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SDES Reconsidered: Vision for the Future

Maribeth Ehasz
 Vice President

Student Development and Enrollment Services

Many thanks to those of you who participated in our 2007 SDES Professional Development Day on October 25. Special thanks also to the SDES staff members who kept our departments and programs running that day so your colleagues could attend this workshop; your efforts are greatly appreciated.

The day began with a discussion about “SDES Reconsidered: How to Create a Horizontal Division in a Vertical World,” facilitated by Richard Keeling and Ric Underhile of Keeling and Associates, LLC. Keeling and Underhile shared with us several research findings about student success; talked with us about the need to come out of our unit-based, vertical silos and engage in horizontal, imaginative integration with our colleagues across the division and the campus community; and emphasized the importance of gathering evidence of student learning, development and success.

We focused on the need to develop, implement and assess a common set of Student Learning Outcomes (SLOs). By defining the goals of our students’ experiences with SDES, we can know which co-curricular and extra-

curricular engagement activities are supporting students’ learning. We can collectively assist our students to make meaning of their experiences at UCF and to become lifelong learners. In doing so, we will be full partners in the teaching and learning of these students.

Given our numerous challenges – including rapid growth, the pace of daily life at UCF and limited resources – we need to restore balance and attain greater clarity of vision and mission. We must understand the identity of SDES and to confront the issue of students as consumers versus learners. Finally, we have to define student success and know how to recognize evidence of student success.

We can accomplish this by focusing on student success as the achievement of SLOs and collecting and demonstrating evidence of that success. Reflective practice, building capacity through staff development and promoting more tightly coupled imaginative integration in horizontal teams will enable us to achieve these goals.

In the afternoon, we practiced putting this advice into action in a workshop focused on SLO development, “Planning for Learning,” facilitated by Patricia Pates and Bernadette Jungblut from Assessment and Planning. In small groups, we worked to establish sample SLOs by answering four key questions:

- 1) What do we want to happen?
- 2) What do we need to do to make it happen?
- 3) What does it look like once it has happened?
- 4) How do we know it has happened?



Richard Keeling talked about finding ways to utilize individual and unit strengths to create stronger collaborations within SDES and across the university for greater results in student learning and success.

These four questions enable us to set our objectives, determine our actions, specify our outcomes, and measure the impact of our programs and activities through performance indicators of student learning and development.

I look forward to continuing this “SDES Reconsidered” discussion with all of you and encourage you to share with me your questions and ideas about moving our division forward in a learning direction.



Maribeth Ehasz, vice president for SDES, asked over 250 SDES faculty and staff who attended to: “Think about what we do, how we do it and how we can make a difference in student’s lives.”



Pat Pates presented the four steps in a strategic planning.



Bernadette Jungblut reads a group’s practice plan.

Top Secret Mr. UCF 2008 Named

Ten UCF men vied for the title of Mr. UCF 2008 on October 12. A student-run production, top secret Mr. UCF had a "Mission Possible" theme.

Mr. UCF 2007 Joshua Wilson



Miss UCF Denesha Jenkins and Mr. UCF Alex Lord

and the reigning Miss UCF Denesha Jenkins performed and served as the event's masters of ceremony for the event. Of the 10 contestants, Alexander "Alex" Lord won the competition and was named Mr. UCF 2008. Lord is a 20-year-old junior transfer student from Titusville majoring in interdisciplinary studies and minoring in world comparative studies. He is on the Dean's List and serves as the undergraduate assistant in the Lou Frey Institute for Politics and Government.

He is also involved in a freshman mentoring project with the UCF Psychology Department. As a versatile dancer, Lord enjoys performing hip-hop and has opened for nationally known recording artist, Juvenile. He enjoys playing and coaching soccer. In addition, he is a water safety instructor, lifeguard and swim instructor. In his spare time, he volunteers for Habitat for Humanity and the Coalition for the Homeless. After he graduates, Lord plans to seek a master's degree in international relations at a university in London.

Randy Simone was first runner-up, Brandon Wormsbacher, second runner-up, and Larry Harris, third runner-up.

Career Services Offers Opportunities to Alumni

Career services for alumni were enhanced this year with the appointment of Kenneth Goodwin, assistant director for Alumni Career Services and Workforce Partnerships. From his office on the first floor of the Fairwinds Alumni Center, Goodwin offers career counseling and resume assistance. He also provides research on industries and companies searching for new employees and assists alumni to conduct job searches using the UCF KnightLink Recruitment System, the Employ Florida Marketplace and Workforce Central Florida job location systems. Goodwin plans to present workshops on essential career information ranging from resume writing tips and advice on career changes to forming an effective job-hunting network.



Kenneth Goodwin

Kappa Delta Sorority Works to Prevent Child Abuse

Kappa Delta Sorority held several philanthropic events to raise money for Prevent Child Abuse Florida. The chapter women held a barbecue, catered by Smokey Bones, on September 23 at the Kappa Delta house with approximately 400 attendees. The second event was their annual Shakedown Dance Competition held in the Student Union with 1,500 attendees. Raffle prizes were awarded between each dance performance. Over \$2,000 was raised between the two events.

"Kappa Delta Sorority takes child abuse very seriously and the chapter spends a lot of time and energy to ensure that they raise enough money every year to have a significant impact in helping to prevent child abuse in Florida," said Kaitlin Castillo, president for Kappa Delta Sorority.

The UCF Creed

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



Volunteers take time to pose for a photo on Cocoa Beach.

Opportunities of Service Through Knights Give Back

October 6 was the kick-off of a new UCF tradition, Knights Give Back, a day of community service for UCF students, faculty and staff. More than 300 volunteers provided community service to over 20 nonprofit agencies in Central Florida. Participants spent their day cleaning the beaches of Volusia and Brevard counties, working at a stable that provides therapeutic horseback riding for disabled children, hosting a fall festival at the BETA Center (a home for teenage mothers) and playing with children at the Central Florida Miracle League (softball league for disabled children) as well as many other opportunities.

"Knights Give Back is fantastic opportunity for UCF Knights to give to the Central Florida community that gives us so much," said Megan Licata, a junior Organizational Communication major and Volunteer UCF (VUCF) student director. Licata played a major role in planning the event and coordinating the numerous service sites volunteers would work with. Knights Give Back is a partnership of VUCF, Student Government Association and the Office of Student Involvement.

Participants Compete in Outdoor Adventure Climb

The Vegas Night Climbing Competition, held at the Recreation and Wellness Center, attracted 25 participants to the 41-foot climbing tower. The competition consisted of top-rope routes and bouldering challenges with rewarding prizes of gift cards and outdoor backpacks. The competition was sponsored



by Travel Country Outfitters, Backcountry and Entre-Prises.

Currently, the tower has 20 routes, ranging from beginner to advanced levels. Bouldering is a type of climbing that does not require harnessing up or tying in to a top-rope and is allowed up to the 10-foot line mark. For more information, visit: www.rec.ucf.edu.

Transcript Charge Increases in 2008

As of January 1, 2008, the charge for ordering an official UCF transcript will increase from \$5 to \$10. The additional funds generated will help reduce the effect of the recent hiring freezes, budget cuts, and increased enrollment. The funds will support the addition of new full-time and OPS staff, the procurement of consulting support for system developments and university needs, and the upgrading and replacement of hardware.

UCF Students Receive Scholarships from Local Organization



Left to right: Germaine Graham, LEAD Scholars Program, and Stephanie Pavolini, LEAD Scholar

LEAD Scholars Stephanie Pavolini and Brenna Egan both received scholarships from the University Club of Orlando at a recipient dinner on September 20. The organization honors students from UCF, Rollins College, Valencia Community College, Seminole Community College and Florida Agricultural and Mechanical University (FAMU) Law School.

The University Club is a local organization that shows its commitment to education through the University Club Foundation, a non-profit organization that supports Central Florida college-level scholarship programs. Since the first scholarship recipient, the Foundation has expanded its scholarship awards to students of Central Florida institutions of higher learning.



SARC peer mentors, peer tutors, and students participate in the Alzheimer's Association Annual Memory Walk.

Insight Offered to Pre-health Profession Majors

The Student Academic Resource Center invited Genaro Lopez, director for the Pre-Health Professions Advisement Office, to provide an overview path to professional school for pre-health majors. Eighty-two students, the majority being freshmen, attended to better understand the curriculum, skills and tools necessary to be successful in the field of health care.

Lopez shared some myths and realities of what a typical review board considers when reviewing a student's application. He also provided insight on the necessary time management skills, dedication and the perseverance it takes to become a doctor, dentist, pharmacist or veterinarian. According to Sandra Macaulay Leon-Barth, coordinator for the event, "This event was a great opportunity for students to connect with Dr. Lopez and to realize the importance of networking with faculty early and often. It is obvious what a strong advocate he is for student success."

After the overview, academic advisors from SARC and First Year Advising and Exploration conducted group academic advising sessions to assist students with planning a spring schedule and to answer questions they had prior to the withdrawal deadline.



Genaro Lopez addresses UCF students at a pre-health information session.



Left to right: Germi Oliveras and Shirley Hernandez

Getting the Word Out on High-Demand Careers

Career Services collaborated with Transfer and Transition Services to promote UCF majors relative to high-demand careers and emerging technologies within Florida. Faculty, advisors and employers met with students at the Nike programming center to offer them the opportunity to learn more about these Y-Axis career fields.

The majors presented included: general business administration, education, biology, medical, digital media, health and public affairs, nursing, math, physics, chemistry, engineering, and computer science.

"We were impressed with the student turnout, the amount of preparation and work that had been accomplished in advance, and the overall professionalism of the event itself," said Andrea Withington, assistant director for Academic Support Services, College of Education. "We believe the students who attended gathered the information they came for and hopefully, we were able to recruit some of them to an education program."

Special thanks go to the faculty members who shared their expertise on these academic programs, and UCF alumni from Lockheed Martin for representing the engineering and computer science fields.

SARC Participates in Memory Walk

On October 6, SARC Peer Mentors, Peer Tutors and Pegasus Success Program students participated in the Alzheimer's Association Annual Memory Walk. This activity, coordinated by SARC Peer Mentors, was a service project aimed to connect and involve students in advising populations, such as the Pegasus Success Program, College Achievement Program and Supporting Teacher Education Program, to charitable events and volunteer experiences. The walk was held at Lake Eola Park in Downtown Orlando. The SARC team was composed of 16 members who collectively raised \$323 through bake sales and contributions. The Alzheimer's Association is a non-profit organization dedicated to finding a cure for Alzheimer's and in providing care and support for those already affected.

UCF Resources Showcased on the Southern Region

October 2 marked the date of the first Southern Region Fall Resource FAIR (Focus on Access to Institutional Resource) on the Cocoa and Palm Bay Campuses.

This multi-campus event showcased both Southern Region and Orlando campuses' resources that enhance academic success and student retention. Activities included resource table displays, walk-in advising, food, fun, prizes, DirectConnect information and "Decision Day" on-the-spot admission decisions for Brevard Community College Students.

"The Resource FAIR was a great idea," said Lyndi Fertel, director of Brevard Community College Student Disability Services. "It was a good chance to emphasize the valuable partnership between BCC and UCF."

A total of 146 students (72 at UCF Cocoa and 74 at UCF Palm Bay) attended the fair: 49 were UCF students and 97 were BCC students. A total of 11 SDES offices were represented.

Welcome to SDES

- **R. Wade Arnold**, psychologist, Counseling Center
- **Cathleen Connolly**, psychologist, Counseling Center
- **Iris Cruz**, psychologist, Alcohol & Other Drug Prevention Programming
- **Lindsey Harvey**, certified medical assistant, Health Services
- **Pamela Kennedy**, classroom assistant, Creative School for Children
- **Teresa Michaelson-Chmelir**, associate director, Counseling Center
- **Mary Schmidt-Owens**, coordinator, management analysis, Health Services

SDES Changes

• **Jennifer Wright** has been appointed to director of Student Academic Resource Center in the Student Success Center. For the past five years, Wright has served in SARC as assistant director and most recently, as associate director. She earned her Masters of Arts in Higher Education from Appalachian State University in Boone, N.C. She has over 10 years of experience in the field of higher education specializing in academic support services, academic advising, designing and implementing programs for at-risk students, and working with federally funded Trio programs. Wright serves on the Quality Enhancement Program committee for the Strategies for Student Success Course to assist in the development of curriculum and information fluency practices for the classroom. In addition, she serves as the advisor for the Golden Key Honor Society.



Jennifer Wright

- **Germaine Graham**, formerly in the Counseling Center, is now an assistant director for Student Leadership Development, LEAD Scholars.
- **Daniel Meuninck**, Orientation Services, was promoted to assistant director.
- **Sophomore & Second Year Center** is now located in Howard Phillips Hall, room 215.

SDES Awards and Recognition

• **Richard Berwanger**, superintendent of facilities for the Department of Housing and Residence Life, completed a nationwide, 4-year certificate program training in facilities management. The Association of Physical Plant Administrators (APPA) awarded Berwanger his certificate of accomplishment after he completed four phases of core and elective courses in areas including: general administration, operations management, design and construction and utilities. "Everyday, I see payoffs from the educational investment that Richard has made," said Christi Hartzler, director for Housing and Residence Life. "His

knowledge and skills are vital in the delivery of quality services for all of our residential students."

• **Greg Mason**, director for Fraternity/Sorority Housing and Development, served as chair for the Corporate Table Sales Committee for this year's Headdress Ball. The event netted \$350,000, which was roughly \$110,000 more than the previous year. This was the most money ever raised in the 18-year history of the event. Nearly 1,000 people attended the black-tie fund-raiser event, which was held at the Omni Champions Gate resort in Orlando. The Headdress Ball featured a VIP reception, a four-course dinner, a Vegas style production, a silent auction with over 200 items and a live auction. Proceeds from the Headdress Ball benefited Hope and Help, Central Florida's largest HIV/AIDS agency.

Mason was also selected to attend the fall 2007 Mayor's Academy. Founded by the Honorable Mayor Buddy Dyer, the Mayor's Academy is a small select group of participants that meet with city officials and learn about the various agencies that are under the auspices of city government. These agencies include the Orlando Police Department, Parks and Recreation, Orlando Fire Department, Public Housing, Water Reclamation, and others.

• **Vivian Ortiz**, area coordinator for Towers III and IV Community, Department of Housing and Residence Life, will complete eight Susan G. Komen for the Cure 3-Day Breast Cancer Walks. The walks are held in several places around the country and require participants to walk 60 miles and raise \$2,200 dollars per event to be eligible to participate. Ortiz walks in honor of her mother who fought breast cancer, until it took her life on June 14, 2005. To offer your support, visit: www.480forthecure.com.

SDES Presentations

• **Patty Farris**, Dispute Resolution Services, presented "The Conflict Management Tool Box" to 27 building code officers at the Oviedo City Hall Commission Chambers on October 12. Farris also presented a day-long mediation training session to 22 peer mediators at Timber Creek High School 9th Grade Center.

The presentations are a part of the outreach campaign to increase their awareness of DRS services to the greater UCF community. In addition to assisting faculty, staff and students, DRS offers free mediation services to area apartment communities, homeowners and other community members involved in cases appropriate for mediation. The office also offers one-on-one coaching to individuals that do not want to participate in the mediation process. To schedule an appointment, call 407.823.3477.

• **Andrew Luchner**, Counseling Center,

presented "The Relationship Between Two Forms of Narcissism and Competitiveness" at the American Psychological Association in San Francisco on August 17.

SDES Publications

• **Charlene Stinard**, Transfer and Transitions Services (TTS), was published in an online publication, Michael Simmons-National Student Affairs Best Practices, with "Student Engagement through the TTS Peer Mentor Program." The article included the peer approaches to improve student involvement in the campus community, such as: advising support, Transfer Success Workshop Series, Transfer Knights (social club), Facebook page, participation in a University Transfer Experience Committee and new student orientations.

UCF Receives Federal Upward Bound Program Grant Funding

UCF is one of five SUS recipients of funding for the fiscal years 2008-2011 Upward Bound Grant. The proposal is funded for the full \$250,000 per year budget requested, for a total of \$1,000,000. "This was Student Development and Enrollment Services' first submission in response to the Upward Bound Program Request for Proposal and receiving this first Upward Bound award represents a historic moment for both SDES and UCF," said Patricia Pates, director of Academic Development and Research in the SDES Office of Assessment and Planning.

Established in 1965, the Upward Bound Program provides outreach and support to assist low-income, first generation in college, and disabled students to successfully gain access to, and matriculate through higher education programs.

The UCF Upward Bound Program will be housed under the Student Success Center, Howard Phillips Hall, room 216. DeLaine Priest, assistant vice president for Student Success Center, will serve as Principal Investigator and Pates will serve as Co-PI, providing administrative support.

Community partners include the Orange County Public School System, University and Colonial High Schools. "We look forward to many rewarding years providing support to our metropolitan area students by creating greater access to UCF and increasing opportunities for students' lifelong growth and success," said Priest.

Bike Auction Raises Money for Student Scholarships

Bicycles abandoned on campus and recovered by the UCF Police Department will be sold at auction (cash only) to the highest bidder on November 13 starting at 11 a.m. in front of the Student Union. All proceeds will be used for student scholarships.



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