

HAND RAISE

The Navigate App has a new feature called "Hand Raise," which allows students to "raise their hand" or "self Alert" from the Navigate Student app for various reasons. Below are each of the reasons a GV student can use Hand Raise, along with who gets notified once a student has raise their hand, and the email response the student automatically receives.

I'm feeling overwhelmed

Who is notified?

Student's Academic Advisor

Email sent to student:

Subject: Help with feeling overwhelmed

Hi Student_First_Name,

Thanks for raising your hand! It can be difficult to ask for help, especially when you are feeling overwhelmed. Grand View has many resources available to help you address and cope with whatever is leading you to feel this way. These are a good starting point for help:

- Emotionally overwhelmed? [Schedule a counseling appointment](#) (both in-person and telehealth options available)
- Academically overwhelmed? Connect with a tutor, the Writing Center, or the Math Lab, or make an appointment for Success Coaching through the [ALT Center](#).

What is Success Coaching?

- Students are invited to book a 1-on-1 coaching session to build self-knowledge and skills to bolster their success. In success coaching, we can work on goal-setting, time management, habits, study strategies, or managing test anxiety.
- You can schedule an appointment for an in-person or online session through [Navigate](#). Select Appointments, then Tutoring & Academic Support, then Success Coaching.

Questions about ALT Center resources/Success Coaching? Contact the Student Success Program Director at success@grandview.edu or 555-555-5555.

Take care,

Grand View Student Success Team

I need help with class(es)

Email sent to student:

Subject: Help with your classes

Hi Student_First_Name,

Thanks for letting us know you need help in class! Check out the tutoring options below or visit the [ALT Center on myGVU](#) or in Rasmussen 205 for more info!

Math Lab

The Math Lab offers in-person, drop-in (no appointment needed) help for first-year and sophomore-level math courses. The Math Lab is located in the ALT Center.

View hours on the [ALT Center myGVU group](#).

Questions about the Math Lab? Contact the Math Lab Director at mathlab@grandview.edu.

Subject Tutoring

Subject Tutors offer in-person help in selected classes. They provide both appointments and drop-in services in the ALT Center. Please check this [list of classes we support for subject tutoring](#).

Students can schedule an appointment through [Navigate](#). Select Appointments, then Tutoring & Academic Support, then Subject Tutoring (for a specific course).

Questions about Subject Tutoring? Contact the Student Success Program Director at success@grandview.edu or 555-555-5555.

The Grand View Writing Center

The Writing Center is staffed by peer tutors who can assist students with any stage of the writing process for writing for any class. Appointments are available in-person at the ALT Center or online.

Students can schedule an appointment through [WC Online](#).

Questions about the Writing Center? Contact the Writing Center Director at writingcenter@grandview.edu.

(continued on next page)

Success Coaching

Students are invited to book a 1-on-1 coaching session to build self-knowledge and skills to bolster their success. In success coaching, we can work on goal-setting, time management, habits, study strategies, or managing test anxiety.

This service is available in-person or online. Students can schedule an appointment through [Navigate](#). Select Appointments, then Tutoring & Academic Support, then Success Coaching.

Questions about Success Coaching? Contact the Student Success Program Director at success@grandview.edu or 555-555-5555.

Tutor.com for Accelerated Session Classes and Select Full Semester Classes

Undergraduate students in accelerated classes (OL/BL sections) plus select full semester classes have access to up to 3 hours of Tutor.com online tutoring support for the spring term. Tutor.com is a 24/7 on-demand service that connects students with expert tutors who can help with course concepts and preparing for exams. Students in eligible courses can access Tutor.com through the link available in their Blackboard course menu. Detailed instructions for accessing Tutor.com are available at [this link](#).

Courses with Tutor.com Access

- All undergraduate OL/BL accelerated classes
- Plus select full-semester courses

Need Help Figuring Out Which Tutoring Option Is Right for You?

For more information or help figuring out which tutors to connect with, contact the Student Success Program Director at success@grandview.edu or 555-555-5555.

I need help with advising

Who is notified?

Student's Academic Advisor

Email sent to student:

Subject: Advising Assistance

Hi Student_First_Name,

Thank you for raising your hand and asking for assistance in advising. Your academic advisor has received a notification that you made this request. Please try to meet with your academic advisor.

If you haven't heard from your academic advisor in 48 hours or this is an urgent request, you can make a drop-in advising appointment with Rebecca Muntz: [Make an appointment](#).

Drop-in Advising can assist with the following:

- Dropping or adding a course
- Changing your major or minor
- Checking requirements for graduation
- Understanding transfer credits
- Identifying campus resources

Sincerely,

Advising Team

I need help with career planning (job, internship, resume)

Email sent to student:

Subject: Career Planning Assistance

Hi Student_First_Name,

Thank you for raising your hand and asking for assistance in career planning. Your next step is to schedule a virtual or in-person appointment with the Career Center: [Make an appointment.](#)

The Career Center provides students and alumni with services and resources to plan, develop, and execute their career and professional development goals:

- Job & internship searching strategies
- Finding on-campus work-study & student employment positions
- Part-time, seasonal & full-time job listings: Handshake & Parker Dewey
- Application materials: Resume & cover letter writing/reviews
- Interview preparation & mock interviews
- Networking: LinkedIn, connecting to alumni, informational interviews, shadowing
- Career fairs & employer networking events
- Career exploration: Assessments & choosing a major/career
- Graduate & professional school planning

Looking forward to meeting with you soon!

The Career Center Team

I need help with basic needs (food, housing, transportation)

Who is notified?

Director of Viking Central (financial aid, business office, registrar's office)

Email sent to student:

Subject: Campus/Community resources and support

Hi Student_First_Name,

Thanks for letting us know you need help! I'm reaching out to make sure you know about some of the campus and community resources that can assist with essential needs, in case they might be helpful to you.

If you haven't already done so, consider applying for a GV Cares Emergency Grant

Enrolled students who are experiencing a financial emergency - defined as an unforeseen expense - may apply for emergency grants funded through the GV Cares Emergency Fund. Students also will be referred to additional campus, community, and financial literacy resources to help address root causes or contributing factors to the financial emergencies, and help students stay on track to graduate. The GV Cares Emergency Fund is made possible by the generous donations of staff, faculty members, alumni and friends of Grand View.

A financial emergency is defined as an unforeseen expense that, if not resolved quickly, could lead to the student's departure from Grand View University and a loss of momentum toward degree completion.

Examples of unforeseen expenses and required documentation include, but are not limited to:

- Assistance with rent (a late notice or copy of lease)
- Childcare (a letter from childcare provider)
- Car repair (mechanic's estimate)
- Food/meals
- Gas

(continued on next page)

- Medical/dental expenses (medical bill)
- Public transportation/bus pass
- Books

[GV Cares Application is linked here.](#)

For more information about the GV Cares Emergency Grant, please contact the Director of Student Accounts at 555-555-5555, the Controller at 555-555-5555, or the Financial Aid Advisor at 555-555-5555.

Please check out these links for Other Campus and Community Resources:

- [GV's list of community resources](#) (includes food assistance, clothing options, general assistance, housing resources and more)
- [The Des Moines Public Library's list of community resources](#)
- In addition to the community food resources in the lists linked above, we have the Little Free Pantry on-campus over by CJ's Place in the Student Center.
- Also, be aware that your GV student ID includes a Ride DART Free icon. Just show your ID when boarding a DART bus and you can ride for free. [Bus schedules and info about how to ride are available here.](#)

There's a lot of information in these links, so if you'd like some help sifting through any of this information, just let me know.

In kindness,

Director of Viking Central
vikingcentral@grandview.edu
555-555-5555