



## 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 needs 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

| Hand Raise Reason                                                      | Support Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>I am in an approved UCF Online program &amp; I need assistance.</b> | <p><b>This will launch a referral to the UCF Online Connect Center.</b></p> <p>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.</p> <ul style="list-style-type: none"><li>• UCF Online Success Coaches are professional coaches who will support you through to graduation.</li><li>• UCF Online Success Coaches partner with you holistically for academic, personal, and career goals.</li><li>• UCF Online Success Coaches will guide you in opting in and out of UCF Online.</li><li>• UCF Online Success Coaches can assist with university navigation, preparation for Academic Success Coach (ASC) appointments, connecting you to campus tools and resources, and accessing electronic advising tools such as Pegasus Path, the Degree Audit, and other student success resources or services.</li></ul> <p><i>*For major-specific advising, course scheduling, and degree completion requirements, please contact college's assigned Academic Success Coach.</i></p> |



| <i>Hand Raise Reason</i>                                                | <i>Support Details</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>I am struggling in class &amp; need tutoring, writing help, etc.</b> | <p>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.</p> <ul style="list-style-type: none"><li>• <b>Student Academic Resource Center (SARC):</b> Provides academic support to students such as: Supplemental Instruction (SI), Peer Tutoring, Academic Coaching, Academic Success Workshops, and Online Learning Resources.</li><li>• <b>University Writing Center:</b> Provides services where students can improve their writing skills.</li><li>• <b>Math Success Center:</b> Provides academic support for students enrolled in 1000 – 3000 level math courses.</li></ul> |
| <b>I need assistance with major exploration.</b>                        | <p>The major exploration hand raise is ideal for students who meet any of the criteria below:</p> <ul style="list-style-type: none"><li>• Need help with major exploration.</li><li>• Want to change their major but are not sure which major to pursue.</li><li>• Are looking for resources to assist in exploring new majors.</li></ul>                                                                                                                                                                                                                                                                                                                                                              |
| <b>I need information on academic success coaching.</b>                 | <p><b>This reason will launch a referral to your Academic Success Coach (ASC).</b></p> <p>The academic success coaching hand raise will provide you with information on academic success coaching at UCF.</p> <ul style="list-style-type: none"><li>• Description of the academic success coaching relationship</li><li>• Instructions on how to request an appointment with an academic success coach.</li><li>• Contact information for the academic success coaching offices</li></ul>                                                                                                                                                                                                              |
| <b>I want to explore high-impact experiences to grow my resume.</b>     | <p>The High-Impact Practices (HIP) hand raise will connect you with resources and support related to HIPs more broadly.</p> <ul style="list-style-type: none"><li>• Connecting with a HIP Peer Mentor for one-on-one guidance in exploring and securing HIP opportunities.</li><li>• Learning about workshops designed to support every stage of the HIP journey.</li><li>• Receiving information about the HIP Scholars Program, a guided two-semester program that supports students as they engage in a High-Impact Practice experience.</li></ul>                                                                                                                                                  |



| <b>Hand Raise Reason</b>                                             | <b>Support Details</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <b>I want to get started in undergraduate research.</b>              | <p>The Office of Undergraduate Research (OUR) hand raise will connect you with resources and support to help you explore undergraduate research opportunities at UCF.</p> <ul style="list-style-type: none"><li>• Connecting with peer mentors</li><li>• Attending workshops and research events focused on finding opportunities, connecting with faculty mentors, and developing research skills.</li><li>• Accessing the Research Roadmap Webcourse.</li><li>• Learning more about the Knight Research Scholars Program (KRSP)</li><li>• Exploring resources and guidance for connecting with faculty mentors and navigating research opportunities across UCF.</li></ul> |
| <b>I want to learn more about Honors Undergraduate Thesis (HUT).</b> | <p>The Honors Undergraduate Thesis (HUT) hand raise will connect you with the Office of Honors Research staff to assist with questions related to:</p> <ul style="list-style-type: none"><li>• Learning more about the Honors Undergraduate Thesis (HUT) program.</li><li>• Attending upcoming HUT information sessions and workshops.</li><li>• Receiving guidance and advising for current or prospective HUT students.</li><li>• Connecting with Honors Research staff for individualized support and next steps.</li></ul>                                                                                                                                               |
| <b>I want to speak to someone about academic barriers.</b>           | <p><b>This reason will launch a referral to the Center for Student Care and Advocacy.</b></p> <p>The academic barrier hand raise is ideal for students who are experiencing academic challenges that are adversely affecting their academic performance and progression.</p> <ul style="list-style-type: none"><li>• Advocates collaborate with various departments across campus to support your success.</li><li>• Advocates can help you understand institutional policies, processes, and petitions.</li><li>• Advocates can help you create a plan for success.</li></ul>                                                                                               |