



# SDES

Annual Report  
2001 - 2002

Student Development and Enrollment Services

# The UCF Creed

Integrity, scholarship, community, creativity, and excellence are the core values that guide our conduct, performance and decisions.

## **Integrity**

I will practice and defend academic and personal honesty.

## **Scholarship**

I will cherish and honor learning as a fundamental purpose of my membership in the UCF community.

## **Community**

I will promote an open and supportive campus environment by respecting the rights and contributions of every individual.

## **Creativity**

I will use my talents to enrich the human experience.

## **Excellence**

I will strive toward the highest standards of performance in any endeavor I undertake.



UNIVERSITY OF CENTRAL FLORIDA

# Student Development and Enrollment Services



## Introduction

The Division of Student Development and Enrollment Services (SDES) is an integral part of the University of Central Florida. SDES is responsible for the administration and management of programs, services, facilities and activities designed to support and complement the educational mission and goals of the university while simultaneously improving the student's total collegiate experience.

In conjunction with the division's strategic vision, SDES is committed to advancing the university's five goals and is aggressively pursuing the strategic directions identified in the University's Strategic Plan: Charting the Course 1996-2002.

## Vision

"Adding Value to the UCF Experience!"

## Goals

- ▶ Develop quality university enrollment.
- ▶ Strengthen student learning.
- ▶ Provide excellent customer service.
- ▶ Foster diversity, inclusiveness and professional growth.
- ▶ Be recognized as the best student development and enrollment services division in Florida.



Student Development and Enrollment Services' goal:  
Strengthen student learning.

## Mission

The Division of Student Development and Enrollment Services is committed to building and strengthening student enrollment.

This is achieved by providing an optimal student learning environment characterized by excellent customer service, diversity, inclusiveness, partnerships and needed programs, activities and facilities that add value to the UCF experience.

The division has three primary functions that include transition, support services and personal growth of students.

Key values within the operation of the division include caring, commitment, collaboration, diversity, excellence, honesty, inclusiveness, innovation, integrity, loyalty, respect and trust.

The efforts of SDES to meet its mission and objectives will be measured by enrollment quality, student retention, customer satisfaction and student success. These primary outcomes will contribute to creating a competitive advantage for the individual student and the institution.



# Academic Development and Retention

## Mission

The mission of the unit is to provide operationally excellent services, information, data, and technology that facilitate enrollment, registration, transition, career and major exploration, academic success, personal development and career opportunities for successful progression through graduation.



UCF student-athletes lend a hand at the Coalition for the Homeless.



O-Teamer familiarizes students and parents with the campus during Orientation.

## Goals

- ▶ Provide excellent transition activities, academic advising and support services, and personal and career development opportunities that enhance first-year retention for First Time In College (FTIC) and transfer students.
- ▶ Develop and implement a comprehensive career development program that provides seamless services for freshman through graduation and beyond.
- ▶ Increase the use of technology in providing services, information and data.
- ▶ Strengthen retention data collection, analysis and communication activities.

## Accomplishments

### Student Success

- ▶ Increased first-year retention rates for full-time FTIC's to 79.2% compared to 78.2% last year and 69.6% in 1994. Rates for all Florida community college transfers increased to 77.1% compared to 76.4% last year.
- ▶ Continued to maintain low first term probation rates for summer and fall FTIC students with 12.6% in 2001 compared to 12.8% in 2000 and 21.6% rate in 1998.
- ▶ Improved the academic achievement of student-athletes with 317 athletes achieving a 3.0 GPA in spring and fall terms and being named to the Athletic Director Honor Roll as compared to 297 last year.
- ▶ Developed Golden Opportunities Program Proposal: "A Major Today, A Career Tomorrow" to create a comprehensive career development program that integrates academic, career and life planning for first-year and new transfer students.
- ▶ Started first academic honorary society in Florida for transfer students; inducted 170 students into UCF Chapter of Tau Sigma National Honor Society.
- ▶ Incorporated the new UCF Creed into all Academic Development and Retention (ADR) Web sites, publications, such as the catalog and the Schedule Web Guide, and as a component of O-Team selection and Orientation sessions.

### Student Services and University Support

- ▶ Increased advising contacts by more than 27% with 22,522 contacts to first-year freshmen and all student-athletes through individual, group, phone and e-mail.

First Year Advising and Information Services	11,316
Academic Exploration Program	3,562
Academic Services for Student-Athletes	3,853
Student Academic Resource Center (SARC)	3,791

- ▶ Received an award for the Pegasus Success Program, one of five "2002 Outstanding Institutional Advising Program," by the National Academic Advising Association.
- ▶ Provided Supplemental Instruction, a peer-led program offered by SARC, for students taking historically difficult courses for 2,476 students in 41 class sections.
- ▶ Increased student participation by 40.6% with 10,398 students at Career Resources' eight career fairs and attracted 735 employers.

- ▶ Increased service in the Registrar's Office:
  - 167% increase in number of Registration Helpline calls (20,975);
  - 12.7 % increase in number participating in commencement (6,220).
- ▶ Provided 5,100 personal counseling sessions and 7,100 academic and career tests of which 3,400 were the computer-assisted CLAST exam in the Counseling and Testing Center.
- ▶ Developed and offered six Student Record training modules for PeopleSoft resulting in 153 classes with 2,211 attendees.

### E-Student Services

- ▶ Increase of 23.8% in usage of POLARIS, the Web-based registration system, and 34% increase in student utilization of POLARIS Grades.
- ▶ Launched a virtual Orientation Program, one of the first in the SUS, for 173 transfer and distributed-learning students at the Orlando and branch campuses.
- ▶ Communicated regularly with 225 community college advisors and 3,334 new transfer students through Transfer Services. Increased e-mail contact by 235% to 5,521 contacts and saw 40,000 plus hits to their Web site.
- ▶ Increased by 19% E-Advising services with 4,227 student contacts in Academic Support and Advising Programs.
- ▶ Launched the GOLD Connection, a Career Resource Center online recruitment management system, generating more than 3,289 student registrations and more than 5,500 uploaded documents, including resumes, cover letters, electronic transcripts and other documents.
- ▶ Increased the number of students utilizing the Career Development Web site by 190%, from 3,477 hits last year to 10,089 users this year.
- ▶ Increased by 73% the number of students participating in online career planning workshops, from 3,477 in 2000-01 to 6,019 in 2001-02.
- ▶ Implemented the PeopleSoft Student Records system including the online Class Schedule Search, Registration and Grade reporting systems.

### Establishing Connections

- ▶ Coordinated 27 orientation programs for 5,528 new freshmen, 4,940 family members and 5,585 transfer students by the Orientation Center.
- ▶ Increased the number of student outreach and instructional presentations by Career Resources from 416 to 590, with 20,660 students attending, representing a 244% increase.
- ▶ Increased outreach activities in the Counseling and Testing Center reaching 5.6% more students (3,415) with 89 presentations that assisted participants with personal developmental issues, decreasing the need for individual counseling.
- ▶ Enhanced advising outreach services coordinated by First Year Advising to reach 757 freshmen students in residence halls and affiliated housing.
- ▶ Provided information to 500 plus UCF students at the Student Union, Bookstore, Library, and the Recreation and Wellness Center to explain the new PeopleSoft Registration system.
- ▶ Provided a variety of opportunities for 229 student-athletes to engage in community service in Orange County non-profits and schools coordinated by Academic Services for Student-Athletes and National Consortium for Academics and Sports.
- ▶ Produced and distributed 1,500 CD versions of Transfer Student Counseling Manuals (the first in the SUS), 2,700 newsletters and 12,500 Transfer Student Guides by Transfer Services.
- ▶ Finalized three articulation agreements with community colleges, three dual enrollment agreements with school districts and private schools, and working on 16 agreements (in progress) in Transfer Services.
- ▶ Provided an opportunity for 2,500 new students to become connected to academics, services and involvement opportunities through an outdoor Welcome Expo held during the first week of the term sponsored by First Year Advising and Information Services, Orientation Center, Transfer Services, Student Activities and Student Government as part of Weeks of Welcome.



Student consults an advisor at First Year Advising and Information Services in the Student Success Center.



Career Resource Center's Job Fair



Parents and student on commencement day



# Administrative Services

(Administrative Support and Student Government Administrative)

## Mission

### Administrative Support

The mission of SDES Administrative Services is to provide the Vice President for Student Development and Enrollment Services and other SDES units with assistance in resource management, and providing administrative oversight and services to the Student Government Association. Through collaboration and coordination with SDES and other University of Central Florida academic and administrative units, this office provides overall management and leadership in areas of budget, personnel, purchasing, inventory control, facilities management and Student Government Administration.

## Goals

### Administrative Support

- ▶ Provide timely and accurate information on budget and spending.
- ▶ Provide guidance and assistance with personnel employment issues.
- ▶ Provide administrative oversight on budget, finance and inventory control issues for the Student Government Association.
- ▶ Provide guidance and advisement to the Executive and Legislative branches of the Student Government Association.

## Accomplishments

### Administrative Support

- ▶ Created a new technology manager position for the SDES Division. A coordinator, computer applications, was hired for this position in May 2002. This position was created to maintain awareness of the rapid changes in technology that may benefit the division, to streamline and coordinate division networks and information systems, to maintain system security, to eliminate unnecessary technology purchases and to troubleshoot occasional technology problems. This has resulted in the discovery of vulnerable security problems within the Registrar's Office and Undergraduate Admissions computer networks, the elimination of unnecessary spending on technology purchases and the cost benefits of coordinated bulk technology purchases that allows office staff to stretch the budget dollars and address a greater variety of needs.
- ▶ Continued to facilitate comparisons and trend analysis in the division's budget and expenditures. This has been improved, however, by accessing the three-year financial library through the Finance & Accounting's Data Mart database. The database consists of the past three years of expenditure information by account and is easily accessed, downloaded and sorted for various purposes. This has resulted in both time and cost savings by eliminating hard copy printing on a monthly basis and having to manually search through the hard copy library.
- ▶ Designed an internal database to track all SDES E&G and C&G accounts. Implementation of the database will occur next fiscal year. The database will result in easier and more accurate reporting to aid the division vice president, direct reports and their departments in managing annual budgets.
- ▶ Restructured the format of the SDES E&G budget request in order to make it more user-friendly and understandable. The response was positive from Academic Affairs.
- ▶ Continued the salary analysis projections for A&P employees with SDES, in order to conduct a review of these positions. It is hopeful that this review will be completed during FY 2002-03 and will result in more realistic and equitable base minimums in the A&P classifications.
- ▶ Processed approximately 741 personnel action forms, 314 position vacancy announcements and 328 rate allocation forms for SDES.
- ▶ Created a personnel database for employee and salary information. Reports can now be furnished expediently for salary reviews, vacancies and new hires.
- ▶ Established a concession and foundation database to track all expenditures by department and event.

## Goals

### Student Government Administrative

- ▶ At least 75% of customers (students receiving funding from Activity & Service fees) will rate the quality of services provided by SG staff as excellent or above average.
- ▶ At least 95% of students requesting A&SF funding will be trained on rules and procedures.
- ▶ At least 75% of the SG leadership (executive and legislative branches) will participate in a minimum of two leadership activities during the current year.

## Accomplishments

### Student Government Administrative

- ▶ The greatest accomplishment for SG this fiscal year was the result of the follow-up internal audit conducted by the Inspector General's Office. SG received only one audit comment dealing with securing proper documentation for travel and notice given to students for special events.
- ▶ To foster the learning experiences of students, SG has been meeting regularly with its Finance Office to address fiscal issues that arise throughout the months so as to determine the best future course of action and greater efficiency, and communication with the student leaders.
- ▶ SG received Honorable Mention by *Florida Leader Magazine* for the current year's efforts in achieving its objectives of a more harmonious working relationship with each branch, opening the Multicultural Student Center, the start of the Central Florida Who's Who and the SafeRide programs.
- ▶ Further use of technology has enabled SG to have all legislation, budget, allocations, policies, procedures and forms scanned and placed on the SG Web site for easy access by all students.
- ▶ The Computer Lab was able to purchase 23 new student workstations for their computer replacement program and 16 were purchased for SG Cabinet and Multicultural Student Center.
- ▶ SG student leaders have attended various Chamber of Commerce events to promote UCF and its student body. Student leaders participated in the Tallahassee and Washington D.C. "Fly-Ins" with the Chamber, meeting with state and federal politicians and leaders.
- ▶ SG leaders have participated in the Florida Student Association, attending various meetings and conferences throughout the state to discuss student issues and lobbying opportunities.
- ▶ SG opened the Multicultural Student Center (MSC) in January 2001 to house various multicultural organizations to help with their programming efforts, service tutorial needs, and provide an atmosphere of programming collaboration among the groups. The MSC continues to grow in its mission and will become its own agency operating under the auspices of SG.
- ▶ SG held its Second Annual SGA Day at Wet & Wild for the student body. Over 2,400 students attended.
- ▶ The Student Government Administrative staff has been short-staffed for most of the year, but is in the process of hiring a permanent coordinator and two new accountants. Those hires would bring the office staff to include a director, assistant director of support services, coordinator of administrative services, three accountants, one office manager and a program assistant.
- ▶ Each staff member attended at least one professional development conference or workshop.



## Mission

### Student Government Administrative

The mission of the University of Central Florida Student Government Administrative Office is to provide financial and managerial oversight that supports meaningful and collaborative experiences for students, which promotes the development of financial stewardship, leadership skills and decision-making

## WHO'S WHO

The Central Florida Who's Who program was held for the first time in April 2002. The event is designed to showcase the top 100 Golden Knights in the areas of service, leadership, athletics, and academics. Winners were chosen by a selection panel that included various faculty and staff and the students received scholarships from SG. Winners and their information were compiled into a professional magazine that will be printed and distributed to over 22,000 Central Florida community members and businesses.



# Campus Life

## Mission

Campus Life develops partnerships to provide meaningful programs, quality service and personal growth opportunities for students in learning environments. Campus Life promotes personal excellence, healthy lifestyles, leadership development and community responsibility.

## Campus Life Spotlights:

### John Crawford



*“Campus Life gives students the opportunity to further develop their knowledge, skills and abilities in areas not presented by academic study alone. I have enjoyed participating in leadership roles on campus, intramural sports as well as the experience I’ve gained working as a Building Manager in the Recreation and Wellness Center.”*

During his career at UCF, senior John Crawford has been involved with nearly every facet of Campus Life. Pursuing a double degree in history and political science, Crawford has been active in student organizations and community projects.

(Crawford continued)

## Goals

- ▶ Encourage students to perform their best in academic, interpersonal and co-curricular endeavors. Students are encouraged to demonstrate initiative to seek and be openly receptive to collaborative learning opportunities in all areas of their university experience.
- ▶ Provide students with opportunities to assist them in making responsible decisions regarding their physical, emotional and spiritual well-being. Choosing a healthy lifestyle enables the student to develop lifelong behaviors of living actively, energetically and fully in a dynamic state of wellness.
- ▶ Provide students with leadership development skills through personal and academic learning. These competencies guide and support student involvement at UCF and in the community.
- ▶ Foster ideals and provide students with tools to develop appropriate personal conduct while learning important life skills. Ideals consist of students’ responsibilities within the university and their respective communities encompass role modeling, a sense of ownership and the practice of good citizenship.

## Accomplishments

- ▶ Expanded the residence life program to serve a resident population of 6,600 students (representing a 215% increase in the number of students served over last year). This included the development of the personnel infrastructure to support this expanded population, providing over 800 programs and activities for residents in university owned and affiliated housing and conducting 161 mediations among residents during the year.
- ▶ Implemented a New Student Convocation program for incoming students to introduce them to the values and expectations of the university by showcasing the UCF Creed. Over 1,400 students and families attended this new event. New students also attended programs held during the second annual Weeks of Welcome.
- ▶ Expanded marketing of the UCF Creed by mailings to newly admitted students, including it in university publications and Web sites, and widely distributing it to faculty, staff and students.
- ▶ Student Conduct adjudicated 966 cases of which 457 were alcohol- and drug-related, 127 were computer-related and 7 involved academic dishonesty. The office processed 1,199 admission clearances and 78 parental notifications. Student Legal Services opened 1,258 cases for the year, including 425 landlord/tenant complaints, 218 consumer disputes and 241 criminal matters.
- ▶ Health Services experienced 42,150 patient visits (16,900 were not repeat patients), 2,663 CHAMPS Fitness Assessments, 28,900 laboratory tests and filled 54,000 prescriptions.
- ▶ REACH Peer Education offered 256 classes that 11,859 students attended, and Wellness offered 371 programs that were attended by 20,574 students.
- ▶ Accepted 310 LEAD Scholars for fall 2001 with the following statistical profile: average GPA 4.0, SAT 1187, ACT 25. The LEAD Scholars program developed a new curriculum, including a standardized introductory leadership course.
- ▶ In the fall semester, the combined GPA of 2,601 students, who were involved with 35 fraternities and sororities, was higher than the GPA’s of all undergraduates.
- ▶ Consultants for Effective Leadership served over 700 students through group consultations and events.

- ▶ Conducted a campus-wide memorial service titled “Eternal Knights” honoring deceased students during academic year 2001-2002. Seventeen students were honored in a program attended by family members, administrators, student leaders and the campus community.
- ▶ Attracted over 1,000 weekly active participants among the fourteen ministries, in addition to over 2,000 peripheral participants, through the United Campus Ministries.
- ▶ Responded to the 9-11 tragedy by pulling together a resource team to respond to campus issues for students with families affected by the tragedy and by sponsoring a campus memorial service in the Atrium of the Student Union.
- ▶ Sponsored a series of workshops on values and ethics, reparations, drugs, racial profiling, homosexuality and rap/feminism as part of their theme “Understanding Our World in the 21st Century” through the Residence Life program, Expanding Our Comfort Zones (EOC Zones).
- ▶ Received special grant funding from the American College Health Association for HIV/AIDS educational programs directed at Latin fraternity and sorority students through the REACH program. (UCF was one of only three U.S. colleges or universities.)
- ▶ The Student Union, the Campus Life Facilities Advisory Board and SGA established the Multicultural Student Center in the Student Union.
- ▶ Off-Campus Student Resources formed external partnerships with over 35 off-campus apartment complexes in the UCF area.
- ▶ Student Health Services partnered with the Athletic Department to provide on-field medical care during fall football practice and home games. They also developed a more efficient physical exam program and, partnering with Florida Hospital, screened over 330 UCF athletes in a three-day period at the Health Center.
- ▶ REACH partnered with the Orange County Health Department to become a designated HIV/AIDS testing site. Student usage of this vital service has dramatically increased over previous years.
- ▶ Recreation and Wellness opened its doors on January 4, 2002 serving over 201,259 customers during its first four months. There were 12,000 individuals a month. Weekday average use is 3,062 users and on weekend days, 1,253. The Student Health Center’s Wellness Center was relocated to this new facility.
- ▶ Provided services and facilities in the Student Union to support 13,421 university and student events.
- ▶ Conducted two building counts in the Student Union during the fiscal year that showed 20,905 visitors per day in the fall and 15,576 visitors per day in the spring.
- ▶ Branch campuses serviced 203 veterans and administered over 175 disabled student tests. They continued to participate in live and Web-based orientations, servicing new students on the branch campuses.



(Crawford continued)

In addition to his course work, Crawford has been involved in the residence life program and is currently the building manager for the Recreation and Wellness Center. Bobby Woodard, coordinator of Recreation and Wellness Center, says, “[Crawford’s position] requires maturity and a willingness to take responsibility. He can be expected to take the initiative to help the organization run more smoothly and has a sense of ownership and dedication.” A member of the Burnett Honors College, Crawford has also been active in Pi Kappa Phi Fraternity, the Wesley Foundation, Intramural Sports and the 2000 Orientation Team. Taking a lead in creating opportunities in the campus life experience, Crawford created the Campus Civitan Club and has served as president twice in three years. As a resident assistant, Crawford excels at combining his love of athletics and knowledge of campus recreational activities by bringing quality programs to the affiliated housing community at Knight’s Crossing. His area coordinator, Bob Boyle says, “Above all, John is a team player. He is always available to assist a fellow resident assistant or lend a hand to a resident who needs help moving or just someone to talk to.” Staff members agree Crawford will surpass expectations in whatever he does in life, with his dedication, confidence and character.



Academic Village Phase I opened August 18, 2001 and offered 348 apartment-style singles and 452 double occupancy suites.



Recreation and Wellness Center opened January 4, 2002 and offers students social and recreational opportunities, including fitness equipment, intramural sports, group exercise programs, wellness assessment and support services.



# Special Programs

## Mission

Within the framework of the divisional mission, the Unit of Special Programs provides leadership and advocacy in programs and services for students with special needs.



International students entertain the UCF community at the International Fair.



Student Disability Services visual tech monitors along with Zoomtext and Jaws programs are used by the visually impaired for tests.

## Goals

- ▶ Provide quality service and personalized assistance to the students, faculty, staff and members of the community.
- ▶ Provide leadership and advocacy in the enrollment and retention of students with special needs.
- ▶ Serve as a model for divisional diversity and inclusiveness in support of staff and staff development.
- ▶ Create, coordinate and support programs, activities and services which enhance retention and graduation.
- ▶ Ensure that all departments respond to student issues and/or concerns with accuracy, courtesy and promptness.

## Accomplishments

### International Student and Scholar Services (ISSS)

- ▶ Developed and revised the policies on international admissions, health insurance, scholarships and tuition waivers for international students. Provided five in-house professional development training sessions to the ISSS staff on international admissions, transition, assessment, immigration, technological issues and grant writing.
- ▶ Hired Student and Exchange Visitor Information System (SEVIS) data specialist, established UCF SEVIS Committee and provided SEVIS training to ISSS staff. Provided leadership in the State of Florida by hosting the INS-SEVIS training Seminar for North Florida and completed the automated storage (scanning) of legal documents of international students.

### Student Disability Services (SDS)

- ▶ Administered 2,279 examinations for students taking exams at the SDS Test Center.
- ▶ Screened 154 students of Specific Learning Disabilities and/or Attention-Deficit Hyperactivity Disorder.
- ▶ Evaluated 101 students for Specific Learning Disabilities and/or Attention-Deficit.

### Multicultural Academic and Support Services (MASS)

- ▶ Served 2,347 total contacts; Freshmen – 1,816 (77%); Continuing – 531 (23%); Office – 1,473 (63%); Phone – 214 (9%); E-mail – 660 (28%).
- ▶ Conducted 12 group advising sessions – 682 (60%) out of 1,128 multicultural students attended.
- ▶ Monitored the progress of 388 multicultural students on UCF High Achievement Scholarship; 274 (70%) continued on scholarship; 375 (97%) in good standing.

### Student Outreach Programs (SOP)

#### UCF McKnight Center of Excellence (MCOE)

- ▶ Inducted 13 National Achievers into the Apopka Chapter

- ▶ Revised the National Achievers Handbook, National Achievers Application and Criteria Sheet, Parent Alliance Handbook and MCOE Fact Sheet.
- ▶ Established a New Parent Orientation session for newly inducted students and their parents.
- ▶ Reestablished a Pre-Kwanzaa Celebration at the J. B. Callahan Center with approximately 300 people in attendance.

### **College Reach-Out Program (CROP)**

- ▶ Held a successful fall retreat for CROP counselors and liaisons in the Student Union.
- ▶ Developed Showcase UCF, which was designed to bring the middle and high school students and counselors or liaisons to the university for an annual orientation program.
- ▶ Developed a student contact sheet and summary.

### **Evening and Weekend Student Services (EWSS)**

- ▶ Coordinated with building manager in the Education Building to improve the convenience of the information booth set-up.
- ▶ Rearranged the cubical area in Millican Hall 210 to provide more efficient use of space and a better working environment.
- ▶ Improved the overall quality and appearance of the Millican Hall information booth to provide adequate service to students, future students and visitors.
- ▶ Completed Evening and Weekend Student Services training manual for student workers.
- ▶ Organized a First Year Advising training session for all student workers.
- ▶ Conducted a welcome back training session for all student workers to refresh and advise them on new campus information.
- ▶ Participated in 14 Transfer Orientations serving 357 students.

### **Creative School for Children (CSC)**

- ▶ Increased participation of Lead Scholars with CSC by 90%.
- ▶ Increased volunteer hours by university students with CSC by 44%.
- ▶ Increased number of training hours for university students with CSC by 16%.
- ▶ Increased enrollment of students' children by 5%.
- ▶ Completed two educational research projects.
- ▶ Enrolled a more diverse student body.
- ▶ Developed and produced a professional Parent Handbook.
- ▶ Revised curriculum to create an inclusion program for children with special needs.
- ▶ Developed an acceptable Institutional Effectiveness plan.

### **Office of Veterans Affairs (OVA)**

- ▶ Processed 3,875 veterans' certifications.
- ▶ Certified 1,336 students for the academic year. 3% increase over previous year. (Ranked number 1 in veterans' population in the State University System).
- ▶ Provided assistance to a diverse veterans' population, which included – 69% veterans (10% Disabled), 15% reservists, and 16 % dependents – 37 % of the veteran population were multicultural students.
- ▶ Veterans' academic quality included 2.7 average GPA undergraduate and 3.2 GPA graduate.
- ▶ Awarded to the veterans' student population – 143 bachelor's degrees and 18 graduate degrees.



Students from McKnight Center of Excellence visit Florida Hospital.



Children from Creative School for Children presented a Thanksgiving program for parents, family and friends.



# Student Financial Assistance

## Mission

The Office of Student Financial Assistance is a unit of Student Development and Enrollment Services providing comprehensive, quality service to UCF students and the university community. Its primary responsibility is planning and coordinating an efficient and effective student aid delivery system. The office is responsible for coordinating all financial resources, fostering access to all students and providing both need-based and academic merit awards.



Student Financial Assistance provides many financial opportunities to help student reach their goals.

## Goals

- ▶ Package all campus-based and institutional financial aid funds in compliance with published regulations and guidelines.
- ▶ Provide efficient and effective undergraduate student employment.
- ▶ Provide financial aid and related counseling for students and parents.

## Accomplishments

- ▶ Awarded over \$157 million in aid.
- ▶ Processed more than 53,271 aid applications.
- ▶ Processed over 13,261 loans totaling over \$77.6 million.
- ▶ Processed over 7,087 files through the verification process.
- ▶ Processed over 1,852 Satisfactory Academic Progress appeals.
- ▶ Processed over 395 Professional Judgment requests.
- ▶ Provided over \$1.7 million in employment money benefitting more than 583 students.
- ▶ Funded over \$26 million in federal, state and institutional grants.
- ▶ Provided over \$33 million in scholarship funds for students.
- ▶ Packaged financial aid funds for the 2002-2003 award year using the new PeopleSoft software.
- ▶ Provided summer replacement funding for graduating Bright Futures students.
- ▶ Completed the federal, state and local funds audit with minimal exceptions.
- ▶ Chaired the University Scholarship Committee.
- ▶ Converted communications with students from the conventional paper mail process to e-mail.
- ▶ Created a Web site dedicated to information and procedures for Federal Work Study to better assist students and their employers.
- ▶ Installed software upgrades to facilitate more efficient imaging interface with PeopleSoft.
- ▶ Started a formalized PeopleSoft training program to ensure staff is able to serve students effectively.
- ▶ Continue the implementation process of the new PeopleSoft System by continued training and debugging after initial implementation.
- ▶ Continue to develop and enhance office training program on general financial aid and professional development topics.

Fund Source	Amount
Private Scholarships Foundation	\$ 2,661,895
Institutional/ Dept. Department Payments	844,785
Fee Fund Inst.	330,351
Graduate Fellowship	122,318
State Scholarships	5,000,399
	1,903,381
	\$23,105,774

# Undergraduate Admissions



## Goals

- ▶ Hire and train qualified staff to manage the increasing number of visitors, inquiries and applications received by the Undergraduate Admissions Office.
- ▶ Meet the enrollment goals established by the university with continuous focus on improving the quality of the incoming class and increasing diversity of the student body.
- ▶ Update technology that enhances the work environment which will help all staff to better assist students.
- ▶ Provide quality customer service to all who come into contact with the Undergraduate Admissions Office and staff.
- ▶ Create a professional work environment and an opportunity to grow within the organization for all staff members.
- ▶ Work closely with area campus admissions staff to develop collaborative relationships and partnerships, to guarantee the development of a system that allows students to make a seamless transition to UCF.

## Accomplishments

- ▶ Increased fall 2002 First Time In College (FTIC) applications from 15,800 in 2001 to 16,481 in 2002; processed 17,069 in 2001 and approximately 19,712 in 2002.
- ▶ Increased overall fall FTIC applications from 7,751 in 1994 to 16,481 in 2002 by 113%.
- ▶ Increased fall 2002 FTIC student enrollment from 3,679 in 2000; to 3952 in 2001; to 4,034 in 2002.
- ▶ Increased overall fall enrollment from 2,218 in 1994 to projected 4,034 in 2002 by 82%.
- ▶ Increased ethnic minority FTIC fall applications from 1,977 in 1994 to 4,700 in 2001 and to 5,157 for 2002.
- ▶ Increased minority student enrollment from 530 in 1994 to 1,112 in 2002 by 110%.
- ▶ Increased average SAT test scores for each ethnic minority group:

	1994	2002
<b>African American</b>	980	1043
<b>American Indian</b>	1074	1180
<b>Asian</b>	1074	1155
<b>Hispanic</b>	1018	1115

- ▶ Increased fall transfer applications from 7,923 in 2000 to 8,300 in 2001 by 5%, to 8,500 in 2002.
- ▶ National Merit fall enrollment: 18 in 1998, 19 in 1999, 29 in 2000, 25 in 2001 and 25 in 2002.
- ▶ Increased overall quality for fall FTIC enrolled students:

<b>1994</b>	3.2 GPA	1085 SAT	23 ACT
<b>2002</b>	3.74 GPA	1167 SAT	26 ACT

- ▶ Hosted approximately 8,200 students and parents during Open House on-campus events in 2002, an increase of 4% over 2001.

## Mission

The Office of Undergraduate Admissions at the University of Central Florida coordinates the admission and enrollment of all undergraduate students (First Time In College, transfer, non-degree and non-Florida state university transients) to the Orlando, Daytona Beach and Cocoa campuses, as well as the area service centers. Our primary mission is to identify, attract and enroll talented, diverse and academically qualified students who will contribute to and achieve academic success at UCF. The office will attract students who are motivated, creative and committed to academic success. We will accomplish this through personal contacts, strategic communication, information management and targeted recruitment. We are dedicated to providing quality customer service through effective teamwork and the development of collaborative partnerships with both internal and external communities.



# Assessment and Planning

## Mission

The mission of the Assessment and Planning Office, Student Development and Enrollment Services, is to improve the quality of university operations and student success by providing the vice president and other SDES units, assistance in developing programs and plans as well as timely and accurate assessment information. This is accomplished through collaboration and coordination within SDES and other university academic and administrative units, including national research organizations. Specifically, this office provides overall management and leadership for comprehensive planning, student assessment, division communications and staff development within the division.



## Goals

- ▶ Develop and implement a comprehensive assessment plan for the division, which will document progression toward the stated goals and objectives of the division.
- ▶ Analyze and evaluate assessment findings and communicate the research information to key members of the division and university community.
- ▶ Provide guidance and assistance for the division's Strategic Planning and Assessment processes.
- ▶ Maintain and enhance division's communications and information efforts.
- ▶ Maintain and enhance division's staff development and orientation program.

## Accomplishments

- ▶ Director chaired the Admissions and Standards Committee, which reviewed 774 appeal cases from students and prospective students who were denied admission, readmission or late administrative actions.
- ▶ Director, as a member of the University Assessment Committee, devoted over 300 hours to meetings, workshops and reviewing Institutional Effectiveness Plans for university units and departments.
- ▶ Director chaired the SDES Assessment Committee which directs and monitors the divisions Institutional Effectiveness efforts. The committee reviewed, coordinated the revision and finalized Phase I and Phase II of the Institutional Effectiveness Plans for the division's 36 units.
- ▶ Participated in the Cooperative Institutional Research Project (CIRP) with the American Council of Education and the University of California, Los Angeles. Administered the CIRP Survey (2000 Student Information Form) to over 3,200 incoming freshmen.
- ▶ Participated in a College Expectation Study with the University of Indiana to determine the expectations of incoming freshmen. The study used the College Student Expectation Questionnaire, which was administered to over 2,000 freshmen.
- ▶ Partnered with the Office of Operational Excellence and Assessment Support, and the Recreation and Wellness Center to administer a telephone survey to a sample of students who utilized the center during the spring 2002 semester to determine their level of usage and satisfaction.
- ▶ Revised the divisional SDES Web site to provide additional information on division services and created an identity Web button for the "UCF Creed" with linked page. Also, maintained Office of Assessment Planning Web site, including placement of the current and past SDES newsletters in pdf and html files on the Web.
- ▶ Collected information from SDES offices and edited copy and designed the division newsletter, which included the attendance, photographing and reporting on SDES events. Also, published and coordinated with printers the division's monthly newsletters, employee brochure and the annual report for distribution to the campus community.
- ▶ Maintained the SDES Directory in electronic pdf file that was sent out via e-mail for employees to download to their desktop for easy access. Saved monies with the cost efficient, easy to update electronic version.
- ▶ Established and facilitated a SDES Web Committee, comprised of one employee from each SDES unit, which developed divisional policies and best practices for SDES Web sites, maintaining a UCF and SDES identifiable appearance in Web sites.
- ▶ Conducted orientation for 76 new SDES employees within the division.
- ▶ Coordinated the completion of the SDES Division Administrative Review for the Strategic Planning Council's review and update of UCF's Strategic Plan.

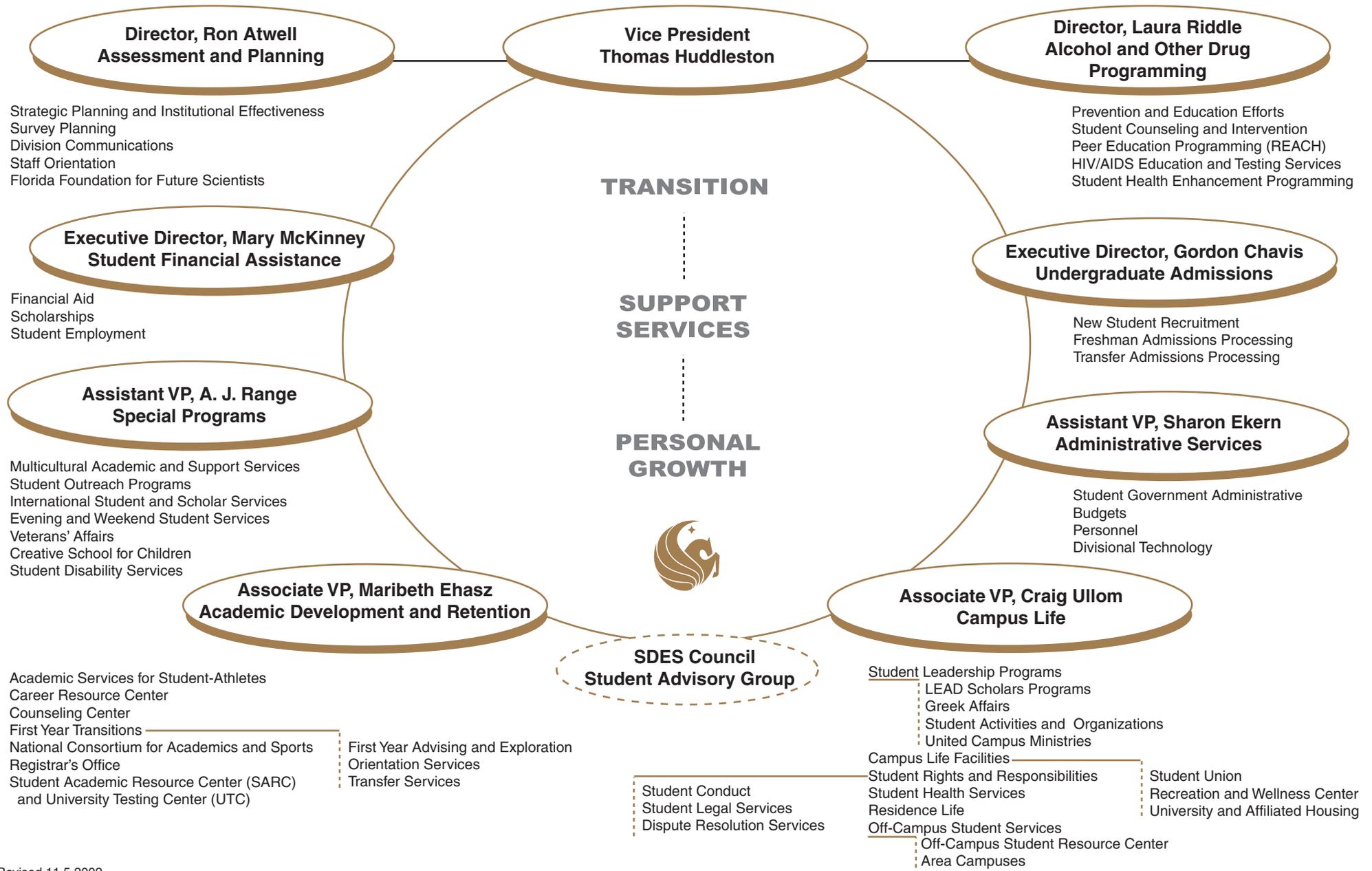
# UNIVERSITY OF CENTRAL FLORIDA

## Student Development and Enrollment Services

### Organizational Chart

**Optimal Student Learning Environment**

- Competitive Advantage for Student and University
- Collaborative Culture
- Student Success



Adding



Value



to the UCF



Experience!

Student Development and Enrollment Services

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