



# Student Development and Enrollment Services

<http://sdes.ucf.edu>

## UKnighted



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

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July 2001

### SFA: *Change is familiar word*

Growth and change can have a very positive influence upon an organization as it strives for operational excellence and quality customer service. The **Office of Student Financial Assistance (SFA)** is both growing and changing. Several weeks ago, the office took another big step on the road to providing better service to students by forming teams that will assist students with the financial aid process. The first letter of the student's last name determines which staff team will provide service to the student. This new system fosters relationships between students and staff. In addition, because financial aid is a fairly complex interrelated set of rules, it enables the staff to develop cross-functional expertise. It also provides education to the students on navigating some of life's processes.

In addition to aiding with student contact, this concept of cross functionality will be a big help to the office when PeopleSoft goes 'live' for processing of aid. The target for PeopleSoft implementation is to begin processing financial aid awards for the 2002-2003 academic year. The use of PeopleSoft should facilitate better information exchange between academic and student service areas including Student Financial Assistance, and ultimately providing better service to the ever-growing student population.

To accommodate the changes to the team concept and PeopleSoft, the office will be adding additional staff to help make the transition to a new computer system and realigning some of the work-flow. The new PeopleSoft trainer has already joined the staff and additional support people will be coming aboard shortly to help with a variety of needs.



*Thomas Silareck, Student Financial Assistance Coordinator, assists a student.*

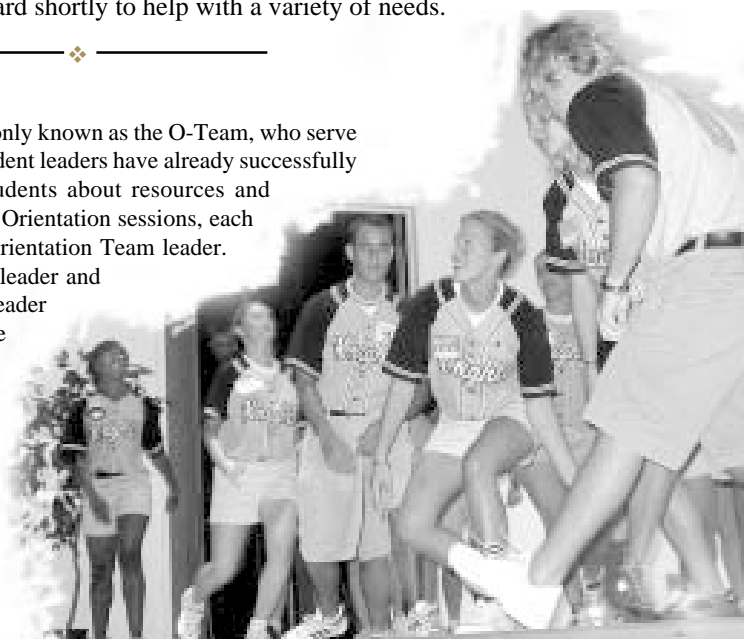
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### Who are the 'O-Teamers?'

Orientation 2001 has 34 student orientation leaders, commonly known as the O-Team, who serve as a primary resource for new students at Orientation. The student leaders have already successfully navigated the campus and have been trained to advise students about resources and opportunities available to UCF students. During the two-day Orientation sessions, each freshman is assigned to a small group which is led by the Orientation Team leader. Students have the opportunity to get to know their O-Team leader and ask him/her any questions that they may have. The O-Team leader also assists in answering questions regarding advising and the registration process. Each O-Teamer strives to make the student's transition to the university successful. During the one-day Orientation sessions, the O-Teamers assist transfer students with their questions, schedule planning and registration.

**Kudos to the O-Teamers  
for all your hard work and support!**

*(Pictured to the right - O-Teamers perform 'icebreakers' such as dancing and skits to welcome parents and students to UCF.)*





## People in the News...

### WELCOME New SDES Employees

- **Leonard Burry, Sr.** Computer Program Analyst, Student Financial Assistance
- **Hermelinda Guerra**, Custodial Worker, Student Union
- **Carrie Joyeux**, Senior Secretary, Housing and Residence Life
- **Cyrena Kosmidis**, Health Support Tech, Student Health Services
- **Jacqueline Ortiz-Baerga**, Coordinator Management Analysis, Student Financial Assistance
- **Natalie Powell**, Director, Student Outreach Programs
- **Sheryl Schagen**, Program Assistant, Registrar's Office
- **Michelle Sudar**, Coordinator, Student Financial Assistance



Welcome aboard to **Natalie M. Powell**, Director of Student Outreach Programs/Unit of Special Programs. Natalie formerly worked at the University of South Florida in Tampa as the Counseling Coordinator for Project Upward Bound for four years and in several different capacities of student services for an additional

four years. Natalie earned her B.A. degree in Business with a minor in Computer Information Systems from Bethune-Cookman College and her M.B.A. from Florida Metropolitan University in 1995. Natalie came to UCF very highly recommended and will be responsible for the management of College Reach-Out Program, McKnight Center of Excellence (MCOE), National Achievers Society and Chapters, MCOE Board of Directors liaison; the administration of budgets, staffing, supervision and other related programs and services in the Office of Student Outreach Programs. Special Programs is very excited and pleased to welcome Natalie and looks forward to her leadership and contributions to the team! -Submitted by A. J. Range

**Beverly Azure** (Academic Services) has recently programmed special SASS audits for undergraduate academic majors which are participating in the A.S. to B.S. program. In specified majors, students complete an A.S. degree at a Florida public community college and transfer to the university to complete the remaining degree requirements at UCF. Students participating in the program complete a unique set of requirements at each institution and these requirements differ from those that typically apply to transfer students. Beverly began working in Academic Services in April 2000. Beverly previously worked in advising and with the degree audit system at the University of Pittsburgh.

### SDES Employees Celebrate!

On April 14, 2001, **Patti MacKown**, Director of Student Rights and Responsibilities, performed the marriage ceremony of **Douglas O'Brien**, Computer Applications Coordinator of Student Government to **Eileen Fahey**, Program Assistant of Student Financial Assistance. The wedding took place at the Wedding Pavilion at Walt Disney World with the reception following at the Grand Floridian Resort. Congratulations Doug and Eileen!



Left to right:  
Mark Poisel,  
Kathleen Connolly,  
Charlene Stinard  
and daughter,  
Sarah.

This is not the  
end of the  
duck!

### ADR Staff Represents UCF within the Community...

**Mark Poisel** (Transfer Services), **Charlene Stinard** (Transfer Services), Charlene's daughter, **Sarah** and **Kathleen Connolly** (Academic Development and Retention-ADR) spent Saturday morning, May 19th, volunteering their services at Leu Gardens. The team prepared and placed more than 1000 luminaries (paper bags, sand and candles) along the walkways for Leu Garden's annual fund raiser, "Spring Moonlight Stroll."

### Farewell...

- The Office of Student Activities bids farewell to **Dr. Jean McClellan-Holt**. Dr. Holt is now the Assistant Dean of Student Life at Elizabeth City State University in Elizabeth City, North Carolina. She has administrative oversight of Student Activities, Campus Recreation, Greek Affairs, Student Government, the Leadership Academy, the University Center, the Commuter Center, Homecoming and the Miss ECSU Pageant. Dr. Holt has been at UCF since January 1994, and earned a doctorate degree in Higher Education from UCF in 2000.
- The SDES employees in Millican Hall, room 282, bid **Salliann Phrampus**, Office Assistant for Administrative Affairs good-bye on June 21. Although she will be missed, she will not be far. Salli has taken a position in **Undergraduate Admissions** as Office Manager.

**Human Resources** sponsored a luncheon on June 6<sup>th</sup> in honor of the employees who participated in the Suggestion Awards Program at UCF for 2000-2001. The Suggestion Awards Program is a system of rewarding, in cash and gift certificates, employees who submit adoptable, tangible and intangible ideas or suggestions for implementation. The following SDES employees who submitted suggestions were honored: **Saioa de Urquiza**, **Judith Gallo**, **Judy Pardo** and **Melanie Parker** and two SDES evaluators: **Tom Huddleston** and **Mark Hall**. For more information about the Suggestion Awards Program, contact Human Resources at 823-2771.

### SHS's Successful Trip to Las Vegas!

A number of members of the Student Health Services (SHS) staff attended the American College Health Conference's (ACHA) annual meeting in Las Vegas on May 29 through June 2. The conference focused on a variety of "hot topics" in college health including the new Health Insurance Portability and Accountability Act (HIPAA), Alcohol Education and Electronic Communication with Student Patients. **Judy Sayers** and **Marsha Huddle** presented a session on "Accreditation" to conference delegates and **Bob Faust** spoke on the "Disney Approach to Quality Service," as it relates to college health centers. Bob Faust was elected Chair of the Administration Section of ACHA. While in Las Vegas, several staff members visited the University of Nevada Student Health Center.





# Points of Pride...

## SmartCard & Credit Card



### Payment Soon Available for Official Transcripts

The Registrar's Office is pleased to announce an enhancement to its transcript service. Effective July 1, 2001, students may pay for an official transcript with their UCF Student I.D. Smart Cards. Credit card payment will be implemented shortly after. Both payment services will be available within the Registrar's Office itself (MH 161). Students using cash will continue to submit payment at the Student Accounts Office (MH 107). Students no longer will be sent a bill for transcript orders, but must provide payment at the time of order. These payment options will increase processing efficiency and provide students with improved service. For additional information regarding transcripts, contact 823-5110 or enter <http://registrar.ucf.edu>.



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## Student Development and Enrollment Services Council

### Mission

- Strengthen communication among employees.
- Improve the general employee environment.
- Build affiliation among employees within division.
- Create awareness of the mission of Student Development and Enrollment Services.

*If you have any ideas, suggestions or comments, please contact a SDES Council member.*

## Intramural Sports goes Electronic

Intramural Sports has unveiled its new Web site located at [www.imsports.ucf.edu](http://www.imsports.ucf.edu). The Web site was developed by Graduate Assistant, **Gary Cahen**, and will allow students to access league schedules, team standings and sport rules faster and more convenient than before. Another added feature of the Web site is the online registration function which was created by **Rick Gossett**, Senior Computer Programmer Analyst. Online registration will help students avoid the long lines of the past when signing up for popular intramural events!

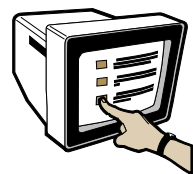


## Congratulations FFFS and Florida's Future Scientists!

The **Florida Foundation for Future Scientists (FFFS)** was represented at this year's **Intel International Science and Engineering Fair** by **Nancy Besley**, Executive Director, and **Saioa de Urquiza**, Program Assistant. FFFS administers the State Science and Engineering Fair in Florida. This year's international fair was held in San Jose, California on May 6-12. Florida has 37 regions, which brought 100 projects and 110 finalists to the fair. Florida competed against 19 other states and 43 countries for \$1, 250, 000 in awards and scholarships. Florida won \$125,550 in total money, which was the second highest amount awarded excluding scholarship awards. Florida also won 70 other awards including scholarships, trips and special awards. The State of Florida had a larger proportion of projects winning First Place. Two out of three First Place winners won Best of Category.



## Kiosks Now Offer Enhanced Service



UCF students are discovering an additional convenience available at all 22 Polaris kiosks. An on-screen button marked "**Your UCF Records**" now allows students the functionality to view grades and permits them to print out an unofficial copy of their transcript.

## UCF Students Making a Difference

Nine UCF students, along with 3 medical school students from Pennsylvania, are going to Thailand on a relief trip this month. All are paying their own way and are going under the auspices of **UCF's Free Burma Coalition**, a student component of the national Free Burma Coalition of Washington, D.C. Recent UCF graduate, **Ricky Middaugh**, went on this trip two summers ago, the first UCF student to do so, and then he and UCF student, **Renee Blanchard**, started the UCF chapter as a registered club through the **Office of Student Activities**. Renee is the current director of Volunteer UCF (VUCF), and Ricky was director two years ago. The students, mostly pre-med or pre-law majors, are going to do a mixture of relief work with refugee camps and medical assistance in clinics. They will fly to Bangkok on July 6 and go to training/planning meetings. Then they will travel to Chaing Mai and then to Maesot, on the border of Burma and Thailand. Recent UCF alum and VUCF board member, **Sarah Kureshi**, will coordinate half the group working with the clinics and Ricky will coordinate the half going to the refugee camps. They will work there for two to three weeks before returning home. Renee, Sarah and Ricky all went last summer. Sarah will enter medical school upon her return, and Ricky is looking forward to attending law school. Renee will continue her role as VUCF director this year. Volunteer UCF and the Office of Student Activities are proud of their students' roles in putting action to their beliefs and making a difference in the lives of others.

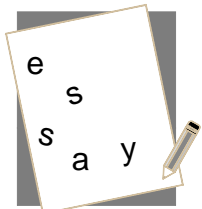




Kathleen Connolly in Academic Development and Retention creatively coordinated and organized twenty-one SDES employees. The SDES employees volunteered their services to help guide the Orientation family members from the Visual Arts Building to the Student Resource Center.

### NCAS...

- The **National Consortium for Academics and Sports (NCAS)** received a grant from the Greg LeMond Grant Program through World TEAM Sports. This grant will be used to support the NCAS' 2<sup>nd</sup> Annual Human Rights Leadership Conference for 8th grade students in Orange County who participate in the annual "What Cultural Diversity Means to Me" essay writing contest. Both programs were created in honor of UCF's Diversity Week Celebration and continue to grow each year.
- The Human Rights Leadership Conference brings students together for a half-day workshop that teaches conflict resolution, diversity education and gender violence prevention. This year's conference is scheduled to take place on October 18<sup>th</sup> at the UCF Arena.



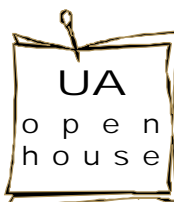
Greatest Show on Campus!

The **Creative School Multi-Level Class** presented their annual *Greatest Show on Campus* on June 8th. Their classroom became a big tent and the children were transformed into mischievous monkeys, ferocious tigers, silly seals, enormous elephants, mysterious magicians, sizzling strong men, tantalizing tight rope walkers, air born acrobats and colossal clowns! The children each selected their act and music to be performed. Popcorn was served at intermission. A father, **Mr. Tom Narut**, was the Ring Master. A great time was had by all!

July 20 - 21 is the date for **Undergraduate Admissions'** inaugural *Summer Scholars Showcase*, a new recruitment event intended specifically for academically talented students entering their senior year in high school. Many thanks to the partners in the academic colleges, Burnett Honors College, LEAD Scholars, Student Activities, Marriott Food Services and Housing and Residence Life for their assistance and support with this new program!

### Registrar's Office Salutes Spring 2001 "Employee of the Semester"

The **Registrar's Office (RO)** is pleased to announce that it has named **Joy Blair**, *Computer Support Specialist*, the RO "Employee of the Semester" for spring 2001. Joy currently supports PeopleSoft training and program development. Congratulations!



Summertime in **Undergraduate Admissions (UA)** means the start of a fun and exciting new recruiting season. As UA enters a new academic year, they look forward to recruiting the best and brightest students to join the UCF Golden Knights' family! Undergraduate Admissions will hold its *Open House* on Saturday, July 14,

2001 to recruit prospective students. This event will be held from 9:00 a.m. until 3:00 p.m. beginning at the Student Union. For more information, contact the Undergraduate Admissions Office at 823-3000, or visit the web site at [www.ucf.edu](http://www.ucf.edu).

### 2001 LIFT Summit...

...Wow! What a conference it will be! From the minute the delegates, Junior and Senior Class students, arrive to UCF on Thursday, July 12<sup>th</sup> until the last good-bye is exchanged, the *2001 LIFT Summit* (sponsored by **LEAD Scholars Program**) will be packed with activities, speakers, skits and fun!! With delegates arriving from all over the state, the first few hours are spent getting to know each other. By evening, the delegates will form into teams and it will be time to have a friendly competition in the form of a scavenger hunt. At each station, the teams will be given a prop to be used in their skits performed later in the conference. Friday will be filled with group oriented workshops focusing on character enhancement and leadership qualities. Each group will rotate to the various workshops to experience what each station has to offer. A day of group dynamics and leadership discussions will be topped off with a keynote speaker during dinner and then it will be time to dance the night away. Rise and shine! It's Epcot time! Saturday will begin with a community service project involving the Boys and Girls Club and then a trip to Epcot. At the park, the Epcot Ambassadors treat the delegates to a wonderful presentation and then they are released into the park for some free time to hang out and enjoy the countries and Illuminations, Epcot's nightly fireworks display. By Sunday, the delegates would have formed friendships that will last a lifetime. With parents arriving and bags being carried off to the vans and family cars, the end of the conference nears. At closing ceremonies the LIFT Summit staff and the delegates will treat each other and their families to a skit that they have prepared and after the skits, it will be time for the delegates to say their good-byes and begin their trek home. This will be definitely a unique and rewarding conference here at UCF. LEAD is anxiously awaiting July 12<sup>th</sup> and the arrival of their 80 LIFT Summit 2001 delegates!

- Submitted by Leighann Manzoor

### UKnighted Articles

Please submit your August newsletter articles to [jpardo@mail.ucf.edu](mailto:jpardo@mail.ucf.edu) by July 15th. Thank you.

