



KNIGHT GUIDE

A Guide to Student Support Services



**Student Development
and Enrollment Services**



FROM THE VICE PRESIDENT

Throughout my 23 years at UCF, one of my key goals has been student success and working to ensure that students who enter UCF are not the same students as they leave. Students should be wiser, more socially astute, diverse in their thinking and better prepared to build a brighter future for themselves and for our country and our world. Our learning centered campus community offers enriching opportunities that prepare students to be bold, innovative and socially responsible. Students are encouraged to grow, succeed and excel.

The Division of Student Development and Enrollment Services provides students with the opportunity to learn, lead, live and engage. We know that education has the power to transform lives and students have the opportunity to succeed, it changes not only their lives, but the lives of their families and those around them.

In this year's report – DREAM BIG – you'll see many examples of how the division has successfully worked to improve the quality of the student experience. Thank you again for your continued support.

The best is yet to come! Go Knights! Charge On!

Maribeth Ehasz
*Vice President for Student Development
and Enrollment Services*

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.

IMPORTANT PHONE NUMBERS

| PROGRAM OR SERVICE | DEPARTMENT | TELEPHONE |
|-------------------------------------|--|-----------|
| SDES General Information | Student Development and Enrollment Services | 823-3100 |
| Address Changes | Registrar's Office | 823-3100 |
| Advising, Freshmen Majors | First Year Advising and Exploration | 823-3789 |
| Advising, Student-Athletes | Academic Services for Student-Athletes | 823-5895 |
| Advising, Undecided Students | First Year Advising and Exploration | 823-3789 |
| Alcohol and Other Drug Prevention | Student Health Services | 823-5841 |
| Campus Activities Board | Office of Student Involvement | 823-6471 |
| Career Counseling | Career Services | 823-2361 |
| Career Employment Services | Career Services | 823-2361 |
| Counseling for Personal Concerns | Counseling and Psychological Services | 823-2811 |
| Creative School for Children | Creative School for Children | 823-2726 |
| Conflict Resolution and Mediation | Office of Integrity and Ethical Development | 823-3477 |
| Financial Aid and Scholarships | Student Financial Assistance | 823-2827 |
| Fraternity and Sorority Life | Fraternity and Sorority Life | 823-2072 |
| Grade Forgiveness | Registrar's Office | 823-3100 |
| Health Services | Student Health Services | 823-2701 |
| Housing and Residence Life | Housing and Residence Life | 823-4663 |
| Insurance Program for Students | Student Health Services | 823-2701 |
| LEAD Scholars | LEAD Scholars Academy | 823-2223 |
| Legal Services for Students | Student Legal Services | 823-2538 |
| LINK | First Year Experience | 823-5105 |
| Major Exploration | First Year Advising and Exploration | 823-3789 |
| Multicultural Academic and Support | Multicultural Academic and Support Services | 823-2716 |
| Neighborhood Relations | Neighborhood Relations and Safety Educaiton | 823-6505 |
| Off-Campus Student Employment | Career Services | 823-2361 |
| Off-Campus Student Services | Neighborhood Relations and Safety Education | 823-6505 |
| Orientation Services | First Year Experience | 823-5105 |
| Recreation and Intramural Sports | Recreation and Wellness Center | 823-2408 |
| Registration Help Line | Registrar's Office | 823-3100 |
| Social Justice and Advocacy | Social Justice and Advocacy | 823-0401 |
| Student Accessibility Services | Student Accessibility Services | 823-2371 |
| Student Conduct | Office of Student Conduct | 823-4638 |
| Student Government | Student Government Association | 823-2191 |
| Student Involvement | Office of Student Involvement | 823-6471 |
| Student Leadership | LEAD Scholars Academy | 823-2223 |
| Student Outreach Services | Student Outreach Services | 823-5580 |
| Student Rights and Responsibilities | Office of Student Rights and Responsibilities | 823-4638 |
| Student Union | Student Union | 823-3677 |
| Testing Services | University Testing Services | 823-5109 |
| Transcript Requests | Registrar's Office | 823-3100 |
| Transfer and Transition Services | Transfer and Transition Services | 823-2231 |
| Tutoring (Free Service) | Student Academic Resource Center | 823-5130 |
| Undergraduate Admissions | Undergraduate Admissions | 823-3000 |
| Veteran Services | Registrar's Office — Veterans Academic Resource Center | 823-2707 |
| Wellness Center | Wellness & Health Promotion Services | 823-5841 |

VISION

To prepare students to become globally competitive and lifelong learners. We accomplish this by promoting the academic, professional and personal growth of all students through transformative learning experiences.

MISSION

To create and cultivate an innovative and inclusive learning experience that helps students reach their academic, personal and professional aspirations; to advocate for social awareness and change; and to commit to lifelong learning.

PRIORITIES

STUDENT WELL-BEING

STUDENT ACCESS AND OPPORTUNITY

STUDENT LEARNING AND SUCCESS

STUDENT CAREER READINESS AND POST BACCALAUREATE SUCCESS

STUDENT ADVOCACY, EQUITY AND INCLUSION

4.03 **66K**
AVG. INCOMING GPA **TOTAL ENROLLMENT**

3,760
NEW FIRST TIME IN COLLEGE STUDENTS

7,150
NEW TRANSFER STUDENTS

650+
CLUBS AND ORGANIZATIONS

71%
FIRST-YEAR STUDENTS LIVE ON CAMPUS

SDES LEADERSHIP



DR. MARIBETH EHASZ
Vice President of Student Development
and Enrollment Services



DR. GORDON CHAVIS
Associate Vice President
Enrollment Services



DR. SHARON EKERN
Associate Vice President
Administration &
Student Life



DR. ADRIENNE FRAME
Associate Vice President
Dean of Students



DR. DELAINE PRIEST
Associate Vice President
Student Success



DR. KERRY WELCH
Associate Vice President
Student Engagement &
Leadership Development



DR. BRIANT COLEMAN
Assistant Vice President
Strategic Initiatives &
Communications



MARK GUMBLE
Assistant Vice President
Learning Support Services



**BELINDA HIGGS
HYPPOLITE**
Assistant Vice President
Community Support



DAVID PAVLONNIS
Assistant Vice President
Budgets & Personnel



RICHARD PAYNE
Assistant Vice President
Operations



A.J. RANGE
Assistant Vice President
Neighborhood Relations &
Safety Education



DR. CHANDA TORRES
Assistant Vice President
Advising, Transfer &
Career Services





STUDENT SERVICES

ACADEMIC SERVICES FOR STUDENT-ATHLETES (ASSA)

Director Position Vacant

Wayne Densch Center for Student-Athlete Leadership
Room 201
407.823.5895
assa.sdes.ucf.edu

Academic Services for Student-Athletes partners with the campus community to provide resources and opportunities for student-athletes to be academically successful while building a foundation for success after graduation. ASSA provides support services for:

- Emphasis on helping student-athletes understand major choices and monitoring their eligibility status as it relates to UCF, Conference USA and NCAA rules and regulations
- Mentoring and academic advising for student-athletes
- One-on-one meetings with academic advisors
- Subject specific tutoring
- Structured study program required for all new student-athletes each semester

COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)

Director Karen Hofmann

Counseling Center | Room 101
407.823.2811
caps.sdes.ucf.edu

The Counseling and Psychological Services staff is comprised of licensed (or license-eligible) psychologists, mental health and social work counselors, and graduate interns who provide a confidential environment in which students may explore and resolve issues of concern. The office provides:

- CAPS outreach presentations
- Comprehensive psychological services to university enrolled students
- Counseling
- Crisis intervention
- Graduate training
- Professional consultation

NEIGHBORHOOD RELATIONS AND SAFETY EDUCATION

Assistant Vice President A.J. Range

Research Pavillion | Room 110
407.823.6505
nrse.sdes.ucf.edu

Neighborhood Relations and Safety Education assists and supports students in their search for off-campus housing accommodations. The office collaborates with property managers, landlords, neighbors, homeowner associations and residents to build and maintain positive relations in the community. Additionally, the office helps to inform, educate, and encourage students living off campus to learn and practice safety and prevention education. The office also provides:

- Furniture rental information
- Lease consultations
- Listings of off-campus apartments
- Prevention education, safety information, and security awareness or preparedness for students, SDES faculty and staff
- Resources for students needing to find roommates
- Storage
- Subleases

OFFICE OF STUDENT CONDUCT (OSC)

Director Michael Gilmer

Ferrell Commons | Room 227
407.823.4638
osc.sdes.ucf.edu

The Office of Student Conduct handles complaints against UCF students and student groups. The complaint must indicate a possible violation of one or more of the Rules of Conduct or Conduct Regulations of Student Organizations located in the Golden Rule Student Handbook. OSC provides:

- Educational opportunities that foster individual growth
- Ethical development
- Personal accountability while promoting the core values of the UCF Creed

OFFICE OF STUDENT RIGHTS AND RESPONSIBILITIES (OSRR)

Assistant Dean of Students and Executive Director Dana Juntunen

Ferrell Commons | Room 227
407.823.4683, 407.823.6960
osrr.sdes.ucf.edu

The Office of Student Rights and Responsibilities is responsible for the oversight of the following areas:

- Case Manager (to work with Students of Concern)
- Class Absences
- Crisis Management
- Death Notices
- Golden Rule Student Handbook
- The Office of Student Conduct and Office of Integrity and Ethical Development
- UCF Cares
- UCF Creed
- University Crisis Committee

STUDENT HEALTH SERVICES (SHS)

Executive Director Dr. Michael Deichen

Health Center | Room 101
407.823.2701
shs.sdes.ucf.edu

Health Services provides healthcare to UCF students, faculty and staff. The health providers include primary care physicians and mid-levels, psychiatrists, gynecologists and sports medicine physicians. Services take place at both the main campus Health Center and UCF College of Medicine, Lake Nona. These services include:

- Allergy shots
- Dental care
- Immunizations
- Lab testing
- Pharmacy
- Smoke Free UCF
- Visits with health providers
- X-rays

STUDENT LEGAL SERVICES (SLS)

Director Patricia Dullaghan

Student Union | Room 304
407.823.2538
sls.sdes.ucf.edu

Student Legal Services is an on-campus law office that provides free confidential legal advice and representation to UCF students in the following areas:

- Auto accidents (property damage only)
- Chapter 7 bankruptcies
- Criminal defense (misdemeanors and felonies of third degree only)
- Consumer problems (i.e. debt collection defense, insurance coverage denials, credit report disputes, auto fraud, student loans)

- Dissolution of marriage (uncontested)
- Free notary public for students
- Landlord tenant matters (i.e. security deposit disputes, maintenance problems, eviction defense)
- Name changes
- Power of attorney
- Promissory notes
- Programs, lectures and presentations to educate students as to their legal rights and responsibilities
- Sealing and expunction of criminal records
- Traffic tickets
- Wills

ADMINISTRATION & STUDENT LIFE

ACTIVITY AND SERVICE FEE BUSINESS OFFICE (A&SF)

Director Richard Phillips

Student Union | Room 215
407.823.5548
asf.sdes.ucf.edu

The Activity and Service Fee Business Office is primarily responsible for providing financial and managerial oversight for the A&SF funding, which supports meaningful and collaborative experiences for students and promotes the development of financial stewardship. A&SF services the accounting, personnel and purchasing needs of the following A&SF funded agencies and departments:

- Campus Activities Board
- Homecoming Task Force
- Knightcast
- Knights of the Round Table
- Late Knights
- Multicultural Student Center
- Office of Student Involvement
- Recreation and Wellness Center
- Student Government Association
- SGA Computer Lab
- SGA Express Print Lab
- SGA Ticket Center
- Sports Club Council
- Student Legal Services
- Student Union
- Volunteer UCF

BUDGET AND PERSONNEL SUPPORT, SDES

Assistant Vice President David Pavlonnis

Millican Hall | Room 282
407-823.4625
bps.sdes.ucf.edu

SDES Budget and Personnel Support is dedicated to providing SDES with value added services such as:

- Administrative services in fiscal and human resource matters
- Human Resources related paperwork for A&P, Faculty and USPS division employees
- Provides budget, human resource and new employee workshops for SDES employees
- Serve as a resource to both employees and supervisors for employee and employer relation issues





CREATIVE SCHOOL FOR CHILDREN (CSC)

Associate Director Kimberly Nassoiy

Creative School for Children
Room 102
407.823.2727
csc.sdes.ucf.edu

Creative School for Children is one of Florida's quality Educational Research Centers for Child Development. They are accredited by the National Association for the Education of Young Children and are Florida Gold Seal Accredited. CSC is also a Florida State Voluntary PreK provider for four-year-olds. The school:

- Serves children ages 2 to 5 years old
- Offers strong learning experiences for children
- Allows each child to discover, explore, create and imagine
- Encourages and supports a child's natural curiosity to construct their own knowledge
- Is open year round
- Serves UCF students, faculty and staff with UCF students receiving priority enrollment

HOUSING AND RESIDENCE LIFE (H&RL)

Executive Director Christi Hartzler

Housing Administration Building
Room 123
407.823.4663
housing.ucf.edu

The Orlando main campus housing is reserved for mostly incoming first-year students but a limited amount of space is available for upper-class students. Married and family student housing are not available. The Department of Housing and Residence Life offers:

- Enrolled single students housing on the Orlando main campus and the Rosen College of Hospitality Management campus
- Provides residence life services at Knight's Circle and the Pointe at Central, affiliated properties

RECREATION AND WELLNESS CENTER (RWC)

Executive Director James Wilkening

Recreation and Wellness Center
Room 204
407.823.2408
rwc.sdes.ucf.edu

The Recreation and Wellness Center is designed to assist students in making healthy lifestyle choices through efficient services, comprehensive programs and high quality facilities. The RWC offers a full scale 150,000-square-foot recreation center. The center is open to all students and paid memberships are available for non-students. The major program components include:

- Athletic Training
- Aquatics
- Climbing wall
- Courts space
- Fitness
- Fitness floor
- Intramural Sports
- Lap pool
- Outdoor Adventure
- Racquetball courts
- Sport Clubs

STUDENT UNION (SU)

Director Rick Falco

Student Union | Room 312
407.823.3677
studentunion.ucf.edu

The Student Union strives to provide a welcoming place for students to meet, eat and study. The SU is responsible for:

- Coordinating all events in the Union's ballrooms and conference rooms
- Ferrell Commons
- Knights Helping Knights food pantry (KHK)
- Operates on a 24/5 schedule during other weeks of the semester
- Operation of All Knight Study
- Ready, SET, Go!
- Student Union becomes a 24/7 "Study Union" during finals week



WELLNESS AND HEALTH PROMOTION SERVICES (WHPS)

Director Maureen Hawkins

Recreation and Wellness Center
Suite 111
407.823.5841
whps.sdes.ucf.edu

Wellness & Health Promotion Services (WHPS) offers a wide variety of services and programs aimed at helping all UCF students be healthy knights! We promote healthy lifestyle habits associated with higher academic performance by providing programming, outreach, and educational workshops on safe sex, nutrition, stress management, sleep, healthy relationships, and body image.

- Social Wellness
 - Free Rapid HIV Testing
 - Free Condoms
- Nutrition
 - Cooking Demos & Classes
 - Tower Garden Workshops
 - Free Fresh Local Produce
- Stress Management
 - Biofeedback Relaxation Training
 - Relaxation Stations
 - Journal to Self-Discovery
 - To Knight, with Love
- Coaching
 - Wellness Coaching
 - Nutrition Coaching
 - Quit Smoking
 - Supplemental Nutrition Assistance Program
 - Couponing 101

STUDENT ENGAGEMENT & LEADERSHIP DEVELOPMENT

FRATERNITY AND SORORITY LIFE

Director Woody Joseph

Fraternity and Sorority Life,
Building 415 | Room 101
407.832.2072
fsl.sdes.ucf.edu

Fraternity and Sorority Life is committed to providing the best possible fraternity and sorority experience for both students and the university community. The office provides:

- Advice, services and programs to ensure all members engage in high-quality undergraduate fraternal experiences that reinforce the organization's founding principles: scholarship, community service, campus involvement and sisterhood/brotherhood
- Developmental programming for individuals, chapters, chapter alumni boards, house corporation officers, and collegiate governing boards; i.e., Diversified Greek Council, Greek Council, Panhellenic Council, Interfraternity Council, and the National Pan-Hellenic Council
- 47 fraternities and sororities on UCF's campus with more than 3,500 active Greek students

LEAD SCHOLARS ACADEMY

Director Stacey Malaret

Ferrell Commons | Room 165
407.823.2223
lsa.sdes.ucf.edu

Student Leadership Development area is made up of three offices within the SDES division. The offices include:

- Inspire Women's Mentoring Program
- LEAD Scholars
- Lead Out Loud

MULTICULTURAL ACADEMIC AND SUPPORT SERVICES (MASS)

Director Wayne Jackson

Student Union | Room 154
407.823.2716
mass.sdes.ucf.edu

Multicultural Academic and Support Services assists multicultural and first-generation college students in their transition to UCF. The three signature programs of MASS are:

- AWAKE
- Brother to Brother Program
- First Generation Program
- Seizing Opportunities for Achievement and Retention (SOAR)

OFFICE OF STUDENT INVOLVEMENT (OSI)

Director Shane Juntunen

Student Union | Room 208
407.823.6471
osi.ucf.edu

The Office of Student Involvement strives to create an atmosphere that provides opportunities for leadership development and personal growth. Each year, OSI collaborates to produce over 500 entertainment, educational and service programs including:

- Major concerts
 - Nationally recognized lecturers
 - Touring entertainment events
 - Volunteer and service projects
- OSI provides student opportunities for involvement and assists in the:
- Advisement and leadership training for over 425 registered student organizations (RSOs)
 - Coffeehouse events
 - Movie series
 - Six student agencies (Campus Activities Board, Homecoming, Knights of the Round Table, Knightcast, Late Knights, and Volunteer UCF), the Student Government Association (SGA), and Student Outreach Services
 - Sponsored special events such as Knight-Thon, a campuswide dance marathon
 - Student produced radio shows

SOCIAL JUSTICE AND ADVOCACY (SJA)

Director Edwana Andrews

Student Union | Room 207
407.823.3626
sja.sdes.ucf.edu

Social Justice and Advocacy promotes an equitable campus environment where all are assured diversity, in its many forms, is valued. SJA supports efforts to increase equal access to campus resources and opportunities, while cultivating inclusiveness to the least advantaged members of the campus community, by decreasing obstacles that prevent students from succeeding at UCF. The Office of Social Justice and Advocacy is responsible for the oversight of the following areas:

MULTICULTURAL STUDENT CENTER

msc.sdes.ucf.edu

The Multicultural Student Center plans a number of programs every semester in order to educate the student body on the importance of diversity and inclusion. The office offers services including:

- Cubicle space for RSOs
- Educational programs to enhance knowledge of culture, race, religion, sexual orientation and abilities
- Engagement opportunities including leadership committee where students can gain experience in leadership and programming
- Monthly book club which provides free books for students
- Monthly talk series to encourage discussion on current events facing under-represented communities
- Resource library with books and magazines available to students for free

LGBTQ+ SERVICES

lgbtq.sdes.ucf.edu

UCF LGBTQ Services seeks to enhance the visibility of the LGBTQ and Ally student experience by serving as an entry point for affirming resources and support. Programs and services include:

- Annual LGBTQ and Ally Lavender Celebration that honors graduating LGBTQ and Ally students
- Crisis and bias reporting
- Organizing UCF's LGBT History Month celebration
- Safe Zone and Training
- Weekly LGBTQ and Ally-affirming dialogue group Alphabet Soup



STUDENT SUCCESS

CAREER SERVICES (CS)

Executive Director Lynn Hansen

CSEL Building | Room 101
407.823.2361

career.sdes.ucf.edu

Career Services offers students and alumni assistance with the planning and development of their academic and career goals.

- Assistance in exploring career opportunities through work-based learning activities, such as site visits, job shadows, the externship program and the UCF Lockheed Martin CWEP program
- Assistance with the graduate or professional school selection and application process
- Career counseling and assessment, career education, job readiness skills, and graduate or professional school preparation
- Connects students and alumni to professional employment opportunities such as Employer Relations programs that include employer panels, career expos and job fairs, KnightLink job posting system, and an on-campus interviewing program
- Job search preparation: resume writing and interviewing, and assistance with the graduate or professional school selection and application process

FLORIDA CONSORTIUM OF METROPOLITAN RESEARCH UNIVERSITIES

Executive Director Michael Preston

12424 Research Parkway | Suite 101
407.823.1773

floridaconsortium.com

The Florida Consortium of Metropolitan Research Universities will drive Florida's workforce development by creating synergies and efficiencies among the state's three large metropolitan research universities – Florida International University, University of Central Florida and University of South Florida. These institutions are located in the state's largest metropolitan areas, collectively serving nearly half of the students in the State University System of Florida. As part of this partnership, FIU, UCF and USF have been working closely together to share best practices, innovative solutions, policies and programs to efficiently increase the number of graduates in high-demand areas and maximize career development opportunities.

FIRST YEAR ADVISING AND EXPLORATION (FYAE)

Director Stephen O'Connell

Howard Phillips Hall | Room 116
407.823.3789

fyae.sdes.ucf.edu

First Year Advising and Exploration assists first-time-in-college students with the successful transition from high school to the university setting.

- Advises all FTIC students with the exception of students who enter the university with 30 or more college credit hours and students who are Division I Athletes
- Guidance in utilizing campus resources to achieve academic success
- Provides academic advising support for the Summer Bridge Programs
- Provides advising for students participating in special programs that include: EXCEL and LEARN (STEM majors), and Out of State Student Mentoring Program
- Supports students in developing realistic academic goals for the first year

FIRST YEAR EXPERIENCE (FYE)

Interim Director Paige Wood

Howard Phillips Hall | Room 216
407.823.5105

fye.sdes.ucf.edu

First Year Experience empowers students by building a foundation for their success.

Through comprehensive programming, FYE enhances students' and families' transition to, connection with, and understanding of the UCF community through:

- LINK program (Learning and Interacting with New Knights)
- New student orientation for all incoming FTIC and transfer students
- Pegasus Parent program which includes parent orientation, a monthly parent newsletter and Family Weekend
- Orientation Team (O-Team)
- Out of State Student Mentoring Living-Learning Community
- Strategies for Success 3-credit hour freshmen seminar: SLS 1501
- UCF's official welcome week: Pegasus Palooza
- The Ultimate Knight Program

INCLUSIVE EDUCATION SERVICES (IES)

Director Adam Meyer

Ferrell Commons | Room 18
407.823.4427

ies.sdes.ucf.edu

Inclusive Education Services strives to deliver an innovative and distinctive post-secondary educational experience, by offering individuals with intellectual disabilities immersive campus and vocational opportunities to achieve excellence at UCF and beyond. Upcoming Goals for IES are:

- Providing a highly beneficial experience to all the individuals and their families who apply for the pilot project in 2015
- Meeting the criteria to become a Comprehensive Transition Program by 2017
- To grow the support and resources to sustain a top-quality experience for up to 40 individuals enrolled at UCF by 2018

REGISTRAR'S OFFICE (RO)

Executive Director Brian Boyd

Millican Hall | Room 161
407.823.3100

registrar.sdes.ucf.edu

The Registrar's Office provides quality and efficient services, develops and maintains accurate academic records, and effectively communicates appropriate information to the UCF community. The RO is also responsible for:

- Academic Calendar
- Classroom scheduling
- Coordinating student record processing including enrollment (registration)
- Grading
- Master class schedule
- NCAA athletic eligibility
- Processing record changes
- Residency reclassification
- Transcript requests
- Transfer credit processing
- Undergraduate Catalog
- Veterans Academic Resource Center

STUDENT ACCESSIBILITY SERVICES (SAS)

Director Adam Meyer

Ferrell Commons | Room 185
407.823.2371

sas.sdes.ucf.edu

Student Disability Services provides academic accommodations for qualified UCF students with disabilities. SDS collaborates with faculty on providing the academic accommodations that include but are not limited to:

- Alternate print format
- Note-taking accommodations
- Sign language interpreters
- Speech-to-text captioning
- Testing accommodations



STUDENT ACADEMIC RESOURCE CENTER (SARC)

Director Rebecca Piety

Howard Phillips Hall | Room 113
407.823.5130

sarc.sdes.ucf.edu

The Student Academic Resource Center provides high-quality academic support programs. SARC serves as a means for retention of students and is an important element in assisting UCF students to achieve their academic goals. Programs include:

- Retention programs
- Supplemental Instruction
- Tutoring

TRANSFER AND TRANSITION SERVICES (TTS)

Director Jason Dodge

Howard Phillips Hall | Room 221
407.823.2231

transfer.sdes.ucf.edu

Transfer and Transition Services helps students make a seamless transition for a more successful UCF experience. TTS provides pre-admission and transition advising and connections to the campus community through a strong Peer Mentor program. TTS assists transfer students with:



- One-on-one pre-admission academic and transition advising
- Transfer course equivalencies
- Common program prerequisites and foreign language requirements
- Resources for changing majors or adding minors
- Degree audit issues
- Referrals for academic support services
- Opportunities for engagement their first semester
 - Transfer Success workshop series
 - Transfer Knights student organization
 - Tau Sigma National Transfer Student Honor Society

TRIO PROGRAM: PRIME STEM PROGRAM

Director Rebekah McCloud

Howard Phillips Hall | Room 208
Tel: 407.823.4165

trio.sdes.ucf.edu

The SDES TRiO Center is home to two Student Support Services (TRiO) programs: PRIME STEM and Project BEST. These programs serve college students who are first-generation (neither mother nor father has a Bachelor's degree), low-income (usually PELL-eligible), and/or have a documented disability (and registered with Student Accessibility Services) by offering academic support services, opportunities, and resources to enhance personal skills and academic excellence.



ENROLLMENT SERVICES

UNIVERSITY TESTING CENTER (UTC)

Director Rebecca Piety

Howard Phillips Hall | Room 106
407.823.5109
utc.sdes.ucf.edu

The University Testing Center is responsible for coordinating and administering institutional, state and national standardized testing. This includes but is not limited to:

- Accuplacer
- College Level Examination Program (CLEP)
- Distance Learning Exams
- Foreign Language Proficiency Exam (FLPE)
- Grammar Proficiency Exam (GPE)
- GRE-Subject Areas, Law School Admission Test (LSAT)
- Praxis
- Test of Essential Academic Skills (TEAS)
- Test of English as a Foreign Language (TOEFL iBT)
- Math Placement Test



STUDENT FINANCIAL ASSISTANCE (SFA)

Executive Director Alicia Keaton

Millican Hall | Room 120
407.823.2827
finaid.ucf.edu

The Office of Student Financial Assistance is dedicated to supporting UCF's mission and goals through the efficient delivery of student aid. The office provides students with a comprehensive offering of financial assistance options to support student success and the attainment of a university degree.

- Counsels and advises student's respectfully and professionally while maintaining the confidentiality of student and family information.
- Provides financial aid information to students and their families in an accurate, efficient and timely manner, so that students are well informed about their financing options.
- Remains committed to providing financial literacy information and programs that will improve students understanding of financial aid concepts and services. Such efforts will empower students to make more informed choices and take actions to improve their present and long-term financial well-being.
- Supports the recruitment, retention and academic success of UCF's diverse student body, while complying with all federal, state and university system regulations and policies.



STUDENT OUTREACH SERVICES (SOS)

Director Rhonda Hall

Orlando Tech Center, Bldg. 600
Room 215
407.823.5580

sos.sdes.ucf.edu

Student Outreach Services provides services to underrepresented students and their families in grades 6th thru 12th to assist in the college admission process. Programs and services include:

- Community service projects
- College admissions and financial assistance workshops
- College entrance exams prep workshops
- College tours
- History and Math Bowl competitions
- Monthly enrichment activities
- Summer residential programs

UNDERGRADUATE ADMISSIONS (UA)

Associate Vice President Gordon Chavis, Jr.

Duke Energy University
Welcome Center | Room 215
407.823.3000

admissions.ucf.edu

The Office of Undergraduate Admissions coordinates the admission and enrollment of all undergraduate students (FTIC and Transfer and non-degree) to the university. The primary mission is to identify, target, attract, market, invest in and enroll an academically talented and diverse student body who will contribute to and achieve academic success at UCF.





Student Government Association

ABOUT SGA

The Student Government Association is a representative body modeled after the United States government. Through its three branches, Executive, Legislative, and Judicial, the Student Government Association aims to represent student issues and concerns at all levels of university decision making. Through a \$18.6 million dollar budget acquired from student fees, SGA maintains hundreds of student jobs, oversees two facilities (Student Union and Recreation and Wellness Center),

and is constantly creating new services and initiatives aiming to make campus life better for all UCF Knights. In addition to implementing new services, perhaps SGA's most vital role is the protection of student interests in both the UCF administration's decisions as well as decisions made at the state level. Through governmental affairs divisions, committees, and professional lobbying firms, SGA ensures that the student voice is not only heard but taken seriously.

SGA SERVICES

- All Knight Study
- Universal Knights
- Zimride Carpooling
- Knight Flight
- Student Scholarships
- Free Printing Labs
- SGA Bike Share
- 24-Hour Student Union
- Free Copying and Faxing
- KnightLYNX Transportation
- Student Computer Lab
- Free Student Legal Services
- Student Conduct Assistance
- Recreation and Wellness Center
- Funding for Academic Conferences
- Funding for Registered Student Organizations
- Free Scantrons and Blue Books
- Tailgates at Home Football Games



#KNIGHT VISION

ADVOCACY:

- Coordinate with the university to lobby for the creation of Emerging Preeminence and increase state funding for UCF.
- Advocate for the opening of the UCF Downtown Campus.
- Continue to lobby for the implementation of Chloe's Law.
- Fight to prevent tuition hikes.
- Lobby for Bright Futures in the summer.
- Demand a decrease in the excess credit hour surcharge.
- Protect students by fighting efforts to weaken student privacy laws.
- Advocate for in-state tuition for veterans, active-duty military personnel, and their families.

TRANSPARENCY:

- Implement an SGA president's advisory council.
- Make the SGA website available in Spanish.
- Integrate a meeting sign up portal on the SGA Website so students can directly request a meeting with any SGA member.
- Hold more than 1,000 individual student meetings and allow students to schedule meetings with SGA officials through a sign-up portal.
- Make SGA Senate voting records more accessible.
- Release all Cabinet emails monthly.

SUSTAINABILITY:

- Install Green Walls in the Student Union ballrooms.
- Expand the Bike Share Program by 20 percent.
- Increase electricity and water efficiency in the Student Union.
- Build a green roof on the Student Union.

HEALTH:

- Fight for more mental health professionals on campus.
- Bring water fountains to Memory Mall and increase water fountains campuswide.
- Advocate for healthier and vegetarian food options on campus and in the Student Union Expansion.
- Increase Brain Food.

TRANSPORTATION:

- Create a Bike Share check out location at the Knights Plaza RWC.
- Continue to offer Knight Flight for Spring Break.
- Implement the construction of Bike Shelters.
- Offer transportation from Rosen Campus to Main Campus for Homecoming and major student events.
- Revamp the Rosen bus stop on Aquarius Drive.
- Implement new and effective Knight LYNX routes.
- Partner with Uber to give access to discounted rates for UCF students.

CONNECT ON FACEBOOK: @UCFStudentDevelopmentAndEnrollmentServices

ACADEMIC CALENDAR: calendar.ucf.edu

EVENTS CALENDAR: events.ucf.edu



UNIVERSITY OF CENTRAL FLORIDA

STUDENT DEVELOPMENT
AND ENROLLMENT SERVICES

MILlicAN HALL 282

ORLANDO, FL 32816

407-823-4625

WWW.SDES.UCF.EDU