

## SDES Accomplishments Highlighted From Last Academic Year

Student Development and Enrollment Services (SDES) had many accomplishments during the 2002-2003 academic year. These include the development of programs that encourage quality campus life, a focus on learning improved facilities and strong infrastructure of student services, communications and information systems. One such program, which is a true collaborative effort of the entire division, is the new freshmen experience program. This program, called LINK (Learning and Interacting with New Knights), is being implemented in fall 2003 and is specifically designed to help first year students transition and succeed in school. As part of this program the division developed a Parent Calendar especially for parents of incoming freshmen to help them understand what their student is experiencing and offering an opportunity for parents to remain connected. Other noteworthy accomplishments are as follows:

### Academic Development and Retention

- ❖ *Student Success* – Increase in first year FTIC retention to 81% compared to 79% in 2000 and 69% in 1994 and rates for Florida community college transfers increased to 81% up from 77% in 2000 and 75% in 1994. Continued to improve first term probation rates for summer and fall FTIC students as evidenced by 11% this year compared to 13% in 2001 and 22% in 1998.
- ❖ *Advising* – Increased advising contacts by more than 38% to 31,201 first year freshmen and student-athletes through individual, group, phone, and e-mails as follows: First Year Advising Exploration (15,844), Academic Services for Student-Athletes (6,216) and Student Academic Resource Center (9,141) student contacts. Transfer Services provided advising services to 2,679 new and current transfer students, a 23% increase from prior year.
- ❖ *New Career Program* – Initiated new programs by Career Resource Center including: Golden Opportunities, Senior Day, Majors Fair, receptions for student leaders and corporate recruiters, Internship Fair, Career Panels, online alumni mentors, career shadowing and online assessments, increasing total student outreach and service contacts 11% to 27,312.

### Administrative Support Services

- ❖ Saved the division approximately \$380,000 in software, salary, contracts and computer purchases.

- ❖ Staff began to scan all documents including new hiring packages, Rate Allocation Forms, Personal Action Forms, contracts, concession and foundation requests in order to achieve space savings and to move toward a paperless office.
- ❖ Senatorial and presidential elections were successfully held online via the World Wide Web using POLARIS. The spring presidential elections voter turnout doubled that of any previous election. During the primary elections, over 6,500 students voted online and over 5,100 students voted during the runoffs.

### Alcohol and Other Drug Programming:

- ❖ Opened the newly created Alcohol and Other Drug Programming Office, integrating the REACH Peer Education program into this unit and provided 67 evaluations, 150 hours counseling and 25 consultations.
- ❖ Developed the Responsible Tailgating and Vending Committee to improve fan safety and enjoyment at UCF home football games.
- ❖ REACH – Responded to 1,113 phone calls and 1,090 walk-in visits from students, trained and supervised 25 student Peer Educators, who provided 380 presentations and 30 large scale events to 11,620 students, and provided 448 students with non-needle HIV/AIDS testing and education.

### Campus Life

- ❖ The Student Union provided services and facilities to support approximately 20,000 university and student events. A daily average of 19,000 guests on visit the Student Union on weekdays. Students and paying members at the Recreation and Wellness Center made 788,000 visits this year based on average weekly/weekend use. Intramural Sports provided programs for 1,400 teams and 10,371 participants. There were 59,000 participations in 23 sports.
- ❖ Student Health Services patient volume is nearly 70,000 office visits, 30,000 lab tests, and 61,000 prescriptions filled. A total of 15,000 students participated in programs conducted by the Campus Wellness Center. We are one of 110 student health centers nationally accredited by the AAAHC (Accreditation Association for Ambulatory Health Care).
- ❖ Student Activities produced over 240 programs that included over 67,000 student contacts. There are 300 registered clubs and organizations and over 3,000 students are

actively involved in 15 collegiate ministries. There are 41 fraternities and sororities on campus with a total membership of almost 3,000 students. Fraternities and sororities performed over 10,000 hours of community service, raised over \$180,000 and collected over 100,000 pounds of canned food.

### Unit of Special Programs:

- ❖ *International Student and Scholar Services* – Received authority and approval to conduct business under newer, more stringent regulations for J-1 and F-1 visas through the Federal Government's mandatory system of monitoring and compliance of international students and scholars called SEVIS (Student and Exchange Visitor Information System).
- ❖ *Multicultural Academic and Support Services* – Improved retention of multicultural FTICs from 79.2 percent fall 2001 to 81.9 percent fall 2002.
- ❖ *Student Disability Services* – Screened 172 students to determine Specific Learning Disabilities or Attention-Deficit Hyperactivity Disorder and implemented a new academic support program for student-athletes with disabilities.

### Student Financial Assistance:

- ❖ Successfully disbursed financial aid funds using the new PeopleSoft software for the 2002-2003 award year. Award disbursements have increased more than \$20.3 million from the prior year.
- ❖ Disbursed over \$149.2 million including over \$38.9 million in scholarships.
- ❖ Processed over 11,607 loans totaling over \$81 million.

### Undergraduate Admissions:

- ❖ Increased overall quality for fall FTIC:

2002	3.74 GPA	1167 SAT	26 ACT
2003 (Projected)	3.8 GPA	1173 SAT	26 ACT

- ❖ National Merit fall enrollment; 18 in 1998, 19 in 1999, 29 in 2000, 25 in 2001 and in 2002, projected 31 in 2003.
- ❖ Increased overall fall enrollment from 2,218 in 1994, to projected 4,130 in 2003, by 86%.

More accomplishments can be found in the SDES Annual Report 2002-2003, which will be available in pdf format in September at: [www.sdes.ucf.edu/SDES\\_Publications.htm](http://www.sdes.ucf.edu/SDES_Publications.htm).

## People in the News...

### Welcome Aboard New SDES Employees

- **Christopher Dahstrand**, coordinator, HS/CCR, Undergraduate Admissions
- **Alexander Esquivel-Clemin**, custodial worker, Student Union
- **Susan Hancock**, program assistant, Registrar's Office
- **Jennifer Jones**, coordinator, HS/CCR, Undergraduate Admissions
- **Ana Mack**, coordinator, Instructional Support, Student Academic Resource Center
- **Stephen O'Connell**, Advisor/Counselor, First Year Advising and Exploration
- **Michelle Torres**, Admission/Registrar officer, Undergraduate Admissions

### UCF Kappa Delta Chapter Wins Awards at Convention

The UCF Kappa Delta (KD) sorority chapter recently attended the national convention and won several top awards including the following:

- Merit Award – highest 10 percent of all KD chapters in the country;
- Academic Excellence Award;
- Excellence in New Member Education Award;
- Angelos Award – for submissions to the national magazine;
- Chapter Advisory Board Award of Excellence.

The Merit Award is based on overall GPA, campus prestige, philanthropy events and money earned, alumni support and participation.

The New Member Excellence Award is based on the effectiveness of the new member program. It is judged on the reports submitted by the chapter and is based on retention.

In spring 2003, the chapter earned a grade point average of 3.236, well above the all women's average of a 2.943 and the all sorority GPA of 3.064.

The convention was held at the Loews Ventana Canyon Resort in Tuscon, Arizona.

### SDES Vice President Announces Administrative Changes

Five years following the establishment of Student Development and Enrollment Services, Vice President Tom Huddleston announced the following changes:

- Gordon Chavis was promoted from executive director to assistant vice president of Undergraduate Admissions. Chavis' additional responsibilities will include the Office of Student Financial Assistance and Student Outreach Programs.
- Sharon Ekern, assistant vice president, Administrative Student Support Services, responsibilities will now include International Student and Scholar Services, and Alcohol and Other Drug Programming.
- A. J. Range, assistant vice president, will continue to supervise Multicultural Academic and Support Services and the Creative School for Children with other additional responsibilities under Campus Life, directed by Craig Ullom, associate vice president.
- Maribeth Ehasz, associate vice president, Academic Development and Retention, responsibilities will now include the Office of Student Disability Services and Veterans' Affairs.

"There were a few reasons why I thought the changes were appropriate at this time," said Huddleston. "Consolidation and alignment are the primary reasons. The new administrative structure will strengthen integration among units. More importantly, I believe students and staff will benefit from these changes."

A new organizational chart is available in pdf format on the SDES Units and Offices Web page: [www.sdes.ucf.edu/Division\\_Units.htm](http://www.sdes.ucf.edu/Division_Units.htm).

### The UCF Creed

Integrity, scholarship, community, creativity, and excellence are the core values that guide our conduct, performance and decisions.

#### INTEGRITY

I will practice and defend academic and personal honesty.

#### SCHOLARSHIP

I will cherish and honor learning as a fundamental purpose of my membership in the UCF community.

#### COMMUNITY

I will promote an open and supportive campus environment by respecting the rights and contributions of every individual.

#### CREATIVITY

I will use my talents to enrich the human experience.

#### EXCELLENCE

I will strive toward the highest standards of performance in any endeavor I undertake.



UNIVERSITY OF CENTRAL FLORIDA

### Credentials Inc. To Assume Certification Role

On July 1, students began ordering Degree Certifications online through the partnering of UCF and Credentials Inc., the leading provider of Web-based certification services for higher education. Credentials Inc. services were expanded to also include Enrollment Certifications on August 1, which are free for currently enrolled students.

Students may access Credentials Inc. 24-hours a day, 7-days a week via their Web site: [www.degreechk.com](http://www.degreechk.com) or by telephone during Credentials Inc. operating hours at 800-646-1858.

Please submit your September 2003 UKnighted newsletter articles to [jpardo@mail.ucf.edu](mailto:jpardo@mail.ucf.edu) by August 15.

### SDES Council 2003 - 2004

**Mission:** Strengthen communication among employees, improve the general employee environment, build affiliation among employees within division and 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.



Ana Marrero Lopez

[amarrero@mail.ucf.edu](mailto:amarrero@mail.ucf.edu)  
407.823.2716



Jeff Novak

[jnovak@mail.ucf.edu](mailto:jnovak@mail.ucf.edu)  
407.362.5138



Brenda Posey

[bposey@mail.ucf.edu](mailto:bposey@mail.ucf.edu)  
407.823.5784



Debra Reynolds

[dreynold@mail.ucf.edu](mailto:dreynold@mail.ucf.edu)  
407.823.5212



Maria Santiago

[masantia@mail.ucf.edu](mailto:masantia@mail.ucf.edu)  
407.823.5033



Linda Sullivan

[lindas@mail.ucf.edu](mailto:lindas@mail.ucf.edu)  
407.823.3357

## UCF Student Wins Miss Florida Scholarship Pageant



UCF student leader Ericka Dunlap was crowned Miss Florida 2003 on June 28, beating out 42 other titleholders from around the state during the pageant in St. Petersburg. Her duties will include traveling to make public appearances and she will receive a \$12,000 scholarship.

Dunlap, a 21-year-old senior majoring in advertising and public relations, is a member of the President's Leadership Council. She was a former LEAD Scholar, McKnight Achiever and a Student Government Association Senator. Dunlap is currently a member of the African-American Student Union, Black Female Development Circle and Delta Sigma Theta Sorority.

Other honors include the John T. Washington Honor Society, National Society of Collegiate Scholars and the Dean's List. Her community service includes the National Conference for Community and Justice, Junior Achievement, Orlando Chapter NAACP and Urban League. She has participated in Volunteer UCF and philanthropic activities with her sorority.

"I'm amazed at the growth and development of our UCF women competing in the Miss

*"My involvement in campus life and leadership opportunities at UCF have helped me grow and develop into the person I am today," says Ericka Dunlap.*



Left to right: UCF students: Genevieve Jahn, Kristy Burgess, Katherine Carson (former Miss Florida who transferred to UCF in January 2003), Emily Martin, Ericka Dunlap and Christine Cooper

America local pageants," says Veronica Livesay, senior administrative assistant, Campus Life. "Each year the bar is raised on the talent, academic achievements and community service these women bring to both the Miss UCF Pageant and pageants in their hometowns. Ericka Dunlap is no exception. I've watched her grow and develop into the person she is today, and she is an excellent representative of UCF and the Miss Florida organization. She will do well at Miss America in September."

Prior to arriving in Atlantic City for the Miss America Pageant, the 51 contestants will travel to Washington, D.C. to meet with legislators and visit the White House. Dunlap's pageant platform is achieving cultural inclusion and she will sing Regina Belle's "If I Could." The final competition will be televised on September 20. To follow Dunlap's reign and appearances, visit: [www.missflorida.org/Appearances.htm](http://www.missflorida.org/Appearances.htm).

UCF was well represented at the Miss Florida Pageant. Other UCF students who competed included Miss University of Central Florida – Kristy Burgess, Miss Apopka – Genevieve Jahn, Miss First Coast – Emily Martin, and Miss Silver Springs – Christine Cooper. Mr. UCF Wesley Miller, performed as a featured soloist and dancer during the pageant. Outgoing Miss Florida 2002, Katherine Carson, recently transferred to UCF

Each year, the Miss America Scholarship program awards more than \$40 million in cash and tuition scholarships for academics, community service, fitness, talent and speaking skills to women between the ages of 17-24. Local, state and national winners can easily fund their undergraduate and graduate educations through the Miss America Scholarship program.

Over the past several years, the Miss UCF Pageant has grown and a record number of over 50 young women tried out for 22 spots available last year. The UCF Pageant will be celebrating its 20th year with a reunion of former Miss UCFs in conjunction with this year's pageant that will be held on February 7, 2004.

For more information on Ericka Dunlap, Miss Florida 2003, and the Miss Florida Scholarship Pageant, visit Web site: [www.missflorida.org](http://www.missflorida.org).

Mr. UCF, Wesley Miller, and Miss UCF, Kristy Burgess, are available for public appearances and assisting with events.

For booking information, or for information about trying out for Mr. or Miss UCF, contact Emily Kukulies in the Office of Student Activities, 407.823.6471 or e-mail: [ekukulie@mail.ucf.edu](mailto:ekukulie@mail.ucf.edu).

### 10 Reasons NOT to Engage in Assessment

1. You have a gut feeling your programs are working.
2. You have unlimited resources which will support effective and ineffective programs.
3. The president of your university is also your brother-in-law.
4. You're feeling lucky.
5. You're not a numbers person.
6. You're a risk taker.
7. You're close to retirement.
8. Assessment might mean change and no one likes change.
9. The past is past!
10. Assessment is time consuming and confusing, why bother?



Left to right: Veronica Livesay, senior administrative assistant, Campus Life, Tom Huddleston, vice president, SDES, and Ericka Dunlap, at a reception given in honor of Dunlap



A recent appearance of Miss Florida at Give Kids the World in Kissimmee

## UCF Staff Visit Health Centers in Georgia

Several staff from UCF recently journeyed to Georgia to tour a pair of new student health center buildings, looking for great ideas. The group, which included representatives from Campus Life, Student Government, Student Health Services and Facilities Planning, was accompanied by several of the architects and construction managers who have been selected to design and build the new Student Health Center on the UCF campus. The group visited the University of Georgia's 82,000-square-foot facility, and the new 32,000-square-foot Student Health Center at Georgia Tech.

Groundbreaking for the new UCF Health Center is scheduled for December 2003 and completion in fall 2004.



Left to right: Margaret Rackley-Mixon and Polly Tonsetic, both of Campus Life Facilities, and Craig Ullom, associate vice president, Campus Life, check out the laboratory at Georgia Tech's new health center

## UCF Student and Chapter Win Awards at Convention

Alex Rudloff, a recent UCF graduate and former chapter president of Tau Kappa Epsilon (TKE) fraternity and the UCF TKE Chapter, won awards at the 52nd Biennial Conclave convention in Dallas, July 17-20.

Rudloff was presented a plaque for the Top Teke Frater for 2003. This award is equal to a "brother or outstanding member of the year" as only the top candidates were selected. A total of nine men, out of all graduating members of Tau Kappa Epsilon across the United States and Canada, received this distinction.

In addition, the UCF TKE Chapter received the following awards at the convention:

- Extracurricular Involvement and Achievement – Involving members on campus outside of the fraternity;
- Most Improved Chapter – Improvement in all areas of chapter operations;
- Rush or Recruitment Results – Over the past year, the UCF TKE chapter has doubled in size;
- Average Chapter Size – The chapter has maintained at or above the campus' average fraternity size.

Rudloff and the TKE Chapter will be featured in the summer issue of the *TKE Magazine*.



Oscar Pendelton, motivational speaker, and students from the Pegasus Success Program

## Get Motivated, Get Involved Series

The Get Motivated, Get Involved Series was introduced this summer as a new component of the Pegasus Success Program. The Pegasus Success Program is a nationally recognized Summer Bridge Program offered to a select group of students during the Summer B semester prior to their freshman year of college. It offers students the opportunity to build the skills necessary to be successful in college. Since its inception in 1995, over 1,200 students have participated in the program. Students accepted into this program enroll in two courses, meet with an academic advisor regularly, attend weekly academic support components (tutoring, Supplemental Instruction, Writing Center consultations) and attend academic seminars.

Pegasus Success students attended their seminar series on June 24 and July 2. The first day focused on motivating students to achieve their potential, including a presentation by keynote speaker Oscar Pendelton, counseling psychologist, Tampa Avenue Medical Center. Pendelton, a motivational speaker, addressed such topics as making the most out of the opportunities presented, decision-making and goal setting.

During the second seminar, Joshua Katz, assistant director, Student Activities, spoke about the importance of getting involved on campus. He encouraged students' participation in campus activities and spoke of the correlation between students who become actively involved in campus activities and an increase in retention rates. Students were given the opportunity to explore information tables of twelve different clubs and organizations that were represented.

The Get Motivated, Get Involved Series is a collaborative effort between the Student Academic Resource Center, Career Resource Center, First Year Advising and Exploration, and Student Activities.

## Summer Enrollment Spikes Upward

The Registrar's Office reports that the summer 2003 enrollment for all sessions shared a substantial increase over 2002. Total student enrollment swelled to 25,331, an increase of 8.8 percent. Total enrolled credit hours were up as well, increasing 10.9 percent to 160,323.

## Program Connects Freshmen to Major and Career Exploration

An advising outreach program was presented to new summer 2003 freshmen by First Year Advising and Exploration (FYAE) in collaboration with the Career Resource Center (CRC) at the Academic Village. The focus of the outreach program was to proactively connect undeclared freshmen to the major and career exploration process using the Web-based career-planning resource – *MyRoad*.

Emily Santiago, assistant director of CRC, Career Development for First Year Students, discussed the career planning process and demonstrated how to access and use the major exploration and career planning components of the online program.

*MyRoad* is a comprehensive and interactive career-planning program to help students identify interests, values and personality types. The assessment results are linked to preferred majors and careers that students can use to research their academic and future career options.

FYAE advising staff was available to answer general academic and/or major-related questions, encourage students to take the career-planning assessments and facilitate follow-up appointments for students to discuss the results with an academic advisor.

FYAE staff reported a good response from the freshmen's participation to this first-time summer initiative and thanks the CRC, and Housing and Residence Life resident assistants who promoted the program to the freshmen residents in the Academic Village. Students can explore the *MyRoad* Web site at: [www.myroad.com](http://www.myroad.com).



Advisor Stephen O'Connell assisting students, Stephanie Francios and Maltrice Richardson

