**Pegasus Student Success Program Recognized by NASPA**

University of Central Florida’s Pegasus Student Success Program was one of the seven programs nationally selected to receive the “*Bridges to Student Success*,” 1999 exemplary programs award from NASPA (National Association for Student Personnel Administrators). The purposes of Exemplary Programs are to recognize quality student affairs programs and to share these model programs with other institutions.

The Pegasus Program was founded in 1995 by Mary Helen Callarman, former Director of the Student Academic Resource Center (SARC). The program was formed to give an opportunity to students who indicated academic talent, but the student’s GPA or test scores were below admission’s standard. In 1997, the Pegasus Program was revised with more rigid criteria and it was renamed “Pegasus Student Success Program.” The program is directed by SARC, a department of the Academic Support and Advising Programs (ASAP) unit. Pat Pates, Director of ASAP, reports to the Associate Vice President for Academic Development and Retention.

Pat Pates helped set the criteria to the Pegasus Program. Students entering this summer pre-admissions program must: attend all classes required (six credit hours) and participate in all support programs. The six credit courses are a composition or a student success strategies course and a social science course. The support programs include: learning skill workshops and meeting once a week with an academic advisor. Although it is not required, the Pegasus Success Program strongly recommends students to live on campus.

The Pegasus Success Program links instruction with academic, emotional, and social support services to improve the chances of success for the students. There are many partners and collaboration in the Pegasus Student Success Program that make it successful. Here are some examples:

- **Faculty** - the English and the College of Arts and Sciences (LINC) parallel lines of communication with the student in both classes.
- **Counseling and Testing Center** - personal assessments, group workshops
- **Student Activities** - provides food social for gatherings such as the “Welcome” to the program
- **Housing** - reserves 150 beds until March 1st

The Pegasus Success Program forms a bridge between high school and the university. It teaches the difference between high school and college expectations, articulates academic policies and requirements, and connects students to the university support services and resources. During this 6 week time, the student will ideally spend 48 hours a week in class and studying. A critical factor for student success in the Pegasus Success Program is to continue to provide the advising support to the student throughout the first year.

The Pegasus Program demonstrates that high school grades and test scores are not the only predictors of college success. There is a 95-98% successful Fall admission rate in the program. The Pegasus Student Success Program gives students an opportunity to gain entrance to UCF which they would otherwise never have. Pat Pates is honored to have been invited to present the Pegasus Student Success Program at the 82nd annual NASPA Conference in March, 2000 in Indianapolis. Congratulations, UCF!

---

### ADR Magic...Transforming Partners!

Academic Development and Retention (ADR) hosted their presentation “Transforming Partners” which commenced on October 15, 1999. All employees from the Division of Student Development and Enrollment Services were invited to attend. The ADR Directors each had a chance to speak to the group informing them of the various services they provide to students. The display tables contained a wealth of information regarding ADR. A handout was also provided which gave an overview of the presentation. ADR also conducted a short interactive session with questions for participants to consider. The results are being compiled and will be shared at a later date. The fabulous door prizes added that special touch towards the end of the event. ADR would like to thank all their staff members who participated in the collaboration and effort they put forth in organizing this event. ADR hopes everyone in SDES who attended enjoyed the program as much as ADR enjoyed presenting it.

---

**Taylour Smedley**, a student who went through the Pegasus Program in ’96 and is currently working an internship with ASAP. She talked of her experience with the program.

“It was the best summer of my life! I met some of my best friends in that six weeks. I found that the advisors were the most helpful to me. I relied on their advice and they helped guide me into making the correct decisions academically. Without their guidance, I’m not sure that I would be graduating on time or that I would know so much about what this university has to offer.”
People in the News...

Suzi Katz, NCAS Director, presented a one-hour sports leadership panel at the Fitchburg State College Leadership Conference in Fitchburg, MA. Suzi Katz is an alum of FSC and recently received the college’s first ever Alumni Leadership Award for her contributions and leadership in society by focusing on educating our nation’s youth by providing programs that teach conflict resolution, diversity education and gender violence prevention.

Patti MacKown, Director of Student Legal Services, attended a regional meeting in Asheville for National Legal Aid Defenders Association/Student Legal Services that emphasized the development of an alcohol notification policy for parents of college students. Another regional meeting in St. Augustine dealing with the student fee structure will be attended by all office staff in November.

Laura Waltrip, Program Coordinator of Student Activities, co-presented a session entitled “Issues for New Professionals in the Workplace” at the 1999 NACA (National Association of Campus Activities) Southeast Regional Conference, September 24, 1999. The session is geared toward new professionals in higher education and issues they face. Her fellow presenter was her twin sister, Beth Waltrip, who is the Assistant Director of Student Activities at the University of Florida. Beth and Laura both advise the Campus Activities Board at their respective campuses. They have been confirmed to repeat this session at both the SACSAA (Southern Association of College Student Affairs) Conference in November, 1999, and the NACA National Convention in February 2000.

Jameer Abass, Director of Non-Traditional Student and Evening/Weekend Services, attended the Association for Non-Traditional Students in Higher Education 3rd Annual Conference held in Denver, Colorado, on October 8-10. The theme of the conference was “Education Options for the Next Millennium.”

Cindy Arnaud, Interim Director of Student Orientation, will be providing leadership the first week of November to the National Orientation Director Association Conference in Tampa as Chair of Hotel Accommodations & Program Arrangements, Pre-Conference Programs, and Florida Aquarium Off-Site Event. Cindy’s last day is November 10th and SDES would like to say farewell to Cindy. She is going off to Atlanta to strike fame, fortune, and happiness. She has been so successful here at UCF that we can only imagine what accomplishments she will have in Atlanta. Cindy has truly made a difference in UCF Orientation programs this year. Her enthusiasm, planning, organizational skills, and positive attitude are a model to us all. Thanks Cindy and best wishes for a productive and fulfilling future.

Registrar’s Office welcomes Visiting Associate University Registrar, Paul H. Anderson. Paul has 39 years in higher education. Among his many accomplishments, Paul served as President of the American Association of Collegiate Registrars and Admissions Officers (AACRAO). He has worked in his profession at Trenton (NJ) State College, the New Jersey State Scholarship Commission, Dickinson College, and for the last 24 years as Associate Dean and University Registrar at Furman University in South Carolina. In addition to his academic experience, Paul is a real sports fan. He helped coach the men’s basketball team at Dickinson for 5 years and at Furman for 3. As for joining UCF, Paul exclaimed, “It is great to be working with Dr. Dennis Duniaik and his excellent staff!”

Record Time!

Three teams from the Registrar’s Office delivered 31,150 copies of the Spring 2000 Schedule of Classes in a little over five hours on October 14! Sandra Bulger, Assistant University Registrar, declares it is “A record!” The Registrar’s Office would like to thank Barbara Brown, Mike Clement, Ruben Pacheco, and Curt Slade from the Physical Plant for their valuable assistance.

Dear SDES Gang -

Wow! I was overwhelmed by your support and generosity. The gifts were wonderful and the sentiments I received at the reception (and in your cards and e-mails) were very touching. I honestly will miss you all. I won’t be too far away (at least not for awhile). I already have my retirement ID and a free parking decal so I’ll be out to campus frequently to use the library, the Credit Union and to drop in on you all. I’ll be watching now from the sidelines. Keep up the good work and thanks so much for making my retirement reception a joyful experience. You all take care!

Ken Lawson

Points of Pride...

FYI is Hard at Work!

During the spring and summer, First Year Advising and Information Services (FY) began planning on how to meet the needs of the continually growing freshman population. This year FY is assigned over 2,500 first-time-in-college students. To continue the service that students expect and that we strive for, FY had to move “outside the box” and find ways to accommodate more students with the same amount of resources. So far, FY is accomplishing what it set out to do during the spring and summer. The goal was to get the students in for their mandatory advising session early. Although many students wait until late October and early November to schedule an appointment with the advisor, we knew that it wasn’t possible to see every student if they waited until the last minute. In effort to accomplish its goal, FY has:

♦ Stressed during Orientation the importance of meeting with their advisor early
♦ Sent out the FY Times, which discussed the mandatory requirement
♦ Gave away prizes during the Welcome Expo to students who made an appointment with their advisor during the month of September
♦ Sent reminder postcards to students about when schedule books would be available and again reminding students about the mandatory requirement. FY has extended office hours during the registration BLITZ from 8:00a.m. to 7:00p.m. Monday - Thursday and 8:00a.m. to 5:00p.m. on Friday
♦ Coordinates several advising outreach programs where first year advising staff go to students’ residences or classrooms. This was accomplished with LEAD residing on the Academic Focus Floor (Volusia Hall) and students living in Northgate Apartments.
♦ Held 759 advising sessions during the month of September ’99 compared to 361 in ’98. That’s over a 110% increase from the previous September!

-D. Pavlounis, First Year Advising and Information Services

FY Times online... provides students with important information such as news from each first-year advising office, upcoming deadlines, information from each college, and a new section titled “News You Can Use.”

http://pegasus.cc.ucf.edu/~firstyr/fytimes.htm

Thank YOU!

A special thank you to all those involved in planning and participating in the Off-Campus Student Resource Center’s, “Off Campus Apartment Managers Reception.” It was a great success! The efforts of the Off-Campus Center to “partner” with the off-campus apartment community will continue as it benefits students living off-campus and the university.

...from the Off-Campus Student Resource Center

"Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world!"

-Joel Barker, President of Infinity Limited, Inc. - a Futurist
### Give Kids the World!

The LEAD Scholars Program is proud to announce Give Kids the World as their local philanthropy! Give Kids the World is a wish granting agency working with the Make a Wish Foundation. Each year Give Kids the World makes the wishes of over 2,000 terminally ill children come true by providing a 6 day cost-free vacation with visits to all the area attractions. As part of the partnership, LEAD Scholars will be traveling to Give Kids the World in Kissimmee each month to give of their time and energy. The next trip to Give Kids the World will be on Nov. 8 when LEAD will participate in a pool party with the children and families who will be there that week.

### Student Legal Service

- Student Legal Services has developed literature to help students combat the many pitfalls that exist in the renters world. To further help the needs of students, they have added Mr. Michael Murphy as a new attorney specializing in criminal representation.
- Student Legal Services and Dispute Resolution Services in coordination with off-campus services will join a traveling road show to visit local apartment complexes and distribute information about services available for students through the Campus Life Offices.

### Housing and Residence Life

On November 5-7, 1999, the University of Central Florida will be hosting the South Atlantic Affiliate of College and University Residence Halls (SAAACURH) Conference. This is a completely student-run organization and conference. Approximately 850 student leaders from 10 states will be present at UCF to serve as delegates! Over 18 UCF student leaders have been working diligently for the past year to make this the most memorable conference yet!

The 1999 General Contractor Eagle Award for excellence in construction of schools and educational facilities ($10-20 million range) was awarded to Centex Rooney Construction Co Inc/Construct Two Group, Inc., for the construction of Citrus, Sumter and Flagler Halls. The award is given yearly by the Associated Builders and Contractors, Inc. Centex Rooney Construction Co. Inc/Construct Two Group, Inc. is one of Campus Life’s partners in construction. Current projects include the Student Union and the Academic Villages. Kudos go to Rob Baker, the project manager, and his staff. The Department of Housing and Residence Life team is proud of these new halls and pleased to work in association with this group.

### Student Financial Assistance

Mary McKinney, Rosann Amato, and Abby Troche attended the FASFAA (Florida Association for Student Financial Aid Administrators) Fall Conference entitled “Back to School with FASFAA.” on October 6th through the 8th at the Adam’s Mark in Orlando.

### Sixth Annual Fall Convocation

Multicultural Academic & Support Services (MASS), along with the African American Student Union (AASU), sponsored the Sixth Annual Fall Convocation on October 12, 1999 in the Student Union. Over 100 staff, faculty, and students were present. The Fall Convocation is intended primarily to welcome newly enrolled students to campus, while welcoming back returning multicultural students. The program also serves as an excellent setting for students to network and interact with faculty and university administrators in a comfortable social setting. This year’s guest speaker, Dr. Pamela McCauley-Bell, provided a wonderful motivational discourse to the audience. MASS thank all of the presenters, featured guests, and talented musicians that helped make this year’s Fall Convocation a memorable one.

### National Consortium for Academics and Sports (NCAS)

- Alicia Litak, a freshman at UCF and a part-time OPS employee for the NCAS, was recently honored in Daytona as the 1998-99 Florida High Student of the Year for Vocational Education for her work prior to coming to UCF.
- The NCAS recently held its annual “What Cultural Diversity Means to Me” essay writing contest in honor of UCF’s celebration of Diversity Week. Eighth grade students from 10 Central Florida middle schools participated in the contest. Thirty winners were chosen and will receive a free pair of athletic shoes from Reebok International, Ltd. who is a sponsor of the program. Essay contest winner, Breianna King of Lockhart Middle School, presented her essay at the Diversity Week Kick-Off Breakfast. She received a standing ovation for an incredible essay in which she shared her own personal experiences, difficulties and triumphs in dealing with race relations.

### Family Feast Day

The Creative School is preparing for their annual Family Feast Day to be held on November 19. The children will present a special seasonal program for their parents and then everyone will enjoy a Thanksgiving Feast together.
**What’s New on the East Coast?**

**DAYTONA:** Daytona Campus SGA in conjunction with the Daytona clubs and Campus Life Office held a Diversity Day on October 19. The Diversity Week theme, “Remembering our Past, Creating our Future,” was mirrored by students and staff who arranged displays of artwork, historical time-lines, artifacts and computer questionnaires around the second floor breezeway. To conclude the day, Dr. Frank Ravitch, discussed the issues related to racial and religious discrimination. He was sponsored jointly by the Psychology Club and Daytona SGA.

**BREVARD:**

- The Student Council for Exceptional Children (SCEC) Brevard Chapter is having a Garage Sale on 11/13 from 8am - 1pm on the green in front of the Lifelong Learning Center in Cocoa. Funds raised will help club members attend the SCEC National Conference in Vancouver and the Regional Conference as well. Anyone interested in making donations should contact the College of Education Office at 407-632-1111, ext. 65575.
- The Brevard Campus Life Office has started a weekly Resume & Cover Letter Critique session on Friday mornings, November 5,12, and 19 from 9am - Noon. -Brevard Campus Life Office, 506-5555 or 407-632-1111, ext. 65555.

**FREE Services offered...**

The Career Resource Center (CRC) offers several FREE services to on-campus departments. You may post your OPS student jobs at the CRC by faxing your job description to X-5909 and it will be placed in the Career Library for viewing by students for 2 weeks. You may register online with the CRC at www.crc.ucf.edu and then post your job on the web site for students to view (choose “on-campus jobs” as the “type of position”). Also, as a FREE service you may post your OPS student jobs on the Knightlink, 24 hour job hotline, by contacting CRC office and registering for this service. If you have any questions, please contact Pat Fuller or Corinne Russo at x-2361.

**RS Continues to Set Records!!!**

Recreational Services (RS), for the second straight year, has shattered participation records in many of its fall semester intramural sports. Flag Football, Tennis and Racquetball Doubles are just a few sports that students have welcomed this semester in record numbers. “Our increased emphasis on marketing and promotion, orchestrated by our part time (OPS) Marketing Specialist, Jeff Dolnack, a UCF graduate and former intramural participant, has paid outstanding dividends,” said Loren Knutson, Director of Recreational Services. “We anticipate funding for a full time marketing position for next year to capitalize on the momentum already achieved.”

**National Depression Screening...**

On October 7, the Counseling and Testing Center participated in National Depression Screening Day. In all, 90 people were screened for depression, subsequently 30 students were scheduled for counseling. Participants watched a brief video, filled out a screening form, and were then interviewed by one of the counselors at the Center.

**Campus Ministries**

On October 16, 1999, The Wesley Foundation held a fund-raiser, First Annual Friends of Wesley Breakfast. Ninety attended and listened to student testimonies, the Wesley Vocal Group performance, and a presentation of the mission and vision of the Wesley ministry. $7500 was raised the morning of the breakfast. Other pledges are still coming in.

---

**Expectation and Satisfaction of Freshmen and Seniors in Higher Education**

*by Dr. Reuben Rodriguez*

Trends that have impacted higher education include a decline in available resources, reduction in public support for increasing tuition costs and accountability related to fiscal expenditures (Upcraft, 1993). As a result, institutions of higher education have been challenged by their constituents to demonstrate student success by measures that include program effectiveness, retention and graduation rates (Franklin, 1994; Sanders & Burton, 1996). The continued emphasis on higher education accountability by campus officials, politicians and community members has precipitated the need for evaluative assessment of students' satisfaction with academic and social services (Bauer, 1995).

The University of Central Florida sought to assess student satisfaction. As the headcount enrollment increased from 20,000 in 1989 to 30,000 in 1998 (Office of Institutional Research and Planning Support, 1998), the institution sought to measure the success of specific university functions in meeting students’ needs. As projected enrollment was anticipated to reach 42,000 by the year 2007, administrators were committed to determine the levels of student satisfaction with both academic and nonacademic student services that contributed to retention.

The results indicated the variation attributable to each class level, gender and age considered for the importance, satisfaction and gap scores for the respective scales. Given the students’ responses, it was concluded that, for both 1995 and 1998, freshmen had significantly higher levels of expectation than did seniors in regard to campus climate, campus life and campus support services. In addition, freshmen had significantly higher levels of satisfaction than seniors with campus climate, campus life, campus support services and instructional effectiveness. On the other hand, seniors had significantly higher levels of unmet needs than did freshmen for campus support services and instructional effectiveness, and there were no significant differences between freshmen and seniors according to gender or age.

Considering the findings and conclusions of this study, it would appear that student expectation and satisfaction might benefit from the following initiatives: High levels of freshmen expectations implies that more resources and programs may need to be instituted for those students. Detailed information concerning student services could be provided to incoming students and posted on the university’s web page. However, a freshman seminar or freshman year experience could utilize the high expectation levels to involve students in campus activities and interdisciplinary learning programs. The freshman year experience could also assist, utilizing a total quality approach, in identifying factors for student success.

By examining the differences between freshmen and seniors, campus administrators and faculty could target funding, programs and resources that would benefit these students by integrating them into the campus community or easing the transition into the work force or graduate school. These efforts could be directed in accordance with the institutional mission. The data might also provide insight into student perception of institutional effectiveness and contribute to an explanation of persistence of students toward graduation.

---

**University Staff Development Series Presents:**

“Campus Collaborations to Foster Retention”

*Teleconference*

*Sponsored by: National Academic Advisors Association (NACADA) and the University Academic Advising Council*

**Thursday, November 4, 1999 at 12:30 - 3:30 pm. in Sand Key Room 220**

Seating is limited. R.S.V.P. to mnzeitz@mail.ucf.edu

**Key Topics will include:**

- Critical factors to take into account when advising students
- Techniques for successful advising
- Organizational models that use collaboration to deliver advising
- Ways to provide ongoing updates and assistance to advisors
- Assessment of advising programs
- Rewards and recognition for advisors