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The Division of Student Development and Enrollment Services (SDES) is pleased to provide this comprehensive overview of the myriad ways our phenomenally gifted team of students, staff and faculty throughout the division served the UCF community over the course of the 2020–2021 academic year. COVID, and the many challenges it brought, required us to pivot quickly from being a traditionally high touch, in person operation, to one that was able to harness, leverage, and capitalize on service delivery through online platforms while still providing the sense of care and connection that are the hallmarks of the SDES experience. Our team was able to do so with poise, precision, creativity and grace. The activities, initiatives, services and opportunities explained in the pages that follow is the collective product of the tremendously caring, compassionate and dedicated staff of the SDES family.

SDES’s remains focused and dedicated to the support, promotion and development of student well being. Our efforts to do so through the unique circumstances of the past year are a testament to the dedication of the professionals within our division who work day in and day out to contribute to the success of our students.

—Dr. Adrienne Frame  
Interim Vice President for Student Development and Enrollment Services
STUDENT WELL-BEING

Service Hours:

Dollar Amount: $1,264,065

Greek Life: 3,466

LEAD: 22,436

Volunteer UCF: 18,389
Counseling and Psychological Services (CAPS)

- Counseling and Psychological Services outreach services: 549 hours with 15,687 people impacted
- Social media as an avenue for outreach services: 527 posts (videos, infographics, live streams, and articles) made with 20,280 people served/impacted

495
People Attended QPR Trainings

Students Using Clinical Services
4,341
Students with
24,737
Appointments

Number of Students In Crisis Served
1,697
with
951
Crisis Appointments

Tele-Mental Health:
4,341
Students for
24,737
Total Attended Appointments

NUMBER OF GROUPS THROUGH CAPS IN-PERSON AND TELE-MENTAL HEALTH:
72
Virtual Groups Provided
563
Total Group Sessions
2,968
Total Attended Group Appointments with 355 Clients
Knight’s Pantry

The Knights Helping Knights Pantry did not close at any point during the year in order to serve students.

34,997
Pounds of Food Distributed

1,795
Visits to the Pantry

1,166
Student Volunteer Hours at the Pantry
Creative School for Children (CSC)

- CSC provided childcare for UCF students, faculty, and staff
  - 18 Undergraduate students
  - 22 Graduate students
  - 3 First Time in College students
  - 76 Faculty members

UCF Student Families on the CCAMPIS (Childcare Access Means People In School) Grant Who Received $51,000 in Childcare Tuition

10,000 Weekly and Weekend Food Boxes and
12,500 Daily Meals and Food Provided by CSC to UCF Students and Families from the Start of the Pandemic
Housing and Residential Life (HRL)

• 6,300 students were checked into university housing with a mobilized COVID-compliant fall 2020 move-in procedure in collaboration with ten UCF departments over a 16-day period

• 28,954 resident touchpoints were logged by resident assistant staff in 2020–2021 (a 24% increase over 2019–2020) using the residential curriculum linked touchpoints that included intentional conversations, community meetings, roommate agreements, and program attendance

• 1,600 residents tested positive during the 2020–2021 academic year and HRL facilitated on-campus isolation and quarantine housing, providing students in isolation with private bedrooms, food delivery, and other care services

• HRL staff provided virtual hall tours to 754 guests and responded to 38,546 phone calls, resulting in a near normal or ‘pre-COVID’ occupancy rate of 98.33% for the 2021–2022 academic year

• HRL staff and student leaders received national recognition for their virtual engagement efforts during the pandemic:
  ° One of seven housing programs to be nationally recognized by Skyfactor/Benchworks for using data-driven programs to support on-campus living
  ° UCF Residence Hall Association received the ‘2020 Program of the Year’ award from the National Association of College and University Residence Halls for their virtual fall programming series

Student Neighborhood Relations

• 304 students and 24 off-campus apartment complexes participated in the virtual Off Campus Housing Fair, which also allowed for several more new international and graduate students to participate than in previous years
Student Care Services

• Responded to over 2,800 COVID-19 impacted students since summer 2020, and provided check-ins to students in quarantine and isolation, delivery of emergency food items and toiletries, distribution of resource bags with activities and virtual activity information, individual meal cards, and class absence support and faculty notification

• Provided students in isolation with pharmacy deliveries, technology rental assistance and drop-off, and customized event calendars with virtual programming

• Provided face-to-face and virtual programming with live Facebook chats, resource guides, “make-and-take” activities distributed in Academic Village, and weekly tabling in Ferrell Commons to continue promoting UCF Cares resources and support services to all students reaching over 1,500 students

• Supported students in extreme financial crisis through comprehensive case management and emergency fund reviews, including:

```
650
Students Received Emergency Funding
Beyond Aid Made Available Through CARES Act Federal Funds

42
Tuition Waivers Approved for Students who Met the Criteria for Student Homelessness

30
Dining Scholarships ($400 Value) Awarded for Students to Access Hot Meals Through Dining Services and Distributed Over 250 Single Use Meal Cards

$95,000
Awarded Emergency Funds Through the Knights Emergency Fund committee in partnership with Student Financial Assistance, Multicultural and Academic Support Services, and Student Accounts
```
Recreation and Wellness Center (RWC)

- **94.9%**: FTIC Retention Rate for 2020–2021 for RWC Users Compared to 90.6% of Non-Users
- **48.9%**: FTIC Four-Year Graduation Rate for 2016–2017 Cohort (latest data set) RWC Users Compared to 37.3% Graduation Rate for Non-Users
- **45**: Outdoor Adventure Virtual Teambuilding Programs led by 14 Staff Members with 1,420 Participants
- **122**: Different Intramural Esports Events were Held Online and 2,249 Participants Competed in Both Individual and Team Formats
- **643**: Virtual Fitness Classes Streamed Online Via Instagram or Pre-Registered Through Zoom with 2,429 Participants and Over 15,000 Average Views Each Month

**H. FREYE, RWC**

The RWC has provided me with excellent developmental and social tools within this past year. One of the most memorable activities I took part in was the 21-Day Racial Equity Habit Building Challenge from the RWC’s Diversity and Inclusion committee. This challenge provided me with a greater understanding of the intersections of race, power, and privilege in recreation and allowed some great conversation to happen within the RWC. Although this is just one example, this demonstrates the great community that the RWC has and how any student can utilize fantastic resources to develop themselves.

Wellness and Health Promotion Services (WHPS)

- **76,482**: Interactions by the Armor Up Ambassadors, Which Focused on COVID-19 Compliance and Hand Washing Campaign
- **1,200**: Students Reached with the FreshU To Go: Healthy Snack Program Since Grand Opening in March 2021
- **2,753**: Student and Staff Appointments with the Stress Management Programs, including Biofeedback, Kura Mindfulness, and Meditations

STUDENT ACCESS & OPPORTUNITY
Undergraduate Admissions

Undergraduate Admissions developed a wide range of virtual recruitment opportunities in response to COVID-19 and the inability to recruit in person on and off campus:

- Hosted two virtual Open House events with 9,962 participants on Zoom, Facebook, and YouTube
- Hosted 443 virtual group high school visits
- Participated in 65 virtual college fairs
- Hosted virtual campus tours, student panels, and information sessions multiple times per week
- Offered individual in-person appointments daily starting in August 2020 and continued virtual appointments for students unable to come to campus

<table>
<thead>
<tr>
<th>APPLICATIONS</th>
<th>ADMITS</th>
<th>ENROLLED</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTIC</td>
<td>40,430</td>
<td>13,992</td>
</tr>
<tr>
<td>NEW TRANSFER</td>
<td>13,830</td>
<td>8,876</td>
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</table>

Student Financial Assistance

- Over 24,000 virtual Zoom appointments
- Conducted 19 financial aid live Q&A webinars with 5,301 unique attendees, covering a range of topics such as satisfactory academic progress, scholarship renewals, and Bright Futures scholarship for incoming FTIC admits
- HEERF — Higher Education Emergency Relief Funding
  - HEERF I is also known as CARES funding
  - HEERF II is also known as Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA)

<table>
<thead>
<tr>
<th>HEERF1</th>
<th>16,576 students</th>
<th>$11,821,226</th>
</tr>
</thead>
<tbody>
<tr>
<td>HEERF2</td>
<td>22,447 students</td>
<td>$22,446,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td>29,641 students</td>
<td>$34,267,226</td>
</tr>
</tbody>
</table>

FALL 2021 FTIC ENROLLMENT STATISTICS

- 4.25 GPA
- 1325 SAT
- 28.6 ACT
- 107 National Merit Scholars
- 30 National Hispanic Scholars
- 242 Provost Scholars
- 2020 Top 10 Knights
• 557 FTIC and transfer first time admits student interactions with First Stop coaches through the Post-Orientation Calling Campaign

• Over 11,000 views and 5,000 users through virtual communication platforms, that includes a new UCF Downtown Student Affairs website, a front desk online chat feature, and a point of service assessment for all student services areas

• Conducted 23 staff development programs, focusing on topics such as working in a remote environment, stress reduction, personal and mental health, financial well-being, teambuilding, and community support

• Community efforts, that included multiple food, vaccine, and backpack distribution events for the local community, an outreach initiative that provided care packages for local community and campus essential workers, and a drive-through college fair with the ACE School for a total impact of:
  ° 800 pounds of food donated to the UCF Downtown Food Pantry
  ° 1,000 backpacks created for underrepresented schools
  ° Over 1,200 community members were vaccinated

UCF Downtown Student Services
Fraternity and Sorority Life (FSL)

- 1,000 students were welcomed with the four councils, with most of recruitment being done virtually
- UTalk, a career readiness program aimed at members of fraternities and sororities in their junior and senior years, was completely pivoted to an online forum
- Greek Council expanded their programming portfolio to include an educational program series called Greek Edu, tailored to what was happening in society throughout the last year with programs focused on the following topics: racial injustice, sexual assault prevention, mental health awareness, anti-Semitism, and hazing prevention

Activity and Service Business Office (ASF)

Continued to operate using modified procedures throughout the year due to COVID-19 such as allowing staff and students to process departmental electronic forms and complete the required forms, sign the forms with electronic signatures, and submit them via email.

- **33,608** Emails Sent and Responded To
- **368** Invoices Paid
- **218** Purchase Orders Completed
- **2,690** Purchasing Card Payments
- **33** Travel Reimbursements Completed
- **314** Phone Calls Made and Answered
- **1,009** Purchasing Card Charges Approved
- **805** Monthly Reconciliations Completed
V. IRIZARRY, FSL
FSL has helped me excel in many ways. As I became president of Sigma Lambda Gamma National Sorority Inc. right after crossing in Fall 20 it was definitely nerve wracking being new to Greek Life and becoming the face of my chapter all at once. Though meetings were required to be virtual I feel as though the staff made it their goal to have us feel as comfortable and connected as possible. FSL staff played a large role in giving me that confidence and guidance as our chapter coach for my first semester as president and they continue to give us that drive to push through these times and succeed in all we do. The genuine nature of the FSL staff first through virtual meetings made it just as easy to meet and connect with them face to face and for that I am so grateful for them and the specific ones who made an impact on me and my organization!
Student Union (SU)

Student Union expansion was completed in August 2020 and the three-story addition added 33,000 square feet to the facility including a new senate chamber, expanded food court seating, additional office space, and a new Starbucks.
SDES TRiO Programs

• TRiO/Student Support Services received $2.6 million in grant funding from the US Department of Education for the Student Support Services/TRiO programs, specifically PRIME STEM & Project BEST

$1.3 MILLION
Provided Through Two Five-Year Grants
($261,888 Per Year for Five Years)

268
Undergraduate Students
Served Through Grants

• TRiO/PRIME STEM & Project BEST and Multicultural Academic Support Services (MASS) were approved to be a member of Alpha Alpha Alpha, a National Honor Society for first generation students, with UCF now being one of three chapters in Florida

• 48 pre-collegiate students participated in a virtual summer academy that included academics, career and major exploration, community service, asset building, and cultural activities in partnership with CareerSource Central Florida, UCF Digital Arts & Entertainment, UCF Career Services, UCF College of Community Innovation and Education, UCF College of Medicine, Red Cross, CK Flooring, Walls of Wisdom, Clean the World, Wounded Warrior, the University of California Department of Architecture, and Nucleus Robotics

Office of Student Rights and Responsibilities (OSRR)

STUDENT CONDUCT AND ACADEMIC INTEGRITY (SCAI)
• Developed a model remote hearing process that was shared with the other universities in the State of Florida as a state-wide practice

• Student Conduct Board Training transitioned to completely remote with all the communication, training, continued education, and assessments moved to Webcourses to support social distancing and sustainability of instruction

• Through high impact remote practices, focus in SCAI is about supporting students moving forward from incidents towards degree fulfillment as well as learning additional coping skills
LEAD Scholars Academy

332
Service and Social Programs and Events for Students in 2020–2021

3.58
Average GPA of 2020 Cohort

First Year Experience (FYE)

13,563
New Students Were Successfully Transitioned into UCF Through Orientation

* The exact same number of events from 2019–2020. This allowed us to continue to build community and a sense of belonging with LEAD Scholars with both virtual and face-to-face options at the same level as in previous years.

N. Brown, LEAD

As a first-time-in-college student during the pandemic, LEAD Scholars Academy gave me the opportunity to participate in an in-person classroom setting that helped me build a connection with my instructor and to be an active participant within that class, which improved my overall retention. This program also gave me the opportunity to join committees and find volunteer opportunities that centered around my passion for helping and serving others in a safe and responsible environment, which was important to me due to my anxiousness about getting the virus. All my connections I made through this program, which helped me to become more involved and gain skills related to my major through research opportunities, mentors, and volunteering that makes a meaningful difference within the Orlando community.
Academic Services for Student-Athletes (ASSA)

1
Order of Pegasus Honoree (Representation from Rowing)

9
Consecutive Semesters Departmental GPA at or Above a 3.2 Across all NCAA Teams

27
Consecutive Semesters Departmental GPA at or Above a 3.0 Across all NCAA Teams

287
Student-Athletes Earned All-Academic AAC (Representation from All 16 NCAA Sponsored Sports)

4
AAC Scholar Athletes of the Year (Representation from Rowing, Men’s Soccer, Women’s Tennis, Men’s Tennis)

Student Legal Services (SLS)

$216,510
Recovered Funds on Behalf of Students
(Sum is measured by calculating the judgments/settlements obtained for students, reduction in judgments or claims against students, and reduction in fines and dismissal of citations)

285
Attendees and/or Hits with New Virtual Programming Addressing a Range of Topics and Focus Areas Such as Rental Law, ‘Know Your Rights’ Programs, Getting Insurance, and Theft and Safety

128
Court Hearings and 31 Students Got Their Criminal Records Expunged

568
Students Utilized the Notary Public Service at SLS

706
New Student Clients for 2020–2021

ANONYMOUS STUDENT, SLS

SLS helped me tremendously. I have nothing but positive things to say about my experience with UCF Legal Services. The attorney was punctual and on time for every meeting and phone call. He made me feel like he really cared about the outcome of my cases. I never felt rushed, and he was sure to take the time to help me understand, in detail, each step of the process. He unbiasedly showed me my options but offered his expertise. He was present and professional at every court hearing and gave me his undivided attention every time we spoke. I felt safe working with him. He helped me get my record sealed, as well as another charge dropped, after weighing my options for pre-trial diversion, drug court, and mental health court. I would absolutely suggest UCF Legal Services to any of my friends, family, or classmates.
Office of Student Involvement (OSI)

- Knight-Thon raised $646,379.27 for Greater Orlando Children’s Miracle Network Hospitals
- Provided livestream services for Eternal Knights with 445 people in attendance and Pulse Remembrance with 530 people in attendance
- Livestreamed Impact Awards 2021 with 247 people in attendance
- Hosted a livestream Fireworks Festival for Homecoming with 241 people in attendance

### Programming During COVID-19

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Events With</td>
<td>453</td>
</tr>
<tr>
<td>In Attendance</td>
<td>60,247</td>
</tr>
<tr>
<td>In-Person Events With</td>
<td>190</td>
</tr>
<tr>
<td>Students In Attendance</td>
<td>35,849</td>
</tr>
<tr>
<td>Virtual Registered Student Organization Programs</td>
<td>1,940</td>
</tr>
<tr>
<td>In-Person Registered Student Organization Programs</td>
<td>1,133</td>
</tr>
<tr>
<td>Completed COVID-19 Registered Student Organization Safety Plans</td>
<td>336</td>
</tr>
<tr>
<td>Completed COVID-19 Event Forms</td>
<td>3,518</td>
</tr>
</tbody>
</table>
STUDENT CAREER READINESS & POST BACCALAUREATE SUCCESS

Career Services (CS):

- **2,393** Student Appointments
- **430** Total Number of CS Programs Including Workshops, Panels, Info Sessions, etc.
- **22,520** Total Number of Students Participating in CS Programming
- **8** Total Number of Career Fairs
- **4,519** Total Number of Students Participating in Career Fairs
- **16,239** Total Number of Companies Active in Handshake
- **26,261** Total Number of Jobs Posted In Handshake
- **424** Total Number of Lockheed Martin CWEP Participants
- **$5,596,286** Amount of the CWEP Program Grant
M. HERNANDEZ, SJA

Social Justice and Advocacy has gone above and beyond in creating an environment where students feel welcomed on campus. My experiences with SJA have helped me greatly succeed in my leadership roles both on-campus and off-campus, even during these turbulent times. The support and unconditional patience that I had received from the professional staff was ultimately a support system that had helped me in programming events for underrepresented communities on campus. As a student assistant, my well-being and safety were prioritized first over anything. I am grateful for the mindfulness that SJA has to offer to its students.
### Multicultural Academic & Support Services (MASS)

<table>
<thead>
<tr>
<th><strong>EXCELLENCE IN ACTION</strong></th>
<th>1,002 students and parents in attendance at this virtual event</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FIRST GENERATION WEEK</strong></td>
<td>200 + students in attendance during this weeklong virtual event of activities</td>
</tr>
<tr>
<td><strong>ACCESS AND FTIC PEER OUTREACH</strong></td>
<td>Peer Outreach Peer mentors conducted over 74,000 contacts with students in the ACCESS Program and the FTIC outreach</td>
</tr>
<tr>
<td><strong>BROTHER TO BROTHER PROGRAM</strong></td>
<td>15 students in the program graduated during the 2020-2021 academic year</td>
</tr>
<tr>
<td><strong>ACCESS PROGRAM</strong></td>
<td>97% summer to fall retention rate for FTIC in the ACCESS Program</td>
</tr>
</tbody>
</table>
Student Accessibility Services (SAS)

3,084 Students (Non-Duplicated) Connected with SAS

140,808 Minutes of Captioned Videos

77% Of Faculty Taught at Least One Student Connected with SAS in at Least One of Their Courses

INCLUSIVE EDUCATION SERVICES

7 Number of New Students

8 Number of New Graduates

SUPPORTED THE LAUNCH OF A NEW STUDENT DISABILITY COALITION AS A REGISTERED STUDENT ORGANIZATION