

UNIVERSITY OF CENTRAL FLORIDA

First-Year Success: Your Guide to Academic and Wellness Services

ENC4294: Client-Based Project Management
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Overview

Welcome to UCF, incoming Knight! We're excited to have you join our growing student body.

Preparing for your first semester can be overwhelming, but rest assured, we have everything you need to succeed. This guide outlines key student services, both academic and wellness, to help launch your UCF journey.

Disclaimers

Review the following service disclaimers:

- **Accuracy:** This guide is based on information available as of September 2023 and might not reflect the most current service details.
- **Availability:** The availability of services might vary depending on your academic program, campus, enrollment status, and other factors. Check with the appropriate department or office for specific details.
- **Confidentiality:** Many student services prioritize confidentiality to protect your personal information. However, there are exceptions to confidentiality, such as situations involving harm to yourself or others.
- **Locations:** Unless otherwise noted, each service is located on the main campus.
- **Rights and Responsibilities:** As a Knight, you have rights and responsibilities when using student services. Familiarize yourself with the [Golden Rule](#) to ensure respectful and productive interactions with service providers.

Contact Information

If you have any questions about this guide, contact Hailey Tapia at ha596874@ucf.edu.

Academic Services

Math Success Center (MSC)

The MSC offers free drop-in tutoring (no appointment necessary) for select math courses taught by the Department of Mathematics. Tutoring is available during open hours, which vary by semester.

The MSC offers tutoring for the following courses:

- Intermediate Algebra (MAT 1033)
- College Algebra (MAC 1105)
- College Trigonometry (MAC 1114)
- Precalculus Algebra (MAC 1140)
- Mathematics for Calculus (MAC 2147)
- Calculus I, II, III (MAC 2311/2312/2313)
- Concepts of Calculus (MAC 2233)
- Ordinary Differential Equations I (MAP 2302)
- Matrix and Linear Algebra (MAS 3105)



The MSC does not offer tutoring for courses taught by other departments, such as Statistics or Physics.

To learn more about the MSC, visit the [MSC website](#).

Student Academic Resource Center (SARC)

The transition to college can be challenging, but SARC is here to help you every step of the way. As UCF's learning center, SARC offers free academic services to help you excel in your studies.

For information about SARC services, see the following table:

Service	Description	Service Link
Peer tutoring	Receive tutoring on lecture materials for more than 30 courses. Available in group and individual sessions.	ucfsarc.wordpress.com
Supplemental Instruction	Weekly peer-led study sessions where you can compare notes, discuss important concepts, develop study	ucfsi.wordpress.com

	strategies, and review practice tests.	
Academic coaching	Work with an academic coach to develop academic and life skills, such as time management, organization, and goal setting. You choose the session topics.	academicsuccess.ucf.edu/sarc/ace
Academic success workshops	Attend a series of workshops to improve your learning and study skills. Topics include test preparation, time management, textbook reading, and note taking.	academicsuccess.ucf.edu/sarc/workshops

To learn more about SARC, visit the [SARC website](https://sarc.ucf.edu).

Student Accessibility Services (SAS)

SAS is your ally in promoting accessibility and inclusion on campus. If you have a disability, SAS can provide academic adjustments—known as accommodations—to help you meet academic standards or requirements on an equal basis.

Common SAS accommodations include:

- ASL interpreting
- Accessible technology
- Accommodations for exams/quizzes
- Alternative formats
- Course attendance
- Note-taking support
- Speech-to-text captioning

To receive accommodations, submit an application to SAS and meet with a staff member to explore and approve your accommodation options. You may then request accommodations from professors at the beginning of each semester.



It might take at least two weeks to meet with an SAS staff member. We encourage you to apply as early as possible before arriving at UCF.

To learn more about SAS, visit the [SAS website](https://sas.ucf.edu).

UCF Libraries

The UCF Libraries offer various resources to support your research. See the [Physical Library Services](#) and [Digital Library Services](#) subsections for more information.



To use most of the library services, you must sign in to your Network ID (NID) account. Follow the instructions in [Admitted Students FAQs](#) to obtain your NID and create a password.

For a complete overview of the libraries, visit the [UCF Libraries website](#).

Physical Library Services

The UCF Libraries include the John C. Hitt Library (Hitt), located in the heart of the main campus, and three branch libraries:

- **Curriculum Materials Center (CMC):** Main campus
- **Addition Financial Library (Downtown):** Downtown campus
- **Universal Orlando Foundation Library (Rosen):** Rosen campus

For information about the library services at these campuses, see the following table:

Service	Description	Available At
Printing, copying, and scanning	Print, copy, and scan documents at one of the self-service stations.	All campus libraries
Study rooms	Book a private room for individual or group work. CMC and Downtown offer select rooms on a first-come, first-serve basis.	All campus libraries
Computers for research	Computers are equipped with various software, including Microsoft Office and Adobe Acrobat Pro.	All campus libraries
Media viewing stations	Blu-ray, DVD, and VHS player workstations. You must use headphones for private listening.	Hitt, CMC, and Rosen
Technology lending	Check out technology products and accessories.	Hitt, CMC, and Rosen

UCF also has a library on the Lake Nona Medical Center campus and six off-campus libraries throughout Central Florida. Physical services at these libraries vary. See [Library Locations](#) for more information.

Digital Library Services

For information about our digital library services, see the following table:

Service	Description	Service Link
Online catalog	Search for books, journal titles, government documents, and other resources owned by the UCF Libraries.	library.ucf.edu
Research consultations	Make an appointment with a librarian for extensive, one-on-one research assistance.	library.ucf.edu/help/schedule-an-appointment
Ask a librarian	Get help from a librarian by chat, phone, text, or email.	library.ucf.edu/ask
Interlibrary Loan	Request books, articles, musical scores, DVDs, and other materials from non-UCF libraries.	library.ucf.edu/services/ill
Journal articles and databases	Access citations, abstracts, and other full-text periodical articles.	guides.ucf.edu/databases

University Writing Center (UWC)

The UWC offers free one-on-one and small-group consultations for writing assignments in any discipline. Consultants are trained UCF students who can help you at any stage of the writing process, including brainstorming, researching, organizing, and revising.

You can also attend UWC workshops on various topics, such as scholarship essays and citation styles.

The UWC has three locations:

- **John C. Hitt Library:** Main campus
- **Trevor Colbourn Hall:** Main campus
- **Universal Orlando Foundation Library:** Rosen campus

To learn more about the UWC, visit the [UWC website](http://library.ucf.edu/writing).

Wellness Services

Counseling and Psychological Services (CAPS)

As UCF's counseling center, CAPS offers free psychological services to support your mental health. The CAPS staff consists of licensed (or license-eligible) psychologists, mental health counselors, social workers, marriage and family therapists, and graduate therapists-in-training who provide a confidential setting for you to explore concerns.

You can request CAPS services for the following:

- Anxiety
- Depression
- Eating/appetite concerns
- Family/relationship problems
- Gender identity
- Low self-esteem
- Panic attacks
- Sexual orientation
- Sleep problems
- Substance abuse
- Suicidal thoughts/behavior

For information about CAPS services, see the following table:

Service	Description
Initial assessments	An initial meeting with a counselor to discuss your mental health concerns and determine the best course of treatment.
Individual counseling	One-on-one therapy with a counselor to address your specific mental health needs. Individual sessions are offered on a short-term basis, often every other week.
Group therapy	Connect with others who might be experiencing similar challenges and learn valuable coping skills. Groups typically begin a few weeks into the semester and meet weekly.
Couples/conjoint counseling	Meet with a counselor to improve your relationship with a partner or another UCF student.

Crisis counseling	If you're in an urgent situation, receive crisis intervention during regular office hours.
Outreach and prevention services	Workshops, presentations, and other educational activities to raise awareness and prevent mental health issues.
Trans Care Team	Short-term support if you're interested in obtaining gender-affirming documentation for hormone replacement therapy.
Self-help resources	Online resources, such as TAO and Togetherall, that can help you learn about mental health and find support.

To learn more about CAPS, visit the [CAPS website](#).

Student Care Services (SCS)

SCS offers counseling and referrals for academic, financial, and personal distress. SCS can also assist in navigating campus and connecting with available resources to ensure your well-being and success.

You can request SAS services for the following:

- College adjustment concerns
- Housing, food, or financial insecurity
- Loss of loved one
- Mental health concerns
- Physical health concerns
- Problems with daily functioning
- Other general well-being concerns

For information about SCS services, see the following table:

Service	Description
Individual meetings	Meet with an SCS staff member to assess the type of support you need, connect with on-campus and off-campus services, and create a care plan.
Class absence notifications	Helps notify your professors of class absences due to unforeseen events or circumstances.
Title IX remedial and protective measures	Provides interim protective measures and accommodations if you're involved in an incident of sexual misconduct or interpersonal violence.

Foster care and homelessness	Provides support services if you've experienced foster care, kinship care, adoption, or homelessness.
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To learn more about SCS, visit the [SCS website](#).

Student Health Services (SHS)

To keep you in optimal health, SHS offers care services in four areas:

- Primary care
- Pharmacy
- Dental care
- Specialty care

For information about SHS services, see the following table:

Care Area	Services	
Primary care	<ul style="list-style-type: none"> • General health care • Gynecological care • Immunizations 	<ul style="list-style-type: none"> • Stress management • Victim services
Pharmacy	<ul style="list-style-type: none"> • Asthma education • Convenience store 	<ul style="list-style-type: none"> • Discount prescriptions • Over-the-counter drugs
Dental care	<ul style="list-style-type: none"> • Exams and cleaning • Fillings, bridges, and crowns 	<ul style="list-style-type: none"> • Referral services • Urgent care
Specialty care	<ul style="list-style-type: none"> • Dietetics • Physical therapy • Psychiatry 	<ul style="list-style-type: none"> • Referral services • Sports medicine • Travel clinic



The health fee (included in your tuition) covers your primary care consultation and evaluation. SHS might bill your insurance company for additional services and supplies, or you might pay a low self-pay rate.

The Health Center is located on the main campus in Orlando, with satellite clinics located on the Rosen and Health Sciences campuses.

To learn more about SHS, visit the [SHS website](#).

Wellness and Health Promotion Services (WHPS)

Maintaining a healthy lifestyle can improve your performance in the classroom and beyond. That's where WHPS comes in, providing you with lifelong skills to enhance your quality of life in four areas:

- Social wellness
- Nutrition
- Stress management
- Coaching

For information about WHPS services, see the following table:

Area	Services
Social wellness	<ul style="list-style-type: none"> ● Free condoms ● Free HIV testing and counseling ● Substance use treatment and recovery
Nutrition	<ul style="list-style-type: none"> ● Cooking demos and classes ● Free fresh local produce ● FreshU Market ● Tower garden workshops
Stress management	<ul style="list-style-type: none"> ● Biofeedback training ● Koru (mindfulness course) ● Mindful Minute (free walk-in service) ● Workshop: Journal to Self-Discovery
Coaching	<ul style="list-style-type: none"> ● Couponing ● Supplemental Nutrition Assistance Program (SNAP) coaching ● Wellness coaching

To learn more about WHPS, visit the [WHPS website](#).