

UNIVERSITY OF CENTRAL FLORIDA

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

ENC4294: Client-Based Project Management

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# Overview

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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, UCF has everything you need to succeed. This guide outlines key student services, both academic and wellness, to help launch your college journey.

## Disclaimers

Review the following service disclaimers:

- **Accuracy:** This guide is based on information available as of September 2023 and may not reflect the most current details or changes in services.
- **Availability:** The availability of services may vary depending on your academic program, campus location, 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](mailto: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 the campus learning center, SARC oversees several academic services that provide you with the tools and skills you need to excel in your studies.

SARC services are free and available both in person and online. For information about these 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.	<a href="https://ucfsarc.wordpress.com">ucfsarc.wordpress.com</a>

Supplemental Instruction	Weekly peer-led study sessions where you can compare notes, discuss important concepts, develop study strategies, and review practice tests.	<a href="http://ucfsi.wordpress.com">ucfsi.wordpress.com</a>
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.	<a href="http://academicsuccess.ucf.edu/sarc/ace">academicsuccess.ucf.edu/sarc/ace</a>
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.	<a href="http://academicsuccess.ucf.edu/sarc/workshops">academicsuccess.ucf.edu/sarc/workshops</a>

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

## 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
- Closed captioning and transcription of course content
- Course attendance
- Note-taking support
- Speech-to-text captioning

To receive accommodations, submit an application to SAS before meeting 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 may 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](#).

## UCF Libraries

The UCF Libraries house more than 1.8 million print volumes, 900,000 electronic documents, 3.3 million microforms, 370,000 government documents, 100,000 serial subscriptions, and other collections for your use.

In addition to these scholarly resources, the UCF Libraries provide both physical and digital services to enhance your academic experience. 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.

And 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

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Technology lending	Check out technology products and accessories.	Hitt, CMC, and Rosen
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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.	<a href="http://library.ucf.edu">library.ucf.edu</a>
Research consultations	Make an appointment with a librarian for extensive, one-on-one research assistance.	<a href="http://library.ucf.edu/help/schedule-an-appointment">library.ucf.edu/help/schedule-an-appointment</a>
Ask a librarian	Get help from a librarian by chat, phone, text, or email.	<a href="http://library.ucf.edu/ask">library.ucf.edu/ask</a>
Interlibrary Loan	Request books, articles, musical scores, DVDs, and other materials from non-UCF libraries.	<a href="http://library.ucf.edu/services/ill">library.ucf.edu/services/ill</a>
Journal articles and databases	Access citations, abstracts, and other full-text periodical articles.	<a href="http://guides.ucf.edu/databases">guides.ucf.edu/databases</a>

## University Writing Center (UWC)

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

You can also attend UWC workshops on a variety of 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](#).

# Wellness Services

## Counseling and Psychological Services (CAPS)

As UCF's counseling center, CAPS is here to support your mental health with free psychological services. 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 in which you can explore and address 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 may 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 provides counseling and referrals for any distressing situation, including academic, financial, and personal distress. SCS can also help you navigate campus and connect you 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 at optimum health, SHS provides a variety of care services in four areas: primary care, pharmacy, dental care, and specialty care.

For information about SHS services, see the following table:

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



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

The Health Center is located on the main campus in Orlando, and satellite clinics are 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 improve your quality of life in four areas: social wellness, nutrition, stress management, and coaching.

For information about WHPS services, see the following table:

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

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