



myKnight STAR Hand Raise Guide

Guidance for using "Hand Raise" in myKnight STAR (powered by Navigate360 Student)

Use the "Hand Raise" in myKnight STAR to let UCF staff know that you are looking for more information or need additional assistance.



- When you "raise your hand" you will receive an automatic email with resources and instructions for additional support.
- Some Hand Raise reasons will also be routed to UCF staff as cases for follow-up. Follow-up responses can take up to 2-3 business days.
- Access Hand Raise either by clicking the "+" sign on the top right of your screen or by clicking the Hand Raise icon on your home page.



IMPORTANT: If you are a student in distress and need immediate mental health support, please contact Counseling and Psychological Services (CAPS) at 407-823-2811 (press "5" for after-hours/weekend assistance). If you or another student is in need of assistance related to your well-being, or if you are concerned that a fellow student is exhibiting concerning behavior, please visit the [Student Care Services website](#) and complete a Student of Concern referral form.

Hand Raise Reasons and Support Details

<i>Hand Raise Reason</i>	<i>Support Details</i>
I am a transfer student and need transfer support.	This reason will launch a referral to the UCF Transfer Center. The Transfer Center hand raise connects you with a Transfer Connect Academic Success Coach to help provide guidance on your transfer journey as you transition into the university. • Transfer Connect Academic Success Coaches are professional coaches who will provide you with transition support from your admission and orientation onboarding throughout your first term at UCF. • Transfer Connect Academic Success Coaches will help you navigate the transfer credit evaluation request process. • Transfer Connect Academic Success Coaches will connect you with comprehensive resources, social and academic engagement opportunities and high-impact practices to enhance your UCF experience.



Hand Raise Reason	Support Details
I am in an approved UCF Online program & I need assistance.	This reason will launch a referral to the UCF Online Connect Center. The UCF Online hand raise connects you with a Success Coach to help you navigate challenges, provide guidance, offer tips for effective time management, and connect you with various resources throughout the institution to ensure a rewarding and successful student experience. • UCF Online Success Coaches are professional coaches who will support you through to graduation. • UCF Online Success Coaches partner with you holistically for academic, personal, and career goals. • UCF Online Success Coaches will guide you in opting in and out of UCF Online.
I am struggling in class & need tutoring, writing help, etc.	The academic support hand raise is ideal for students who may be experiencing difficulty in a class and want to learn about tutoring and other support services available. • Student Academic Resource Center (SARC): Provides academic support to students such as: Supplemental Instruction (SI), Peer Tutoring, Academic Coaching, Academic Success Workshops, and Online Learning Resources. • University Writing Center: Provides services where students can improve their writing skills. • Math Success Center: Provides academic support for students enrolled in 1000 – 3000 level math courses.
I need assistance with major exploration. (KMETC)	This hand raise will launch a referral to the Knights Major Exploration and Transition Center. The major exploration hand raise is ideal for students who meet any of the criteria below: • Are undeclared and need help with major exploration. • Want to change their major but are not sure which major to pursue. • Want to explore a few majors.
I need assistance with study skills. (SARC)	The study skills hand raise is ideal for students looking for information or support with any of the following: • Assistance with time management, study strategies, test preparation, goal setting, etc. • Academic Success Workshops to help enhance my learning and study skills. • Free online learning and study skills resources through the Student Academic Resource Center. • One-on-one peer academic coach meetings through the ACE Program.



<i>Hand Raise Reason</i>	<i>Support Details</i>
I need help using research databases &/or library resources.	A library services hand raise will get you expert assistance from UCF Libraries staff to help you with any questions you may have about: • Finding resources for your assignment. • Discovering and navigating research databases. • Getting one-on-one assistance from an expert librarian.
I need information on academic advising/success coaching.	This reason will launch a referral to your Academic Success Coach (ASC). The academic advising/success coaching hand raise will provide you with information on academic success coaching at UCF. • Description of the academic success coaching relationship • Instructions on how to request an appointment with an academic success coach. • Contact information for the academic success coaching offices
I want to meet with a PeerKnight (another student).	The PeerKnights hand raise provides information about the program, how to schedule an appointment, and contact information if you have specific questions. • PeerKnights Coaches are undergraduate and graduate students who will help you navigate UCF. • PeerKnights can support you in a particular area of interest.
I want to speak to someone about academic barriers.	This reason will launch a referral to the Office of Academic Advocacy. The academic barriers hand raise is ideal for students who are experiencing academic challenges that are adversely affecting their academic performance and progression. • Academic Advocates collaborate with various departments across campus to support your success. • Academic Advocates can help you understand institutional policies, processes, and petitions. • Academic Advocates can help you create a plan for success.

Additional Information



In your **Notifications**, see your messages from staff and faculty, including those resulting from Hand Raises. Opt-in to email notifications to receive a copy of your messages. Messages older than 90 days are cleared from Navigate.