



Fall 2013 Guide to Assist Students
University of Central Arkansas
FREQUENTLY ASKED QUESTIONS



QUESTIONS???

Academic Advisor

How do I find out who my advisor is?

Where can I find answers to my advising questions?

Academic Assistance/Tutoring

Where do I go to get academic assistance?

Address/Contact Information

How do I update my address/phone/etc.?

Bills from the University

Where do I get information about my bill?

Campus Activities/Involvement

How do I get involved? Who can tell me what there is to do on campus?

Catalog/Course information

Where can I get a catalog (Undergraduate Bulletin) or course and program descriptions?

Classes

Where can I find my schedule or get answers about my schedule?

Computers

How do I get access to myUCA?

Where do I get my email address?

Where do I go if I forget my password or username?

Where can I find a list of computer labs?

Who do I talk to about having a computer in my room?

Counseling

Who can I talk to about adjusting to university life?

Relationship concerns? Stress and anxiety? Depression?

Disabilities

Where do I seek assistance if I have a disability?

Where do I get temporary disability parking tags?

Diversity

Where can I find information on cultural events and programs?

ANSWERS!!!

- ✓ myUCA, Self-Service, Student Information
- ✓ Freshmen contact Academic Advising Center (Harrin Hall) 450-5149; All others contact your major department
- ✓ myUCA, Academic Advising Center, Resources
- ✓ See "Tutoring" under A to Z on www.uca.edu
- ✓ Check myUCA, Academic Advising Center, Resources for Students
- ✓ Academic Success Center (Torreyson Library 223) <http://uca.edu/success/>; the writing center (Thompson Hall), or [academic.departments.to.ask](mailto:academic.departments@uca.edu) about tutoring assistance
- ✓ Talk to your faculty!
- ✓ On myUCA or complete a change-of-address form at Office of Registrar (McCastlain Hall)
- ✓ On myUCA, Self-Service or through Student Accounts (McCastlain Hall) 450 – 5015
- ✓ ***Opening Week: SA is in McCastlain Ballroom!**
- ✓ Office of Student Life (Student Center 207); Facebook; Mentors and Housing staff; RSO Fair
- ✓ Find the undergraduate Bulletin on the A to Z on www.uca.edu
- ✓ Or go to: myUCA, Academic Advising Center, Resources for Students
- ✓ myUCA, Self-Service or from your Academic Advisor
- ✓ www.uca.edu
- ✓ myUCA, Self-Service
- ✓ IT Helpdesk (Burdick Hall 106 or website), 450-3107
- ✓ Counseling Services, Student Health building, 450-3138
- ✓ Office of Disability Support (Student Health building), 450-3613
- ✓ UCA Police Department
- ✓ Multicultural Services Office (Bernard 207) 450-3135

Employment

How do I find a job on or off campus?

Enroll or Change Schedule

How do I enroll or change my schedule?

Financial Aid

Where do I find answers to my questions about applying for financial aid?

When do I complete the 2014-2015 FAFSA?

Food

Where can I eat on campus?

Where can I purchase or change a meal plan?

What are the dining hours?

Housing and Residence Life

How do I change rooms?

Who do I contact for help with a roommate problem?

What do I do if I have a maintenance issue in my campus apartment or Residence Hall?

I.D. Card/BearCard

Where do I get a student I.D. card?

Where do I go if my card isn't working or is lost?

How do I put money (BearBucks) on my card?

International Programs/Study Abroad

Where do I learn about Study Abroad opportunities?

Internships

How do I obtain an internship?

Lost and Found

Who do I call for lost or found property?

Major

How do I change my major?

Medical Assistance

Where can I seek medical attention?

- ✓ Career Services (Bernard 311) provides postings; Dean of Students will advertise for on-campus jobs (Student Health 210); contact individual academic departments, library, cafeteria, etc.
- ✓ First-semester freshmen – contact advisor; others use myUCA, Self-Service (*Note: all students must meet with an advisor before registering to have registration hold removed!*)
- ✓ ***Opening Week: FA is in the Fireplace Room!**
- ✓ myUCA, Self-Service or see uca.edu/financialaid/
- ✓ Financial Aid office (lower level of McCastlain)

- ✓ Anytime after January 1, 2014 (as early as possible but no later than April 15, 2014)

- ✓ Student Center Food Court, Christian Cafeteria, Bear Express (Burdick Hall), Smoothie Bar (Farris Jr. Hall), Starbucks (Library), Java City (Business College), C-Stores (Student Center, Farris Jr. Hall, Bear Village)

- ✓ ~~my~~ BearCard (Bernard 110)
- ✓ See Dining Services channel on myUCA or website

- ✓ Contact your Resident Assistant (RA) on your floor or Residence Coordinator (RC) for your building

- ✓ BearCard Center (Bernard 110), 450-5818, bearcard@uca.edu (Call as soon as possible if lost!)

- ✓ Go to the BearCard Center (Bernard 110) or through the website or channel in myUCA

- ✓ Study Abroad Office (Irby 118) or website

- ✓ Career Services/Cooperative Education (Bernard 318); some academic programs also offer internships – contact your major or minor department

- ✓ Student Center Information Desk; buildings may also have a designated office if you inquire

- ✓ log in to myUCA and visit the Academic Advising Center channel located under the "My UCA" tab. Click on the "Change your Major or Minor" link

- ✓ Student Health Services (Student Health building); appointments must be made online. Medical emergencies: dial 911

Parking

Where do I get a parking decal?
Where do I appeal a parking ticket?
Where do I find information on where I can park?

Public Safety-Security

How do I report an emergency?
Who do I call for a police escort to my car or residence hall?
What do I do if I lock my keys in my car or my car won't start?

How do I sign up for the UCAAlert System?

Recreation

Is there a swimming pool on campus?
Where can I work out on campus?

Religious Services/Organizations

What services are held on campus?
What churches are in Conway?

Are there places of worship for other traditions?

Scholarships

Who can answer questions about scholarships?

Study Areas

Testing Services

How do I test out of a course?

Who do I contact to take the Compass Exit Exams for transitional courses?

Textbooks

Where do I buy/sell textbooks?

Transcripts

Where can I get an official transcript?

Where can I get an unofficial transcript (academic history)?

Tutoring

How do I get a tutor?

- ✓ UCA Police Department (see website for information and maps)

- ✓ Contact UCA Police at 9-1-1 (for emergencies only), or at 450-3111 or through the blue emergency phone stations on campus for other services

- ✓ Login to myUCA and go to Resources tab; follow instructions for updating information for UCAAlert

- ✓ See myUCA or www.uca.edu and "HPER Center" or "Recreation" for information on working out or swimming. The campus pool is located in the Farris Center.
[Consult uca.edu/go/HPER](http://uca.edu/go/HPER) for HPER availability

- ✓ Contact the Student Life Office (Student Center 207) or see the list of RSOs online
- ✓ Consult telephone directory or www.yellowpages.com/conway-ar/churches
- ✓ Search online for Jewish, Buddhist, Bahai or Islamic centers in Little Rock

- ✓ State or Private scholarships: Financial Aid office (450-3140)

- ✓ Library (www.uca.edu/library); also Academic Success Center, Library 223 (<http://uca.edu/success/>)

- ✓ Consult the Undergraduate Bulletin (online)

- ✓ University Testing Services (Torreyson West 315; 450-3209)

- ✓ University Bookstore, Student Center

- ✓ Office of the Registrar (McCastlain Hall; or online), 450-5200

- ✓ myUCA, Self-Service

- ✓ see "Academic Assistance" above

