Students who are admitted to one of our four online completion degree programs at UNCG are considered to be Distance education students. Services and offices here at the University are available to Distance students in just the same way that they are to main campus students. Students who are admitted to main campus programs come to campus and attend our orientation which is called SOAR. At this orientation representatives from the various services and offices come and speak to the students. The information that they are given there is included in this PowerPoint. Each of the slides gives contact information for the offices and services available to you as a distance education student.
First we have the Admissions Office. All of you have already interacted with the Admissions Office. That is actually the way you got here, into the Birth to Kindergarten Online Undergraduate Degree Completion Program. Our contact for the BK program at the Admissions Office is Andrea Hill. He is the person who is the head of admissions for all students who articulate or transfer from other schools. Should you need to contact the Admissions Office here is the information that you will need.
Now we have the Financial Aid Office. Most, not all, but almost all students have some form of financial aid. You will have academic advisors within the department that help you with your program of study and your curriculum. The Financial Aid Office has counselors that help students with their financial aid and figuring out how to navigate that path. This is the contact information you will need to either get in touch with your financial aid counselor or to arrange to have one assigned to you or to just discuss matters with someone on staff at the Financial Aid Office.
The University’s Registrar’s Office is responsible for such important things as student’s degree evaluations, their academic transcripts, and the assignment of grades. When you apply to be admitted to UNCG you sent transcripts from your community college and maybe some other schools that you attended and the courses that you took there were applied to your degree here at UNCG by a staff member at the University’s Registrar’s Office. This is just one example of the many things that they do. Should you want to contact the Registrar’s Office regarding credit for a course, or information regarding what course might meet the requirement for a course offered here at UNCG, or any other questions that fall in the realm of the Registrar’s Office, here is their contact information and how to get in touch with them.

University Registrar’s Office
Location: 180 Mossman Building (Spring Garden & Stirling)
Office Hours: Monday–Friday, 8:00 a.m.–5:00 p.m.
Mailing Address: PO Box 26170, Greensboro, NC 27402-6170
Telephone: 336-334-5946
Fax: 336-334-3649
Transcript Line: 336-334-5945
E-mail: registrar@uncg.edu

Do something bigger altogether
Our Internet Technology Support systems here at UNCG we refer to as 6-Tech. 6-Tech is your “go to” anytime you are having challenges with your iSpartan email account or the Learning Management Systems such as Blackboard or Canvas, or anything of that nature that is not currently working correctly or you can’t figure out exactly what to do. You may call 6-Tech or click on the link here to get in touch with them. They are open very long hours and are available to students most of the time so that when students need to get in touch with them, maybe during a class or while they are completing an assignment and are having difficulty, you can contact them and there will be a staff member there who can help you with your issue and talk you through your problem and get you back in line. They ARE NOT open 24/7 however, so it is a good idea to log-on to an assignment prior to the due date just in case you have a challenge, you can get in touch with 6-Tech in plenty of time. The Internet Technology Support services at UNCG are very efficient and very competent and most people, of all of the services here, end up needing 6-Tech during their career here at UNCG.
The Cashiers Office handles all student accounts including tuition here at UNCG. Should you need to contact them for information or with questions about your account or about tuition here is the information to the Cashiers Office.
The Dean of Students Office is exactly what the name implies. It is an office that is exclusively established for the benefit of students enrolled here at UNCG. They offer many services to students so go to the website and look at all of the things that are available to students through the Dean of Students Office. They are particularly helpful to students in times of need like extended illness or in case of family emergencies and problems that impact the student’s academics or studies here at UNCG.
The University Library services are available online for distance students. Everything that they offer for main campus students who walk in the door they offer online. You will need to access the library services often in your courses. It may be to look up research, or to find an article that you need to back up a paper, or it may be to watch a video or something that is a requirement in your course. Click on this link to go to the library and investigate all the various services and opportunities that are available to you as an online degree completion student.
The UNCG Bookstore offers the ability to rent or buy books and have them shipped to
distance education students. On the UNCGenie website under Student Services and
Financial Aid and Registration there is actually a link for you to click on to buy your books.
The Bookstore uploads the books required for the courses for which you are registered
according to what the instructors have ordered for that semester. You can go to that site
and request that your books be sent to you either by the choice to rent them or to buy
them. Then you simply return the books to the bookstore and get your books for the next
semester. Here is the information to explore more services offered to you online through
the University Bookstore.
UNCG has a Student Health Center that is primarily for main campus students as far as medical services are concerned. Students can actually go to the health center and be seen by a physician and get a prescription or whatever, if they are not feeling well. Distance students do not need to access this service. They are not required to follow medical regulations the same as main campus students are required because they are not on campus interacting with the student body and the faculty. The Counseling Services offered at the Student Health Services, however are available to online degree completion students. Should you find that you need the counseling services or if you simply want to find out if you need counseling services here is the information to get in touch with them. The Student Health Services office has trained and experience counselors on staff available to all students.
The Students First Office, or Student Academic Success Office, is most frequently accessed when students need support for their academics or if they face some kind of social or financial setback. This is not an office that students typically need unless they find that they are struggling academically or have hit some kind of glitch with their finances. At this point in time the Students First Services can serve or provide for academic information, to assist students with advising, academic appeals, discussion about if they are in course overload, if they need to do something about their course load, or sometimes to discuss a graduation plan that may need to be put in place because of academic challenges. This is an office that students need to feel comfortable turning to anytime that they face academic, social, or financial challenges while here at UNCG.
The Division of Continual Learning, or DCL, appropriately refers to itself as the central hub for online learning. They are basically the office that is responsible for any courses or materials that are online. They also are the location of putting students into the correct section of the courses that are web-based. As distance students you will always need to be enrolled in a distance, or D section of the courses that you take. The tuition is different for distance students and is assigned according to the D section of courses. You will find on this website a link to get this tuition adjustment and to get placed into the D section of courses. The DCL also handles many other matters and you may investigate anything that they provide by going to their website which is indicated here.
Online degree completion students need to make presentations in their courses in the same way that main campus students do often. Some classes require a presentation. The University Speaking Center helps students organize their presentation and polish their speaking skills. This can be used online, and frequently they use Google Hangout. An actual employee at the speaking center will interact online with students to help them work on their presentation techniques, to know how to organize their presentation itself, be it a PowerPoint, the sequence of the slides, how many words and what should be on the slide, these types of things as well as actually the speaking part of the presentation where the student is conveying the information to their instructor and often to the other members of the class. This is the link to get to the Speaking Center. You can schedule online and have your meeting with a speaking member staff online and get this type of help. We want all of our students to have very profession presentation styles by the time they graduate and this is an excellent services to help get to this path of professionalism while presenting.
In much the same vein as the University Speaking Center is the University’s Writing Center assistance. Appointments and services can be made and accessed online for distance education students. The University Writing Center helps to improve the quality of the writing and the overall delivery of papers. This is a service that students should access often when they have a paper due to an instructor in a course. Some courses actually require the student to attend the Writing Center, others give extra credit if the student attends the Writing Center, and other times students just go to have a higher quality paper. As an instructor who teaches many courses I will tell you that students who attend the University Writing Center and access their assistance consistently submit higher quality papers and make higher grades on their papers than the students who do not do this. They help with such things as APA style when you need to make references and site research articles. They help with grammar and sentence structure. They help with many aspects of having a paper be more correct and more professional. I highly recommend the University Writing Center. They have a strong well trained staff and help students to be stronger writers and stronger communicators.