**OpenecentListening Session 11.11.20 Q&A**

1. **Is there any information on extending drop date?**

*The drop date is a deadline that is set by UTA all students. It was Friday, November 6, 2020. If you have concerns about your course, please contact your faculty member / professor whose contact information should be on the syllabus or the CoB’s website, contact page****.***

1. **Can someone explain(s) me about winter semester. And do we have to pay separately like on summer or will come under spring semester?**

*Please reach out to Student Accounts to discuss payment deadlines and payment options: 817-272-2172.*

1. **For the student health insurance plan, is there an open enrollment period for Spring Semester 2021?**

*You can enroll in the UT System Student Health Insurance Plan (UT SHIP) by visiting http://uta.myahpcare.com/enrollment. International students cannot enroll online, and should contact the Office of International Education for more information on enrolling. Enrollment in UT SHIP occurs each semester with installment plans available. Please call Academic Health Plans at* *1-855-247-7587* *for more information on signing up for an installment plan. If you enroll in UT SHIP prior to the coverage start date, your plan will become effective on the plan coverage start date. If you enroll in UT SHIP*, y*our plan will become effective on the day Academic Health Plans receives the premium payment. If you do not enroll in UT SHIP by the semester deadline, you must wait until the next semester’s open enrollment period to enroll in UT SHIP.*

1. **I commute to UTA, so how are my benefits different from someone staying at UTA? Like, using the clinic and getting the insurance. You mentioned that some things are included in the tuition.**

*The University of Texas System contracts with Academic Health Plans to provide an affordable and comprehensive student health insurance plan (UT SHIP) to UT Arlington students. The insurance plan, Academic Blue, is underwritten by Blue Cross Blue Shield of Texas. Please visit Academic Health Plans for information about student health insurance coverage and how to enroll. Health insurance is not a requirement to be seen at Health Services.* ***All enrolled UTA, regardless of where they live, that pay the Medical Services Fee can utilize Health Services and receive services at a discounted rate.***

1. **Do you all do cat scans?**

*All medical consultations require an appointment to determine any treatment options. Please call 817-272-2771 to set up an appointment. If a cat scan is required, a referral is made.*

1. **Counseling contacts?**

*Please call 817-272-3671 for an appointment or go to:* [*https://www.uta.edu/caps/services/psychological.php*](https://www.uta.edu/caps/services/psychological.php)Due to Covid-19, all [CAPS services](https://www.uta.edu/caps/services/index.php) are primarily delivered through tele-mental health options such as Zoom Healthcare or telephone.

CAPS offers[individual counseling](https://www.uta.edu/caps/services/appointments.php) to students experiencing personal, emotional, and behavioral difficulties. Common concerns include adjustment to college, relationship conflict, making important life decisions, anxiety/stress, depression, and family problems.

Counseling is a collaborative effort between you and a counselor to first assess your needs and then develop a plan to help you resolve concerns, learn coping strategies, and work toward a more satisfying, fulfilling life. Some issues may require treatment and/or intervention beyond the scope of what CAPS can accommodate. In these cases, counselors will provide referrals to services in the community.

Additional options for support include: [Group Counseling](https://www.uta.edu/caps/services/Group%20Counseling.php) and[Let's Talk International](https://www.uta.edu/caps/services/Lets%20Talk.php).

1. **Many of the same challenges that we faced in Spring 2021 affect us today. Most classes are online with exception of a few, even if not online differ traditionally, students can still get sick with the COVID-19 or have to take care of family members. Students have still lost some of their jobs or have to work more, etc. Thanksgiving will switch online as well. Given that tragedies can occur during finals week and affect grades or passing, why can’t there a pass/fail option?**

*All policies regarding pass/fail are determined by UTA and applicable to all students. A pass/fail option is not available for this semester.*