



UCF

2020-2021

ANNUAL



HIGHLIGHTS

COVID-19 ISSUE

**DIVISION OF STUDENT DEVELOPMENT
AND ENROLLMENT SERVICES**

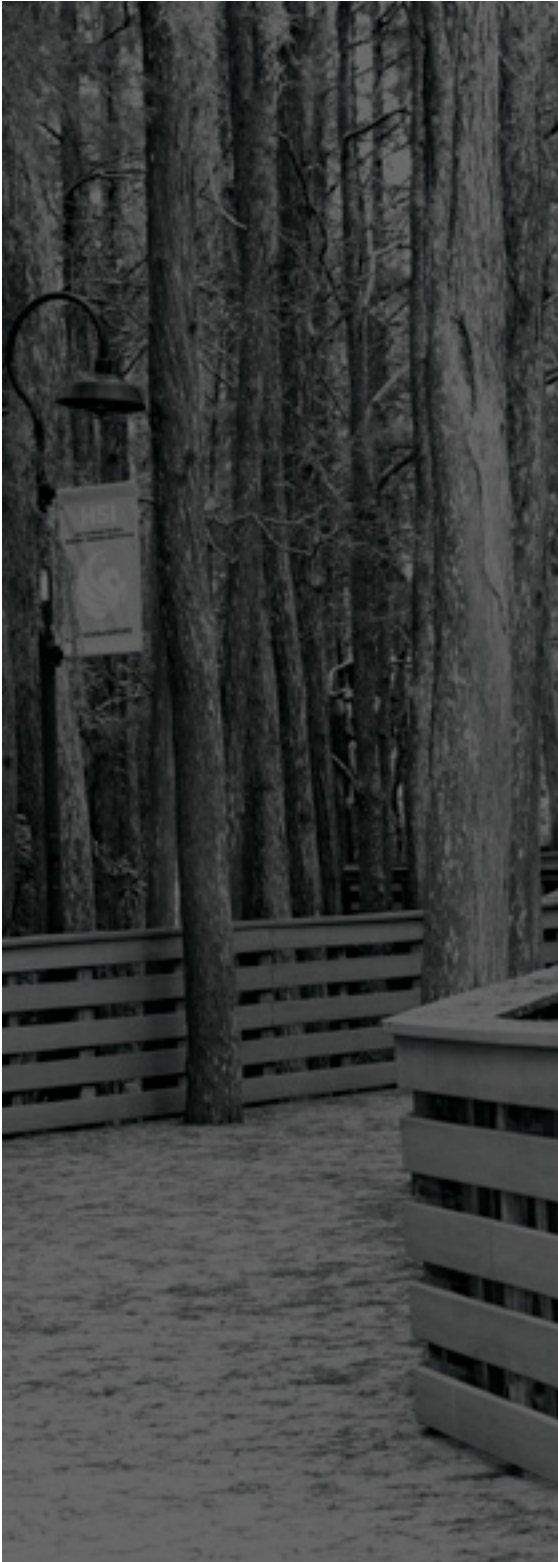


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Dr. Adrienne Frame

A LETTER FROM THE INTERIM VICE PRESIDENT

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.

A handwritten signature in black ink, appearing to be 'A. Frame', written in a cursive style.

—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

Student Well-Being [3]

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

Knights' Pantry

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

[34,997]

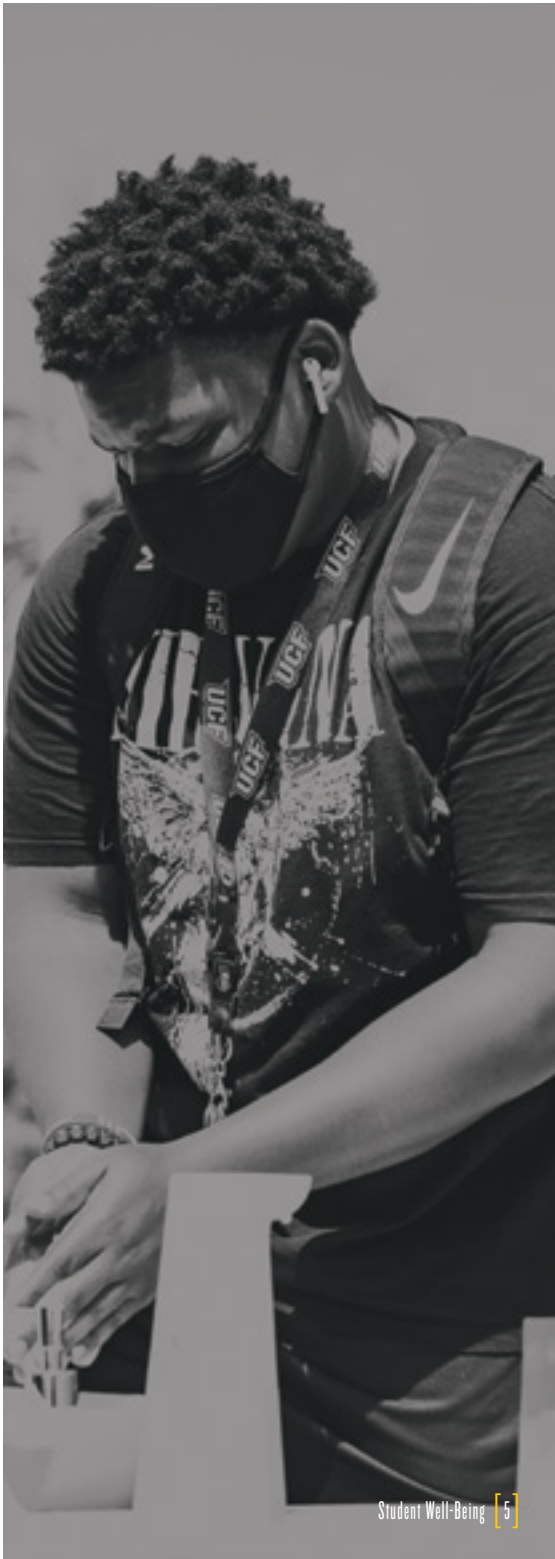
Pounds of Food Distributed

[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*

43

UCF Student Families on the CCAMPIS (Child-care 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, Koru 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

	APPLICATIONS	ADMITS	ENROLLED
FTIC	40,430	13,992	4,259
NEW TRANSFER	13,830	8,876	5,829

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

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)

HEERF1	16,576 students	\$11,821,226
HEERF2	22,447 students	\$22,446,000
TOTAL	29,641 STUDENTS	\$34,267,226





UCF Downtown Student Services

- 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

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

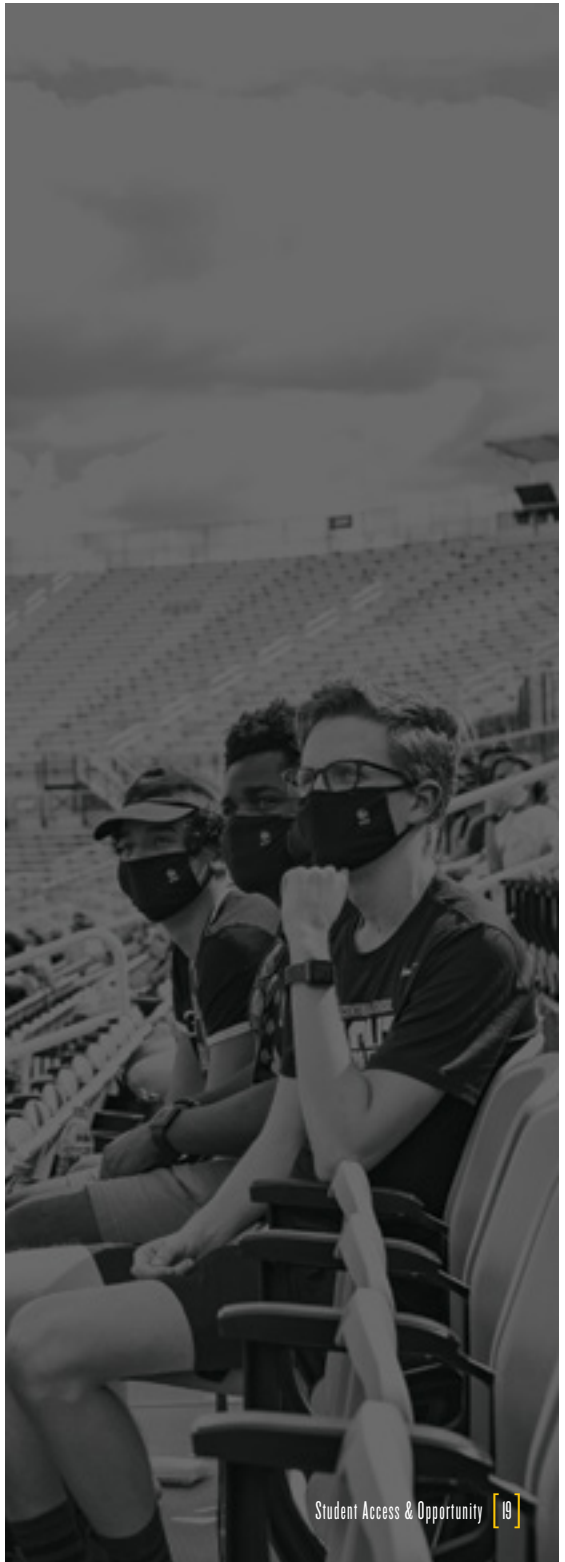
Monthly Reconciliations Completed

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

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*



STUDENT LEARNING & SUCCESS



LEAD Scholars Academy

332

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

3.58

Average GPA of 2020 Cohort

* 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.

First Year Experience (FYE)

13,563

New Students Were Successfully
Transitioned into UCF
Through Orientation

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 PRECAUTIONS AND PROCEDURES:

453

Total Events With

60,247

In Attendance

190

In-Person Events With

35,849

Students In Attendance

1,940

Virtual Registered Student
Organization Programs

1,133

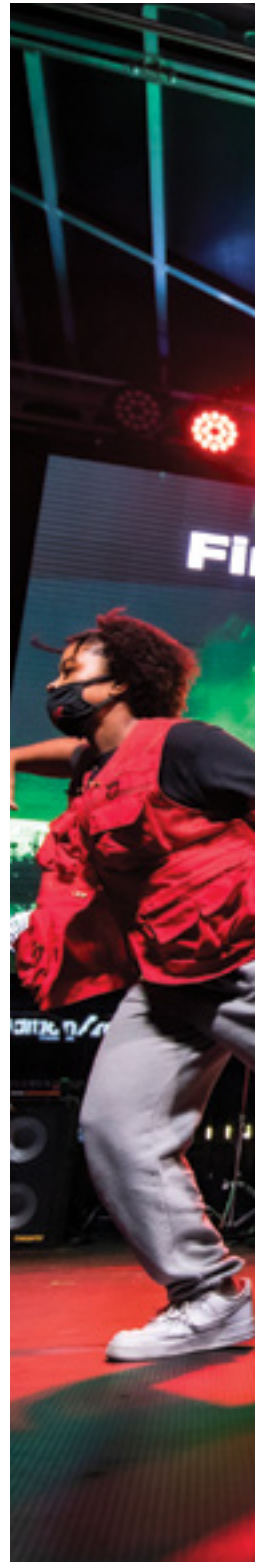
In-Person Registered Student
Organization Programs

336

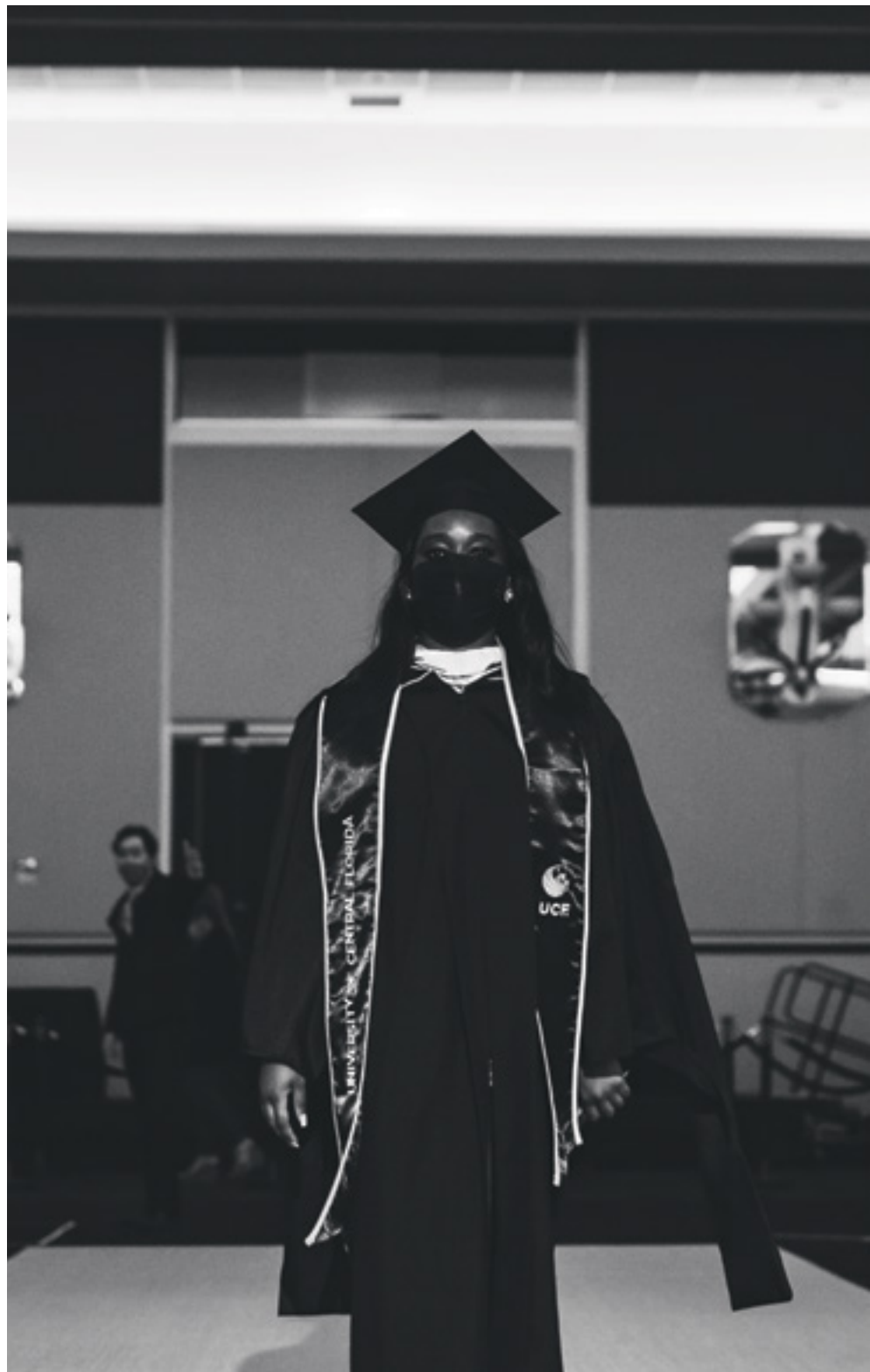
Completed COVID-19 Registered
Student Organization Safety Plans

3,518

Completed COVID-19 Event Forms







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



STUDENT ADVOCACY, EQUITY & INCLUSION

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.

42

Social Justice and Advocacy Programs

7,386

Total Participants at Social Justice and
Advocacy Major Programming

1,137

Student Participants Engaged in
Multicultural Student Center Pass the Plate

1,130

Participants in LGBTQ+ Services
Safe Zone Training

805

Individuals Engaged in Voices of UCF Event
on July 23, 2020

15

Black Registered Student Organizations
Featured During Multicultural Student
Center's Juneteenth Celebration
with 200 participants

Multicultural Academic & Support Services (MASS)

EXCELLENCE IN ACTION

1,002 students and parents in attendance at this virtual event

FIRST GENERATION WEEK

200 + students in attendance during this weeklong virtual event of activities

ACCESS AND FTIC PEER OUTREACH

Peer Outreach Peer mentors conducted over 74,000 contacts with students in the ACCESS Program and the FTIC outreach

BROTHER TO BROTHER PROGRAM

15 students in the program graduated during the 2020-2021 academic year

ACCESS PROGRAM

97% summer to fall retention rate for FTIC in the ACCESS Program



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









UCF

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