

Student Development and Enrollment Services



UKnighted



The divisional newsletter will be published throughout the year to provide information about SDES.

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August, 1999

Higher Education Is Within One's Reach....

- an interview with Mary McKinney

"Lack of resources should never be a reason not to attend college. Resources are available, it may mean borrowing or a change in life style but rarely is it not an option." - Mary McKinney

Student Financial Assistance (SFA) Executive Director: Mary McKinney received both her Bachelors degree in 1976 and Masters in 1987 from UCF. Mary began her UCF career in 1971 in the accounting area and became *Director* in 1989. During this time, she has directed and assisted in SFA's evolution including SFA service on the web which is in its third year.

Student Financial Assistance: The main goal of SFA is to coordinate and disperse financial aid to students. SFA is responsible for decisions and provides selective students assistance into programs. Among these programs are: scholarships, grants, loans, and college work study. While SFA sets everything up to disburse monies efficiently to students, the business office is responsible for writing the appropriate check and delivering it.

<http://pegasus.cc.ucf.edu/~finaid/99-00/home.html> SFA's on-line homepage is quite impressive! It is visually well organized and comprehensive providing easy access to each component that constitutes Student Financial Assistance. Basically, a student can do everything on the web site. For an example, a student can fill out an application for a bank loan and it is linked directly to the bank to be processed. From there, the bank will communicate with SFA. "Our Office" icon provides staff, location, and hours. There is also a glossary of terms provided to assist the student in understanding the most frequently versed words used by SFA employees.

SFA's Challenges: If anything is constant in SFA, it is change. SFA has to respond to changes initiated by legislature. Training is provided as an on-going procedure to insure awareness of these changes. One of SFA's biggest challenge occurs within the months of May through September. SFA processing summer, closing out the old year and starting the processing of the new year. Students must reapply for financial aid every year. Evaluations must be made on returning students to monitor the progress of the prior year to insure certain standards have been met. Student Financial Assistance must maintain efficiency and service support during this period of high volume in processing and people.

Goals and Foreseen Future: The ultimate goal is to provide quality service and deliver the aid promise to the student and make an impact on his/her academic success. The foreseen future is to seek ways to enhance and improve the process through automation and maintain the quality and service and still handle the volume.

With the help of Student Financial Assistance, the opportunities for higher education are within reach of those who truly want it.



Mary McKinney

Executive Director of Student Financial Assistance

Student Financial Assistance Facts:

- Assists approximately 85% of UCF students
- Processes over \$100,000,000 annually
- SFA is for the most part fully automated
- Provides full access to the financial aid process via internet
- During peak times handled 30,000 calls a month, annual average is 18,000 per month

Transition + Change = 'MASS'?

As we approach the brink of a new millennium and as UCF becomes more competitive as an institution of higher education, optimal learning and academic excellence will increasingly become primary expected outcomes. Transition and change are critical conditions

"Ultimately the goal of MASS is to provide an environment, opportunities, and setting wherein multicultural students would not perceive the need for the office to even exist."

-A. J. RANGE

of preparation for the advent of the year 2000! In recognition of this change and in response to the increasingly competitive advantage, Multicultural Student Services (MSS) has changed its name to Multicultural Academic & Support Services (MASS). This name change represents a more clearly defined focus on academic support and retention services for multicultural students. MASS has, in the last five years, shifted its emphasis on comprehensive academic support of African American, Hispanic American, Asian American, and Native American students by providing a full range of academic advisement, retention workshops, professional mentorship, and university advocacy. MASS is located in ADM 145. Learn more about MASS by visiting their website. <http://pegasus.cc.ucf.edu/~mss>



People in the News...

Welcome to SDES

Sharon Ekern is the new *Director, Administrative Services* in *Student Government*. Sharon has 9 years of leadership and financial experience from her former UCF position, Associate Director of Purchasing. She received from UCF both her Master of Public Administration in 1993 and her Doctor of Education in Educational Leadership in 1997.

Undergraduate Admissions is proud to welcome **Jacqueline West-Lee** to the team. Jacqueline has accepted the position of *Assistant Director* and will be recruiting in the greater Miami area as well as working with the SOAR program. Jacqueline was a Student Services Specialist at Palm Beach Community College, and received her masters degree in Counseling Psychology from Palm Beach Atlantic University.

Mark Poisel has joined SDES as the new *Director in Transfer Services*. Formerly, Mark was an Assistant Director of Undergraduate Student Services in the College of Business at Indiana State University. He received his doctorate in Higher Education from Florida State University. Mark can be reached at x2231.

Gordon Chavis is the new *Director, Admissions/Registration* in *Undergraduate Admissions*. Formerly, Gordon was Associate Director of Admissions in Student Recruitment Services at the University of Colorado. He received his Bachelor of Arts from University of Pennsylvania and his Juris Doctor from Georgetown University Law Center in Washington, DC.

Alexis McCollough joins the *Registrar's Office* as the new *Records Representative for the College of Health and Public Affairs and the College of Education*. Alexis comes to the Registrar's Office from Boone, North Carolina where she studied Public Administration at Appalachian State University. "I feel very fortunate to be working at UCF," said Alexis. "I have been welcomed with warmth and kindness. I am sure my experience at UCF will be a memorable one."



The *Student Health Center* is pleased to welcome a new staff physician, **Nhung Tran, M.D.** Dr. Tran is a Pediatrician with a broad medical background, including the last ten years at the University of Pittsburgh Student Health Center. Born and educated in Saigon, Viet Nam, she earned her M.D. degree at the University of Saigon, with internships and residency programs in Chicago and New York City. Dr. Tran also has a Masters degrees, in Health Promotion and Education and another in Public Health.

Bon Voyage et Bienvenue...



The *Academic Exploration Program (AEP)* is experiencing a changing of the guard. *Academic Advisor Anne Kozar* has transferred to the College of Education. Effective August 6, Director, **Russ Tiberii**, who has been at UCF for over ten years, is taking a year's leave of absence to go to the United Arab Emirates to become the Unit Head for the First Year Seminar program at Zayed University. In the interim, **Saiful-Islam Abdul-Ahad** will be your contact person. Joining the staff is *Academic Advisor Beth O'Rourke*. Beth brings diverse talents to AEP including a background in Italian, German, and French. She has also had two years experience at UCF as instructor for ENC 1101 and summer experiences as an Orientation academic advisor.

Assistant Registrars, Paige Borden and Dore Carter, attended a MOSIS (Management of Student Information Systems) conference held July 12-14 in Daytona Beach. The conference was sponsored by SACRAO and focused on advancements in technology as it relates to student record management.

Farewell...

The office is finally cleared and I am ready to leave it for the last time. I wish each of you the very best as you provided leadership for SDES. I will always treasure the honor of your trust and the collegiality that you extended to me during my time in SDES. I want to take this opportunity to publicly thank Dr. Huddleston for the opportunity and supportive leadership that he extended to me. Those challenges and opportunities for unique contribution made the job very special and satisfying. Thank you. I also want to thank Craig Ullom for the freedom, trust, fellowship, and constant intellectual stimulation he provided. To the rest of the leadership team, I extend to you my deepest respect and best wishes. Through your example and friendship, each of you have enriched my life and helped me both enjoy my time here and to grow. Thank you. Any impact of my humble contributions had was only because of your support leadership. For that, I will always be grateful and will always hold each of you in deepest esteem. Best wishes for continued success.
Ed

"DRIVE ON!"



The *LEAD Scholars Program* bids a fond farewell to *Director, Edward Hampton*. Ed has taken a consulting position with Carley Multimedia in Orlando. Thanks for all your hard work and contributions to the program, Ed, and good luck in your coming endeavors!

Congratulations to **Jan Lloyd** who will be assuming the position of *Associate Director* of the LEAD Scholars Program. Jan, who has been with the LEAD Scholars since its inception, will be supervising the day-to-day operations of the program in conjunction with the *Director of Student Leadership Programs*, who has not yet been selected. The LEAD Scholars Program is currently searching for a new *Assistant Director of Student Development*.



Points of Pride...

Emerging Knights...A new program!

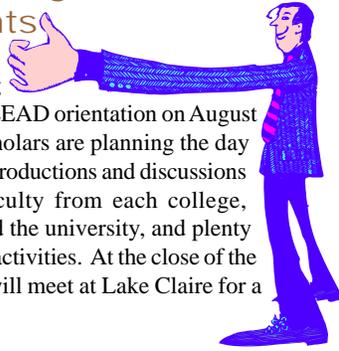
Emerging Knights is a new program from the *Office of Student Activities* designed to provide first year and transfer students with the opportunity to learn more about the university, themselves, and the co-curricular opportunities that are available to them at UCF. Sessions enable students to discover their own special interests and abilities through interaction with other emerging leaders, student leader mentors, and University staff members. Not only does Emerging Knights assist freshman and transfer students to find their niche, it also empowers existing UCF student leaders to apply their leadership skills while serving as mentors. All of this is accomplished through a semester long program which entails weekly meetings with topics varying from leadership styles and communication skills to service learning and goal setting. Presently, Student Activities is working on recruiting students and mentors and finalizing the details of the program. We hope to achieve great success through student and staff involvement. If you have any suggestions, or would like to get involved in some capacity, feel free to contact Meg Dutnell in the Office of Student Activities at 823-6471.





LEAD Scholars Program Welcomes Freshman Students

The **LEAD Scholars Program** will welcome their 262 incoming freshman students at an all day LEAD orientation on August 21, 1999. Returning LEAD Scholars are planning the day of events which will include: introductions and discussions with the LEAD Staff and Faculty from each college, expectations of the program and the university, and plenty of fun team building games and activities. At the close of the day, all of the LEAD Scholars will meet at Lake Claire for a picnic and recreation!



First Year Advising Surpasses Their Goal!

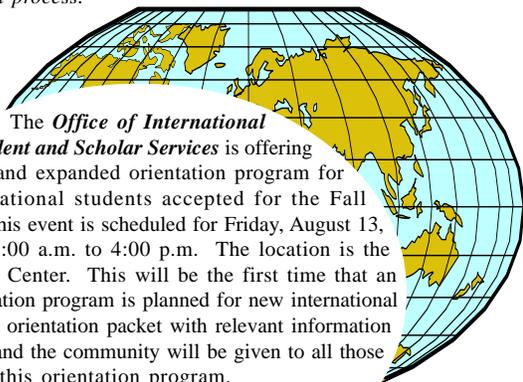
First Year Advising reports that the **Academic Support and Advising Programs (ASAP)** part-time summer Orientation Advisors had a tremendous task when they started their job in May. In addition to assisting the professional full-time staff with schedule planning, the Summer Orientation Advisors are also expected to contact as many freshman as possible before they arrive for Orientation. The purpose of the telephone call is to ease some of the nervousness and stress students have before attending Orientation and to provide ASAP with academic information from each student. ASAP's goal was to successfully contact 75% of this population. They have contacted 1,747 students or 89% of the 1,955 students that came through Orientation by mid-July. *Great Job! Keep up the good work!*

BLAST OFF 1999!

Housing and Residence Life: The Apollo and Libra Communities and the Lake Claire Courtyard Apartments open for the fall semester on August 14 with our 3rd annual move-in program. This year, entitled "**Blast Off 1999!**" (formerly known as "Move-In, Groove-In" and "Just Move It"), 10 residence halls and 15 apartment buildings will be opening. Housing expects over 100 move-in volunteers representing our many UCF student organizations.

Dr. Dulniak will Chair Committee

Dr. Dennis Dulniak, University Registrar, participated in the SACRAO (Southern Association of Collegiate Registrars and Admissions Officers) Nominations and Elections Committee as chair-elect at Daytona Beach, July 10-12, to select the organizations' leadership. He was elected overwhelmingly by his peers to serve as chair for next year. "*The process of working with my professional colleagues was most rewarding in selecting outstanding individuals to lead the organization,*" said Dr. Dulniak. "*I look forward to working hard to identify prospects for next year's section process.*"



The Office of International Student and Scholar Services

is offering a new and expanded orientation program for all international students accepted for the Fall semester. This event is scheduled for Friday, August 13, 1999 from 9:00 a.m. to 4:00 p.m. The location is the Barbara Ying Center. This will be the first time that an all-day orientation program is planned for new international students. An orientation packet with relevant information about UCF and the community will be given to all those attending this orientation program.

Special Orientation for International Students

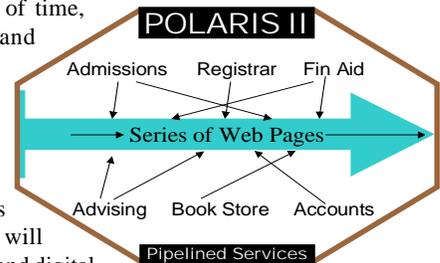
Moving into the High-tech Direction!

On June 9 and 16, **Joel Hartman, Vice Provost for Information Technologies and Resources**, presented a program called "**Exploring Technological Opportunities.**" This SDES presentation was an insight to future UCF technological directions and improvements in service. *Some important points were:*

UCF will completely equip its College of Engineering Building with Harris-Bay Networks wireless Ethernet technology by the end of August.

- **Ubiquitous Network** - to build a high performance network, making it accessible everywhere and to everyone, linking it to other important networks (Internet, Internet2), filling the network with useful tools, services and information and support users as they adopt and use the network's resources
- **Improved Administrative Services** - PeopleSoft, personalized & customized services, web-based access
- **Enriched Learning Environments** - multimedia classrooms and a migration from teaching-centered to learner-centered environment
- **Expanded Information Access** - regarding the Internet, POLARIS, web-based courses, improve search engines, extensive on-line library resources, etc.
- **Pegasus Connections CD-ROM** - will given free to all incoming students which will include UCF information, connection to campus computer network, etc.

With the importance of time, place, convenience and efficiency, student services will become more auto-transacted and self serviced with 24-access to information, services and resources which will include future human and digital



network "agents" (virtual on-line advising, on-line reference librarian, etc.). With regards to administrative services, a messy desk will be a thing of the past as we maneuver into the digital environment and progressively become paper-less.

The Numbers are UP for the Summer Terms:

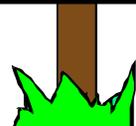
If it seemed to you that the campus was a little busier than usual this summer, you were right! According to **Assistant Registrar Paige Borden**, UCF had a summer head count of over 18,500 students. This summer's credit hours now stand at **114,590**, which represent a **3.62%** increase over last summer.

B-Ball Officiating offered at the UCF Recreational Services

A class has been designed to properly train individuals with the skills needed to officiate at the high school level basketball and beyond. This professional class will be taught by qualified college and high school officials from the CFOA, AI, and Lake Region Associations, as well as various college conferences. Class begins Tuesday, August 31, 6:00pm-10:00pm, and will continue on every Tuesday for nine weeks. The cost of the class is \$40.00 (\$25.00 for UCF students). Only 26 spaces are available. Registration will continue until the class is filled. The class will be held in the Education Building gymnasium. Call 823-2408 and ask for Jim Wilkening for more information.



Recreational Services Information and Activity Fair
Aug. 24 & Aug. 26
@ SU 10:00am-3:00pm



u s e f u l I N F O R M A T I O N

Microsoft's Online Learning Resource Kit For Educators

Microsoft Corp. is offering Volume 2 of its free Online Learning Resource Kit. An updated version of the first free CD-ROM, Volume 2 is designed to show faculty and information technology professionals how to deliver a rich online learning experience using the latest Microsoft technology. Microsoft Online Learning Resource Kit Volume 2 includes demos and step-by-step tutorials for Microsoft software such as Microsoft Office 2000, Microsoft Internet Explorer, and the Microsoft BackOffice. The CD-ROM also offers how-to guides, case studies, advice, presentations from online learning experts, and links to related Web sites. Demos and white papers offer insights and examples from colleges and universities for designing online solutions, training faculty, and developing content. Microsoft Excel features allow faculty to create courses, class rosters, and student activities; manage records; calculate and report grades; and track student progress. The Microsoft Online Learning Resource Kit Volume 2 (Volume 1 is also available) may be ordered online. Educators can obtain full information and place an order at the Microsoft Higher Education Web site: <http://www.microsoft.com/education/hed/online/>. -News, Resources, and Trends:<http://www.syllabus.com>

DONATIONS



FOR INTERNATIONAL STUDENTS The UCF Physical Plant, Faculty Center for Teaching and Learning, International Student Services, and UCF Foundation have collaborated to provide storage space for donations to help incoming international students set up their apartment. Students, faculty, and staff may donate furniture, beds, kitchen items, electronic equipment, TVs, appliances, lamps, etc. (no clothing). Donations are accepted Wednesdays from 8:00am - 12:00pm at the Physical Plant building (Old Surplus Property storage facility). If you have any questions, please contact Dr. Bonnie Warren at 823-6361. A tax deductible In-kind Gift form is available on-line. <http://reach.ucf.edu/~fctl/gta/furniture.htm>

The Community Housing Guide

OFF-CAMPUS STUDENT RESOURCE CENTER: One of the many options which is offered to students who are in search of a place to live and/or in need of a roommate is the *UCF Community Housing Guide*. This helpful service is available **FREE** to UCF students, staff, and faculty and may be accessed through the phone. Just DIAL (407) 823-6700; wait just a moment until you hear the prompt, and dial in the pass code **73687 (RENITS)**. A main menu can then be heard which will then lead the caller through the categorized, guided search. There are new rental listings added nearly everyday. Individual listings will remain on the system for 3 weeks and will be automatically deleted from the system that time. **To place an ad listing:** DIAL (407) 823-6699, wait for the prompt and dial in the pass code (**1000032**), and listen for the next prompt to place your ad. *Questions?* Stop by SRC Room 140.

HELP! Somebody get the Doctor!!!!

With the technology of the Internet and GroupWise (our modern phone system), we share a common risk of spreading infectious viruses to one another's computer. Two of which tried to seep into my system were: **W97M.Marker.A** (Word97 macro virus keeps a log of time of infection, name and address as set in Word97. This log is then uploaded to codebreakers.org ftp site) and **W97M.Class** (This is a polymorphic Word97 virus. Some variants display insulting message like telling user "is a jerk", etc. some variants quietly does their infection on opening and closing document.). If you are using an old anti-virus software, these viruses will go undetected. While most of the infections are more of an annoyance, some may be destructive enough to erase your documents. Communicating to one another if an infected file is received will help reduce the contagious spread. Most importantly is to update your anti-virus software. One suggestion is to get the 'Doctor' - Norton AntiVirus software. -Judy Parde

Did
someone
call me?



U.S. Military Veterans offer Diversity to the University, while on the Road to Academic Success

by Dr. Ronald Atwell

The approximately 700 veterans who were enrolled for the Fall 1998 semester brought diversity to the University of Central Florida in many unique ways. From the diverse race and ethnic background, to the rich experiences, which can only come from living and working in diverse cultural environments. UCF's veterans have served all across this nation and in foreign countries, including the Middle East, Asia and Europe. In addition, a number of these veterans were born and raised in foreign lands, from countries in South America, Europe, Asia and the Caribbean. Also included in this population were over 140 veterans who have a military service related disability and are participating in a Vocational Rehabilitation program. The veterans tend to be older than the typical UCF student, with an average age of 31 years. The majority of veteran's were male (85%) and single (73%). They were comprised of 11% Black, 8% Hispanic, 3% Asian, and 76% White. Dr. Ronald Atwell, Director of Veterans Affairs, recently presented a paper entitled, "The Personal and Educational Profiles of Students Drawing Montgomery GI Bill Education Benefits at the University of Central Florida From 1987 to 1997," at the annual DVA Regional and State Workshop and Conference. The paper, based upon research conducted for his dissertation, highlighted the fact that veterans, as a group, are successful at completing their degree programs at the University of Central Florida. The purpose of Dr. Atwell's study was to develop and test a reporting model based upon the personal and educational profiles of students who used one of three benefit categories (Vietnam era MGIB, the Basic MGIB, and the MGIB W/Kicker) of the Montgomery GI Bill (MGIB) veterans' educational benefit program at the University of Central Florida between 1987 and 1997. Using generally accepted student-tracking methodology, personal and educational profiles were developed based upon selected variables. Personal variables included age, gender, ethnic status, marital status, and financial aid status. Educational variables included: training time, admission cohort type, graduation rate, retention rate, and persistence rate. To control for differences, cohort year, training time, and admission cohort type further segregated these categories. In the case of the educational profile variables, measurements were taken one year from the date of initial enrollment to determine retention and again after three years (transfer students) and six years (freshmen) to measure graduation rate. Persistence was based upon enrollment in the fall 1997 semester. The population of the study was comprised of 1,307 veterans who were admitted as undergraduate students between 1987 and 1997. The group of veterans was compiled from lists provided by the U.S. Department of Veterans Affairs and student enrollment data maintained by the university's Veterans Affairs Office. Although there were some significant difference among the various benefit categories, the personal and educational profiles indicate that the majority of the veterans were male (86%), unmarried (75%), below 31 years of age (83%), white (79%), and received some other form of financial aid (65.5%). For the educational profiles, most veterans were full-time (65%) and transferred from a Florida Community College with the AA degree (57%). In regard to retention, the vast majority of veterans (86%) were retained the first year. Statistical significance was found for the independent variables of admission cohort type, financial aid status, and ethnic status. In the same vein, the graduation rate for all veterans was well above 70% for students admitted between 1987-1992. Again, statistical significance was found for the independent variables of admission cohort type, financial aid status, and marital status. Finally, the persistence rates for veterans exceeded 68% for all veteran benefit categories. In this case, only financial aid status was found to be significant. From the research, it was concluded that the model was able to accurately document the retention, graduation and persistence rates for the targeted population. It was also concluded that of all the personal profile variables, the availability of financial aid had the greatest impact upon veterans staying in school until graduation.

