



myKnight STAR Hand Raise Guide

Guidance for using "Hand Raise" in myKnight STAR (powered by Navigate 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 want to meet with a Peer Coach	<p>The PeerKnights hand raise provides information about the program, how to schedule an appointment, and contact information if you have specific questions.</p> <ul style="list-style-type: none"> • PeerKnights Coaches are undergraduate and graduate students who will help you navigate UCF. • PeerKnights can support you in a particular area of interest.
I need help with major exploration	<p>The major exploration hand raise is ideal for students who meet any of the criteria below:</p> <ul style="list-style-type: none"> • 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.



Hand Raise Reason

Support Details

I need assistance with academic support in a class.

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.

- **The 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.
- **The University Writing Center:** Provides services where students can improve their writing skills.
- **The Math Success Center:** Provides academic support for students enrolled in 1000 – 3000 level math courses.

I need assistance with study skills

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 want to speak to someone about academic barriers.

The academic barriers hand raise is ideal for students who are experiencing academic challenges that are adversely affecting their academic performance and progression.

This hand raise will launch a case to the Office of Academic Advocacy.

- 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.

I want to connect with someone from the library.

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.

Note: Additional Hand Raise reasons to be added throughout Fall 2024 and Spring 2025



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.