Training Session Offers Skills in Mediation, Conflict Management and Resolution

Peter Wallace, coordinator of the Dispute Resolution Services Office, presented a First Timer’s Mediation Training Session on June 3. The training sessions, offered once a semester, equips participants with the necessary skills of mediation, conflict management and resolution. Participants learn to understand conflict, the role of a mediator, reflective listening and questioning skills, as well as undergoing several role playing exercises. By attending the training, not only do participants receive certification as a UCF mediator, but also learn valuable life skills.

A small group of 13 faculty, staff and students participated in the summer 2002 training which provided individualized attention and proved to be a success. Participants learned techniques that they applied with various fun, skill-building exercises. The exercises highlighted the importance of separating one’s perceptions, assumptions and values from a mediation session. The role playing exercises gave trainers a chance to apply the skills learned as mediators, as well as playing the role of a disputant.

According to one participant, Jean Bryant, “the role playing exercises of mediator and disputant was the most interesting and helpful part of the workshop.”

Dispute Resolution Services (DRS) is the UCF campus-based mediation program. The Office of DRS is responsible for conducting mediations, training mediators, and presenting to groups and organizations on conflict management and resolution as well as ethics in mediation. Mediation services are offered free of charge to those affiliated with UCF. The office offers both a First Timer’s Training Session as well as a Refresher Session.

The First Timer’s Training Sessions are for participants without a mediation background who wish to learn mediation skills. The sessions are offered for seven non-consecutive days in the fall and spring semesters, and an 18-hour, two and a half day session in the summer. Completing the First Timer’s Training Session certifies the participant to attend the Refresher Session.

Participants may brush up on their skills in the Refresher Session, a 4-hour workshop that highlights mediation skills and techniques. Mediation training participants who successfully complete the First Timer’s 20-hour basic training course are eligible to serve as volunteer mediators for one year with the Dispute Resolution Services program. After one year, mediators completing the Refresher Session are eligible to continue volunteering with our program for an additional year.

For more information, visit: http://pepsouz.cc.ucf.edu/~mediate.

Greeks GPA Excel over Undergraduates

Fratelities and sororities earned a higher GPA than all other undergraduates average this past spring semester. The all Greek GPA was a 2.83 and the all undergraduate women’s GPA was a 2.991. The all-frataternity GPA which was a 2.63 compared to the all-undergraduate men’s GPA of 2.66.

Spring Fest 2002

The McKnight Center of Excellence, under the Student Outreach Programs, celebrated a family event, the first Spring Fest, at UCF’s Lake Claire Pavilion on June 1. Spring Fest included a barbecue, flag football, canoe and paddle boat, obstacle courses, moonwalks, dunking booth and a D.J. More than 300 McKnight program participants, family and guests attended the event.

“I feel that this was one of the best events that we could have ever provided to the program participants, parents, Board Members, community officials and guests,” said Natalie Powell, director of the McKnight Center of Excellence. “All participants were excited about the event and are looking forward to the next one. Also, it was nice seeing everyone who supports the event to come together for a fun-filled day."

Sponsors for the event included: Student Development and Enrollment Services, City of Orlando, State Farm, The Legacy Foundation, Orlando Twists, T.G. Lee Foods and the McKnight Center of Excellence. The staff of Student Outreach Programs thanks all who made this event successful.

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INS Changes and How it Impacts UCF’s Procedures

The Student and Exchange Visitor Information System (SEVIS) allows educational institutions and Immigration and Naturalization Services (INS) to strengthen our partnership by utilizing modern technology to speed the flow and increase the accuracy of the information we share.

—the INS Commissioner James Fajlo

The September 11 terrorist attack has brought an ongoing effort from the Justice Department to enhance the United States’ Homeland Security. New policies have been implemented that significantly change the means by which information regarding foreign visitors, students and scholars are retained and reported. One change is the “Border Security” bill passed by the U.S. Senate on April 18.

The Border Security bill mandates educational institutions to comply with the reporting and tracking requirements by sending electronic and updated reports, throughout the student or exchange visitor’s stay, to the INS and State Department using Student and Exchange Visitor Information System (SEVIS). UCF has a standing SEVIS Committee, which is in the process of reviewing software and technological issues for operations. The International Student and Scholar Services (ISSS) is directly affected by this bill and will be utilising SEVIS on a daily basis.

On June 7, the INS and Educational Data System (EDS) presented a SEVIS Implementation Seminar at UCF. Representatives from EDS presented the information to be entered by educational institutions into SEVIS, followed by questions and answers. Participants included 135 representatives from educational institutions, flight and intensive language schools. In addition to the SEVIS implementation provided to designated school officials throughout the country, the INS through EDS provided a workshop in mid-June in the Washington, D.C. area designed specifically for technical staff, those experts responsible for designing and maintaining interface capability among INS, SEVIS and a student information system, like PeopleSoft. Two technical personnel represented UCF at this workshop: Scott Shorr, assistant director of Veterans’ Affairs and Casey Hill, coordinator of Communications and Public Relations.

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Enrollment and Student Development Services

Welcome Aboard New SDES Employees

- Natalie Beckford, senior secretary, Student Health Services
- William Blank, associate director, Career Development Services, Career Resource Center
- Victoria Burke, coordinator, Student Conduct
- Becky Caldwell, program assistant, Student Financial Assistance
- Marcelle Campbell, admissions officer, Undergraduate Admissions
- Mark Carroll, coordinator, computer applications, Student Health Services
- Megan Greene, specialist, student counseling, Counseling and Testing
- Joshua Katz, interim assistant director, Student Activities
- Anthony Perry, director, Student Activities
- Keith Richardson, office assistant, Student Outreach Programs
- Angel Rodriguez, custodial worker, Student Union

Powell Highlighted in National Magazine

“Natalie Powell, Orlando, FL, a director of Student Outreach Programs for the University of Central Florida, Powell enjoys going to the movies, fishing, traveling and walking on the beach... Powell’s photograph and paragraph is featured in an article, “Super Single Sisters of 2002,” in the Ebony magazine, July 2002 issue.

People in the News...

Academic-advising

Registrar’s Office Salutes Spring 2002 “Employee of the Semester”

The Registrar’s Office staff announced Kelly Shulton, admissions/registration officer as “Employee of the Semester” for spring 2002. Shulton, who provided exemplary support to her seniors’PeopleSoft student registration implementation, in addition to her Grade Forgiveness and Commencement Ceremony activities.

Two New Leaders in Student Activities

Two new leaders of the Office of Student Activities. Tony Perry, director of UCF’s Student Activities Program, has joined the UCF team from the University of Memphis where he was the director of Student Activities. Prior to that, he has held positions in student affairs and activities at Notre Dame and Louisville universities. Perry received his M.Ed. in Student Personnel Administration from the University of Louisville and a M.S. in Administration from the Menzies College of Business from University of Notre Dame.

Academic-advising

Academic advising advisors present at national conference

Two teams of academic advising advisors made presentations at the Annual Conference of the National Association of Academic Advisors for Athletics (NAA), a two-day conference in Reno, Nevada. Director of Academic Services for Student-Athletes (ASSA) Karl Mooney teamed with advisor, Michelle Stano, to discuss “Are You Tuning Program Your Weakest Link?” The second team of advisors, Raphael Robinson and Sarah Hill, presented “Are College Athletics Prepared?” The NAA consists of academic advisors, counselors, academic affairs staff and administrators from the United States and Canada. It has five regions in the U.S. that provide academic development and other academic-athletic services to its membership.

Technology Enhances Service

“We have successfully packaged financial assistance to students for the new academic year, utilizing the PeopleSoft computer system,” says Mary McKinney, director of Student Financial Assistance (SFA). The initial awarding went to 4,736 students, totaling $3,134,174 in financial assistance. SFA's packaging was a success due to the efforts and extended hours of the Financial Aid PeopleSoft team, led by Vel Law. The main form of communication with students was once snail-mail; now it is e-mail due to the skills of SFA's Information Technology (IT) computer support staff. Len Berry was busy in researching this process. He created a way to send e-mails and track them if they are undeliverable; thereby, sending a printed letter only to those students who do not have valid e-mail addresses. Dan Harpin has created and run many complex queries, sub-queries and expressions to address concerns of the office. These queries help the staff to maximize performance in their jobs while aclimating to a new computer system. Bill Allinson has been instrumental in overcoming much of the complexities of instituting and integrating the PeopleSoft programs. As UCF's enrollment increases, SFA's computer support staff team helps move the electronically to serve the students with quality service and excellence.

Transcript Processing Fee Policy Amended

The Registrar's Office announces a new university official transcript policy. Effective July 1, UCF will collect a $5 per-copy processing charge for all official UCF transcripts, which the student must submit at the time of the request. Students may make cash payments to the Cashier's Office (MH 109). A cashier’s receipt must accompany the Transcript Request form. Checks and money orders may be made to the Cashier’s Office (receive required) or to the Registrar's Office (MH 161). UCF SmartCard payments must be made in the Registrar’s Office. Credit card payments may be made in person at either the Registrar's Office or the Cashier’s Office, or fax to (407) 823-5022.

Points of Pride...

Intramural Sports Partners with CMMS for Conversation Hour

Conversation Hour sponsored by the Center for Multilingual, Multicultural Studies (CMMS) gives international students an opportunity to practice their English skills, share their cultures and also learn about American culture and traditions. The Intramural Sports student staff members, Steve Anderson, Jon Brooks, Jaime Morales, and John Vazquez along with Jim Wilkening, associate director of Recreational Sports and Programs, have participated in Conversation Hour weekly throughout the summer semester. Each week the staff discusses different topics with small groups of students. Topics include holidays, movies and sports. According to Wilkening, “The staff participates in the program for several reasons. One is to fulfill goals set by President John C. Hitt: of providing an international focus to the curricula and becoming more inclusive and diverse. Another is to offer staff a chance to multicultural training, and third is the opportunity to help the international students.” Since the beginning of Conversation Hour, more students from the CMMS have been seen using the Recreational Wellness Center. Wilkening said, “I’m sure the CMMS students feel more comfortable using the facilities UCF has provided for us, and it has also been a great opportunity to learn about their countries and culture.”

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The SDES Web Committee was organized in January 2002 to develop divisional policies and standards for SDES Web sites. The SDES Web Committee has identified the following goals for SDES Web pages: convey a positive image of UCF and the SDES division from a marketing stand-point, present accurate and timely information on UCF Web pages and “My Organization” found in the UCF Index which includes the organization information, staff, services, announcements and events; ensure all divisional Web pages meet or exceed the compliance requirements of Section 508 and university policies; be identifiable to UCF and SDES with consistency of color, design, format; and allow for easy navigation. The SDES Web Committee is co-chaired by Ron Atwell and Judy Paro from the Office of Assessment and Planning. Committee members consist of a representative from each SDES unit:• Administrative Services – Casey Hill,• Academic Development and Retention – Russell Muller,• Campus Life – Peter Mitchell,• Special Programs – Scott Shortt,• Student Financial Assistance – Eugene Manselle,• Student Government – Doug O’Brien,• Undergraduate Admissions – Vern Ela.

The committee has met with Jeanne Hartig, director of UCF Marketing, to discuss the marketing aspect of Web sites. In addition, John Sharkey, coordinator of Course Development and Web Services discussed UCF’s mandatory policies, best practices and the Web resources that are available to faculty and staff. Currently, the SDES Web policies and best practices are being reviewed and finalized.

Leadership Conference

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