



SDES

Student Development and Enrollment Services



annual report
2002 - 2003



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

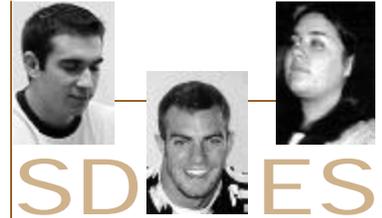
I will strive toward the highest standards of performance in any endeavor I undertake.



UNIVERSITY OF CENTRAL FLORIDA

Student Development and Enrollment Services

"Adding Value to the UCF Experience!"



Introduction

The Division of Student Development and Enrollment Services (SDES) was formed in 1998 with the merger of Enrollment and Academic Services and Student Affairs. 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.

Since that merger, student demand and the quality of the university's enrollment continue to increase. Freshmen and Florida community college transfers have increased approximately 28%; retention rates have improved to 81%; and the university's total enrollment has risen approximately 30% to 39,000. The enrollment of minority students has also increased 61% since 1998. The quality of last fall's freshman class was much stronger than the 1998 class (1167 SAT, 26 ACT and 3.74 high school GPA). Finally, first term probation rates were reduced to 11% compared to 13% in 2001 and 22% rate in 1998.

SDES continues to enhance and improve the quality of student services. This year we provided 11,250 CLEP tests to 5,012 Bright Future Scholarship recipients meeting the state's mandate. Student Financial Assistance awarded 184 million in aid using the new PeopleSoft system. The Golden Opportunities program initiated Career Specific College Panels with community professionals, online alumni mentors, Web assessments, and career shadowing involving 5,000 FTIC contacts. The Student Union supported over 18,400 university and student events. Finally, the SEVIS computer data system was implemented to comply with new Federal immigration mandate.

Significant steps have been taken to improve campus life and to foster important traditions. These include expanding university and affiliated housing and the residence life programs, the successful operation of the Recreation and Wellness Center, the "Eternal Knights" memorial services for students who passed away during the academic year, new "Late Knights" alternative weekend programming, the "New Student Convocation" for incoming freshmen showcasing the UCF Creed, and the creation of a new "Freshmen Year Experience" program (LINK: Learning and Interacting with New Knights) which is being implemented in the fall 2003 semester.

Nationally, the division is recognized as a leading organizational model for student affairs in higher education. The success of this enterprise is due to the personnel within the division and the support of the provost and president.

Tom Huddleston
Vice President
Student Development and Enrollment Services

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.



Mission

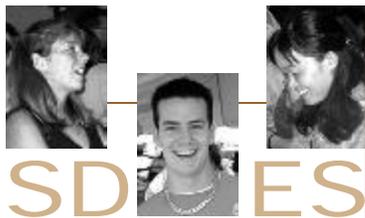
The Division of Student Development and Enrollment Services is committed to building and strengthening student enrollment.

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 Unit of Academic Development and Retention facilitates successful student transitions and experiences by providing the foundation and support for their academic, personal and career success.

The unit consists of the following areas:

Academic Services for Student-Athletes, Career Resource Center, Counseling Center, Registrar, Student Academic Resource Center and University Testing Center, Retention Studies, Technology, Design and Research and First Year Transitions, which includes First Year Advising and Exploration, Orientation Services and Transfer Services.



Students sign-up for advising at the First Year Advising and Exploration's table at UCF's first Majors Fair

Goals

- ▶ Provide excellent transition activities, academic advising and support services, registration, academic records management, and personal and career development opportunities that enhance first year retention for FTIC and transfer students.
- ▶ Actively support the implementation of a comprehensive and collaborative career development program, Golden Opportunities: "A Major Today, A Career Tomorrow," that integrates academic, career and life planning for new first year and transfer students.
- ▶ Collaborate with and provide service to the University of Central Florida community to develop, maintain and improve operational excellence.
- ▶ Access and improve the use of technology throughout the ADR units in providing services, information, and data to the UCF community, particularly students.
- ▶ Provide leadership in understanding and integrating student retention and enrollment concepts into successful outcomes by developing a FTIC Retention Tracking System that will strengthen retention data collection, analysis and communication activities.

Accomplishments

Student Success

- ▶ Increased in first year FTIC retention to 81% compared to 79% in 2000 and 69% in 1994. Rates for Florida community college transfers increased to 81% up from 77% in 2000 and 75% in 1994.
- ▶ Continued to improve first term probation rates for summer and fall FTIC students as evidenced by 11% this year compared to 13% in 2001 and 22% in 1998.
- ▶ Continued success in the academic achievement of student-athletes as evidenced by 307 achieving at least a 3.0 GPA in spring and fall terms and being named to the Athletic Director Honor Roll, of that number, 32 received a 4.0 during the same time period.
- ▶ Increased to 89% the summer to spring retention for SARC's Pegasus Success Program.
- ▶ Inducted 90 new transfer students with a UCF GPA of at least 3.5 to the UCF Chapter of Tau Sigma National Honor Society.
- ▶ Improved the number of undecided new FTICs who declared a major by the end of the spring semester to 40%, up from 25% last year through First Year Advising and Exploration.
- ▶ Increased by 41% the number of students participating in SARC's Supplemental Instruction Program (SI). An example of the positive results achieved is seen in BSC 2010 where 91% of SI participants received a "C" or better compared to 65% of non SI participants.
- ▶ Began special advising, coordinated by Transfer Services and Career Resources, for undeclared transfers, which resulted in 84% of the 430 students declaring a major during their first term.
- ▶ Increased by 10% the number of students (7,906, duplicated count) engaged in SARC tutoring in 32 subjects. Example of the positive results is seen in BSC 2010 where 92% passed vs. 74% passed for students who did not participate.
- ▶ Coordinated Commencement in the Registrar's Office for over 7,940 students including production and mailing of all undergraduate diplomas.

Student Services and University Support

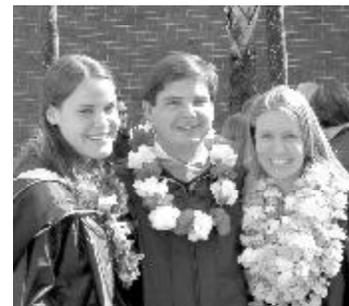
- ▶ Increased advising contacts by more than 38% to 31,201 first year freshmen and all student-athletes through individual, group, phone, and e-mails in First Year Advising and Exploration (15,844), Student Academic Resource Center (9,141) and Academic Services for Student-Athletes (6,216.)
- ▶ Responded to an increase in direct service support in the Registrar's Office with incoming phone calls (140,201), Administrative Record Changes (29,618), Withdrawals (18,649) and Transfer Credit Summary Reports (15,149).
- ▶ Made 12,625 contacts through prevention outreach, educational programs and training, individual and group counseling sessions, consultations and crisis interventions through the Counseling Center, as well as, increased Web site hits to more than 7,500 with enhanced site to address the psychological and educational needs of students, parents, faculty and staff.
- ▶ Initiated new programs by the Career Resource Center including: Golden Opportunities, Senior Day, Majors Fair, receptions for student leaders and corporate recruiters, Internship Fair, Career Panels, online alumni mentors, career shadowing and online assessments, increasing total student outreach and service contacts 11% to 27,312.
- ▶ Provided 11,520 CLEP tests in the SARC University Testing Center to 5,012 Bright Future recipients, as well as, 7,824 additional national and state tests.
- ▶ Collaborated with Academic Services for Student-Athletes and Student Disability Services on LANCE for student-athletes with learning disabilities reaching 89% of students identified.
- ▶ Created a laptop computer service for student-athletes engaged in team travel through donations from Board of Trustee member, Phyllis Klock, the SGA and NCAA.
- ▶ Delivered PeopleSoft training to 569 employees in 74 classes by the Registrar's Office.

Establishing Connections

- ▶ Increased attendance by 50% at the Counseling Center's "Self Discovery Knights," an educational weekly outreach program, with 612 students attending 18 programs.
- ▶ Made 23,457 contacts in Transfer Services with community college students, counselors, faculty and parents through office visits, phone calls and e-mails, a 31% increase over last year.
- ▶ Coordinated Welcome Expo 2002, which was attended by over 2,000 students, to help students connect with UCF support offices, academic programs and student organizations.
- ▶ Coordinated by Orientation Services 29 orientations for 5,688 new freshmen, 5,808 family members, and 5,284 transfer students and began a Transfer Family Orientation (175 attended).
- ▶ Increased by 523% the number of transfer students utilizing Virtual Orientation (1,246).
- ▶ Initiated by the Counseling Center, the "Allies Program" designed to support gay, lesbian, bisexual and transgender individuals with 156 UCF members being trained and certified.
- ▶ Conducted by First Year Advising and Exploration, 133 small group advising outreach sessions reaching 2,925 students (97% increase from 2001-02) at various on and off campus venues.
- ▶ Finalized by Transfer Services, six articulations, one honors and five dual enrollment agreements, as well as, a statewide Information Systems Technology AS to BS agreement.
- ▶ Increased by 319% the number of SARC's Learning Skills workshops (88) offered reaching 224% more students (2,500) in classes, residence halls and student groups.
- ▶ Conducted Graduate and Professional School Day through the Career Resource Center with 63 graduate programs represented and 433 students in attendance, a 53% increase.
- ▶ Hosted Career Resource Center "Career Fairs" for over 7,500 participants and 444 employers.
- ▶ Increased by 62% the number of participants for the "Tunnel of Oppression," a diversity program held in spring 2003, with the Counseling Center staff providing the debriefing sessions.
- ▶ Provided 178 students with career-related experience through the Lockheed Martin Work Experience Contract, generating more than \$1.05 million per year in student wages.
- ▶ Engaged 400 regional eighth grade students in the National Consortium for Academics and Sports fifth annual "What Cultural Diversity Means to Me" essay writing contest. Academic Services for Student-Athletes hosted 180 patients and families from Florida Children's Hospital and Nemours Clinic at football and basketball games through Special Spectator program.



The 2003 O-Team from Orientation Services



Students gather after the Commencement Ceremony



Academic Development and Retention staff read stories to 3- to 4-year-old children in the Annual Head Start Guest Reader Program



Administrative Support Services

(Administrative Support and Student Government Administrative)

Mission

The mission of the SDES Administrative Support Services is to provide the Vice President for Student Development and Enrollment Services and other SDES units with assistance in resource management, technology support, and providing administrative oversight 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, technology, purchasing, inventory control, facilities management and Student Government Administrative.



Left to right: Jason LeClair and David Schuler, student assistants of the technology unit, Administrative Support Services, repair a computer

Administrative Support

Goals

- ▶ Manage the budget preparation and allocation for all education and general revenue funds.
- ▶ Track and analyze all E&G budgets and expenditures within the division, providing timely and accurate information on budget and spending issues.
- ▶ Oversight of the employment processes for the division, to include the review of and timely processing of all human resource related documents.
- ▶ Guidance and assistance with personnel and employment issues.
- ▶ Provide SDES departments with guidance, assistance and training on rapidly changing technologies, in order to further streamline their business processes and reduce operating costs.
- ▶ With the assistance of the SDES Technology Committee, develop and implement a common technology standard, as well as a strategic direction for divisional technology.
- ▶ Administrative oversight on budget, finance, personnel and inventory control issues for the Student Government Association.

Accomplishments

- ▶ Saved the division approximately \$380,000 in software, salary, contracts and computer purchases.
- ▶ Created simplified and user-friendly annual budget forms and information worksheets for SDES annual budget preparation, eliminating the category requirement and detail of planned budget expenditures.
- ▶ Maintained records on approximately 585 employees to include USPS, Faculty and A&P. This maintenance entails the processing of approximately 769 personnel action forms, 84 rate allocation forms, 73 contract request forms, 271 hiring packages, 81 position vacancy announcements and 37 university personnel recruitment forms.
- ▶ In order to achieve space savings and to move toward a paperless office, we began the scanning of all documents including: new hiring packages, RAF's, PAF's, contracts, concession and foundation requests, etc.
- ▶ Acquired a new database to handle all SDES Administrative Services data information services demands. Database design to include merging of budget and personnel data, simplified periodic reporting and integration with PeopleSoft Financials 8.4.
- ▶ The technology unit has made tremendous progress in the first year:
 - Completed 511 computer call tickets totaling over 975 hours, with a newly created call ticket system which can track and monitor computer related issues throughout the division.
 - Setup a clustering file server for suite 282 in Millican Hall which allows our staff continuous access to all files.
 - Installed a new antivirus server for all SDES to utilize.
 - Established and moved thirty-seven Web sites onto the new Web server for SDES.
 - Automated all Microsoft Windows security updates.
 - Centralized security for files contained in Administrative Support Services, as well as Special Programs, SARC and Testing.
 - Successfully moved and reprogrammed the University Testing Center computer systems, as well as, creating two new computer labs for SDES departments.

Student Government Administrative

Goals

- ▶ Provide administrative oversight on budget, finance and inventory control issues for the Student Government Association.
- ▶ Provide guidance and advisement to the Executive, Legislative and Judicial branches of the Student Government Association.
- ▶ Provide educational and leadership opportunities for Student Government Association members.
- ▶ Improve communications and foster partnerships between Student Government and the student body, administration, SG funded agencies and other campus entities.
- ▶ Encourage recruitment and diversification of membership in Student Government Association in order to ensure better representation of the UCF student body.

Accomplishments

- ▶ The greatest accomplishment for SGA this fiscal year was addressing the audit criticism that was received in regard to allocating scholarships from the investment interest earned in their accounts. SGA will allocate 100% of scholarship funds this fiscal year – approximately \$200,000.
- ▶ The Activity and Service Fee budgeting process was quite successful this past year. With 10 million dollars plus to allocate, the largest amount in SG history, the A&SF Committee established clear funding guidelines so that there would be consistency with student organizations and equitable funding for the agencies supported by A&SF. The A&SF budget bill was signed by UCF's President, Dr. Hitt on May 5, 2003 (the earliest in approximately 10 years).
- ▶ The senatorial and presidential elections were successfully held online via the World Wide Web using POLARIS. This year during the spring presidential elections, voter turnout doubled that of any previous election. During the primary elections, over 6,500 students voted online and over 5,100 students voted online during the run-offs.
- ▶ Further use of technology has enabled SGA to have all legislation, budget, allocations, policies, procedures, and forms scanned and placed on the SGA Web site for easy access by all SG officials and students.
- ▶ SGA planned, coordinated and advertised its largest student event to date with Universal Knights. SG rented Universal's Islands of Adventure Theme Park for its annual spring event. In previous years, the spring event was held at Wet'n Wild and approximately 2,500 students attended. This year over 7,200 students attended Universal Knights.
- ▶ The Multicultural Student Center (MSC) is charged with increasing awareness of diversity and inclusiveness through programs that educate, enhance and enlighten. This has been accomplished this past year through a variety of successful programs that have been coordinated by one of SG's staff members and the five charter student organizations which belong to the MSC. Some successful events include: MSC Expo, Diversity Student Panel, MLK celebration, Cultural Dance Showcase, Late Knight Study Sessions and the MSC One-Year Anniversary Celebration.
- ▶ The Readership Program that began in August 2000 has expanded to include three publications: *The Orlando Sentinel*, *USA Today*, and *The Orlando Business Journal*. The Readership Program was funded by University Special funds and A&SF allocated by SGA.
- ▶ An additional partnership has been established with Mears Transportation Group and SGA. The SafeRide program allows currently enrolled students to pick up a "SafeRide" voucher which they can use to ensure a "SafeRide" home from a variety of dangerous situations. Over 750 SafeRide vouchers have been distributed and over 275 have been redeemed. This program has potentially saved hundreds of lives.
- ▶ SGA has become more involved with various programs that enhance students' experiences and school spirit while enrolled at UCF. This year SG expanded the KnightRiders program to take 100 UCF students on two chartered buses to UCF's newest football rival, Marshall University. SGA is thinking about coordinating two KnightRider programs for the upcoming football season.

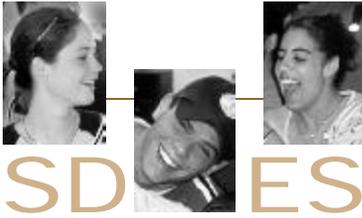


Mission

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.



The Multicultural Student Center Expo had diverse entertainment and information provided by student clubs, SDES and university offices



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:

Tyler Fisher



“The close of each semester leaves me time for reflection while I systematically check vacant rooms in my hall as part of my resident assistant duties. I walk through the shadowy rooms and think about what influence I have had on the residents who have left or, more often, what I have learned from them. My experiences as a UCF Resident Assistant have taught me how to effectively interact with people from vastly different backgrounds. The job has increased my patience, humility and understanding as I deal with residents whose difficulties are far greater than my own. As a result, I am confident that I can face challenging circumstances in the future with balanced practicality and sensitivity. UCF has helped me grow as a scholar. Even in my freshman year, caring professors encouraged me to participate in

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University of Central Florida

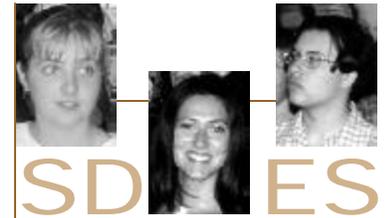
Goals

- ▶ 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

- ▶ Student Health Services saw 65,000 patients, performed 30,000 laboratory tests, had 6,850 Women's Clinic visits and the Pharmacy filled over 61,000 prescriptions.
- ▶ Academic Village Phase II (817 beds) opened in the fall completing the \$64,000,000 housing construction, initiative began in 2000, and bringing the total of university-owned beds to 3,750.
- ▶ Housing and Residence Life provided 1,784 programs for residential students. In addition, they partnered with REACH Peer Education to provide a programming series that focused on alcohol, drugs, safe sex, sexual orientation, weapons and body image.
- ▶ Intramural Sports provided programs for over 1,338 teams and 10,371 participants. There were 58,784 participations (an 11% increase over last year) in 23 sports.
- ▶ Twenty campus ministries provided programs and activities including spring break missions, overseas mission trips and weekly community worship services and programs. Over 1,500 students are actively involved in groups associated with United Campus Ministries.
- ▶ Five new sororities and fraternities were colonized this year bringing the total to 41.
- ▶ Panhellenic received top programming awards at the Southeastern Panhellenic Conference and IFC won a Fraternal Excellence Award at the Southeastern Interfraternity Conference.
- ▶ Student Conduct adjudicated 916 cases, 1,403 admission clearances, 5,706 dean's clearances and held 113 formal hearings. Thirteen mediation requests were handled.
- ▶ Student Legal Services consulted with 2,018 students and handled 1,252 cases involving 338 hours of court time and resulting in recovery of \$28,694 for students. Eight hundred students were referred to the ADAPT program. Processed 19,000 papers submitted for 200 classes with TURNITIN.COM.
- ▶ Off-Campus Student Resources provided eight "Road Shows" as outreach for campus departments to UCF students living in local off-campus apartment communities.
- ▶ Student Activities produced over 240 programs that included over 67,000 student contacts. 540 Volunteer UCF students registered 4,740 hours of community service.

- ▶ Student Activities implemented a new Late Knights program funded by the provost and Student Government providing alternative weekend programming once per month during the academic year.
- ▶ Two successful REEL retreats were held by LEAD Scholars. LEAD Scholars implemented a new Introductory Curriculum to all first semester LEAD Scholars. LEAD Scholars generated over 12,000 service hours and the program was featured in Florida Leader Magazine.
- ▶ A second Eternal Knights Memorial Service was held for the families of 16 students who passed away during the year, as well as, a September 11 Memorial Service.
- ▶ Created and developed a statewide LeaderShape Florida program in partnership with the University of Florida, Florida State University and the University of North Florida involving 60 university students from Florida.
- ▶ Branch campuses serviced 305 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.
- ▶ The Recreation and Wellness Center introduced the UCF FIT workout program for over 1,700 students and faculty.
- ▶ Ten undergraduate and two graduate students were selected for the Order of Pegasus Class of 2003, the highest university honor recognizing outstanding involvement, leadership, academic achievement and community service.
- ▶ The Student Union provided services and facilities to support over 18,475 university and student events. An additional 1,157 events were held in the Wired Café and Student Center Auditorium.
- ▶ Weekday traffic in the Student Union was 21,000 people during the fall semester and 16,000 during the spring semester.
- ▶ Students and paying members at the Recreation and Wellness Center made 787,500 visits this year based on average weekly/weekend use.
- ▶ The Recreation and Wellness Center was awarded the Athletic Business Facility of Merit along with being recognized by Recreation Management magazine as an outstanding facility.
- ▶ Planning and design began for a major expansion of Student Health facilities to be completed in late 2004 as well as projects in the Student Resource Center, Student Union and the outdoor pool complex that are funded by the Capital Improvement Trust Fund.
- ▶ The Campus Wellness Center saw an increase of 85% in office visits. Health Services patient volume rose 9% and the volume of prescriptions in the Pharmacy rose by 20%.
- ▶ Campus Life units provided on-campus work experiences and extensive training programs for approximately 632 undergraduate students, 43 graduate students and six internships.
- ▶ Housing and Residence Life offered three major diversity programs including a Dessert and Dialogue discussion series, an Expanding our Comfort Zones series and The Tunnel of Oppression.
- ▶ Greek Affairs partnered with Orange County Fire and Rescue for a S.A.F.E. program on vehicle safety and drunk driving. Greeks also partnered with REACH Peer Education for a program on hazing and sexual assault.
- ▶ Student Health Services partnered with the College of Health and Public Affairs to provide internships for Health Services Administration students, independent studies in the Wellness Center for various majors and nursing students who administered flu shots to the UCF community.
- ▶ Campus Wellness Center provided CHAMP assessments to over 22 academic classes, relaxation techniques to 8 “high anxiety” speech classes and sports nutrition classes to four groups of UCF athletes. The Wellness Center provided 72 weekly labs on wellness topics for the Medical Self-Assessment class (HSC 3110).



(Fisher continued)

their research, join them in conferences and pursue original research. I came to UCF not knowing anyone; professors who treated me like an individual made the university seem less overwhelming and foreign to me. To echo the UCF Creed, my experiences as a UCF student have equipped me with integrity, scholarship, and focused commitment to excellence – traits not necessarily learned from books, but mastered experientially.”

Tyler’s campus involvement includes the LEAD Scholars Program, The Burnett Honors College and a Resident Assistant for Housing and Residence Life. With his effective leadership skills in the residence halls, he was named “R.A. of the Year” in 2001. He volunteered through the Hillcrest Elementary Reach Out (HERO) Program to teach art and music. He is UCF’s first Rhodes Scholar and will pursue graduate studies at Oxford University in England. Tyler’s references say: “Mr. Fisher is one of those unique individuals who can combine different strengths of his personality and touch the lives of many people in a very meaningful way. He is a good friend, great leader and above all an outstanding scholar.” “I am deeply impressed by his many qualities, his intelligence, his accomplishments, his personal decency and sincerity, and his amazing generosity.” After completing baccalaureate degrees in English Literature and Spanish, Tyler plans to pursue doctoral studies with the goal of becoming a professor of Hispanic or comparative literature. In his future career as a teacher and writer, he hopes to promote intercultural understanding and profitable literary interchange.



Special Programs

Mission

Within the framework of the divisional mission, the Unit of Special Programs has as its mission to provide leadership and advocacy in programs and services for students with special needs.



The Dolores Burghard Outdoor Environmental Learning Center was named in honor to Dolores Burghard, former director, Creative School for Children, on May 10, 2003



College Reach-Out Program (CROP) students visited UCF and participated in sessions on time management

Goals

- ▶ Provide quality service and personalized assistance to the students, faculty, staff and community persons represented by the Unit of Special Programs.
- ▶ 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 and development of staff.
- ▶ Create, coordinate and support programs, activities, and services which enhance retention and graduation.
- ▶ Respond to student issues and/or concerns with accuracy, courtesy and promptness by all departments.

Accomplishments

International Student and Scholar Services (ISSS)

- ▶ Increased enrollment of international students and scholars from 1,163 fall 2001 to 1,201 fall 2002 (3.27%) despite greater restrictions and tougher demands on staff and resources.
- ▶ Requested and received approval to increase budget by 118% in order to better meet internal and external demands for service.
- ▶ Made ISSS the number one departmental priority and a major divisional priority related to personnel, budget and facilities.
- ▶ Underwent an intensive audit by the Inspector General and responded to all recommendations.
- ▶ Achieved re-designation from the Immigration and Naturalization Service (INS) and Department of State (DOS) for F-1 and J-1 programs under the stress and strain of new and ever-changing guidelines and regulations.
- ▶ Initiated and facilitated an institutional strategy and response for the preparation of full implementation of SEVIS (Student Exchange Visitor Information System) tracking system.
- ▶ Provided leadership, direction, and coordination to the SEVIS Implementation Committee and the SEVIS and Academic Affairs Task Force.
- ▶ Planned and conducted over 50 SEVIS information workshops for students, faculty, staff and administrators.

Student Disability Services (SDS)

- ▶ Screened 172 students to determine Specific Learning Disabilities or Attention-Deficit Hyperactivity Disorder.
- ▶ Evaluated 103 students for Specific Learning Disabilities and Attention-Deficit Hyperactivity Disorder.
- ▶ Implemented a new academic support program for student athletes with disabilities.

Multicultural Academic & Support Services (MASS)

- ▶ Forwarded more than 5,000 MASS welcome letters to every multicultural student admitted to UCF.
- ▶ Recommended a Hispanic female USPS staff member to participate in the 2002

Leadership Enhancement Program.

- ▶ Encouraged and facilitated the same Hispanic female USPS staff member to earn a Master's degree at the end of spring 2003.
- ▶ Supported, advised and collaborated with the Multicultural Student Center which houses African American Student Union, Caribbean Student Association, Hispanic American Student Association, and SANGAM (Indian Student Association) into one facility.

**Student Outreach Programs (SOP)
(UCF McKnight Center of Excellence)**

- ▶ Received honor when the Orange County History and Culture Brain Bowl team ranked 5th at the Statewide Youth Summit.
- ▶ Recruited and hired an African American female as the assistant director.
- ▶ Won two \$10,000 National Urban League scholarships for two of National Achievers.

**Student Outreach Programs
(College Reach-Out Program) (CROP)**

- ▶ Recognized over 370 students with 3.0 GPA's during the annual awards program.
- ▶ Admitted four CROP graduates to UCF for fall 2003.
- ▶ Conducted six campus tours by CROP staff for special groups totaling 391 visitors to campus.

UCF Creative School for Children (CSC)

- ▶ Hired an experienced interim director to replace the retiring founding director.
- ▶ Revised and adapted the curriculum to accommodate three children with special needs.
- ▶ Broadened the diversity of students to include 11 countries.
- ▶ Facilitated the logistics and itinerary of an outside consultant to evaluate the Creative School for Children.

Office of Veterans Affairs (OVA)

- ▶ Hired a Hispanic female as interim assistant director and a caucasian male veteran as coordinator.
- ▶ Developed a new business process to increase service delivery to students.
- ▶ Instituted in-house professional development and staff training for employees.
- ▶ Improved and enhanced OVA certification and registration.



The International Student Association sponsored its 13th Annual International Fair featuring exhibits of culture from different countries, performances by student organizations and international cuisines



The UCF Gospel and Cultural Choir sang musical selections at an annual welcome event, hosted by Multicultural Academic and Support Services; multicultural students had an opportunity to meet representatives from the UCF academic colleges and various student organizations



The Creative School for Children's Multi-Level class sang songs and visited with the residents at the Life Care Center of Orlando



UCF McKnight Center of Excellence inducted 50 "high-achieving" minority youth into the National Achievers Society on March 1



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.



Left to right: Brandon Bengel, senior financial aid officer and Rafael Durand, coordinator, created "Can I Get Some Money," a PowerPoint and video presented to FTICs at Orientation

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 \$184.4 million in aid.
- ▶ Received more than 85,269 aid applications.
- ▶ Processed over 11,607 loans totaling over \$80.8 million.
- ▶ Processed over 7,474 files through the verification process.
- ▶ Processed over 1,087 Satisfactory Academic Progress appeals.
- ▶ Processed over 546 Professional Judgment requests.
- ▶ Provided over \$2 million in employment money benefiting more than 619 students.
- ▶ Funded over \$30.3 million in federal, state and institutional grants.
- ▶ Provided over \$41.7 million in scholarship funds for students.
- ▶ Processed over \$2.5 million in athletic service awards to 427 athletes.

▶ Successfully disbursed financial aid funds using the new PeopleSoft software for the 2002-2003 award year. Disbursements increased by \$15 million.

- ▶ Completed the federal, state and local funds audit with minimal exceptions.
- ▶ Chaired the University Scholarship Committee.
- ▶ Successfully communicated with students via e-mail regarding their financial aid process.

- ▶ Provided timely, important information for students to assist them with their financial aid process via the Financial Aid Bulletin Board and the Financial Aid To Do List on POLARIS.
- ▶ Enhanced and continued PeopleSoft training to ensure that staff is equipped to serve students effectively.
- ▶ Athletic Service Awards were disbursed through the financial aid system for the first time, replacing the process of uploading data from Student Accounts, which had been less efficient and timely.
- ▶ Provided professional development to staff via a state association conference and training, a seminar about adapting to change and modes of behavior, and an off-site training about the Stafford Loan process.

| Scholarships | |
|---------------------------|----------------------|
| <u>Fund Source</u> | <u>Amount</u> |
| Private Scholarships | \$ 2,809,038 |
| Foundation | \$ 825,527 |
| Institutional/Dept. | \$ 535,298 |
| Fee Fund Inst. | \$ 6,093,692 |
| Graduate Fellowship | \$ 2,895,053 |
| State Scholarships | \$ 28,550,277 |
| Athletic Service Awards | \$ 2,526,228 |

Undergraduate Admissions



Goals

- ▶ Hire and train adequately 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 class and increasing the diversity among the student body.
- ▶ Ensure that technology is regularly updated and used to enhance the work environment which will help all staff and allow us to better assist students.
- ▶ Ensure that we provide quality customer service to all who come into contact with the Undergraduate Admissions Office and staff.
- ▶ Ensure that all staff have a professional work environment and the opportunity to grow within the organization.
- ▶ Work closely with regional 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 2003 First-Time-In-College (FTIC) applications from 16,481 in 2002 to 17,284 in 2003; we will process over 21,000 for fall 2003.
- ▶ Increased overall fall FTIC applications from 7,751 in 1994, to 17,284 in 2002, by 123%.
- ▶ Increased fall 2002 FTIC student enrollment from 3,679 in 2000, to 3,956 in 2001, to 4,037 in 2002, and 4,130 in 2003.
- ▶ Increased overall fall enrollment from 2,218 in 1994, to 4,130 in 2003, by 86%.
- ▶ Increased ethnic minority FTIC fall applications from 1,977 in 1994 to 5,200 in 2002, to 5,500 in 2003.
- ▶ Increased in minority student enrollment from 530 in 1994 to 1,115 in 2002, by 110%, to 1,187 in 2003.
- ▶ Increased in test scores for each ethnic minority group:

| | 1994 | 2002 |
|-------------------------|------|------|
| African American | 980 | 1043 |
| American Indian | 1074 | 1180 |
| Asian | 1074 | 1155 |
| Hispanic | 1018 | 1115 |

- ▶ Increased fall transfer applications from 7,923 in 2000, to 8,300 in 2001, to 8,400 in 2002, to 8,600 in 2003.
- ▶ National Merit fall enrollment; 18 in 1998, 19 in 1999, 29 in 2000, 25 in 2001 and in 2002, projected 33 in 2003.
- ▶ Increased overall quality for fall FTIC enrolled students:

| | | | |
|-----------------------|----------|----------|--------|
| 1994 | 3.2 GPA | 1085 SAT | 23 ACT |
| 2002 | 3.74 GPA | 1167 SAT | 26 ACT |
| Projected 2003 | 3.8 GPA | 1174 SAT | 26 ACT |

- ▶ Hosted approximately 8,300 students and parents during Open House on-campus events in 2002-2003, an increase of 3%.

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, Clermont 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.



The Progress Energy University Welcome Center scheduled to open spring 2004. The Office of Undergraduate Admissions will be housed in the center along with other services.



Alcohol and Other Drug Programming

Mission

The Alcohol and Other Drug Programming Office is a unit of Student Development and Enrollment Services, seeking to support the university's academic mission by reducing the negative impact to UCF students around the misuse of alcohol, and the use of other drugs. This will be accomplished by providing students with appropriate education, prevention, intervention, and counseling services to increase their academic performance and personal success. Additionally, by providing leadership and coordination to the university and the surrounding community, who interact with students, to implement strategies, programs and activities designed to promote a healthy campus environment.



REACH Peer Educators provide presentations and workshops on such topics as alcohol and other drugs, birth control, designer drugs, diversity issues and HIV/AIDS

Goals

- ▶ Provide campuswide leadership in the coordination and implementation of alcohol and other drug related college health education services.
- ▶ Offer a wide range of science based, education, prevention, screening/evaluation and early intervention counseling services.
- ▶ Serve as an experienced, knowledgeable and customer friendly resource to students, parents, faculty, staff and administrators.
- ▶ Develop community partnerships to expand research and services.
- ▶ Promote and reinforce the development of a healthy campus environment.
- ▶ Challenge the prevailing misperceptions of the social norms around excessive drinking and college life.

Accomplishments

Alcohol and Other Drug Programming Office

- ▶ Opened the newly created Alcohol and Other Drug Programming Office, integrating the REACH Peer Education Program into this unit.
- ▶ Provided 67 evaluations, 150 hours counseling and 25 consultations.
- ▶ Hosted The American Campus and Alcohol Regional Conference; 85 participants from 20 Florida institutions attended the three day event.
- ▶ Implemented a Parent Orientation Information Session, reaching over 2,500 parents attending nine sections of New Student Orientation.
- ▶ Represented Dr. Hitt and the university as a member of the Orange County Drug Free Communities Board of Directors.
- ▶ Developed the Responsible Tailgating and Vending Committee to improve fan safety and enjoyment at UCF home football games.
- ▶ Partnered with Student Health Services to implement an alcohol and other drug screening process into student medical intakes at the Student Health Center.
- ▶ Provided training and information to over 6,500 incoming freshmen and transfer students, and their parents or family at Orientation sessions.

REACH – Responsible Education and Action for Campus Health

- ▶ Responded to 1,113 phone calls and 1,090 walk-in visits from students.
- ▶ Trained and supervised 25 student Peer Educators, who provided 380 presentations and 30 large scale health promotion events to 11,620 students.
- ▶ Provided health education to high risk students; 28 programs to 1,439 Greeks, 19 programs to 6,500 freshmen and 1 program to 60 athletes.
- ▶ Provided 26 ADAPT (Alcohol Drug Awareness Prevention Training) classes to 443 students.
- ▶ Distributed 25,000 Social Norming giveaway items to students.
- ▶ Provided 448 students with non-needle HIV/AIDS testing and education.
- ▶ Provided the women's health program "Straight Talk" to 116 students.
- ▶ Provided 32 presentations to 524 middle and high school students.

Assessment and Planning



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

- ▶ 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 (2002 Student Information Form) to over 5,200 incoming freshmen.
- ▶ Participated in the 2003 HERI/Templeton pilot survey of College Students' Beliefs and Values conducted by the Higher Education Research Institute, (HERI) at the University of California, Los Angeles. The office coordinated the identification of 500 UCF freshmen for participation in this survey.
- ▶ The Florida Foundation for Future Scientist hosted the annual Florida State Science and Engineering Fair in Jacksonville, Florida in April 2003. The fair was attended by more than 900 high school and middle school students and included 861 behavioral and physical science projects.
- ▶ Partnered with the Office of Operational Excellence and Assessment Support and the Student Union (SU) to administer a telephone survey to a sample of students who utilized the SU during the fall 2002 semester to determine their level of usage and satisfaction.
- ▶ Coordinated the division's review and development of a freshmen first year experience program (LINK, Learning and Interacting with New Knights). Became the clearing house for resource information on first year experience research, student outcomes and programs nationwide.
- ▶ Collected information from SDES offices and edited copy, design and layout the division newsletter which included the attendance, photograph and reporting on SDES events.
- ▶ Published and coordinated with printers the division newsletter, employee brochure and Annual Report for distribution to the campus community.
- ▶ Revised the division "Bookmark" and published 25,000 copies to be distributed to prospective, new and current students.
- ▶ Conducted orientation for 76 new SDES employees within the division.
- ▶ Chaired the Parent Calendar Committee and coordinated the publishing of a new Parent Calendar for parents of incoming freshmen students.
- ▶ 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 chaired the SDES Web Committee, comprised of one employee from each SDES unit, which developed and implemented divisional policies and best practices for SDES Web sites. Implemented a review process for all division Web sites to assist department in meeting UCF and SDES Web policies.

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 unit heads and staff members with assistance in developing programs and plans, support with their Institutional Effectiveness program, as well as, providing 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.

transition

support services



personal growth

Student Development and Enrollment Services

☎ 407.823.2821

🌐 <http://www.sdes.ucf.edu>

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