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Welcome, Families!
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 FAMILIES:

Welcome to the University of North Carolina at Chapel Hill!

We are excited for your student to join the Carolina community this fall. Yet it is not just your student joining us here in Chapel Hill, but you as parents are now also part of our Carolina family. Thank you for your support and participation as your student begins an incredible journey.

Your student now has the privilege of pursuing their interests and embarking on an unparalleled educational journey. Carolina embodies academic excellence and a commitment to public service. There is no higher calling than preparing the next generation of leaders to face the challenges of our world.

Under the guidance of world-class faculty who are dedicated to the highest standards of teaching and pioneering research, your student will be immersed in a campus where knowledge, wisdom and guidance are valued and enthusiastically shared.

While academic pursuits are integral to a student’s tenure at Carolina, we believe that their experience outside the classroom is just as important. Our vibrant extracurriculars, from the athletic fields to the stage, foster an environment of growth and collaboration among our student body.

We are eager to engage and support your student during their time here and beyond. As a college parent myself, I know the excitement (and some anxiety) that accompanies this time. Our team is here to support you throughout your student’s time at Carolina. This Carolina Family Handbook and New Student & Family Programs will prove to be valuable resources. Please feel free to contact us if you have any questions.

We are proud to have you join our Carolina family and we look forward to getting to know you in the years to come. Go Heels!

Sincerely,
Lee H. Roberts
Interim Chancellor
DEAR FAMILIES,

We are thrilled to have you join our Tar Heel family!

We are thrilled to have you join our Tar Heel family! As your student begins their experience at UNC-Chapel Hill, 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 student learning and development, and foster student success. We know this is an exciting and challenging adjustment. 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.

Please take full advantage of the information in this Handbook and call upon us when needed. New Student & Family Programs is your link to Carolina, 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

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
New Student & Family Programs
New Student & Family Programs

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
INSTAGRAM: @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 1.5 day program required for all incoming first-year students. Transfer Student Orientation is a required one-day 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](http://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,

As this year’s National Chairs of the Carolina Parents Council, it is our privilege to welcome you to the UNC-Chapel Hill family! With its prestigious, world-class academic reputation and as a leading research institution, the UNC community offers excellence in academics, research, cultural, social, and athletic experiences in an environment that strengthens academic stature, enriches student development, and provides supportive developmental services. We are Sanjay and Angela Patel, proud parents of two Honors Carolina Tar Heels. Our son, Hayden 24’ Kenan-Flagler graduate, is employed with Ernst & Young (EY) consulting in Atlanta and our daughter Anna Grace 26’ is pre-medicine majoring in Nutrition in the Gillings School of Global Public Health. Carolina has helped prepare both of our students for the changing world with an exceptional education and outstanding collegiate experience.

The Parents Council is the volunteer leadership group, serving as a voice for all Carolina families as well as an advisory body to New Student & Family Programs. The Carolina Parents Council supports New Student & Family Orientation, Carolina Family Weekend, and other advocacy efforts. During semi-annual gatherings, members dialogue, and partner with faculty and administrators regarding current matters and issues impacting the Carolina community such as safety and wellness, student life, and undergraduate academics. To learn more information about the Carolina Parents Council, including how to join, please visit families.unc.edu.

Membership in the Carolina Parents Council supports the Carolina Parents Grants Fund, which awards $50,000 annually to student organizations, UNC offices, and academic departments. Since 1985, this program has granted nearly two million dollars to fund initiatives such as FallFest, Carolina Kickoff, Safewalk, the Helping Hand Project, Carolina Latinx Center programming, Monsoon Mehil celebrating South-Asian Art, Women of Worth, W.E.L.L. Ride, Stop the Bleed, Campus EMS, and others, as well as student research, mental health, travel, and publications such as Carolina Scientific. Congratulations on becoming a part of the amazing Carolina community! If we can help during your transition, it would be our honor and pleasure to do so. Let’s collaborate on ways to get you involved so that we can continue to make Carolina an extraordinary institution for our students and families.

Go Heels!
Sanjay and Angela Patel
National Chairs, Carolina Parents Council 2024–2025

P.S. Consider joining us for upcoming fall events!
The Family Football Experience Day is September 21 and Carolina Family is November 1–3, 2024!
**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 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.

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**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, click “turn on mobile notifications”

When the University tweets from @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) with recorded information, campus cable television channels, local media, and official University Twitter and Facebook accounts. Recommended social media accounts include:

- UNCCHAPELHILL
- @UNC
- @UNCCHAPELHILL
- @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:

- UNC NEW STUDENT & FAMILY PROGRAMS
- @UNCNFSP
**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 are 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.
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 14 to make sure you get all the Carolina Family Weekend updates.
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 and Sciences. When students accumulate 60 academic hours, they will be automatically transferred into the College of Arts and 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 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 and 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 and 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)

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, Carolina Firsts, 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.

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.

PEER MENTORING

Peer Mentoring assists in the academic, social, and personal development of incoming students at UNC. First-year students can request peer mentors who are academically successful and socially involved members of the Carolina community.
Center for Student Success (CFSS) cont’d

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.

CAROLINA FIRSTS (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.

TRANSFER STUDENTS
The University offers programs and opportunities designed specifically for transfer students to acclimate to the Carolina Community. Within the Center for Student Success, transfer students have access to academic coaching, peer mentoring specifically for transfers, and other programming throughout the academic year.

The University Libraries
YOUR STUDENT’S PLACE
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 audiobook 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

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.

CONNECTCAROLINA & TAR HEEL TRACKER

Students may log into their ConnectCarolina with their ONYEN and password via connectcarolina.unc.edu. Upon successful login, students may access their Student Center to search for classes and view their Tar Heel Tracker.

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. Pre-requisites can be used towards registration if credit is awarded through enrollment at UNC, by-exam (BE), placement (PL), or transferred from another institution. Students can access Tar Heel Tracker by clicking on ConnectCarolina Student Center and selecting Tar Heel Tracker from the Other Academics drop down menu.

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

Once students register, they can immediately view their class schedule through the ConnectCarolina Student Center. 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.

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.
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

Official transcripts are available to students once grades are recorded for enrolled courses. 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/uncferpa 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 Homepage 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 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 450 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.

**PRIORITY REGISTRATION**

Members of Honors Carolina are first in their class when choosing courses that match their academic interests and spark their curiosity.

**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 inclusive community of scholars and friends through dedicated Honors Carolina housing, social events, and networking opportunities.

**ACADEMIC & CAREER SUPPORT**

Honors Carolina offers personalized guidance by a dedicated team of academic advisors and career coaches who are with students every step of the way — during their four years at Carolina and beyond. Our Go Anywhere initiative also provides exclusive access to a network of nearly 4,000 alumni who volunteer as mentors and share information on available internships and jobs. Visit goanywhere.unc.edu to learn more.

**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
Within Student Affairs, the mission of Carolina Housing is to provide convenient housing that is safe, inclusive, and supportive. You will create a home in our on-campus communities, build life-long friendships and develop skills necessary for success as you journey through your Carolina Experience. When you live on campus, you 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, you will develop an identity with the University community, quickly generate social networks, and find opportunities for intellectual, spiritual, physical, and occupational growth. While living on-campus, we encourage all 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

- Olde Campus Lower Quad Community
  *(McClellan, Graham, Everett, 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, Thomas Ruffin Jr., Manly)*
- Kenan Community *(Alderman, Kenan, McIver, Spencer, Old East, Old West)*
- 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 you 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 you get the most out of their college experience.

RAs also encourage you 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 McClinton, 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, Spencer, Old East, and Old West): housing.unc.edu/live/explore-the-halls/communities/kenan-community
- Olde Campus Upper Quad (includes Mangum, Grimes, Thomas Ruffin Jr., Manly): 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 you want a unique, more inclusive residential learning experience. Active involvement in one of the Residential Learning Programs is an ideal way for you 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 particular academic goals and personal interests. For more information about RLPs, visit housing.unc.edu/learn/residential-learning-programs.
**Carolina Housing cont’d**

**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](http://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](http://alertcarolina.unc.edu), to keep you updated. You can also register to get text notifications from Alert Carolina. Additionally, members of the Carolina Housing staff are on-call 24 hours a day, seven days a week.

**Packing List for On-Campus Residents**

As you pack up your 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-inand-move-out](http://housing.unc.edu/live/future-residents/move-inand-move-out).

**Mail Services**

**MAIL AND PACKAGE INFORMATION**

Mail (letters, packages, and overnight deliveries) is automatically routed to the package center zoned for your student's building. Letters and packages should always be addressed using your full name and complete mailing address (including your 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](http://housing.unc.edu/live/resident-resources/mail-packages/whats-my-address).

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 move off-campus, you must directly contact companies who routinely send you essential mail to change your address. We recommend you 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

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](http://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.

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**Carolina Dining Services**

**36 LENOIR HALL | CB #1505 | 1-800-UNC-MEAL | NC RELAY: 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, pop-ups, and tastings throughout the year for students to enjoy specialty treats and cuisines!
- Campus dining locations include national brands, regional favorites, and on-campus markets for dining options on the run.
**Carolina Dining Services cont’d**

**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](http://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](http://dining.unc.edu) to learn more.

**Questions?** Visit [dining.unc.edu](http://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

**ITS is responsible for planning, implementing, and maintaining the University’s technology services. Below are some of the tech support services available to students. For more information on free software, computer set-ups, and other tech services, visit its.unc.edu/get-started.**

WHO WE ARE

**CAROLINA COMPUTING INITIATIVE (CCI)**

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. The 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.

CCI laptops are offered at deeper discounts than standard educational pricing, and many students are eligible for laptop grants that cover the entire cost of a CCI laptop package. New students can apply for this need-based financial aid by submitting the College Board CSS/Financial Aid Profile to UNC-Chapel Hill. Purchase your laptop or use your laptop grant at the Tech Shop, the technology division of the UNC Student Stores.

Students who opt not to purchase a CCI machine are still required to bring a laptop that meets the technology requirements specified by the University.

Students with CCI laptops receive on-site tech support, hardware repair, and loaner laptops through the ITS Service Desk. 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.

**ITS SERVICE DESK**

HELP.UNC.EDU | 919-962-HELP

The ITS Service Desk is the central point of contact for students who need tech help. The Service Desk assists students with hardware and software problems and answers questions about UNC-Chapel Hill technology services. Assistance is free to all students.

Students can contact the Service Desk by calling 919-962-HELP, visiting help.unc.edu to chat with us or submit a request, or visiting us in the Carolina Union. 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.
**ResNet: Residential Networking, Education and Technology**

ResNet provides on-campus residents with on-site tech support and education. Residents are served by more than 40 live-in student techs who provide any tech support that residents may need. Throughout the year, ResNet hosts 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**  
**@StudentStores**  
**@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.
Finances
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  |  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 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, access 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 Carolina Convenience. 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 [onecard.unc.edu/features](http://onecard.unc.edu/features).

The University has also partnered with Wells Fargo to offer an exclusive UNC Debit Card with benefits to our Carolina community. For more information on the UNC Debit Card visit [onecard.unc.edu/services/unc-debit-card](http://onecard.unc.edu/services/unc-debit-card).

**ACCOUNT MANAGEMENT**

You can manage your account 24 hours a day through [onecard.unc.edu](http://onecard.unc.edu) or the GET Mobile app.

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

The GET Mobile app can be accessed using a mobile device. You can check account balances and spending history, order food from participating locations, and add funds to your Carolina Convenience account. Most importantly, the GET Mobile app is how you get your One Card. For directions, visit [onecard.unc.edu/get-my-card](http://onecard.unc.edu/get-my-card).

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 Visa, Discover, or Mastercard.
Healthy & Safety
Campus Health

GENERAL INFORMATION

Campus Health, staffed by board-certified providers and specialists, serves as the health and mental health clinic for students. Campus Health provides specialty services including Gynecology, Orthopedics, and an International 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 Gynecology, Physical Therapy, Nutrition, Pharmacy Services, and 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 the Campus Health website or call 919-966-2281 to schedule an appointment. 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 decline to receive such messages from Campus Health.
**SERVICES OFFERED**

- Primary Care
- Counseling and Psychological Services
- Nutrition Services
- Gynecology
- Sports Medicine/Orthopedics/Physical Therapy
- On-Site Laboratory Services and Radiology Services

*plus...*

- Campus Health Pharmacy and Student Stores Pharmacy as well as All-Hours Vending Machines
- 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 Pharmacy and Student Stores Pharmacy provide your student with convenient and affordable quality pharmaceutical care. Make sure your student has their pharmacy benefit insurance card with them at the time of service.

The pharmacies offer medication counseling, online refill ordering, prescription-ready text messaging, and administration of flu and COVID-19 vaccinations 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](http://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](http://campushealth.unc.edu/immunizations) or email [immunizations@unc.edu](mailto:immunizations@unc.edu).

Flu Shots and COVID-19 vaccinations are available both pharmacies. No appointment necessary.

**HEALTH FEES AND INSURANCE**

*In-Network Status*

Campus Health is an in-network provider with most students’ insurance plans. Campus Health Pharmacy and Student Stores Pharmacy are in-network with most pharmacy benefit plans. 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.

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.
Counseling and Psychological Services (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 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.

Some students who come to CAPS for an initial consultation would benefit most from open-ended treatment or need specialized testing services. If a student’s needs fall outside of the brief therapy that CAPS provides, CAPS can help students connect with a mental health professional in Chapel Hill or surrounding areas.

WHY CONTACT CAPS?

Having problems, feeling anxious or depressed, and needing help at times are universal experiences. Confronting a problem is a positive sign of health and maturity. Remind your student that their troubles do not need to be monumental to benefit from support or intervention. If something is interfering with their activities, thoughts, feelings, or ability to be academically successful at Carolina, they should contact CAPS.

WHAT CAN BE DISCUSSED IN COUNSELING AT CAPS?

Students can talk about any problem that is causing concern. Students interested in accessing services can contact CAPS for an assessment without an appointment. 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.

ADDITIONAL MENTAL HEALTH SUPPORT OPTIONS

Students at Carolina have a wide range of supportive resources available to them. The Heels Care Network at care.unc.edu includes a listing of over 100 resources that can be filtered by mental health need, identity and affinity group, and more.
Student Wellness, a health education and health promotion office, aims 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

**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 and substance counseling services. 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.

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**HOURS OF OPERATION:**

**STANDARD WEEKLY HOURS:**

M – F 9:00AM – 5:00PM

*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](http://recovery.unc.edu).
At Carolina, we are committed to providing the safest campus environment we can for our entire community.

Alert Carolina, the University’s Emergency Notification System, is an important part of that commitment. Alert Carolina plays an important role in supporting UNC-Chapel Hill’s overall efforts to communicate about an emergency or a situation affecting the safety and health of the campus community. Alert Carolina utilizes four primary message types to inform the campus: Emergency Warning, Crime Alert, Adverse Conditions, and Informational. Alert Carolina utilizes a variety of tools to communicate, including text messages and social media posts, and all Alert Carolina messages include an email 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 if the University learns 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 X, formerly known as Twitter, (@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. They will also sound during regularly scheduled sirens tests.

The sirens will also be accompanied by an Alert Carolina text message and email 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 at alertcarolina.unc.edu.

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 post, and email.
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 will include an email and may include a text message, but the emergency sirens will not sound.

Adverse Conditions messages are issued when circumstances exist that do not present 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 and does not 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 and Adverse Conditions messages, and significant campus safety information or activity. The University will send a campus-wide email message.

Crime Alerts and Adverse Conditions messages are only sent via text if they are labeled “urgent” and “critical,” respectively. These terms signify these alerts require the immediate attention of the campus community.

For example, a crime against a person, such as an assault in which the suspect has not been arrested, is a Crime Alert that would be labeled “urgent” and sent via text. A property crime, such as a series of electric scooter thefts, would be sent as a Crime Alert, but it would not have the “urgent” label and would not be sent via text.

Students, faculty, and staff will receive all alerts via email regardless of these labels. For more information about each of these message types and Alert Carolina in general, visit alertcarolina.unc.edu/about.

**ALERT CAROLINA TWITTER PAGE AND OTHER COMMUNICATION METHODS**

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

**Once you have an X account on your mobile phone:**

1. Log into the X platform
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 Posts” to receive mobile notifications when a tweet is sent from @AlertCarolina

Once you have this set up, when the University posts on the @AlertCarolina X account, you will receive a push notification 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 Safety 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. More resources and tips on being prepared are available on the Carolina Ready website (campussafety.unc.edu/carolina-ready).
UNC Police Department

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, leaves 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.

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. In the event a registered bicycle is lost or stolen, personnel with the UNC Police already have the pertinent information they need to begin their investigation. Upon registration, each person receives a coupon for half off a U-LOCK at UNC Student Stores. You can register a bicycle in person at one of many bicycle registration events or by registering online at move.unc.edu/bike.

RAD SELF DEFENSE COURSES
Rape Aggression Defense (RAD) is a comprehensive program designed to expand the options of self defense to the person that is attacked. This course is taught by nationally certified RAD Instructors and provides each student with a workbook and manual. Class options are available for gender identities and expressions. Classes are typically held on weekday evenings from 6pm to 9pm. Please call 919-966-3230 or visit police.unc.edu 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.

COMMUNITY POLICE ACADEMY
The Community Police Academy is intended to open the lines of communication between the UNC community and the UNC Police. This is a program conducted multiple times a year and is designed to familiarize citizens with the “how/what/why” of police procedures and provide an opportunity to interact with officers. Our goal is to produce informed citizens who can take the information they have learned back into their respective areas and share with friends and colleagues and have a better understanding of police operations.
Student Support
Equal Opportunity and Compliance (EOC) Office

RESOURCES FOR INCIDENTS OF DISCRIMINATION AND HARASSMENT
Disability, Pregnancy, and Religious Accommodations for Students

W: EOC.UNC.EDU | E: EOC@UNC.EDU | P: 919-966-3576

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.

ADDRESSING MISCONDUCT
EOC implements 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 through 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 to EOC by using the contact information listed or by filling out an online form found on EOC’s website.

DISABILITY, PREGNANCY, AND RELIGIOUS ACCOMMODATIONS FOR STUDENTS
EOC also provides reasonable accommodations for students with disabilities, religion, pregnancy, and medical conditions related to pregnancy. This support is provided for academic programs, activities, and student employment on campus. More information on the accommodations process can be found on eoc.unc.edu.

Safe at UNC
Safe at UNC is Carolina’s central portal for resources and information about discrimination, harassment, sexual violence, interpersonal violence, and stalking.

Visit safe.unc.edu to learn more.
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 conflict. 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

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. In the first instance, students are welcome to complete the ARS Self-Identification form available from the website or to contact ARS staff for information and to explore options.
The Dean of Students office (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
- Basic Needs Support
- University Approved Absence Office
- Carolina Veterans Resource Center

**CRITICAL INCIDENT SUPPORT**

- Critical Incident Response for Students
- Student Emergency Fund
- Emergency Evaluation and Action Committee
- Partner with EOC to support Harassment and Discrimination Response

**OUTREACH AND SERVICES**

- Resiliency and Student Success
- Student Recognition and Celebratory Programs
- Financial Literacy Education
- High-Interest and Special Event Response
Our Campus Community
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 OVER 20 ACTIVE 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
- Mutual Aid

PROGRAMMING AT THE Y:

- 20+ student-led committees that focus on social 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 Social Innovation coaching 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 Instagram (@campusyunc)
University Office for Diversity and Inclusion

Our mission for diversity, equity, and inclusion is to celebrate all members of the Carolina community, broaden our collective understanding, and foster a sense of belonging by uplifting diverse identities, cultures, experiences, and perspectives. The University Office for Diversity and Inclusion (UODI) aspires to have all community members feel respected, valued, and visible with the ability to thrive. UODI creates and sustains a diverse, inclusive, and welcoming environment for all students, faculty, staff, and alums.

UODI offers many ways for you to get involved with diversity, equity, and inclusion at Carolina:

**The BLDG Series** is the University Office for Diversity and Inclusion’s student engagement initiative. BLDG is an acronym for Belonging, Learning, Professional Development, and Growth, and the events within the series are designed to target one or more of these themes. BLDG events are held every month and are open to all students, both undergraduate and graduate students alike.

**Carolina Collaborative for Resilience (CCR)** provides caring and compassionate support by pairing students with Resilience Coaches—a team of diverse faculty and staff who have received specialized training to connect students who may be coping with challenges related to race, identity, and belonging—to university resources and support.

**Carolina Male Empowerment Network (Carolina-MEN)** aims to establish and sustain a community for male identifying students from all cultures and ethnicities that will promote academic success, holistic student wellness, leadership development, and unity.

**DEI Fellowship Program** is an initiative that provides an opportunity for students to be coached by DEIB practitioners to develop their leadership skills and competencies further, receive mentorship from subject matter experts, engage in community-based active learning, and have the opportunity to take part in career networking, readiness, and planning.

During the second semester, Fellows are placed with departments and units across campus to apply their skills in a real-world setting.

**Martin Luther King, Jr., Week of Celebration** is a collaboration between UODI, Student Life and Leadership, the Carolina Union Activities Board, and the local community. Student committee members help plan the week of celebration events, including The Day of Service, Lecture, and MLK University/Community Banquet, Unity Café.

**Women of Worth Initiative (W)** aims to empower Carolina female identifying community members to define their own senses of worth so that they may thrive and positively impact each other and the community.

**UODI Student Ambassadors** help coordinate programs and activities hosted by UODI to increase access to higher education and support the success of current students, including but not limited to the following:

- Carolina Male Empowerment Network
- DEI Fellows
- MLK Week of Celebration
- Project Uplift, Uplift PLUS
- Women of Worth Initiative

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

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**

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](http://americanindiancenter.unc.edu).
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.

**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.

**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.

**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.

**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.

**PROGRAMS EXAMPLES INCLUDE:**
- Connecting our community to resources on campus during our CLC Open House during the Week of Welcome, and connecting to our community beyond campus with the Enlaces: Volunteer Ambassador Program
- Engaging campus wide events to share both cultural and historical identity with our campus community, such as Latinx Heritage Month, La Pulga with the Latinx Leadership Alliance, and Parents Weekend
- Academically enriching programs beyond the classroom include La Conferencia, Latinx Research Initiative, and Pulso Scholars
- LíDER: Carolina Leadership Institute has been developed to empower the next generation of Latinx leaders across the state
- Annual recognition programming, like the ¡Exitos! Graduation Ceremony, to recognize the scholarship excellence of our graduating class and community members from the past year

For more information, visit [clc.unc.edu](http://clc.unc.edu).
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 LGBTQIQA+ 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 LGBTQIQA+ 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.

- **LGBTQIQA+ 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 LGBTQIQA+ 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/newsletters](http://lgbtq.unc.edu/newsletters). You can also follow us online [@UNC LGBTQ Center](http://facebook.com/UNC_LGBTQ_Center) on Facebook and [@lgbtq_unc](http://twitter.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
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 cps.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 go.unc.edu/publicservice.

Carolina Alumni

Carolina Alumni celebrates over 63,000 members and almost 356,000 #UNCAlumni every day. Get involved through four student organizations. Carolina Alumni also sponsors two leading a cappella groups, Clef Hangers and Loreleis.

<table>
<thead>
<tr>
<th>ORGANIZATION TO JOIN</th>
<th>WHO THEY ARE</th>
<th>WHAT THEY DO</th>
<th>WHEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Alumni Association (SAA)</td>
<td>The SAA exists to connect students with alumni and to give members access to a variety of perks and events.</td>
<td>Cornerstone SAA events and programs include dinners with alumni, the member discount program, access to a cappella concerts and use of our alumni directory.</td>
<td>SAA is the precursor to Carolina Alumni membership. 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.</td>
</tr>
<tr>
<td>Order of the Bell Tower (OBT)</td>
<td>OBT is Carolina’s official student ambassadors and tradition keepers.</td>
<td>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.</td>
<td>OBT typically recruits new members in the spring semester of each academic year.</td>
</tr>
<tr>
<td>Homecoming Committee</td>
<td>The committee plans and promotes Homecoming celebrations for students.</td>
<td>Annual events include UNC Royalty, and a very Carolina spirit week.</td>
<td>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.</td>
</tr>
<tr>
<td>Senior Class</td>
<td>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.</td>
<td>Each year the senior class looks forward to their official senior T-shirt, Senior Week and events to prepare them for life after graduation.</td>
<td>New marshals are selected in the spring of their junior year in order to plan events for their senior class the next academic year.</td>
</tr>
</tbody>
</table>

W: ALUMNI.UNC.EDU/THINGS-TO-DO/FOR-STUDENTS | E: GAAFORSTUDENTS@UNC.EDU
The Carolina Union creates safe, inclusive and educational experiences that enable students to maximize their time at Carolina.

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. As one of the largest employers of students on campus, 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.
Student Life & Leadership

The mission of Student Life & Leadership is to create an inclusive Carolina community through engagement and intentional educational opportunities.

This mission is guided by our core values:

- Authentic Connections
- Collaboration
- Integrity
- Life-Long Learning
- Social Justice

Student Life & Leadership offers a variety of programs, services, and academic courses for all students interested in leadership at UNC. We are committed to serving the Carolina community by advocating for leadership as a process of social change. Some of the Programs that SLL hosts within our office includes Academic Course, Campus life Experience, Student Activities, Student Organizations, and leadership development programs.

LEADERSHIP PHILOSOPHY

At The University of North Carolina at Chapel Hill we believe leadership is a learned process that results in service-directed change. It is personal to each individual and is an authentic practice of one’s values. We believe leadership never happens alone and therefore requires inclusivity and respect for the community it serves.

We believe individuals who practice this philosophy of leadership are leaders and therefore are not tied to a position but rather committed to the process of self-discovery. Leaders develop resilience in their effort to create a positive impact and show gratitude to those who serve along side them.

HOW WE DEFINE OUR KEY PRACTICES

Learned Process is described as a process whereby concepts are derived from and continuously modified by experience and knowledge is continuously derived from and tested out in the experiences of the learner (Kolb, 1984).

Service-Directed is to give of ourselves for something greater than ourselves with a larger community in mind. This requires the building of relationships with others in order to take action together for change (Greenleaf,
**Authentic Practice** is the ability to understand and continuously question what constitutes one’s core values and beliefs. It is greater than the individual desires and serves the collective interest of the group and community (Avolio & Wernsing, 2008).

**Values** are a set of core beliefs about what is right and personally important. Values serve as a guiding tool for personal behavior (Seemiller, 2014; LeaderShape, 2015).

**Inclusivity** is a way of understanding, valuing, and actively engaging diversity in views, approaches, styles, and aspects of individuality in an effort to create a sense of belonging and develop a shared commitment (Seemlier, 2014; Komives, Lucas, & McMahon, 2013).

**Respect** requires trust and civility. Because individuals may not always share the same opinion in a group setting, there must be a mutual understanding of an intent based on beneficence and goodness (Komives, Wagner, & Associate, 2009).

**Community** can broadly be defined as a group of individuals, student organization, residence hall, classroom, office, campus, neighborhood, town, city, nation, or the world (HERI, 1996; Komives, Wagner, & Associate, 2009).

**Self-Discovery** is the understanding of one’s strengths, values, interests, emotional intelligence, and the impact of those on others (Komives, Wagner, & Associate, 2009; Komives, Lucas, & McMahon, 2013).

**Resilience** is one’s capacity to respond to challenging experiences with improvement and strength, learning from the experience, which leads to healthy self-esteem (Shankman, Allen, & Haber-Curran, 2015).

**Positive Impact** occurs through the building of relationships in a community and collaboration with others to determine what is for the common good and leads towards positive sustainable change (Komives, Wagner, & Associate, 2009).

**Gratitude** is the willingness to recognize the unearned increments of value in one’s experience while cultivating one’s sense of interconnectedness and personal growth (Bertocci & Millard, 1963; Emmons & Shelton, 2002).
Free Speech at UNC Chapel Hill

Carolina is committed to fostering an environment where intellectual engagement flourishes. The free exchange of ideas is what makes ours a vibrant academic community, and we will continue our longstanding traditions of protecting free speech.

At Carolina, like all public universities, there are opportunities to hear from a wide range of speakers expressing many different viewpoints:

- Speakers may be invited by a school, department or student organization, among others
- Citizens may rent University facilities for events

In some cases, the University can set reasonable time, place and manner restrictions on speech, but those regulations must be content neutral.

As a public university, Carolina is prohibited from canceling an event based on the viewpoint of the speaker; however, that does not mean the University endorses or approves all speech that occurs on campus.

FIRST AMENDMENT, N.C. LAW & UNC SYSTEM POLICY

Read the Freedom of Speech and Expression University Policy – UNC-Chapel Hill.

As a public university, Carolina upholds the First Amendment to the U.S. Constitution, the North Carolina Restore and Preserve Free Speech Act and the UNC System Board of Governors’ policy on free speech and free expression.
Get Involved: Fraternity & Sorority Life

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.

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.

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

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.
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](http://our.unc.edu).
Going Home
Department of Transportation and Parking
UNC TRANSPORTATION & PARKING

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.
• Real-time bus tracking and on-demand service requests with the TransLoc app

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 Chapel Hill Transit app
• Bikeshare program and bike amenities at move.unc.edu/bike

COMMUTER ALTERNATIVE PROGRAM
The Commuter Alternative Program (CAP) rewards students living off campus who bike, walk, take transit, rideshare, 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.

GOTRIANGLE BUSES
GOTRIANGLE.ORG | 919-485-7433
GoTriangle provides bus service between Chapel Hill, Raleigh, Durham, and other areas in the Triangle, including RDU Airport. Buses have bike racks and are wheelchair accessible. See routes at gotriangle.org/schedules.
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.
Visiting Carolina cont’d

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 engaging interactive environment. Stop by the UNC Visitors Center for guidance, recommendations and insights, and let us tailor your visit with our student-led tour, self-guided tour or vehicle 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

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!

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

AC HOTEL CHAPEL HILL DOWNTOWN
919-969-2800
ACHOTELCHAPELHILL.COM

GRADUATE CHAPEL HILL
919-442-9000
GRADUATEHOTELS.COM/CHAPEL-HILL
INFO@GRADUATEHOTELCHAPELHILL.COM

HYATT PLACE CHAPEL HILL
919-929-9511
HYATTPLACE.COM

THE SIENA HOTEL
919-929-4000
SIENAHOTEL.COM
INFO@SIENAHOTEL.COM
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
studentsuccess.unc.edu
919-966-2143

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 Craig 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](http://unc.edu/about/history-and-traditions) and [unc.edu/story/carolina-traditions](http://unc.edu/story/carolina-traditions).

University Day, October 11th

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](http://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](http://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!
<table>
<thead>
<tr>
<th>Issue</th>
<th>Suggested Parent/Family Response</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Problems</td>
<td>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.</td>
<td>Faculty, Academic Advising, Learning Center, UNC Writing Center, Undergraduate Library, Counseling &amp; Psychological Services (CAPS)</td>
</tr>
<tr>
<td>Academic Integrity</td>
<td>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.</td>
<td>Student Conduct</td>
</tr>
<tr>
<td>Alcohol/Substance Use</td>
<td>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.</td>
<td>Campus Health, Student Wellness, Counseling &amp; Psychological Services (CAPS)</td>
</tr>
<tr>
<td>Bias, Harassment, and/or Discrimination</td>
<td>If your student shares an incident of racial/other bias, harassment, or discrimination, they should report it by visiting <a href="http://eoc.unc.edu/report-an-incident">eoc.unc.edu/report-an-incident</a> to report bias. Students can connect with a variety of resources for support.</td>
<td>Equal Opportunity &amp; Compliance, Accessibility Resources &amp; Service, Counseling and Psychological Services (CAPS)</td>
</tr>
<tr>
<td>Conduct/Legal Issues</td>
<td>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.</td>
<td>Student Conduct, UNC Student Legal Services, Carolina Housing</td>
</tr>
<tr>
<td>Disabilities (Accessibility Needs and Accommodations)</td>
<td>Your student should contact Accessibility Resources &amp; Service prior to the beginning of the semester. Provide testing documents or medical reports to your student.</td>
<td>Accessibility Resources &amp; Service</td>
</tr>
<tr>
<td>Dropping a Class</td>
<td>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.</td>
<td>Academic Advising</td>
</tr>
<tr>
<td>Faculty Issues</td>
<td>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.</td>
<td>Faculty Office Hours, Advising, OMBUDS</td>
</tr>
<tr>
<td>Family Emergency</td>
<td>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</td>
<td>The Dean of Students, Counseling &amp; Psychological Services, CAPS, Carolina Housing</td>
</tr>
<tr>
<td>Homesick</td>
<td>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.</td>
<td>Resident Advisor, Carolina Housing, Orientation Leader</td>
</tr>
<tr>
<td>Illness of Student</td>
<td>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.</td>
<td>Campus Health</td>
</tr>
<tr>
<td>Lost ONECard</td>
<td>Students can place a hold on their ONECard or have it replaced for a small fee if their card is lost.</td>
<td>UNC ONECard</td>
</tr>
<tr>
<td>Money Issues</td>
<td>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?</td>
<td>University Office of the Cashier</td>
</tr>
<tr>
<td>Roommate Conflicts</td>
<td>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.</td>
<td>Resident Advisor and/or Carolina Housing, Off-Campus Student Life, Student Conduct</td>
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## Quick Reference Guide

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<th>Issue</th>
<th>Suggested Parent/Family Response</th>
<th>Resources</th>
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<tr>
<td>Safety Issues</td>
<td>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.</td>
<td>Resident Advisor and/or Carolina Housing, Campus Safety, Equal Opportunity &amp; Compliance</td>
</tr>
<tr>
<td>Sexual Misconduct or Assault</td>
<td>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.</td>
<td>Confidential Resources: Campus Health, CAPS, and Gender Violence Service Coordinators. Private Resources: Student Wellness, UNC Police, Student Conduct, and the Dean of Students.</td>
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<tr>
<td>Talks of Transferring</td>
<td>It is not uncommon for students to talk about transferring, especially during the first year. Be patient, listen, and help them evaluate their options.</td>
<td>Academic Advising, University Registrar, CAPS</td>
</tr>
<tr>
<td>Unhappy/ Lonely/ Uncertainty about the College Experience</td>
<td>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.</td>
<td>Resident Assistant and/or Carolina Housing, Student Engagement, Student Affairs Diversity and Inclusion Offices, Counseling &amp; Psychological Services (CAPS)</td>
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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 74.