



# UKnighted

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## **SDES Celebrates the Holiday Season and Welcomes in the New Year**

Vice President Maribeth Ehasz, Santa Claus (a.k.a. Craig Ullom, former associate vice president for Campus Life) and others greeted the SDES family as they came together on December 13 for a Winter Holiday Celebration to enjoy food, entertainment, fun holiday activities and more. The SDES staff brought gifts for children as part of the Marine Corps "Toys for Tots" campaign. Entertainment was provided by Mr. and Miss UCFs: Alex Lord and Denesha Jenkins (current) and Joshua Wilson and Megan Clementi (former). UCF's youngest Knights, 3-5 year-old children from the UCF Creative School for Children, sang songs.

Santa and his elves (Ullom's family) handed out candy while spreading holiday cheer to staff members. At the cookie and cracker decorating table, SDES staff created edible works of art with different colored icings, candy holiday shapes, sprinkles and nonpareils.

SDES members from Housing and Residence Life, LEAD Scholars Program, LINK (Learning and Interacting with New Knights), Student Union and the University Testing Center participated in the Mrs. Fields® Gingerbread House Competition. The University

Testing Center won the People's Choice award.

To view the photos of the Holiday Celebration, visit: [www.sdes.ucf.edu](http://www.sdes.ucf.edu) and click on Staff News and Information, then SDES Holiday Celebration. Anyone who would like an electronic copy of a photo (print quality), please contact Judy Pardo at: [jpardo@mail.ucf.edu](mailto:jpardo@mail.ucf.edu).



The University Testing Center won the People's Choice award.



Maribeth Ehasz  
 Vice President for SDES

*I would like to welcome back the SDES staff and faculty to the New Year and thank you for your dedication, hard work and assistance in 2007. Last year was the beginning of what I believe will be a significant transition for the division as we began our discussion of SDES Reconsidered and our definition of student success.*

*This is an exciting juncture for our division as we look at some new ways of doing business and working together to encourage students in their progress as learners and ultimately, as productive and contributing citizens of our state, nation, and world.*

*(More information on SDES Reconsidered can be found on the back page of this newsletter.)*

*The year 2008 promises to be just as exciting and challenging as we continue the process of defining student success through Student Learning Outcomes and looking for new innovative ways to provide academic and student development opportunities for all UCF students at all UCF locations.*

*We look forward this year to continuing to develop partnerships and seeking ways to bring students together with faculty, employers and the community to make the UCF experience one of the most significant and meaningful times in students' lives.*

~Maribeth Ehasz  
 Vice President, SDES



The SDES employees enjoyed a buffet.



Miss UCF Denesha Jenkins and Santa



Mr. UCF Alex Lord

## Pharmacy Expands Services in Knight's Plaza

UCF Health Services opened a new pharmacy and convenience store, Knight Aide, in Knight's Plaza near the new UCF Arena and Towers residence halls. The original pharmacy, located inside the Health Center, has been so successful that Health Services wanted to offer service and convenience for students, faculty, staff and visitors on the north side of campus.

Since Knight Aide first opened, it has been offering convenience items and over-the-counter medications to customers. Beginning in January, the pharmacy will be fully staffed, and customers will be able to fill and pick up prescriptions at either pharmacy.

The Health Center thanks everyone who participated in the pharmacy naming contest. Four separate contestants contributed a version of the name "Knight Aide" and a drawing was held to determine who would win the iPod Nano. The other three contestants received \$20 gift certificates to use at Knight Aide.



Josh Striker, interim assistant registrar for Veteran Services (far left); and Ross Leshinsky, program assistant (3rd from left); oversee work study students (left to right): Belony Omeus, Sean Smith, Karen Northey Boquin and Marcus Parker, to create bulletin board tributes to the armed forces.

## Veteran Services Salutes Armed Forces with Bulletin Board Series

Veteran Services, part of the Registrar's Office, recently began a new series of bulletin boards in Millican Hall. Each month, work study students from Veteran Services, in conjunction with the publications area of the RO, will pay tribute to the various branches of the military, honoring those men and women who have proudly served. The series kicked-off with a display about the United States Navy, and currently, the Marine Corps. Each month, a new service or spotlight will be featured. The bulletin board can be found on the first floor of Millican Hall, in the hallway leading toward the Office of Student Financial Assistance.

## Registrar's Office Leads Commencement Ceremonies in the New Arena

Coordinated by Dennis Dulniak, university registrar, and Paul Viau, associate university registrar, a team from the Registrar's Office oversaw three very successful commencement ceremonies December 14 and 15, the first to be held at the new UCF Arena. The larger capacity facility allowed UCF to reduce the number of ceremonies needed. In addition, the ceremonies featured new commencement regalia, custom designed to feature the UCF Pegasus. Nearly 2,500 graduates participated in the ceremonies.

"Everyone did a great job at the inaugural ceremony in the new arena," commented Melvin Rogers, associate dean for the College of Health and Public Affairs. Congratulations were also expressed by Rick Schell, vice provost, "Everything went as smoothly as if this were the 50th instead of the first commencement in this facility."



Graduates line the halls of the new UCF Arena in anticipation of the start of their commencement ceremony.

## UCF Recreation & Wellness Center Hosts Facility Tour

The Recreation and Wellness Center hosted a pre-conference tour for the Athletic Business Conference & Expo participants. The tour included all of the facilities of the RWC as well as the new football stadium, new UCF Arena and softball complex. The Athletic Business Conference & Expo is a premier educational event for athletic, fitness and recreation professionals. Attendees received the latest information on building, managing, operating and marketing sports, recreation and fitness facilities through thought-provoking seminars and networking.

"As for the tour staff and the organizers, I want to complement those who took the time to show us your university," said Tukz Taca, UCF alum and conference attendee. "Most of you were knowledgeable in your areas and if you didn't know the answer, you sought after a person who knew. That's customer service. The one thing that I have learned is that you can build the best facilities, but it takes passionate and dedicated people to run them and the programs and take care of their guests. So, kudos to the UCF tour staff. I am proud of you all."

## Students Hula to an A

Southern Region Student Government Association, Southern Region Student Services, Student Academic Resource Center, Palm Bay Psychology Club and Regional Campuses co-sponsored "Hula to an A"—a Hawaiian-themed event on November 28 at UCF Palm Bay, and November 29 at UCF Cocoa. This all-day academic support activity included group study sessions, quiet study space, free study skills handouts, UCF SGA giveaways, drinks and snacks throughout the day.

One hundred students (88 UCF and 12 Brevard Community College) attended the UCF Palm Bay activity. Additionally, six faculty members participated by supporting individual and group study sessions at UCF Palm Bay. This is a 50 percent increase in student participation as compared to spring 2007. A total of 37 UCF students participated in this first-time activity on the Cocoa Campus.

## UCF Chapter: Largest Single Donor in State for Toys for Tots

UCF Alpha Tau Omega raised over \$20,000 for the Toys for Tots Foundation through their annual charity concert on November 26. This was their fourth year hosting "Rock the Wreath" in the front yard of the Alpha Tau Omega fraternity house on campus. According to the chapter, every year they outperform the year before, and they attribute their successes to the UCF community.

Rock the Wreath has been the largest Toys for Tots single event donor in the entire state and has continued to host nationally publicized, headlining bands. Alpha Tau Omega hopes to continue to make a difference in the community and display UCF in a positive light.

"None of this would be possible without such a faithfully committed administration," said David Young, chapter president for Alpha Tau Omega. "I am grateful for the effort and thoughtfulness you invest into our life-changing university."

## Record Attendance in First Year Program Activities

For the UCF First Time In College student population, the fall 2007 semester provided many involvement opportunities and proved record-breaking for the Learning and Interacting with New Knights (LINK) program. The semester started with more than 4,000 students and families attending the largest welcome party—the LINK Luau, where they experienced entertainment, school spirit and food. LINK concluded the semester with the LINK Fall 2007 Auction, which attracted the largest crowd in LINK history with 500 students in attendance. By adding sponsors, such as Disney, Universal Studios, SeaWorld and Designer Greens, first-year students were motivated to come out and bid for items. All students attending, regardless of LINK points, were entered into a raffle for a chance to win an iPod Touch and other prizes. Domino's supplied free pizza for the LINK Fall 2007 Auction event.



Ryan Palanza won the Rock Star game. Palanza finished in the top 12 of students earning LINK loot points.

LINK had a 28 percent increase in attendance at LINK-connected programming this fall. "This was a very exciting semester for LINK," said Kelli Hutchens, coordinator for LINK. "We would like to thank all of our partners throughout the university and the community for making this a remarkable semester."

## Service Learning Benefits All

The Creative School for Children has provided many volunteer opportunities for students over the years, but there has been an increase in the fall 2007 semester, resulting in over 170 students volunteering at the preschool for a grand total of over 1,200 hours. Many more university courses have added service learning components. This benefits the CSC, since the students introduce creative projects, such as a butterfly garden and sensory gardens.

The benefit to the college students is also a valuable experience. First, the students must find placement on their own. This forces them to really consider what their interests and abilities are. They must visit the site of their choice, present themselves in a professional manner and request volunteer time to fundraise, plan activities, create PowerPoint presentations or whatever else the requirement for their coursework might be. Once the students have been placed at the Creative School, they receive a schedule and a classroom assignment. The students may assist in the classrooms, gaining experience in an early childhood environment; plan or execute a project, such as the gardens; or work independently, planning fund-raisers to donate toward an ongoing project, such as the development of the Creative School outdoor environment.



Student Omema Kalim reads to several interested "little Knights."

At the completion of the students' experience, the Creative School faculty evaluates the students'

## O-Teamers Rewarded for Promoting AlcoholEdu

O-Teamers, Jessie Knox, Andi Graves and Megan Rambo, each won \$100 gift cards for Best Buy from the Alcohol and Other Drug Prevention Program office for their promotion of AlcoholEdu, an online education course. The O-Teamers promoted the course by informing students when they participated in the summer 2007 orientation.



Left to right: Jessie Knox, Andi Graves, and Megan Rambo

The AlcoholEdu course increases First Time In College students' knowledge of the negative physical and emotional effects of alcohol. These O-Teamers had the most students complete the program.

## Career Services Has Strong Partnership with SeaWorld

On December 4, SeaWorld and Discovery Cove hosted Career Services staff for a full-day site visit and retreat. Staff toured the parks and learned about both full-time and part-time career opportunities available for UCF students. During the tour, SeaWorld's Human Resources' staff shared with CS staff myriad employment opportunities available in their restaurants, retail outlets, show venues and overall park operation. These positions represent employment opportunities for UCF students from most majors and colleges, including hospitality, arts, business, engineering, public administration and education.

"During fall semester, Career Services and SeaWorld have strengthened their partnership, with UCF hosting SeaWorld for several successful recruiting events," said Amy Kleeman, associate director for Career Services.



"Do Work, Son," a College of Business Cornerstone Group, presented the Creative School for Children with a check for \$1,588, money collected through fund-raisers during the semester. The money will go toward the Creative School's goal of building a shade structure over the patio in the outdoor environment.

performance and the students evaluate their own experiences at the Creative School. Lastly, the students' instructors evaluate the students based on presentations or papers written about their experiences as well.

## Welcome to SDES

- **Kimberly Foy**, coordinator, Student Disability Services
- **Kaile Howell**, facilities scheduler, Recreation and Wellness Center
- **Julie McGuire**, administrative assistant, Activity and Service Fee Business Office
- **Donna Nguyen**, coordinator, computer applications, Orientation Services
- **Maureen Vance**, associate registrar, Registrar's Office

## SDES Awards and Recognition

- **Stacey Malaret**, LEAD Scholars Program, has been awarded her doctorate in Educational Leadership Student Affairs.
- **Lovelyn Findley**, Registrar's Office, has been promoted from program assistant to registrar specialist. Her duties now include processing grade forgiveness; academic amnesty; building classes through PeopleSoft, R25 and 4D; special topics; Grad on Track (GOT), and processing queries to provide monthly numbers.
- **James Middlekauf**, Registrar's Office, has been promoted from registrar specialist to assistant university registrar for Veteran Services and Residency Reclassification. Middlekauf has been with the RO since 2002 and UCF since 1998, following 22 years of service in the United States Navy.
- **Mayra Hoffman** (Career Services), **Angela Martinez** (Office of Student Involvement), **Anthony Perry** (Rosen College of Hospitality and Management Campus Life), **Elsa Nieves-Roman** (Registrar's Office) and **Albertha Sheppard** (Student Academic Resource Center) have completed the "Supervisory Skills Series." The 32-hour program introduces the day-to-day aspects of supervision, as well as the basics of effective management practices and techniques.
- **Vanessa Butts** and **Diane Hidalgo** (Registrar's Office), **Mayra Hoffman** (Career Services), **Jorge Milanes** and **Gregory Saunders** (Housing and Residence Life), and **Jennifer Wright** (Student Academic Resource Center) have completed the "Star Series." The 20-hour series focuses on giving participants the tools to provide outstanding customer service.
- **Mark Gumble**, Academic Services for Student-Athletes, was selected to serve as a consultant for athletic and college administrators on the intent, goals and improvement strategies of National Collegiate Athletic Association's (NCAA) Academic Progress Rate. He is one of 15 selected nationally through a new partnership between the National Association for Academic Advisors for Student-Athletes (N4A) and the NCAA.
- **Gary Morgan**, student leadership development, recently completed the Level 1 Certification to conduct the Leadership Challenge workshop. The Leadership Challenge, that includes the college student companion program, The Five Practices of Exemplary

Student Leadership, is based on 25 years of leadership development research by best-selling authors James Kouzes and Barry Posner. The Leadership Challenge includes the Leadership Practices Inventory (LPI), one of the most widely used 360-degree leadership assessment instruments available with over a million administrations. The LEAD Scholars Program implemented the Five Practices and LPI in its core leadership course two years ago.

## The UCF Creed

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

Submit your February UKnighted newsletter articles and photos to: [jpardo@mail.ucf.edu](mailto:jpardo@mail.ucf.edu) by January 15.

## SDES Reconsidered: Continuing the Vision

Student Development and Enrollment Services is engaged in a process to transform the division. This is a process, not an event, that includes "us" (SDES staff) learning how to communicate with each other, how we work together, how we inspire each other to be better. It is a strategy to re-conceptualize how we work together for a positive impact on students.

Student Learning Outcomes (SLOs) are the framework for this new model for SDES, and involve coupling services in more intentional and deliberate ways.

### Why are we engaging in this process?

- To deepen our understanding of transformative learning
- To build our capacity to craft, support and assess student learning
- To develop learning outcomes that lead to student success
- To demonstrate that SDES is a "learning community"
- To broaden our sense of "team" as it relates to SDES
- To deepen our partnership with the UCF community
- To provide programs and services that afford students opportunities for transformative learning experiences
- To change lives.

### What is the process?

- Define student success – "X" as demonstrated by student learning
- Identify evidence of student success
- Conceptualize a model for cooperation, collaboration, and imaginative integration
- Integrate learning outcome assessment into individual Institutional Effectiveness plans
- Reevaluate, refine, and sustain the process of "continuous improvement."

As a framework for this crafting process (of SLOs), we are using the educational domains outlined by the UCF Creed:

### 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.

Kerry Welch, director for the Office of Student Involvement, has agreed to provide leadership to the division as we work to advance the principles of SDES Reconsidered and articulate what student success means to SDES.

According to Welch, "This is a very exciting process that puts UCF/SDES on the cutting edge of providing student services. The national trend has become the consideration and discussion of student learning outcomes as outlined in several high profile academic journals, but most colleges and universities that endeavor to be learning centered institutions have not yet begun the implementation process. SDES Reconsidered is a course of action that puts students' transformational learning, the process in which they make meaning of the totality of their experiences at UCF, at the forefront of our delivery of services. That's an exciting opportunity for students, and an impressive yet achievable challenge for the SDES staff."



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