FAQs for Students

The ARS Office and ARS Testing Center continue to modify operations to match current circumstances and guidance.

FAQ:

When is the ARS office open?

The ARS office hours are Monday through Friday, from 8 AM until 5 PM, except when the university is closed for holidays. The Testing Center hours are:

**Summer sessions**: Monday through Friday, from 8 AM until 5 PM; **Fall & Spring semesters**: Monday through Thursday, from 8 AM until 5 PM, and Friday from 8 AM until 5 PM, except when the university is closed for holidays

As always, we are available during normal business hours via email at ars@unc.edu [1]. Phone calls to 919-962-8300 may be answered during normal business hours, and voicemails will be returned by the end of business day or early the following business day.

How do I schedule exams at ARS if I have been approved for testing accommodations?

Exams must be scheduled using the ARS Hub [2]. Please check your syllabi and schedule all exams at the beginning of the semester, and no later than 5 business days/7 calendar days in advance of the class testing date. If you miss this deadline, you
will need to fill out a Non-Standard Scheduling Request Form, but ARS cannot guarantee that we will be able to proctor your exam with accommodations or on the date your test is scheduled with the rest of your class.

**I have an appointment with an ARS staff to discuss accommodations. How will I attend it?**

We will continue to provide remote appointments either via Zoom, Yellow Schedule, or phone, however, in person appointments following CDC guidelines will also be available. If you have a scheduled appointment, please watch for an email or phone text with information and a link for the appointment. If you prefer to meet in person, please make the request by emailing ars@unc.edu at least a day prior to the meeting as ARS staff may be working remotely and may not be available in person without proper arrangements.

**How do I return any equipment I have borrowed from ARS?**

All equipment needs to be returned to the ARS office at the end of the academic year or as soon as possible (if you are no longer using it). Please email ars@unc.edu if you have questions or if you need further instructions.

**I have an in-person class. How can I make sure the classroom fits my physical accessibility needs?**

Anyone with physical access concerns in classrooms where you will be participating in person will need to check ConnectCarolina to see where your classes will be meeting. If you have any concerns about your classroom’s accessibility, please contact us as soon as possible at ars@unc.edu, specifying the classroom and class information including meeting days/times. Please pay particular attention to classes scheduled in any of the following General Purpose Classrooms:

- Caldwell 103
- Caldwell 105
- Caldwell 208
- Smith 107
- Davie 301
What resources are available for students who are deaf or hard of hearing?

In addition to the more common Academic Accommodations [4] and Listening Support [5], clear masks are available for connected students through ARS. Please send requests to ars@unc.edu [1].

The National Deaf Center on Postsecondary Outcomes (NDC) has a team of professionals (nationaldeafcenter.org/team [6]) that can respond to your questions and offer models of successful approaches to the field.

- For guidance to your most commonly asked questions about deaf student accommodations during the crisis, see the 5 Tips for Disability Services Professionals [7].
- To receive updates directly to your email please subscribe to their newsletter [8].
- For specific questions, contact them at help@nationaldeafcenter.org [9] or schedule a virtual appointment.
- Join their listserv [10] and discuss strategies with colleagues and other stakeholders that have experience working with deaf individuals.

I have LD/ADHD or a disability that impacts my executive functioning skills, and I’m worried about distance learning. What resources are available to me?

The Learning Center provide services to all UNC students. They have also compiled a resource page called Online and Remote Learning: Tips for Students with ADHD [11] that provides great information on keeping routines, study space, setting goals and much more. There are also many more online tips and guides on their webpage at https://learningcenter.unc.edu [12].

How can my provider submit documentation?

Documentation can be submitted via email (ars@unc.edu [1]), via fax (919-843-5609), or ARS has a form available on our website HERE [13].

Can ARS help me with computer issues?
The UNC ITS office is the best resource. The online ticket process is still operational. Also, they have provided a [GUIDE](https://help.unc.edu/sp?id=kb_article_view&sysparm_article=KB0010677&sys_kb_id=456577d7db861c5) for off-campus internet service with potential solutions to help obtain and improve internet access from home if you are experiencing issues. ARS will continue to serve as a resource for students and instructors with questions on how to implement accommodations in a distance learning setting.

**What is new in Connect Carolina?**

Instructors were asked to provide additional information on course components, policies and required materials in ConnectCarolina so you know more when you enroll. This means that you may have access to draft syllabi, frequently asked questions, or other helpful documents before FDOC! Instructors may update content if necessary.

**Source URL:** https://ars.unc.edu/faqs/faqs-students

**Links**

[1] mailto:ars@unc.edu  
[2] https://arshub.unc.edu/  
[4] https://ars.unc.edu/accommodations  
[5] https://ars.unc.edu/accommodations/listening-support-faq  
[8] https://www.nationaldeafcenter.org/newsletter-listserv-sign-up  
[9] mailto:help@nationaldeafcenter.org  
[12] https://learningcenter.unc.edu/  
[13] https://ars.unc.edu/students/request-forms/student-documentation-accommodations-and-modifications-committee  
[14] https://help.unc.edu/sp?id=kb_article_view&sysparm_article=KB0010677&sys_kb_id=456577d7db861c5