

University of Central Florida
Student Development and Enrollment Services
2010 Annual Report

GOAL ONE: OFFER BEST UNDERGRADUATE EDUCATION

Student Success

- Attained summer and fall FTIC first-year retention rates of 87% including rates of Hispanic, and African-American students.
- Student-athletes broke UCF records by achieving a six year graduation rate of 67% and also attaining a 3.12 average team GPA in fall 2010 with 219 student-athletes nominated for the Conference USA Commissioner's Honor Roll.
- Out-of-State Student Mentoring (OSSM) living-learning community participants achieved an 11.1% higher retention rate (87.2%) as compared to non-participant out-of-state students (76.1%.)
- The incoming fall 2010 LEAD Scholars class had a program high average SAT score of 1266.
 - LEAD Scholars or alums represented 50% of the Order of Pegasus undergraduates and 52% of the 2010-2011 President's Leadership Council.
 - Leadership Studies minor and certificate in Interdisciplinary Studies continued to grow to 117 and 29 students respectively with 54 courses and 2,355 credit hours generated.
- SARC's Project A+, Undergraduate Education initiative, supported 56 sections of 28 STEM subject areas during the fall 2010 conducting 2,626 Supplemental Instruction (SI) sessions with 33,916 contacts.
 - A total of 5,146 (41%) students out of 12,652 enrolled in SI supported STEM courses performing significantly better than those who did not participate (SI mean grade=2.6 vs. non-SI mean grade=2.1)
 - SI participants also exhibited higher rates of A, B, and C grades and lower rates of D, F, and W.

Academic Advising and Learning Support

- SDES academic advising programs made 56,426 contacts that included First Year Advising and Exploration – 20,311; Student Academic Resource Center – 4,285; Multicultural Academic Support Services – 3,288; Academic Advising for Student-Athletes – 837; Transfer and Transition Services – 22,484; and Sophomore and Second Year Center – 5,221.
- The Student Academic Resource Center made 74,670 (+44%) combined tutorial and supplemental instruction contacts, with chemistry, biology and statistics as the most requested.
- The fall 2010 "Study Union," in which the Student Union stays open 24 hours to accommodate students studying for finals experienced a 91% increase in attendance to 224,940 and participation in SARC tutoring and supplemental instruction review sessions increased 97% to 4,927.
- The University Academic Advising Enhancement Program (AAEP) coordinated by SDES and funded by Differential Tuition increased advising contacts by 9% to 29,500 in 18 critical academic advising units that prioritize programming and outreach services to sophomore and second year students; students on probation and transfer students. This included initiating a Study Abroad Program specifically for sophomore students.
- Transfer and Transition Services established a DirectConnect advising office at Valencia Community College – East making 8,165 student contacts and conducting 38 group sessions in collaboration with the academic colleges.
- Sophomore and Second Year Center created and launched the new Video Chat Advising service incorporating Skype, Windows Live Messenger and iGoogle for academic advising and also developed an on-line undeclared major exploration tool, Articulate, that assisted 85% of students utilizing it to identify a prospective major.
- Housing and Residence Life supported nine living-learning communities, with over 700 students that included Nursing, EXCEL – for STEM majors, Out-of-State Students Mentoring, Green House, Volunteers uKnighed, Healthy Lifestyles, First Year Explorations, LEAD Scholars and Honors.
- First Year Experience coordinated and facilitated 16 FTIC orientation sessions attended by 6,258 students and 6,526 guests including two family bilingual programs in Spanish as well as 16 transfer orientation sessions attended by 8,405 students and 2,201 guests. They also organized 48 SLS 1501 – "Strategies for Success" sections enrolled by 1,343 students that generated 4,029 credit hours.

Student Life Facilities

- Recreation and Wellness Center Phase 2 indoor expansion funded by CITF was completed in December 2010 expanding the former 85,000 square foot facility to 150,000 square feet and adding a two-court MAC Gym, 15,000 square feet of fitness space, a new lap pool, an Outdoor Adventure Center, four racquetball courts, gender neutral bathrooms and showers and a new multipurpose room for group activities. There were 725,092 visits in 2010.
- Student Government Association in partnership with the UCF Convocation Corporation and the Student Union opened All Knight Study at the UCF Arena in March 2011. The facility houses quiet and group study spaces with state of the art technology as well as provides free printing and copying services. In the first three weeks after opening, more than 8,000 students utilized the space.
- Opened 3,421 square foot “one-stop” Veterans Academic Resource Center (VARC) to serve more than 900 student veterans and 250 military dependents with benefits certifications, tutoring, services for students with disabilities, transfer services, career, and counseling services.
- New 25,000 square foot Career Services Experiential Learning building funded by CITF was opened and offers state of the art technology, increased interview space to support career education, employer relations, workshops, and practice interviewing programs and gender neutral restrooms.
- The Student Union visitor count for 2010 was 6,819,499 compared to 4,491,720 in 2009.
- Housing and Residence Life achieved 99+% occupancy on the Orlando campus and 61.3 % for Rosen while providing university housing to 4,128 (67%) of the summer and fall 2010 FTIC. There were over 1,358 activities held that focused on the tenants of the UCF CREED with over 63,022 attendees. Additionally, 19,819 Knight to Knight contacts were made by Resident Assistants who visited individually with each first year resident to facilitate connections to UCF.

Community Engagement

- Students documented 88,792 service hours generating \$1,633,773 in economic impact value through Volunteer UCF – 13,356; Student Leadership Development – 21,519; Fraternities and Sororities – 48,000; Volunteers uKnights housing community– 1,500; Knights Pantry – 1,000; Creative School for Children - 341 and Knights Give Back Day of Service – 3,076.
- Knights Helping Knights Pantry collected over 10,000 lbs. of food and served more than 2,700 students.
- The Creative School for Children successfully reached its goal of becoming re-accredited by the National Association of the Education of Young Children (NAEYC) in March 2011.
 - Partnerships with Early Childhood, Psychology, Speech and Language, Teaching, Learning and Leadership academic departments provided opportunities for 88 students to engage in research activities and 341 students in volunteer experiences.
- Office of Student Conduct provided training for Student Conduct Board, the Student Government Association Judicial Branch and advised the University Golden Rule Committee. In addition educational sanctioning was enhanced through partnerships with SARC, Volunteer UCF, Victim Services, Career Services, UCFPD Community Relations, Office of Student Involvement and Diversity Initiatives.
- Knight-Thon, UCF’s largest student run philanthropy, raised \$62,153 that directly benefits the local Arnold Palmer Hospital for Children and Shands Children’s Hospital in Gainesville through the Children’s Miracle Network.
- Alternative Spring Break featured 11 trips with 93 students including trips to Puerto Rico and New Orleans.
- The US Department of Energy recognized the success of 6,100 students in on-campus housing facilities that saved close to 441,000 kWh of energy, enough to power about 350 homes for a month, and a savings of about \$41,240.
- Over 350,000 pounds of material were recycled by on-campus housing residents in addition to collecting over two tons of clothing, hundreds of shoes, dry goods, microwaves, refrigerators, and electronic items as part of the “Student Move-Out Recycling Project” that were donated to the Bithlo Neighborhood Center for Families.

Health and Wellness

- The Healthy Knight website, www.healthyknights.ucf.edu was developed and launched through the collaborative efforts of Health Services, Counseling Center, Victim Advocate Services, Alcohol and Other Drug Prevention, Diversity Initiatives, and Recreation and Wellness to improve access to health related resources.

- Alcohol and Other Drug Prevention provided 25,267 hours of brief interventions through The REAL Project (Research, Education, Advocacy, and Leadership) and 18,471 hours of alcohol education was provided to FTIC students through the completion of the online AlcoholEdu program.
- Counseling Center was reaccredited by the University and College Counseling Center's Board of Accreditation.
 - There were 10,912 individual sessions with the top presenting issues being concerns related to sleeping (50.7%), trauma or abuse history (43%), and weight or eating (36%).
 - There was a 21% increase in emergency and crisis sessions (971).
 - Outreach and prevention activities reached 26,269, a 70% increase from 2009.
 - After Hours Crisis Counseling Services were instituted to ensure students had phone access to a therapist 24 hours per day.
 - Continued the QPR, suicide prevention program, training 752 to be gatekeepers bringing the total number at UCF to 3,495.
- Health Services added value services: Type 1 Diabetes Program, Lipid Clinic, Asthma Clinic, Hypertension Clinic, Operation Beautiful (body image), and Stress Less Play Fest.
 - Achieved successful completion of Clinical Trial of innovative Roche Pharmaceutical STI testing, "Cobas 4800 CT/NG Test" that provided free STI testing and PAP smears for 350.
 - There were 56,614 provider visits, 22,253 lab tests, 64,741 prescriptions filled, 4,020 Dental Center visits, and 1,826 psychiatric sessions serving 21,171 unduplicated patients.
 - Referrals to Hospital Emergency Departments amounted to 147.
 - There were 3,006 enrollees in the Student Health Insurance Plan.

Support Services

- Student Disability Services provided academic accommodations to 1,019 students, a 2.3% increase and made 32,265 student, faculty, staff, and parent contacts, a 75% increase from last year.
- Registrar's Office reduced Front Desk walk-in traffic by 10% through the use of online services and implemented online transcript ordering resulting in a 71% reduction in face to face transcript traffic.
- Regional Campus Student Services made 147,062 contacts that included office visits, phone, e-mails and student activities. There were 1,843 new transfers at orientations, 156 students with disabilities and 161 veterans served.
- Office of Student Conduct handled 1,777 total cases with only 4% repeat offenses and 80% of students accepted responsibility for violating the Rules of Conduct. There were 72 faculty, staff, and students selected from a pool of 150+ for the 2011-12 Student Conduct Review Board. Members represent the 13 colleges, all class levels, regional campuses, athletics and diverse ethnicities and backgrounds.
- Student Legal Services funded by Activity and Service fees provided support to students in cases involving landlord tenant (316), criminal (226), traffic (140) and consumer (110) issues in addition to recovering \$79,235.73.
- SDES IT implemented new technologies to assist SDES staff in providing the best service possible including: Microsoft SharePoint and on-line automated systems for the SAFE Form, to track on-campus event requests cutting the review and approval process from weeks to hours; REAL Assessment, to collect and analyze student data for alcohol and other drug use and prevention; and a new Student Disability Services registration system.
- The SGA Computer Lab and SGA Express Print Lab had a combined total of 308,124 visits, a 47.8% increase and provided 6,509,755 laser prints, a 21.9% increase. The SGA Ticket Center issued 2,497 Safe Ride vouchers, a 13% increase.
- Off-Campus Student Services and The Central Florida Future sponsored two Off-Campus Housing Fairs on Memory Mall with approximately 3,250 students and 80 vendors.

GOAL TWO: ACHIEVE INTERNATIONAL PROMINENCE IN KEY PROGRAMS OF GRADUATE STUDY AND RESEARCH

- SDES contributed over \$900,000 of tuition, stipend, and salary support to our 146 graduate students and instituted the Graduate Assistant Program (GAP) Team to assist graduate students identify areas of expertise and ways to enhance their experiences in preparation for future work experiences.

- The UCF Student Government Association allocated over \$125,000 in ASF funding for graduate students including research and professional travel funding, networking opportunities, and graduate student focused social events in addition to adding \$25,000 to staff the new Graduate Student Lounge in Colburn Hall.
- Multicultural Academic Support Services offered two graduate school practice exam dates and three workshops that were attended by 483 students.
- The annual Mangrove Seed Planting event, a collaboration with the UCF Biology Department, the National Park Service- Cape Canaveral National Seashore, State of Florida Archeology, Seminole County Public Schools and Creative School for Children faculty members, Suzanne Caffery and Diahn Escue, was one of three national conservation efforts and the only one involving children chosen by the Field and Stream Magazine and Toyota Hero Conservation projects for recognition.
- The Counseling Center joined the National Research Consortium of Counseling Centers in Higher Education and is participating in studies on college students' distress, coping, and suicidality as well as the National Association of Student Personnel Administrators studies focusing on mental health concerns of students who have not sought counseling.
- Health Services participated in the 2010 American College Health Association Pap Smear survey and the National College Health Assessment.

GOAL THREE: PROVIDE INTERNATIONAL FOCUS TO OUR CURRICULA AND RESEARCH PROGRAMS

- Career Services enhanced their website to include Goinglobal, a resource to assist international students with academic and career planning resources as well as promoting opportunities for UCF students who wish to study or work abroad.
- UCF Health Services Health Information Management department manages international students' compliance with State and Federal requirements for health insurance.
- Housing and Residence Life created the "Global Mentors" program for international exchange students to connect with domestic students serving as mentors in order to help with adjustment to life at UCF.
- University Testing Center provided Foreign Language Proficiency Testing in over 50 languages and traditional academic support to 179 students and the Foreign Language Department.

GOAL FOUR: BECOME MORE INCLUSIVE AND DIVERSE

- Operationalized the SDES Diversity Training Certificate program with the Office of Diversity Initiatives committing that 1/3 of our staff members would complete training yearly. There was 117 unique staff members involved in 167 training sessions this year.
- The Tunnel of Oppression sponsored by the Counseling Center provided 30 interactive tours for 540 participants resulting in outcome data indicating a statistically significant difference in pre and post tests on awareness of minority group oppression, witness to oppression and increased likelihood of getting involved in groups or causes that fight against oppression, discrimination or prejudice.
- UCF Allies, created by the UCF Counseling Center in collaboration with the Office of Diversity Initiatives, facilitate the positive visibility of safe people and open support for our LGBTQ community and trained over 600 members last year and this spring.
- Fraternity and Sorority Life added Delta Lambda Phi Fraternity, our first progressive gay male fraternity.
- The RWC partnered with the Office of Disability Services to host a Wheelchair Basketball Exhibition and discussion to help raise awareness of adaptive sports for the UCF community as well as engaged in partnerships with Multicultural Student Center to create a Cultural Dance Series and with the Center for Multilingual-Multicultural Studies for a 12 team World Cup Soccer Tournament.
- Student Leadership Development coordinated Lead Out Loud involving 667 (+12%) students and family members in 10 programs during the year. They also sponsored the African-American Student Leadership Summit themed "The Power of One - One Community, One Organization, One Person." Involving 100 students (+8%) in activities to assess the current state of the social, cultural and student leadership in the UCF African-American student community.

GOAL FIVE: BE AMERICA'S LEADING PARTNERSHIP UNIVERSITY

- New SDES external funding total: \$1,679,097
 - TRIO Student Support Services – 2010-2015: \$1,085,000
 - DOE/FIPSE Center of Excellence for Veteran Student Support Services - 2010-2013: \$367,607
 - US DOE Alcohol and Other Drugs Model Program – 2010-2012: \$185,278
 - Target Foundation – First Generation Students program support - 2010-2011: \$10,000
 - FL DOE/TANF – UB Summer Science Camp – 2010: \$5,212
 - Christyne Hamilton and Leroy Brown Foundation - 2010: \$2,000 for multicultural student support.
 - Community Foundation of Central Florida – 2010: \$14,000 for scholarships for students with disabilities.
 - Johnson Scholarship Foundation – 2011: \$10,000 to support operational needs of Student Disability Services in addition to funding for 16 student scholarships.
- Upward Bound, an SDES Trio program, partnered with the Florida Association of Educational Opportunity Program Personnel (FAEOPP) to host the 2010 Student Leader's Conference attended by 275 students and staff from access programs across the state representing 19 different Florida institutions of higher education.
- *Lunch and Learn* program started by Multicultural Academic Support Services provided interactions for first generation and multicultural students with 40 faculty and staff volunteers outside the classroom.

ACCOMPLISHMENTS AND RECOGNITIONS

- The Department of Housing and Residence Life was awarded the Fall 2010 International Student Services Partnership Award
- Fraternity and Sorority Life (F&SL) received the 2010 Order of Omega Alcohol and Drug Education Award.
- The Knight's Guide to Living Off-Campus, created by Off-Campus Student Services, received an Award of Excellence from the Council for Advancement and Support of Education (CASE) District III Conference in the Improvement in Design Category.
- Student Union staff members received the following awards:
 - Suzi Halpin, Director, Regional Richard Steele Award for service, dedication and leadership within Association of College Unions International (ACUI).
 - Willis Chico - Knights Helping Knights Pantry – ACUI National Community Builders Award.
 - Ty Hatlen, Knights Helping Knights Food Pantry- Regional Bright Idea Award, ACUI.
- National and regional awards for the Recreation and Wellness Center included:
 - Wrestling Club won the 2010 NCWA National Championships, earning their 3rd National title in the history of the club and 8 members receiving the All American title at the National Championships.
 - Ice Hockey's coach was named the National Coach of the Year by the American Collegiate Hockey Association.
 - Rock Climbing defended their Collegiate Climbing Series National Title at the National Championships in Austin, TX by winning their second consecutive championship.
 - The Tennis Club was awarded the 2010 Club on Campus Tennis Club of the Year and finished 4th place in the NIRSA USTA National Championship in Austin, TX.
 - Women's Water Polo member, Stephanie Beauchemin, was named to the First Team All-Tournament at the CWPA National Championships.
 - Jennifer Boisselle, Bowling Club member, was awarded the BWAA Bowler of the Year award, as well as earning the 1st Team All-American spot.
 - UCF students won their 7th National Championship in Flag Football, finishing the 2010 Season with a Co-Rec National Flag Football championship at Texas A&M University.
- Student Leanne Thompson officiated the Women's NCCS Flag Football National Title Game broadcast nationally on CBS College Sports as well as the Women's NCCS Basketball National Championship game.
- Students Leanne Thompson, Leisha Cavallaro, and Brent Herold were named All-American officials in 2010 (3 of the 27 All-Americans named nationally out of 75 officials).