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FAQs for Students - Spring 2021

The ARS Office and ARS Testing Center continue to modify operations to match current circumstances and guidance. Here are some helpful FAQs for students for Spring 2021.

FAQ:

[Is the ARS office open?](#)

We will continue to be available during normal office hours Monday through Friday, from 8 AM until 5 PM, except when the university is closed for holidays. However, we are doing our part to protect the university community by practicing distancing and limiting face-to-face meetings, with appointments continuing to remain in the virtual setting. If a student needs to meet with an ARS staff member in-person, those requests will be considered on a case-by-case basis. The ARS chat feature continues to remain active on our website. The hours for our live Zoom Chat Room during the Spring 2021 semester will be posted in January 2021.

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 and receive testing accommodations?](#)

The ARS Testing Center is open in a very limited capacity. Due to community guidelines

on physical distancing and implementation of a cleaning schedule, we are scheduling up to 6 testers at a time within 3 blocks (9-11am; 11:30-1:30pm; 2-4pm), for a total of no more than 18 testers per day. Instead of using the ARS Hub to schedule exams, students must request an exam to be scheduled with us through use of the [Non-Standard Scheduling Request \(NSS\) form](#) [2]. The NSS form lists the criteria for exams we will be able to proctor. ARS will not schedule an exam at the Testing Center unless the accommodations meet these criteria, and all other requests will be considered on a case-by-case basis. Due to the limited capacity, considerable flexibility will be needed in the scheduling of exams if they are to be taken at the ARS Testing Center. Exams may not be able to be scheduled on the same day or at the same time as the rest of the class.

[I have an appointment with an ARS staff to discuss accommodations. How will I attend?](#)

All appointments and meetings will be held either via Zoom, Yellow Schedule, or phone. If you have a scheduled appointment, please watch for an email or text with information and a link for the appointment. If you have a preference please make the request by emailing ars@unc.edu [1] at least a day prior to the meeting.

How do I know if a class mode of instruction fits my learning style?

Review the NEW Modes of Instruction: As stated in the email "Tips for Optimizing your Spring Experience at Carolina?", the modes of instruction for the Spring of 2021 will look different than they did in the Fall. Improve your schedule by picking modalities that match your preferred learning style. A detailed breakdown of the new modes can be found here.

[How do I return any equipment I have borrowed from ARS?](#)

If you have borrowed equipment from ARS that needs to be returned (iPads, microphones, laptops, etc.), please e-mail ars@unc.edu [1] so we can send you a return label via FedEx. We are doing this for students who do not plan to come back to campus for the Spring 2021 Semester. **All equipment needs to be returned as soon as possible.** If you are unable to mail the equipment, please reach out to us as soon as possible to discuss alternative ways for return. Please let us know if you have any additional questions or concerns. We appreciate your understanding and cooperation given the current circumstances.

[Will students still receive accommodations?](#)

All accommodations that have been approved will still be in effect. If you are approved for accommodations such as Supplemental Notes, Alternative Text, Audio Notetaker, CART, etc., please visit <https://ars.unc.edu/students/request-forms> [3] to make those requests using the appropriate form, paying close attention to the advance notice we require. We would appreciate receiving any such requests as soon as possible so that we can get to work on them. Waiting until the start of classes may result in a delay given the volume of requests we receive.

Can I still use my Limited Attendance Adjustment or Deadline Extension requests during the online class format?

Reasonable modifications to the structure of the agreements may be needed with the shift to online instruction. Please contact your instructors to discuss any additional barriers presented by changes to the course format. Let ARS know if you need any assistance right away by emailing ars@unc.edu [1].

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

While a lot of you will be participating in remote courses, 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 [1], 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:

- New East 301
- New East 305
- Wilson Library 304
- Caldwell 103
- Caldwell 105
- Caldwell 208
- Smith 107
- Davie 301

Additionally, non-traditional classroom space will be used during the Fall 2020 semester. Please pay close attention to those areas and email us at ars@unc.edu [1] with concerns. On the Carolina Together website there is a section called [In the Classroom](#)

[4], which includes pertinent information about classroom spaces.

What resources are available for students who are deaf or hard of hearing?

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 [5]) 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](#) [6].
- The main [NDC information page for COVID-19](#) [7] will continually be updated to provide additional resources in the weeks to come.
- 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 is working virtually to 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].

What is the CDC Guidance for Handlers of Service and Therapy Animals?

We are still learning about the virus that causes COVID-19, but it appears that the virus can spread from people to animals in some situations.

<https://www.cdc.gov/coronavirus/2019-ncov/animals/service-therapy-animals.html> [13]

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](#) [14].

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](#) [15] 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 for Spring 2021?

This year 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 have been asked to enter this information before registration but have until January 25th to update content if necessary.

Source URL: <https://ars.unc.edu/faqs/faqs-students-spring-2021>

Links

[1] <mailto:ars@unc.edu>

[2] <https://ars.unc.edu/students/request-forms/non-standard-scheduling-request-form-testexamstimed-assessments>

[3] <https://ars.unc.edu/students/request-forms>

[4] <https://carolinatogether.unc.edu/in-the-classroom/>

[5] <https://www.nationaldeafcenter.org/team>

[6] <https://www.nationaldeafcenter.org/news/5-tips-disability-service-professionals-provide-accessibility-online-classes>

[7] <https://www.nationaldeafcenter.org/covid-19-information>

[8] <https://www.nationaldeafcenter.org/newsletter-listserv-sign-up>

[9] <mailto:help@nationaldeafcenter.org>

[10] <http://www.nationaldeafcenter.org/newsletter-listserv-sign-up>

[11] <https://learningcenter.unc.edu/tips-and-tools/resources-and-tips-for-students-with-adhd/online-and-remote-learning-tips-for-students-with-adhd/>

[12] <https://learningcenter.unc.edu/>

[13] <https://www.cdc.gov/coronavirus/2019-ncov/animals/service-therapy-animals.html>

[14] <https://ars.unc.edu/students/request-forms/student-documentation-accommodations-and-modifications-committee>

[15]

https://help.unc.edu/sp?id=kb_article_view&sysparm_article=KB0010677&sys_kb_id=456577d7db861c5