MAJOR ACHIEVEMENTS

Accreditations; awards; highly regarded unit activities; specific programs; and faculty, administrators, and staff members which were all externally recognized.

Undergraduate Admissions
May 2014: UCF recognized as the Most Desirable College in Florida by ecollegefinder.com. Only one university was recognized from each state in the nation based on the most number of applications from high school seniors.

Career Services

Fall 2013: Silver Award winner for the 2013-2014 NASPA Excellence Awards in the career, academic advising, and support for the programs, Look Before You Leap - Explore Internship Job Shadowing

Spring 2014: Now ranked as a ‘Silver’ level school by Our for Work, a national organization for LGBT students. Moved up from ‘Bronze’ level status held during 2012.

University Testing Center
Spring 2014: 9th consecutive year the UTC has been recognized by College Board as one of the Top 100 CLEP test centers in the nation, administering the most number of CLEP exams and promoting access to higher education for all students.

Fraternity and Sorority Life
90% of the total Greek population is listed as full-time students (those enrolled in 12 or more hours) during spring 2014 semester.
38,614 hours of service completed in Orlando community during the 2013-2014 academic year.
$189,274.73 raised by Greek community during the 2013-2014 academic year.

February 2014: Recognized by Gamma Sigma Alpha National Academic Honor Society for having a GPA higher than UCF’s all-men’s and all-women’s GPA.

Student Union
August 2013: Recognized as 7 on list of 25 Top Top Banquet and Meeting Facilities in Greater Orlando Area by Orlando Business Journal.

Recreation and Wellness Center
January 2014: Ranked among 6 standout university outdoor programs featured by The Clymb magazine.

January 2014: Intrastudent Sports - Women’s Flag Football team became national champions as recognized by NIRSA. The team defeated Universidad de Nuevo León to win UCF’s 11th all-time national title, which is the highest in the USA.

Graduation Success Rate is 89%, which is a school record, highest in the American Athletic Conference and tied for 15th nationally among Football Bowl Subdivision schools.

First-Time-in-College Student Retention: Students who visited between 11-20 times had a retention rate of 92.3%, while those who visited 45 times or more had a retention rate of 90.4%. The UCF retention rate is 88%.

Prime TRIO
Peer Mentor Program: Received International Mentor Training Program Certification from the College Reading Language Association. This national certification is valid until 2017.

Student Outreach Services
National Achievers Society: • High school graduation rate for 2014: 100% • Postsecondary enrollment rate: 100%

Traditionally, students who participated in the former College Reach-Out Program and the National Achievers Society have maintained at least 99% high school graduation rate and 95% postsecondary enrollment over the past 10 years.

LEAD Scholars participating in a group activity

SPECIAL PROJECTS

Cost saving efforts, new or revised processes that improved efficiency, procured grants, or increased the number of student populations and customers served.

Undergraduate Admissions
National Merit Signature Recruitment Effort: A new initiative launched to recognize academic achievement in high school and provide Florida students more certainty regarding admission to UCF.

Transfer Enrollment:
• 26,092 applications
• 16,938 admitted
• 10,930 enrolled

Student Financial Assistance
Financial Aid Disbursed: $439,232,782 total aid disbursed to 103,400 (duplicated count) students.

Student Leadership Development
LEAD Scholars Recruited Students: With high academic achievements in high school from fall 2013-2014 class:
• GPA: 4.08 (+.01 from 2012-2013)
• SAT: 1273.5 (+24.5)
• ACT: 27.44 (+.24)

LEAD Scholars Retention and Graduation Rates:
• 94.9% retention rate (2012-2013 rate: 94%)
• 83.3% graduation rate (2012-2013 rate: 80.3%)

Clinton Global Initiative University Member Institution:
12 UCF students were selected to be CGIU students. A project by three UCF students took the highest monetary award at the conference ($7,500) in competition with 1,200 students. Three other UCF students were selected to present their posters at the project showcase.

SDES Annual Report 2013 - 2014
Academic Support

SDES Academic Advising
Advising Contacts Made
Across the SDES Division:
• Total student contacts: 49,833
• First Year Advising and Exploration: 4,312 unique contacts
• Academic Advising for Student-Athletes: 1,210 (duplicated)
• Transfer and Transition Services: 36,611 (48% increase from 2012-2013)
• Sophomore and Second Year Center: 7,700 (duplicated)

First Year Advising and Exploration
Welcome Expo: 4,585 students in attendance with 26 vendors, 101 student organizations, and 33 academic departments, a 65% increase from 2012-2013.

Study Union
A Partnership Between the Student Union and Student Academic Resource Center During Finals Week: Total guest count of 477,523 for the two Study Union periods (5% increase from 2012-2013). Study Union facilitated 143 final review sessions, including face-to-face, live-streamed, and recorded sessions with 12,943 (duplicated) student contacts (8% increase from 2012-2013).

Student Academic Resource Center
Online Peer-Assisted Learning (OPAL) Sessions: Online tutoring and Supplemental Instruction sessions offered via Adobe Connect as an option for Regional Campuses, veterans, non-traditional UCF students and for those who prefer to connect online. 183 OPAL sessions were offered with 410 contacts (39% increase in participants).

Supplemental Instruction (SI) Sessions:
Offered SI sessions for Science, Technology, Engineering, and Mathematics (STEM) in course sections to support student learning. 3,580 SI sessions were provided and 37,670 (duplicated) students attended SI sessions in 103 course sections.

In fall 2013, SI attendees had significantly higher average final grades (2.6 out of 4) than students who did not attend SI sessions (2.4 out of 4).

SI participants were also more likely to receive grades of A, B, or C and more likely to be retained in their STEM major, compared to the non-SI participants.

Learning Skills Development:
SARC supports learning skills development through programming and other outreach programs for the UCF community. 29,081 students connected with SARC outreach programming, an increase of 14%.

University Testing Center
Math Placement Test: Provided administrative oversight and testing services to UCF students for the UCF Math Placement Test. First-time-in-college students are placed in the math course for which they are most prepared.

Over 22,000 students received services for the UCF Math Placement Test, a 49% increase in the number of students from 2012-2013.

Wellness and Safety

Knights Helping Knights Pantry
A Program Designed to Aid UCF Students in Need:
33,533 lbs. of food distributed during 15,956 student visits.

Health Services
Flu Shot Campaign: 3,442 flu vaccines, highest amount administered (non-pandemic).

Counseling and Psychological Services
Safe Zone: New program started in August 2013.
Created by therapists at CAPS for UCF students, faculty, and staff members interested in showing visual support for Lesbian, Gay, Bisexual, Transgender, or Questioning+ persons at the university. The program provided:
• 15 LGBTQ+ 101 (Level 1) workshops, 331 participants
• 9 Safe Zone Advocates (Level 2) workshops, 102 advocates trained
• 5 Train the Trainer workshops, 13 new facilitators trained

QPR (Suicide Prevention):
800 students, faculty and staff were trained in QPR.

Since the inception of the program in 2007, over 6,000 people have been trained and on average, UCF has between 1,000-1,500 people on campus who have been trained in QPR.

Recreation and Wellness Center
RWC @ Knights Plaza: In its first full year of operation, RWC @ Knights Plaza saw 94,046 visitors, 284% increase (last fiscal year had 6 months data since opening).

Knights Giving Back

SDES Student Volunteer Activities
UCF Sport Clubs 5,200
Volunteer UCF 39,484
Fraternity and Sorority Life 38,614
LEAD Scholars 22,384
Academic Services for Student-Athletes 2,161
Total Hours 107,843
TOTAL ECONOMIC IMPACT $2,387,644*

*at $22.14 per hour based on the Points of Light Foundation Impact of service

Knights Engagement
Student Engagement

Office of Student Involvement
Introduction of the KnightConnect Involvement Platform: An online system designed to assist students in keeping track of their on-campus involvement. In its first year, there were 13,462 users.

Volunteer UCF: Knights Give Back: A day of service by the UCF community saw 1,100 student volunteers, a growth from 950 volunteers in 2012.

Knight-Thon: UCF’s largest student-run philanthropic event. Raised $392,831 for the Children’s Miracle Network. In 2012, $258,554 was raised.

Fraternity and Sorority Life
Reconstructed Inter-Fraternity Council Fall 2013 Recruitment Kickoff: Over 400 men attended and IFC signed 520 students. The efforts doubled the number of men attending and signings by 50% from the previous year.

Programs

Career Services
Outreach Programming: 18,174 students participated in 566 outreach programs, including workshops, information tables, and employer information sessions.

There was an 80% increase in student participation and a 54% increase in programs offered.

Dream Share Project: A project based on the story of two college graduates who left their full-time employment to travel the country to interview people from a variety of backgrounds to find out how they found their career dreams. 205 students participated, a 388% increase from the previous year.

Activity and Service Fee Business Office
Budget Committee: Administered the receipt of 20 budget packages from agencies, departments, and the Student Government Administration.

The total requested budget from all areas for fiscal year 2014-15 was $18,402,185. Projected fees to be received totaled $17,500,000, which the committee worked with all areas to balance the budget.

TVS Summer Undergraduate Internships: A partnership with Career Services created with a focus on broad spectrum of IT functionality and operations, including customer support, infrastructure, development, applications, and management. 8 externships were completed (4 per session) during the first year of this partnership.

LGBTQ+ Services
LGBTQ+ History Month: 35 programs offered with a total of 1,307 student participants. A large increase from 300 participants in 2012-2013.

Student Legal Services
Gained 1,193 new student clients, a 14% increase from the previous year. 412 students attended outreach programs.

SDES Information Technology
IT Externships: A partnership with Career Services created with a focus on a broad spectrum of IT functionality and operations, including customer support, infrastructure, development, applications, and management. 8 externships were completed (4 per session) during the first year of this partnership.

Creative School for Children
School-age Summer Camp: For the summer of 2014, Creative School for Children added a summer camp for elementary age students, serving 44 children between the ages of 5 and 12 years old. The UCF students, faculty, and staff’s children, “Littlest Knights,” participated in activities at the Arboretum, RWC, Student Union and the Colleges of Education and Hospitality Management. The Shimmery Knights, Zeta Phi Beta Step Team, Gospel Choir and UCF Women’s Soccer coaches visited the school and shared their expertise with the children.

Housing and Residence Life
Living Learning Communities: Provide the opportunity to live and learn with others who share their interests or majors and a number of benefits to FTIC students.

Nationally benchmarked assessments have shown that students residing in LLCs have improved academic performance and a higher GPA when compared to non-participants. Students in LLCs have greater opportunity to connect with faculty and staff and report increased satisfaction with their overall collegiate experience.

• Overall undergraduate FTIC Retention Rate: 88%
• Students not living in on-campus housing: 84.6%
• Students living in on-campus housing: 88.2%
• Students living in LLCs: 89.6%
• LLCs
  • EXCEL: 94.2%
  • LEAD Scholars: 93.3%
  • Honors: 92.8%
  • LEARN: 92.6%
  • COMPASS: 92.3%
  • Hospitality (Rosen): 91.9%
  • Honors Lake Claire: 91.4%
  • Go Knight: 91.2%
  • Business Knights: 90.6%
  • Nursing: 89.7%

Fraternity and Sorority Life
All Fraternity and Sorority GPAs were Higher than the Average UCF Undergraduate GPA:

Fall 2013: All-Greek Average: 3.071 Undergraduate Average: 2.961
Spring 2014: All-Greek Average: 3.081 Undergraduate Average: 2.936

Career Services
First Destination Survey Project: An initiative to track graduates after leaving the institution. A response rate of 89% was achieved for the fall 2013 class and 87% for the spring 2014 class.

Based on assessment, the following changes were implemented: degree audits became more accessible via the MyUCF student system; more information about advising appointments, including walk-ins; aligned college communication with students failing to graduate after filing an ITG (Intent To Graduate) form to encourage completion of degree; and developed a new advising prototype (Pegasus Path).

Probing to Remove Obstacles and Retention for Enrolled Student Success
PROGRESS: Universitywide initiative identifies policies, programs, and issues that are interfering with a student’s progress towards graduation.

Recreation and Wellness Center
Increase in Annual Visits to Facilities Across Campus: Total visits 1,041,460 up 1% from 1,034,756 (2012-2013).

SGA Bike Share Program: RWC partnered with SGA to start the Bike Share Program. Over 800 bikes were rented in the first semester of the program.

Office of Student Financial Assistance
ERS Robo-calls: The calls provided more efficient contact with student aid recipients to encourage them to turn in documents on time to receive student aid in a timely manner.

Office of Student Involvement
Homecoming Spotlight: UCF’s largest Homecoming tradition. Topped an estimated 10,000 participants for the first time in event history.
Office of Student Rights and Responsibilities

Student Death Response Team: The actions of the Death Protocol Committee play a significant role in offering condolences and support to the family and always strive to represent the university in a caring and concerned manner. In 2013-2014, there were 12 student deaths. In 2012-2013, UCF had 11 student deaths.

Homeless Student Committee: Provided the students with additional on-campus and off-campus resources associated with financial aid, academic support, employment, and housing accommodations. During the 2013-2014 academic year, 13 students used this committee.

Activity and Service Fee Business Office

SGA Ticket Office: Sold 57,787 attraction tickets in 2013-2014, saving students over $1,300,000 for these ticket sales.

Student Union

Knights’ Closet: Partnered with SGA to bring Knights’ Closet to the Knights Pantry, with a focus on providing clothing to students in need. In the first two months since the initiative started, approximately 300 clothing items were donated with approximately 25% of those being distributed to students.

Housing and Residence Life

Neptune Community: Completed construction and operationalized the Academic Village expansion project. 665 new on campus beds, a classroom, a multipurpose room, study rooms, counseling and advising offices, and other services are now available on the south end of campus.

NorthView Residence Facility: HRL is managing a privately owned housing facility, NorthView, which is adjacent to campus. NorthView houses 600 UCF students and provides adjoining space for the Hilbert Center and Catholic Campus Ministries. This project provided additional housing specifically for UCF students.

In Partnership with Fraternity and Sorority Life: Opened two new sorority houses. 80 additional bed spaces in Greek Park, for an increase from 284 to 364 total beds.

Health Services

Free STD Testing Events:

• Total prescriptions: 63,282
• Point of sale transactions (Health Center): 45,327
• Point of sale transactions process (Knights Plaza): 32,046
• Over the counter items scanned and sold: 139,537

• Total prescriptions: $45, saving over $45,000 for our students.

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Vision
“SDES empowers students to succeed by adding value.”

Mission
The Division of Student Development and Enrollment Services (SDES) engages students in the total collegiate experience at the University of Central Florida (UCF); from matriculation, to successful progression, graduation, and employment in a global workforce. This is accomplished by providing opportunities for enriched student development, leadership growth, experience-based learning, values education, and civic engagement which lead to overall student success.

As a division within Academic Affairs, SDES affirms that “the student who comes to UCF should not be the same student who leaves UCF.” We embrace the tenets of the UCF Creed - Integrity, Scholarship, Community, Creativity, and Excellence as a framework for developing student learning outcomes to facilitate transformational learning.

SDES goals support the university’s strategic plan to lead and serve the Central Florida citi-state.

Goals
• Promote student progression to graduation, graduate and professional school and productive employment.
• Create opportunities for students to develop and strengthen leadership skills.
• Assist students to further develop purpose, integrity, ethical practices, and civic responsibility.
• Embrace diversity and inclusiveness.
• Foster student engagement in the Central Florida citi-state and the global community.

SDES Departments
• Academic Services for Student-Athletes
• Activity and Service Fee Business Office
• Budget and Personnel Support
• Career Services
• Counseling and Psychological Services
• Creative School for Children
• First Year Advising and Exploration
• First Year Experience
• Honour and Inclusivity Life
• Health Services
• Housing and Residence Life
• Information Technology
• LEAD Scholars Academy
• Multicultural Academic and Support Services
• Neighborhood Relations and Inclusion Education
• Office of Student Involvement
• Office of Student Rights and Responsibilities
• Recreation and Wellness Center
• Registrar’s Office
• Social Justice and Advocacy
• Sophomore and Second Year Center
• Student Academic Resource Center
• Student Disability Services
• Student Financial Assistance
• Student Legal Services
• Student Outreach Services
• Student Union
• Transfer and Transition Services
• TRIO Programs
• Undergraduate Admissions
• Wellness and Health Promotion Services

SDES Annual Report 2013 - 2014
Helping students stay in school, be healthy, live ethically.

Maribeth Ehasz  
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Integrity  
Scholarship  
Community  
Creativity  
Excellence

www.sdes.ucf.edu