

Students now have another way to seek resources/support by submitting their own alerts through Gillings Navigate. This feature is called a Hand Raise Alert. A student can submit a hand raise alert at any time to receive an automated email with information in one of the ten areas indicated below. They will receive information about how to pursue help or obtain resources and/or next steps and instructions to schedule an appointment, initiate services, or join a club or study group. Below are examples of the automated emails a student will receive if they initiate a hand raise alert. **Please note that this is not a monitored service.**

I need tutoring in SPHG 711, SPHG 712, BIOS 600, or EPID 600.

Submitting this alert will provide you with information on the Gillings Academic Enrichment Program and instructions on how to make an individual tutoring appointment or attend a group tutoring sessions.

Automated email response to student:

The Gillings School is committed to making sure students receive the academic enrichment needed to be successful. The Academic Enrichment Program strives to provide quality academic support in a group setting for students experiencing academic difficulty in entry-level BIOS, EPID and SPHG courses. Individual appointments and group tutoring sessions are available and held for each subject (BIOS/EPID/SPHG) area each week during the fall, spring, and summer semesters. To find out more, visit: <https://sph.unc.edu/students/student-resources/> and click on 'Academic Support' and review the Academic Enrichment Program Schedule information. Please use the instructions to schedule an appointment with a tutor or attend an open/group tutoring session as soon as possible. After seeking tutoring support, if you have additional course related questions, please contact your SPHG, BIOS, or EPID instructor/TA directly.

Please note that this is not a monitored service. Thank you for submitting a hand raise alert. Please know that we care about your academic success and that we are here to help.

I need information about counseling services.

Submitting this alert will provide you with instructions on how to initiate services with a licensed therapist/counselor and information about available resources and services, including the Heels Care Network.

Automated email response to student:

It is so important for you to prioritize your mental health and overall well-being. We encourage you to engage with and take advantage of some of these counseling resources and services to help you navigate through some of the challenges you might be facing. Learn more about initiating services via the information below.

Please Note: This hand raise alert submission is not monitored, so if you're experiencing a mental health emergency or if you are having a medical emergency, please call 911 (in the US) or your local emergency number or visit your local emergency room. Other emergency resources include: National Suicide Prevention Lifeline: 1 800 273 TALK (8255), Crisis Text Line: Text "Home" TO 741 741; or call/text 988 for the Suicide and Crisis Lifeline. If you are a residential student, for crisis or 24/7 support, call CAPS at 919-966-3658.

For MPH@UNC students: To initiate services, [sign-up/registration](#) is your first step (view the [video](#) for additional information). Uwill is a leading teletherapy platform that enables college students nationwide to receive real-time counseling online from a network of licensed mental health professionals. After setting up a profile, students are almost immediately connected to a licensed mental health counselor based on their unique needs and preferences.

For residential students: To initiate services, Stephanie Hoover (licensed counseling psychologist) meets with students by

	<p>appointment only. Email her at stephanie_hoover@unc.edu to schedule. Available services include an initial assessment of needs, individualized planning for reported concerns, initiating engagement in brief therapy, connection to group therapy services, medication management, and referral coordination. Services are offered both in-person and by telehealth. Same-day, walk-in services are available at <u>CAPS</u> (3rd floor, Campus Health) Monday-Friday, 8am-5pm.</p> <p>For all students: The <u>Heels Care Network</u> website is a place for all Tar Heels — undergraduate, graduate and professional students, and post-docs, as well as faculty and staff — to come together in support of each other and access the many mental health and well-being resources at Carolina.</p> <p>Please note that this is not a monitored service. Thank you for submitting a hand raise alert. Please know that we care about your academic success and that we are here to help.</p>
<p>I have questions about dropping a class.</p> <p>Dropping a class may have negative impacts on important areas like financial aid, credit completion toward graduation, etc. Submitting this alert provides you with information about course drop deadlines and instructions for you to schedule an appointment with your assigned Gillings Academic Coordinator.</p> <p><u>Automated email response to student:</u> Individual circumstances may require you to consider dropping a course. Questions to consider: Will this affect my financial aid/funding/benefits? Is this a required course? Will this affect my time to degree completion? Have deadlines passed? Will this impact my enrollment status? Have I spoken to my instructor about this yet? To discuss this with your assigned Academic Coordinator (AC) before you drop a course, please schedule an appointment with your AC in Gillings Navigate.</p> <p>Please also review the following information:</p>	<p>I need information about career services.</p> <p>Submitting this alert will provide you with tailored information for MPH@UNC students, residential Gillings students, and HPM students regarding instructions on how to set up a career appointment, information about resume, cover letter and interviewing assistance/resources, events, job boards, etc. You will also be provided with links for the Heels Engage Network and the Graduate School's Career Well.</p> <p><u>Automated email response to student:</u> We look forward to working with you and providing any support, tools, resources, or encouragement you need to meet your career goals.</p> <p>For MPH@UNC students: Visit https://carolinamph.web.unc.edu/virtual-career-center/ for information about scheduling a career appointment, virtual career center resources, events, online portal for job and internship postings, and additional university graduate student career information.</p>

- Course drop deadlines for [residential students](#) and [MPH@UNC students](#)
- If the semester has not begun, the university [course registration cancelation policy](#) and how to request a cancelation

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For residential students: Visit <https://sph.unc.edu/students/career-services/> for information about scheduling a career appointment, resources, events, online portal for job and internship postings, and additional graduate student career information.

For HPM students: Visit <https://sph.unc.edu/hpm/professional-development-and-career-services/> for information about scheduling a career appointment, resources, events, online portal for job and internship postings, and additional graduate student career information.

For all students: Join the [Heels Engage Gillings Group](#) (click join) to network and connect with Gillings alumni and view the following public health and career specific resources: Career Exploration, Resumes and Cover Letters, Consulting, International Students, Interviewing, Job/Internship/Practicum Search, Networking, Personal Statements/Statements of Purpose/Writing Samples, Salary Negotiation, University Resources, Career Podcasts, Educational Opportunities, Career Readiness, Career Fair Preparation, AI Resources (ChatGPT).

For graduate students: The Graduate School's [CareerWell](#) Professional Development program provides a full range of training opportunities and resources to graduate students.

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I need information about removing a hold.

Submitting this alert will provide you with instructions and next steps on removing some of the typical course registration holds at UNC.

Automated email response to student:

A registration hold prevents a student from registering for classes for the upcoming semester. Registration holds can be placed on a student for various reasons by Campus Health, University Cashier's Office, the Graduate School, or other authorized individuals. A registration hold

I need information about funding.

Submitting this alert will provide you with a link for financial literacy information, the Gillings Student Awards Online System, and a variety of funding opportunity information, including: scholarship and fellowships, department awards, grants, emergency funds, loans, external awards, employment/research/teaching opportunities, and Gillings food pantry information.

can only be removed by the party placing the hold. **Your Academic Coordinator is not able to lift holds.** You can determine the source of the hold in ConnectCarolina where you will be provided with instructions and be directed to the appropriate party to have it removed. Please remember to check for holds in your ConnectCarolina account well before your registration time begins.

To view any outstanding holds on your account that may prevent registration, please visit: <https://registrar.unc.edu/guide/planning-for-registration/remove-holds-during-registration/>. Click on your holds details link to view more information about your hold, and follow the instructions that are provided to have the hold removed. Some of the typical holds at UNC and how to resolve them include:

1. **Transcript Hold:** Contact your Graduate School representative directly for additional information (for MPH@UNC students: [Renata Buchanan](#)/for residential Gillings students: [Abby Mitcham](#)).
2. **University Cashier Hold:** Contact the Cashier's Office directly. This includes past due, prepayment and diploma holds. For additional information, please visit: <https://cashier.unc.edu/student-accounts/billing/holds-and-cancellation/>.
3. **Department Advising Hold:** Email the Gillings School Registrar directly: sph_registrar@unc.edu
4. **Campus Health Hold:** (ex. immunization records) Contact UNC Campus Health directly: <https://campushealth.unc.edu/>
5. **Other Holds:** Please contact the UNC administrative office that imposed the hold directly as indicated.

If you are not sure how to proceed, your Gillings Academic Coordinator can assist you in determining the source of the hold and direct you to the appropriate party to have it removed. Please email them with any questions.

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Automated email response to student:

You may fund your education through a combination of sources, including fellowships, research and teaching assistantships, awards and federal student loans. Please visit: the [Gillings Award, Funding, and Financial Aid](#) page to learn more about: scholarship and fellowships, department awards, grants, emergency funds, loans, external awards, employment/research/teaching opportunities, and other support information. Plus, gain access to the Gillings Student Awards Online System where you can nominate yourself for an award. In addition, check out the UNC Graduate School's [Funding Information Center](#), local food pantry information [CJ's Cupboard](#) (Gillings food pantry) and the [Carolina Cupboard](#) (community food pantry), and if you are looking for an hourly position or a job to help supplement your education, Gillings has a [Student Job Postings](#) page. Finally, if you need additional funding related information, please contact your academic program director, your MPH concentration lead, and/or the [Gillings Awards and Funding Coordinator](#) directly.

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I am interested in finding a study buddy.

Submitting this alert will provide you with information on how to form study groups in courses that you are registered for by accessing and utilizing the Study Buddies feature in Gillings Navigate.

Automated email response to student:

Students study most effectively when they get together with another student in their class to go over notes, test each other to prepare for exams, and keep each other on target for homework and other study sessions.

The Study Buddies feature in Gillings Navigate allows you to connect with other students in your class sections who indicate that they are interested in studying together outside of class. This feature helps facilitate creating study groups for classes in which students are actively enrolled. On the Gillings Navigate app, click on the Study Buddies icon under the Explore section. If using the desktop site, click on the icon between Appointments and Resources. Once Study Buddies is selected, you will see a list of the classes in which you are currently enrolled. Next to each class you will see how many other students (called buddies) are already in the group and if you have already joined. Select the course sections you are interested in joining.

After selecting the section you're interested in joining, you will be prompted to confirm that you are interested in sharing your email address with other interested students in your class. If you select 'Yes,' you will share your email with others who join your class through Study Buddies. If you select 'Nevermind,' your email will not be shared and you will not be able to connect with others through the Study Buddies feature. If you are the first one in the class to join Study Buddies, you will see 'ONLY ME' displayed on the next screen. Once more people join, you will be able to email them. When others have opted in, they will appear in the available list. Next, you can select the individuals you want to email. After selecting the classmates you would like to start a study group with, your email app will open with a pre-populated subject and body text saying "Hey! Would you be interested in study together for [class name here]?" You can leave a course's Study Buddies group

I am interested in joining a club/organization.

Submitting this alert will provide you with a list of Gillings specific clubs, organizations, groups, honorary societies, student government, and additional opportunities at UNC, including intramural sports.

Automated email response to student:

What are your goals for your college and graduate school experience? What do you hope to get out of your time at Gillings and at Carolina? These are great questions to think about as you seek involvement opportunities! Below are some resources for you to learn more about the various school and university wide groups, clubs, and organizations available for you to pursue.

- Gillings related student organizations and groups: <https://sph.unc.edu/students/organizations/>
- Gillings School Student Government Association: <https://sph.unc.edu/students/sqa/>
- [UNC Heel Life](#) (discover unique opportunities at the University of North Carolina - Chapel Hill)
- UNC Graduate and Professional Student Government: <https://gpsg.unc.edu/>
- [Campus Recreation's Sport Clubs](#) and [intramural sports](#)

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<p>on the app or desktop site at any time. Simply select 'Leave Group.' A message prompt will appear asking if you're sure. If you answer 'Yes,' you will be removed from the Study Buddies list.</p> <p>Please note that this is not a monitored service. Thank you for submitting a hand raise alert. Please know that we care about your academic success and that we are here to help.</p>	
<p>I have an academic complaint/concern.</p> <p>Submitting this alert will provide you with the Gillings Academic Complaint Process information and workflow on how to proceed, in addition to the Student Resource Directory on who to contact at UNC and at Gillings.</p> <p><u>Automated email response to student:</u> If a student wishes to make a complaint of an academic nature, in the first instance, you should first seek to resolve the matter by informal discussion with your course instructor or the individual closest to the concern. If the informal discussions do not resolve the complaint or you are not comfortable discussing this with your instructor directly, please review the following Gillings Student Academic Complaint Process information and workflow on how to proceed. If you are a doctoral student and are uncertain about the most appropriate place to direct your complaints/concerns about an academic problem, please talk to your instructor, program director, and/or academic coordinator for guidance and next steps on how to proceed.</p> <p>Please note that this is not a monitored service. Thank you for submitting a hand raise alert. Please know that we care about your academic success and that we are here to help.</p>	<p>I need information about a UNC wellness coach.</p> <p>Submitting this alert will provide you with information on how to sign up for a wellness coach at UNC. Wellness coaching can help with managing stress, being more active, eating healthier, finding more overall balance in life - just to name a few.</p> <p><u>Automated email response to student:</u> Professional Wellness Coaching is a collaborative partnership between a student and board-certified professional wellness coach to help you assess what is currently working for you, what may not be working as well, and to clearly identify your life's vision so you can begin taking purposeful action steps towards it!</p> <p>Coaches offer support and help with: defining/refining your life vision and goals, goal setting, anxiety/stress management, focus/resiliency, sleep hygiene, self-care, lifestyle management, improving self-confidence, building healthy relationships, and almost any non-clinical self-improvement and growth topics.</p> <p>For more information, please visit: https://studentwellness.unc.edu/programs/wellness-coaching-one-one-services/ and fill out a Professional Wellness Coaching Form.</p> <p>Please note that this is not a monitored service. Thank you for submitting a hand raise alert. Please know that we care about your academic success and that we are here to help.</p>