

Introducing Hand Raise



Student Hand Raise

Available to Navigate Student partners

Reduce Barriers to Students Asking for Help

Hand Raise allows students to raise their hand, or issue alerts on themselves, within the Navigate Student app or desktop. Partner institutions can configure the “Hand Raise” name and determine which alert reasons can be issued by students. As with other alert reasons, each alert reason that can be issued by students can send an automated email to students, can open a case, can have a case auto-assigned to an individual or assigned relationship, can send a case closed email, and can be affiliated with a care unit.

Hand Raise is available to any Smart Guidance and Core partners with the Strategic Care 23.1.0 release in January 2023. To take advantage of Hand Raise, configuration updates are required both in Navigate Staff (Strategic Care) and Navigate Student (Smart Guidance).

Hand Raise

Raise your hand to get help from someone at Woodley University. They will review your request and contact you to follow up. You can see your previous hand raises in the "My Docs" tab.

Please select a reason
Choose one

Is this associated with a specific class?
Optional

Additional comments
Please enter a comment.

Submit Cancel

How to Enable and Configure Hand Raise for Students

First, update Navigate Staff configurations...

1. Configure alert reasons to “Show This Alert Reason to Students when Creating Hand Raise” in **Alert Reasons**. You can create new alert reasons for students to issue or update existing alert reasons.
2. Update Student User Role permissions to Issue Hand Raise alerts in **Role Configuration & Access**. Ensure that students have this permission within each care unit that has alerts to be used by Hand Raise.

General Settings

Name
Need Career Help

External ID

Alert Reason is Active
 Show This Alert Reason to the Issuer when Issuing Alert
 Show This Alert Reason to Faculty when creating Progress Reports
 Show This Alert Reason to Students when creating Hand Raise
 Automatically create a Case when This Alert Reason is used to issue an Alert or Progress Report

Alert Type?
Neutral

Care Unit
Career Services

- Recommended:** Review automated emails, including content of alert emails that send to students and content of case closed email sent to alert issuers. Students are the alert issuers for Hand Raise alerts, so will receive Case Closed communication if the alert reason is configured to open a case.
- Recommended:** Define your Intervention Pathways for Hand Raise alerts. Review which alerts open cases, what automated communication students will receive, and expectations for staff follow-up.
- Optional:** If desired, rename “Hand Raise” terminology in Global Configuration.

... then, update Navigate Student configurations.

3. Email NavigateTechSupport@eab.com or use Live Chat to request to “Enable Hand Raise” in Navigate Student.
4. Update Help Text for Self-Alert/ Hand Raise in the Content Administration Tool for school-specific terminology and instructions.

Title	Description	Contact Methods	Actions
Advising Help	Please reach out to the Whitehurst University Academic Advising Center for questions about classes, ...	3	
For Hand Raise Help	Raise your hand to get help from someone at Woodley University. They will review your request and co...	0	
For Login Help	For login assistance, please contact our IT Help Desk.	2	

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▶ Sample Hand Raise Reasons

- I need help in a class
- I need academic support
- I need help paying for college
- I'm feeling overwhelmed
- I need help with basic needs
- I need help with campus housing
- I need help with career planning
- I need someone to review my academic plan
- I need to talk to someone about changing my major

Frequently Asked Questions

Can I rename "Hand Raise"?

Yes, Hand Raise label can be changed by app admins in Global Configurations. The change applies to both the student and staff platforms, but the Help Text must be updated separately in the Content Administration Tool.

Can students see their previous Hand Raises?

Yes, these appear to students in the My Docs section of the app.

How can I view what Hand Raise looks like to students?

Since Hand Raise is not visible through impersonating a student in Navigate Staff nor through Student Preview in the CAT, the best way to view Hand Raise as a student is to request a Guest Student account by emailing NavigateTechSupport@eab.com. That will allow you to view the app as a student, including Hand Raise.

What do automated alert and case closed emails look like?

See [this Help Center article](#) for sample emails

Best Practice Recommendations for Using Hand Raise

- 1. Be Prepared.** Only allow students to issue Hand Raise alerts for reasons you're able to support. Ensure campus offices and staff are prepared for an increase in incoming support requests.
- 2. Review Alert Reason List.** Keep the list of alert reason short, yet descriptive. Too many choices can overwhelm students and vague alert reasons might make follow-up challenging as student Comments and Course fields are optional.
- 3. Language Matters.** Use student-friendly language (ex: "I need help...") and avoid institutional jargon (ex: "I need to talk to the Bursar"). Use positive and supportive language focused on a solution.
- 4. Acknowledge receipt** of Hand Raise as soon as possible. Reduce the number of "handoffs" for students so that first person they connect with can solve their problem.
- 5. Close the loop** with students, either through automated or manual communication. Consider creating cases for Hand Raise alerts to document interventions.
- 6. Promote Hand Raise!** Don't rely on students finding Hand Raise on their own, but ensure they are aware of this new, streamlined way to get help.