

## Spotlight is on Continuous Quality Improvements

Each year Student Development and Enrollment Services' 34 departments, along with the rest of the university's academic and administrative units, report their institutional effectiveness assessment plans and results to the Divisional and University Assessment Committees. The committees review the plans and results to measure how well the university is progressing towards the goal of continuous quality improvement.

In the course of conducting these reviews, the committees come across assessment plans and results that truly model the institutional effectiveness standards the university is striving to reach. At the recent Annual Institutional Effectiveness Report to the President, four SDES departments (along with four other university departments) presented their model plans for review.

The department heads and their staff from Housing and Residence Life, Career Services and Experiential Learning (former Career Resource Center), Student Academic Resource Center and the Student Union are to be commended for their exemplary efforts.



Surveys were administered to a census sample of participating employers during the Fall 2002 and the Spring 2003 Career Expos. Based upon the findings, Career Services and Experiential Learning has: developed and are implementing an aggressive employer outreach program; implemented an innovative new employer relationship management system; submitted a new funding and organizational proposal that was approved by the university; secured new recurring funding; and created a centralized organization for employers to recruit top talent for internships, Cooperative Education opportunities and part-time and full-time jobs.

Pictured: Melanie Parker, director, Career Services and Experiential Learning



The Student Union (SU) utilized three different methods of obtaining assessment results for the services and facilities: a national study in conjunction with Association of College Union International and Educational Benchmarking Institute; an online Web survey; and finally a post survey involving student staff training. Based on the assessment results, numerous operational changes were made including new ways to educate and communicate with our clients; redesigning the professional and student staff training program to address specific issues on customer services; and to determine and prioritize renovation projects for the upcoming year.

Left to Right: Suzi Halpin, director, SU, and Rick Falco, associate director, Recreation and Wellness Center



The academic years of 2002-03 and 2003-04 survey results for the University Testing Center (UTC) were highlighted by the Student Academic Resource Center (SARC). Results from these two surveys indicated that UTC provided testing to 94 percent of the targeted population of Bright Future students identified as requiring testing in 2002-03, as well as a 218 percent increase in Florida Teacher Certification Examinations (FTCE) administered as a result of evening and weekend extended hours in 2003-04.

Left to Right: Rebecca Piety, assistant director, UTC; Susan MacPeck, coordinator, Computer-Adaptive Testing; and DeLaine Priest, director, SARC



In 2001, the Housing and Residence Life Office began utilizing the national assessment tool, Educational Benchmarking. Longitudinal data has been developed as well as information that compares UCF's assessment results to other institutions. Data from the 2003-04 academic year indicates the level of satisfaction with Resident Assistants' communication of information at UCF, the level of satisfaction with opportunities to participate in the halls at UCF, the level of satisfaction with respect amongst residents at UCF and finally, the level of satisfaction with the floor and hall facilities at UCF are all first in the Carnegie Class participating institutions.

Left to Right: Christi Hartzler, director, Housing and Residence Life, and Triscia Panarello, coordinator, Assessment and Off-campus Student Services

## People in the News...

### Welcome Aboard New SDES Employees

- **Karina Carlock**, program assistant, Registrar's Office
- **Maria Dominguez**, office assistant, Student Health Services
- **Karen Lagos**, program assistant, Registrar's Office
- **Susan MacPeck**, coordinator, Academic Support Services, Student Academic Resource Center, University Testing Center

### Division Changes

- Career Resource Center is now called **Career Services and Experiential Learning**.

### Awards and Recognition

- **Mike Blondeau**, Medical Records specialist, Student Health Service, has been selected to be a member of the USPS Staff Council.

### SDES Employee Elected as County Judge

"With all the ominous news of the hurricane for us in Florida, it is so good to be able to welcome a new judge to our Student Legal Services family," said Patti MacKown, assistant vice president and director for Students Rights and Responsibilities.



Michael Murphy

"Congratulations to University of Central Florida's Mike Murphy our very own Orange County judge elected on August 31. Yeah, Mike we have always known how good you are."

Michael Murphy came to UCF in April 2001. He graduated from Winter Park High School and received his law degree at the University of Florida. Murphy has been practicing law for nine years.

**Check out the  
Employee Spotlight at:  
[www.sdes.ucf.edu](http://www.sdes.ucf.edu).**

**Click on Staff News and Information.**



Left to Right: Ericka Dunlap, Miss America 2004, and Veronica Livesay, senior administrative assistant, Campus Life

### Ericka Dunlap's Reign Ends

UCF senior Ericka Dunlap ended her reign as Miss America 2004 in Atlantic City on September 18. She has traveled extensively both in the United States and abroad promoting her platform on cultural diversity and inclusiveness. It was a bittersweet week for Dunlap. She looks forward to her return to UCF in January 2005 to complete her degree; yet, she has enjoyed the spotlight in her travels and personal appearances, especially her visit to the troops in Kuwait last Thanksgiving.

During the first Miss America preliminary, Dunlap sang her competition song from last year, "If I Could." On the other two successive nights, she debuted two country music pieces she hopes to use in one of her career goals of becoming a country music singer. Upon graduation, she will also pursue law school to become an entertainment attorney.

At a breakfast event honoring Dunlap, Campus Life staff member Veronica Livesay presented Dunlap with a UCF jersey and book tote. Livesay read a letter from President Hitt congratulating Dunlap on her year as Miss America and welcoming her back to the campus. After crowning her successor, Dunlap now joins the sorority of former Miss Americas, who continue to make personal appearances, promote their platforms and support community service throughout the nation.

### 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

### Upcoming Self-Discovery Knights Schedule

The Counseling Center offers students the Self-Discovery Knights series on topics concerning personal development and self-improvement.

The following presentations will be held in the Student Union, Key West room 218A, 12-1:30 p.m.

- **October 4** – Surviving in Close Quarters: Dealing with Roommates
- **October 18** – Facing the College Challenge: What to Expect in the Next Four Years
- **October 25** – What Happens When Romance Ends: Relationship Break-ups
- **November 1** – Improve Your College Life with Stress Management

For more information, visit:  
[www.counseling.sdes.ucf.edu](http://www.counseling.sdes.ucf.edu).

**The Counseling Center  
is open Monday and  
Thursdays til 7 p.m.**

### 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.



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*If you have any ideas, suggestions or comments, please contact a SDES Council member. E-mail: [sdescoun@mail.ucf.edu](mailto:sdescoun@mail.ucf.edu)*

## Points of Pride...



Students asked questions and received information on the academic support services at the Learning Fair.

### Students Check Out Academic Support Services at Fair

The Student Academic Resource Center (SARC) held a Learning Fair for students on September 14 showcasing the academic support services available to assist them during their college years. The Learning Fair was a first-time initiative for SARC and targeted freshmen students. SARC, University Testing Center, Counseling Center, First Year Advising and Exploration, Campus Wellness Center, Library, Math Lab, University Writing Center and Chemistry Club were among many academic support tables showcasing their informational pamphlets and promotional items. Staff, faculty members, and peers were also on-hand to assist and answer students' questions.

In addition, eight academic workshops were offered to enhance students' learning and/or academic skills covering topics on time management, effective note-taking, strategies in multiple-choice tests and stress management. By attending the Learning Fair, first-year students earned LINK (Learning and Interacting with New Knights) Loot that could be used later in the semester at the LINK auction. Food and door prizes were also provided. The Learning Fair was created to foster academic success and retain students through the development of relevant academic skills, and through increased awareness of learning support services on campus. There were 133 students who participated, and of those, over 80 percent were freshmen. Students' comments about the Learning Fair included, "I've gone to many time management workshops, but this is by far the best;" and "It was very helpful. I learned a lot on how I should study."



Stephen O'Connell, academic advisor, FYAE, facilitated the A, B, C or D? Strategies to Ace Multiple-Choice Tests workshop at the Learning Fair.



UCF Gospel and Cultural Choir

### Multicultural Students Connect to UCF

On September 16, multicultural students were welcomed to the fall semester at the Ninth Annual Fall Welcome Program. Multicultural students had the opportunity to meet and network with other students, faculty and staff. The program included speakers, musical selection by the UCF Gospel and Cultural Choir, and a reception following the program.

In the opening remarks, Provost Terry Hickey invited students to get involved in the UCF community and to embrace diversity. Representatives from the colleges and multicultural student organizations greeted the new students. UCF alumnus Félix Soto Toro, project manager, NASA, was the keynote speaker.

"The running theme throughout the program was to encourage students to get involved and connected to the UCF community, and I believe many students were encouraged to do so," said Chantel Carter, assistant director for the Office of Student Involvement.

In the closing remarks, Celeste Ferguson, interim associate director for Multicultural Academic and Support Services (MASS), remarked, "The program provided an opportunity to put a human face on UCF and encouraged the students to try new directions, and to respectfully challenge all accepted ideas."

The event was sponsored by MASS and the Multicultural Student Center (MSC) and had over 150 people in attendance.

### Students are Welcomed Back at Rosen College

Rosen College of Hospitality Management (RCHM) students were welcomed back to the fall semester with activities and scheduled events.

Campus Life offered campus tours, fitness orientations, team building skills, educational workshops and fun social activities. Students had the opportunity to create sand art bottles or necklaces, get their photos taken, have themselves drawn on a movie screen (digital caricatures) and play a Giant Twister game. Hospitality clubs and organizations information was available to students. Students also had the opportunity to have their blood pressure taken by Rosen Medical Center. Refreshments included snow cones, cotton candy, popcorn and cookies.



Students participated in the sand art activity at the Rosen College of Hospitality Management Welcome Back.



## RWC Fitness Programs Offered at Alternate Locations

The damage from Hurricane Charley resulted in the loss of the majority of the Recreation and Wellness Center's (RWC) roof and the use of the interior of the building. While the building is being repaired and equipment replaced, the RWC staff announces the following temporary locations to accommodate students and members:

- Pegasus Landing Fitness rooms (Affiliated Housing) will house the fitness, weights and cardio equipment;
- Live Oak and Garden Rooms (by Student Dining) will house the Group Exercise program;
- College of Education gymnasium and the RWC outdoor fields will continue as scheduled with the Intramural programming;
- The North Athletic practice field will house Sport Club Lacrosse and Ultimate Frisbee. All other Sports Clubs will continue as scheduled;
- RWC locker rooms are now open during pool hours and can be accessed only through the pool area;
- RWC administration offices are open for business. Entrance to the administration offices will only be through the second floor, side patio entrance, by academic village.

Temporary location facility hours will be posted on the RWC Web site: [www.rec.ucf.edu](http://www.rec.ucf.edu). Partial occupancy of the RWC is anticipated for December. This will include the cardio area, weights and the climbing wall. For more information, call 407.823.2408.

## FIU Administrators Check out the UCF Health Center

Recently, Student Health Services (SHS) hosted administrators from the Florida International University (FIU) Student Health Center. The FIU group was interested in the Student Health Services' organizational structure and programs, with special emphasis on the successful accreditation process. Marsha Huddle, SHS associate director, led the group.

## Fraternity President Wins Top Awards

UCF student Ryan O'Rourke received two top national awards at Sigma Alpha Epsilon's (SAE) John Moseley Leadership School in St. Charles, Illinois. O'Rourke, a former Interfraternity Council president and current president of Sigma Alpha Epsilon here at UCF, received the Outstanding President Award. In addition to his role as chapter president, he is the director of Campus Life for the Student Government Association and the recruitment director for the UCF Dance Marathon.

The second award presented to O'Rourke at this event was the Order of the Phoenix. This honor is presented to an undergraduate brother who has been outstanding in his devotion, loyalty and service to the Fraternity. It is the highest award given to an undergraduate member of Sigma Alpha Epsilon.

Sigma Alpha Epsilon, founded in 1856, resides on college and university campuses, as a guest of the host institution. The current structure includes more than 8,200 undergraduates at more than 200 chapters in 48 states and Canada. Alumni are active in more than 75 alumni associations.

## SDES Members Assist in Hurricane Aftermath

SDES members, who are certified crisis responders with National Organization of Victim Assistance (NOVA) and Florida Crisis Response Team (FLCRT), assisted the UCF community with the aftermath of Hurricane Charlie. Among these SDES members were Student Health Services staff members: Claudia Witcher and Christey Oberbeck, and Counseling Center members: Jessica Carlson, Valeska Wilson, Megan Greene and Germaine Graham were available for crisis response debriefing to assist students who may have needed to discuss or process their hurricane experience.



A special thank you to all the SDES and UCF staff that assisted before, during and after each hurricane to assure the safety and well-being of the UCF community.

UCF is sponsoring a Florida Crisis Response Team training in the spring 2005. For those interested, visit the UCF Victim Service Web site: [www.victimservices.ucf.edu/VSTraining.html](http://www.victimservices.ucf.edu/VSTraining.html).

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



UNIVERSITY OF CENTRAL FLORIDA

FROM PROMISE TO PROMINENCE  
CELEBRATING 40 YEARS

## Walls Tumble as Registrar's Office Begins Total Renovations

On August 9, a wall separating Millican Hall suite 120 (Student Financial Assistance Office) and suite 144 (formerly co-occupied by both Undergraduate Admissions and Registrar's Office personnel) was demolished. This demolition marked the beginning of an extensive, multi-phase renovation project that will transfigure the Registrar's Office. Before the project is completed in 2005, every department cubicle will be replaced, relocating all workstations and staff.

University Registrar Dennis Dulniak said he looks forward to the change coming to the Registrar's Office. He is confident that despite the vast remodeling underway, the office's service level will remain virtually uninterrupted. The challenge, Dulniak maintains, derives from orchestrating four tightly-scheduled stages that will move workstations and office functions in waves. The remodeling stages range from demolition, construction, partition dismantling and replacement erection, reconnecting network wiring to finally relocating staff and equipment. When the project is finished, all members of the Registrar's Office will be centralized within one community working space. This centralization constitutes a significant change for many, whom during the past five years by necessity had been assigned non-contiguous office space as student enrollment grew and office staffing increased. UCF students will discover a dramatic improvement in the look, efficiency and feel of the relocated front lobby area, where they will be welcomed by a bank of service personnel representing several areas of the department. Renovated office space vacated by Undergraduate Admissions will accommodate more student conferences, conducted in greater privacy. A pod of lobby computers will provide office services and greater online access for walk-in students. Access for students with disabilities also will be greatly improved.

