@unc.edu or visit move.unc.edu/CAP.

LONG DISTANCE TRANSPORTATION

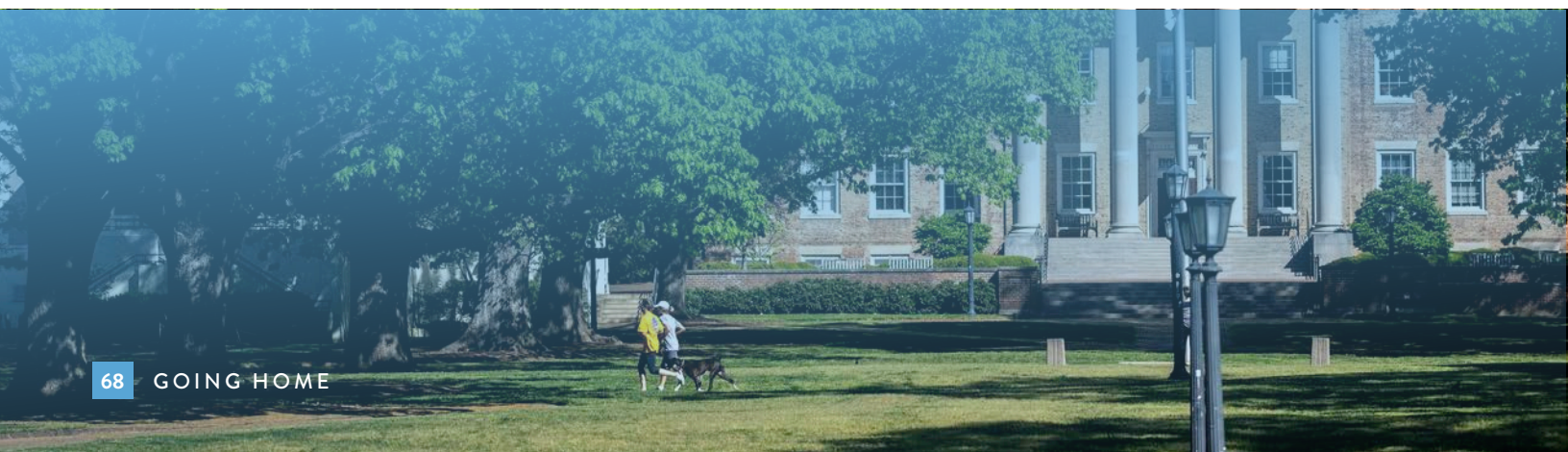
Find information on services to RDU Airport, Greensboro, and other destinations.

Connect with Megabus, Greyhound, and Amtrak at Durham Station, using GoTriangle route 400 from UNC. Learn more at move.unc.edu/breaks.

GOTRIANGLE BUSES

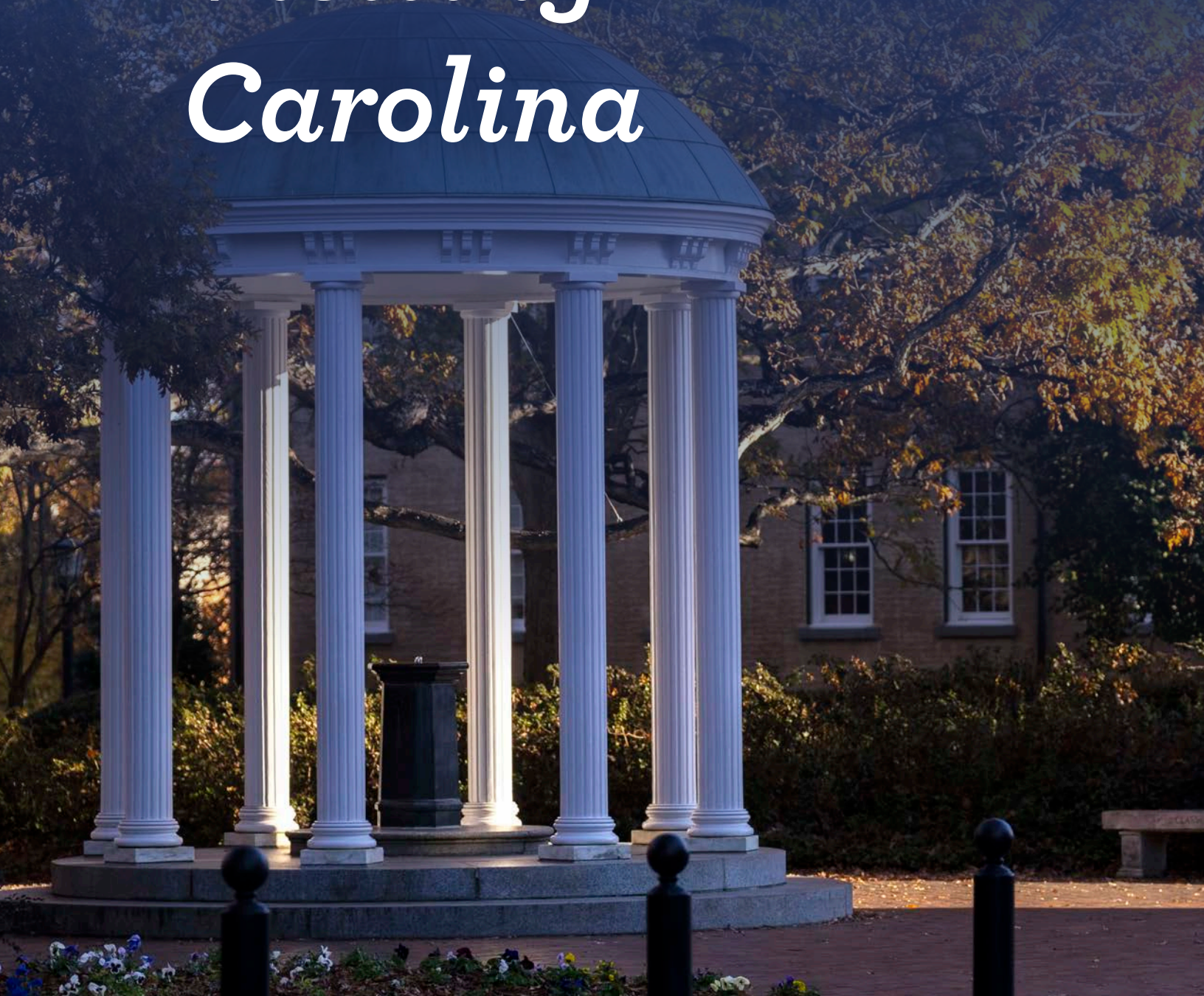
GOTRIANGLE.ORG | 919-485-7433

GoTriangle provides bus service between Chapel Hill, Raleigh, Durham, and other areas in the Triangle, including Raleigh-Durham International Airport (RDU). Buses have bike racks and are wheelchair accessible. See routes at gotriangle.org/schedules.





Visiting Carolina



Visiting Carolina



You are always welcome at The University of North Carolina at Chapel Hill. Whether you come for the sporting events, performing arts, educational programs, Carolina Family Weekend, or lecture series—or simply to stroll down our red brick walkways—visiting your student at Carolina will be a memorable experience.

Periodic visits to Carolina will allow you to participate in your student’s experience of University life. Communicate your plans openly with your student in order to ensure that you have a successful and enjoyable visit. Students have many weekend organizational and academic commitments, some of which are scheduled weeks in advance. By respecting your student’s schedule and allowing your student time to plan family events for your entertainment and enjoyment, you are recognizing your student as an adult.

Chapel Hill and its surrounding towns are rich with history, cultural opportunities, art, sports, outdoor activities, shopping, restaurants, and much more for family and student enjoyment. Below are a few resources to help you plan your visit.

UNC VISITORS CENTER

UNC.EDU/VISITORS | 919-962-1630

The UNC Visitors Center serves as Carolina's front door, and the gateway to discovering the many stories and hallmarks of the nation's first public university. Located on Franklin Street, guests learn all that Carolina has to offer through our dynamic and interactive environment that engages and educates them.

Stop by the UNC Visitors Center for guidance, recommendations and insights, and let us tailor your visit with our in-person tour, self-guided tour or virtual Zoom tour.

Other resources you might use for planning include:

ORANGE COUNTY VISITORS BUREAU

VISITCHAPELHILL.ORG | 919-245-4320 OR TOLL-FREE: 1-888-968-2060

DURHAM VISITOR INFO CENTER

DISCOVERDURHAM.COM | 919-687-0288 OR TOLL-FREE: 1-800-446-8604

TRIANGLE CITYSEARCH

TRIANGLE.CITYSEARCH.COM

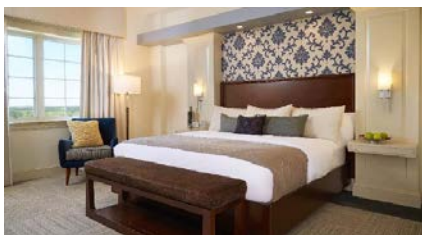
Lodging

When planning your visit to Carolina, you might consider staying at one of our campus-affiliated hotels, The Carolina Inn or The Rizzo Center. Campus is accessible by many surrounding hotels in the region. To learn more, always check our site, nsfp.unc.edu, for recommended hotel properties. Additionally, a simple web search will provide numerous options for your family.



THE CAROLINA INN

800-962-8519 | CAROLINAINN.COM | STAYING@CAROLINAINN.COM



THE RIZZO CENTER

919-913-2098 | DESTINATIONHOTELS.COM/RIZZO-CONFERENCE-CENTER

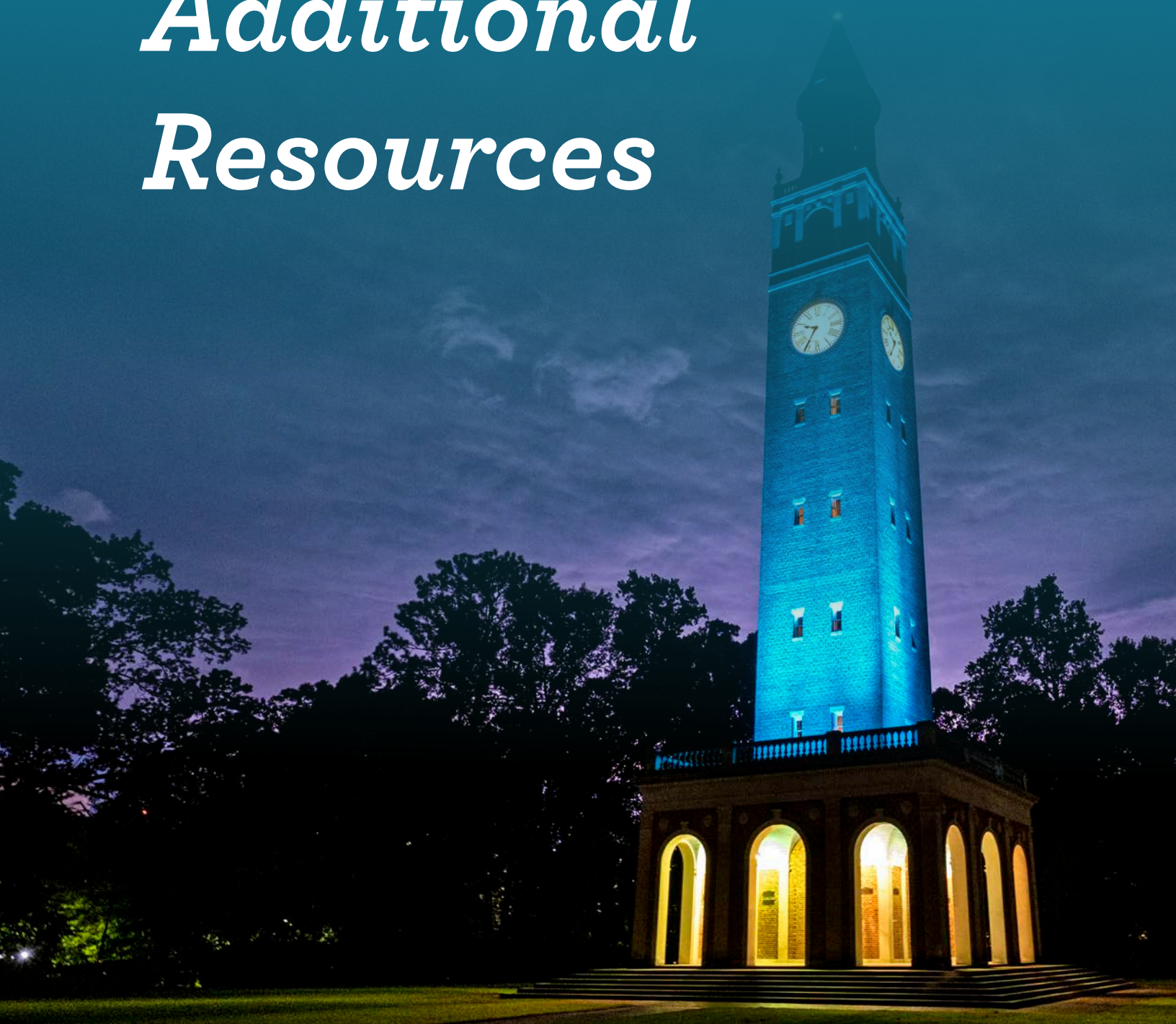
Visitor Parking

As you visit UNC Chapel Hill, it is important to note that there are various ways to park around the city and of course campus. Dedicated visitor parking facilities are located throughout campus. Visit move.unc.edu/parking/visitor-parking to learn more about how to access these parking spaces.

Are you visiting campus to attend a sporting event? Game day parking information can be found by visiting move.unc.edu/events. Go Heels!



Additional Resources



My Student's Contact Information

My student's PID: _____

My student's personal campus mailing address

Residence Hall Name: _____ Room Number: _____

Street Address: _____ City/State/Zip: Chapel Hill, NC _____

Roommate(s) Information: _____

Bookmark it online at housing.unc.edu/live/resident-resources/mail-packages/whats-my-address.

Common Contacts For Families

New Family Resources

New Student & Family Programs

nsfp.unc.edu

(919) 962-8304

Student Affairs

studentaffairs.unc.edu

(919) 966-4045

Eating & Living

Carolina Housing

housing.unc.edu

(919) 962-5401

Carolina Dining Services

dining.unc.edu

(800) UNC-MEAL

Off-Campus Student Life

offcampus.unc.edu

(919) 962-1303

UNC Student Stores

unc.bncollege.com

(919) 962-5066

Finances

Office of the University Cashier

cashier.unc.edu

(919) 962-1368

UNC One Card

onecard.unc.edu

(919) 962-8024

Office of Scholarships and Student Aid

studentaid.unc.edu

(919) 962-8396

Health & Safety

Campus Health Services

campushealth.unc.edu

(919) 966-2281

Counseling and Psychological Services

caps.unc.edu

(919) 966-3658

Student Wellness

studentwellness.unc.edu

(919) 962-WELL (9355)

Alert Carolina

alertcarolina.unc.edu

UNC Police

police.unc.edu

(919) 962-8100 (for emergency, dial 911)

Student Support

Academic Advising

advising.unc.edu

(919) 966-5116

Accessibility Resources & Service

ars.unc.edu

(919) 962-8300

Office of the University Registrar

registrar.unc.edu

(919) 962-3954

The Center for Student Success

learningcenter.unc.edu

(919) 962-3782

The Dean of Students

odos.unc.edu

(919) 966-4042

Tar Heel Talk — Common Carolina Terms for Families in the Know

Sooner or later, your student will call home and talk about a variety of things that are happening on campus. Inevitably, they will use a phrase or two that you may not be familiar with. Below are some common Carolina phrases and terms that will be helpful in those conversations!

B-School — Established in 1919 as the Department of Commerce of UNC-Chapel Hill’s College of Arts, the School was renamed the Kenan-Flagler Business School in 1991.

The DTH — As the University’s award-winning student newspaper, The Daily Tar Heel has been connecting the Carolina community since 1893. The publication, along with its heavily browsed website, keeps students up-to-date on the latest news and events while offering outlets for opinionated expression.

E-Haus and HoJo — Common nicknames for Ehringhaus and Hinton James Residence Halls. Along with Craige and Morrison Residence Halls, they complete the quartet of high-rise residences on the south end of campus.

FDOC — A popular acronym that stands for the First Day of Class.

#GDTBATH — A popular hashtag used by UNC students. It stands for it’s a Great Day to be a Tar Heel.

LDOC — A popular acronym that stands for the Last Day of Class.

MJ-school, Mejo, or Hussman — Hussman School of Media and Journalism, located in Carroll Hall and home to one of the nation’s most competitive and critically- acclaimed journalism programs.

OL — Orientation Leaders (OLs) help incoming students and families during and after Orientation

Old Well — For many years, the Old Well served as the sole water supply for Old East and Old West Residence Halls. Students can bring good luck with a drink from the Old Well on FDOC.

One Card — This identification card serves as students’ key to campus events, concerts, recreational games, and fitness classes. It also functions as a library card, debit card for expense accounts, and digitally maintains the balance on meal plans.

ONYEN — An acronym for The Only Name You’ll Ever Need, ONYEN (pronounced like “onion”) is the personal log-in for students’ various resources on campus such as UNC email, ConnectCarolina, and computer lab printers.

P2P — This late-night bus, known as the Point-to-Point shuttle, runs across campus to residence halls, campus libraries, Franklin Street, and Fraternity Court. Visit move.unc.edu/p2p for more information.

PID — This personal ID number is essential for registering for classes, accessing course information online, as well as for a number of other business validations on campus.

The Pit — The central meeting place for events, performances, and all other gatherings, located in the middle of campus. Bordered by the FPG Student Union (a.k.a. Carolina Union), Student Stores, Lenoir Dining Hall, and the R.B. House Undergraduate Library, the brick-lined area derived its name from the pit-like indentation that it makes in the ground.

Polk Place — Another popular meeting place, located in the middle of campus in front of Wilson Library. The grassy area is known for student demonstrations, outdoor concerts, and speeches, as well as the casual afternoon game of ultimate frisbee.

RA — Also commonly known as a Resident Advisor, these undergraduate peers serve as live-in, supportive leaders of the residence hall communities. RAs serve as a point person for University information and general questions or concerns and work to foster a sense of community among residents.

SASB — Short for Student & Academic Services Building, SASB North and SASB South are located at the corner of Manning and Ridge Road.

SRC — The Student Recreation Center, located in the middle of campus, is a hub for health and wellness, offering fitness classes like power yoga, cycling, and dance lessons.

The U, RU, and NU - The three main bus routes that serve UNC's campus. The U, RU, and NU each make stops on north and south campus, while the NU makes extended stops beyond campus.

The UL — A common name for the Robert B. House Undergraduate Library. The renovated facility is open 24 hours a day and houses a computer lab, reading resource rooms, study lounges, and the Media Resource Center.

WOW — Week of Welcome is an annual celebration that takes place at the beginning of the fall semester to welcome new students to UNC.

Tar Heel Traditions

There are many traditions at Carolina, far more than we could ever cover here. Our most popular traditions (and questions about them) include: What is a “Tar Heel” anyway? Why are the university colors Carolina blue and white? Why a ram for a mascot? Why do students drink from the Old Well?

Below are two traditions that are important to us. For more information visit unc.edu/about/history-and-traditions and unc.edu/story/carolina-traditions.

University Day, October 12th

Each University Day serves as a celebratory reminder of the University’s beginnings, and some ceremonies have been particularly memorable including addresses from Presidents John F. Kennedy and Bill Clinton. The University first celebrated University Day on October 12, 1877. University Days have served as convocations for several new chancellors and opportunities to award Distinguished Alumna and Alumnus. To learn more visit unc.edu/universityday.

The Alma Mater: Hark The Sound

Find below the lyrics to our alma mater as sung at University programs, sporting events, and much more. For the complete music and lyrics, and to listen and sing along with other UNC School songs, visit library.unc.edu/music/uncsongs.

Hark the sound of Tar Heel voices
Ringing clear and True
Singing Carolina’s praises
Shouting N.C.U.
Hail to the brightest Star of all
Clear its radiance shine
Carolina priceless gem,
Receive all praises thine.
I’m a Tar Heel born I’m a Tar Heel bred
And when I die I’m a Tar Heel dead.
So it’s Rah, Rah, Car’lina ‘lina
Rah, Rah, Car’lina ‘lina
Rah, Rah, Car’lina
RAH! RAH! RAH!



Quick Reference Guide

Issue	Suggested Parent/Family Response	Resources
Academic Problems	Is your student attending class regularly? Encourage your student to meet with their professor and/or academic adviser to discuss grades, attendance, test preparation, or other related issues. All faculty hold office hours for students and encouraging your student to visit the professor during office hours often is more productive than trying to speak with a professor before or after class.	Faculty, Academic Advising, Learning Center, UNC Writing Center, Undergraduate Library, Counseling & Psychological Services (CAPS)
Academic Integrity	If academic integrity is in question, your student may receive a low or failing grade. They may also receive a conduct warning. Students may also be required to attend a conduct hearing.	Student Conduct
Alcohol/Substance Use	Share your views on illegal and/or excessive drinking. Talk with your student about how much they are drinking and how it might be affecting their health, safety, and academics. Ask your student if they would make an appointment to talk with someone in Campus Health, Student Wellness, or CAPS.	Campus Health, Student Wellness, Counseling & Psychological Services (CAPS)
Bias, Harassment, and/or Discrimination	If your student shares an incident of racial/other bias, harassment, or discrimination, they should report it by visiting eoc.unc.edu/report-an-incident to report bias. Students can connect with a variety of resources for support.	Equal Opportunity & Compliance, Accessibility Resources & Service, Counseling and Psychological Services (CAPS)
Conduct/Legal Issues	When a student participates in behaviors that may violate the University's Code of Conduct and/or local, state, or federal law, there may be consequence through both the University and local law enforcement. As you provide support to your student through these processes, take a look at the Student Conduct and Student Legal Services websites. For situations which occur in the residence halls, Carolina Housing may be an appropriate resource.	Student Conduct, UNC Student Legal Services, Carolina Housing
Disabilities (Accessibility Needs and Accommodations)	Your student should contact Accessibility Resources & Service prior to the beginning of the semester. Provide testing documents or medical reports to your student.	Accessibility Resources & Service
Dropping a Class	Remind your student to check the drop deadline date and consult with their academic adviser. Discourage dropping a class until every other possibility is exhausted. Dropping a class can impact your student's financial aid and other opportunities such as joining a fraternity or sorority. Students may not receive a tuition refund if they drop classes after the start of the semester.	Academic Advising
Faculty Issues	Encourage your student to talk with their professors to discuss issues. If there is no resolution, they should consult with their academic adviser, contact the academic department, and/or meet with an OMBUDS advisor.	Faculty Office Hours, Advising, OMBUDS
Family Emergency	Keep your student informed about any serious family illnesses, if possible. Make sure your student is not alone when receiving bad news. A roommate or close friend should help. Encourage your student to seek help if they are struggling to function and/or feeling distressed	The Dean of Students, Counseling & Psychological Services, CAPS, Carolina Housing
Homesick	Prepare your student before school starts; schedule a time when they will visit home or when you will visit campus; encourage out-of-class activities; reassure your student that homesickness is normal and encourage your student to seek help if necessary. Let your student know that the feelings will subside as they feel more and more connected to people, classes, and groups on campus. Limit home visits during the first six weeks to facilitate and support college transition and assist with fostering community.	Resident Assistant, Carolina Housing, Orientation Leader
Illness of Student	Your student should visit Campus Health. Reassure your student that antibiotics are not always necessary and won't be given unless there is evidence of a bacterial infection. In the event of an emergency, they should go to the local emergency room.	Campus Health
Lost ONECard	Students can place a hold on their ONECard or have it replaced for a small fee if their card is lost.	UNC ONECard
Money Issues	Discuss money issues, including budgets, before your student leaves home. Does your student have their own bank account? Who is paying the bills? Do you have access to the tuition bill (Authorized Proxy) on the student's account?	University Office of the Cashier
Roommate Conflicts	Encourage your student to take time to work through conflicts; discuss the educational value of learning to get along with someone who is different; and encourage open communication	Resident Assistant and/or Carolina Housing, Off-Campus Student Life, Student Conduct

Quick Reference Guide

Issue	Suggested Parent/Family Response	Resources
Safety Issues	The most frequently reported crimes are theft-of-opportunity and alcohol related crimes. Encourage your student to lock their door, to not leave their laptops and phones unattended, and to walk in groups at night. Download the Carolina Ready safety app and use the Mobile BlueLight feature.	Resident Assistant and/or Carolina Housing, Campus Safety, Equal Opportunity & Compliance
Sexual Misconduct or Assault	If your student is a victim of sexual misconduct or assault, listen to them and let them share what they feel comfortable sharing. They can seek confidential medical and emotional support on campus. Encourage your student to report the incident. Visit safe.unc.edu to learn more about these resources.	<p>Confidential Resources: Campus Health, CAPS, and Gender Violence Service Coordinators.</p> <p>Private Resources: Student Wellness, UNC Police, Student Conduct, and the Dean of Students.</p>
Talks of Transferring	It is not uncommon for students to talk about transferring, especially during the first year. Be patient, listen, and help them evaluate their options.	Academic Advising, University Registrar, CAPS
Unhappy/ Lonely/ Uncertainty about the College Experience	Some students may struggle to fit in at the beginning. Try to get to the reason for their unhappiness or uncertainty. Is it social or academic? Encourage your student to get involved outside of class, seek help, or even just keeping their door open (literally), when they are in their room to meet other students. Send a care package from home. Nothing makes friends faster than a box of homemade cookies to share.	Resident Assistant and/or Carolina Housing, Student Engagement, Student Affairs Diversity and Inclusion Offices, Counseling & Psychological Services (CAPS)

YOU CAN FIND MORE INFORMATION ON THE OFFICES UNDER THE RESOURCES COLUMN BY CHECKING THIS PUBLICATION'S **TABLE OF CONTENTS** AND **COMMON CONTACTS** ON **PAGE 75**.