



# KNIGHT GUIDE

**A Guide to Student Well Being  
and Support Services**



**Student Development  
and Enrollment Services**





# FROM THE INTERIM VICE PRESIDENT

The Division of Student Development and Enrollment Services (SDES) is pleased to provide this comprehensive overview of the myriad services, programs, offices, and opportunities that our phenomenally gifted team of students, staff, and faculty provide through our dedicated and synergistic service to the UCF community.

SDES's foundational work toward the success of students is achieved through the support, promotion, development, and perpetuation of a campus wide culture of student well being. Our SDES well being focus is described as follows: "Through a holistic and culturally conscious curricular approach, SDES fosters a university-wide community of care and learning in which students develop knowledge and skills, identify meaning and purpose, build resilience, develop financial literacy, increase engagement, and exercise harm-reducing choices, to positively impact retention, graduation rates, and career readiness, and minimize impediments to academic progress."

The goal of the Well Being Curriculum is for SDES to develop successful students that emerge from UCF as WELL BEINGS... WELL PERSONS...prepared to face the challenges of the world as culturally conscious, engaged citizens who act with purpose, demonstrate resilience, incorporate harm reducing strategies and practice financial literacy.

The offices, services, learning, and involvement opportunities shared on the pages of this guide are designed to provide deeper insight into the work that we do and the rich resources of our campus to support student well being, growth, and retention to ensure students reach their academic and co-curricular goals while they are here at UCF and as they prepare for careers following graduation. SDES is here to serve and support each and every day.

Go Knights! Charge On!



Adrienne Otto Frame, Ed.D.  
*Interim Vice President for Student Development  
and Enrollment Services*

# WELL BEING



## HOW DOES SDES DEFINE WELL BEING AT UCF?

“Through a holistic and culturally conscious curricular approach, SDES fosters a university-wide community of care and learning in which all students develop knowledge and skills, identify meaning and purpose, build resilience, develop financial literacy, increase engagement, and exercise harm-reducing choices, to positively impact retention, graduation rates, career readiness, and to minimize impediments to academic progress.”

Our Well Being focus in SDES has 5 core components that we call Pillars.



### PURPOSE

Purpose is the process of deriving meaning, direction, and fulfillment as an individual.



### RESILIENCE

Resilience is the ability to develop and demonstrate skills to adapt to life experiences.



### ENGAGEMENT

Engagement is the act of participating in the learning environment.



### HARM REDUCTION

Harm Reduction is the ability to identify and demonstrate behaviors that promote positive outcomes and identify and minimize behaviors that produce negative outcomes.



### FINANCIAL LITERACY

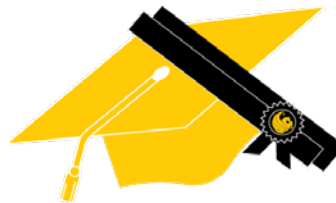
Financial Literacy is the development of the knowledge, skills and abilities necessary to manage personal finances.



### CULTURALLY CONSCIOUS

The foundation of the well being model is Culturally Conscious — the ability to acknowledge and

incorporate an understanding of the cultural and social context of individuals and the environment.



### THE ULTIMATE GOAL...

The goal of the Well Being Curriculum is for SDES to develop successful students that emerge from UCF as WELL BEINGS...WELL PERSONS...prepared to face

the challenges of the world as culturally conscious, engaged citizens who act with purpose, demonstrate resilience, incorporate harm reducing strategies and practice financial literacy.

# 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.



# SDS LEADERSHIP



DR. ADRIENNE FRAME  
Interim Vice President for Student Development  
and Enrollment Services



DR. GORDON CHAVIS  
Associate Vice President  
Enrollment Services



DR. SHARON EKERN  
Associate Vice President  
Administration &  
Student Life



MARK GUMBLE  
Interim Associate Vice  
President  
Student Services



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



DANA JUNTUNEN  
Interim Dean of  
Students, Deputy  
Title IX Coordinator



DAVID PAVLONNIS  
Assistant Vice President  
Budget & Human  
Resources



RICHARD PAYNE  
Assistant Vice President  
Operations



DR. CHANDA TORRES  
Assistant Vice President  
Downtown Student  
Services



DR. EDWANNA ANDREWS  
Assistant Vice President  
Community Support





# DEPARTMENTS & PROGRAMS

## ACADEMIC SERVICES FOR STUDENT-ATHLETES (ASSA)

### Director Tara Helton

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

## ACTIVITY AND SERVICE FEE BUSINESS OFFICE (A&SF)

### Director Dr. Brenda Posey

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

## CAREER SERVICES (CS)

### Director Lynn Hansen

CSEL Building | Room 101  
407.823.2361  
career.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, Handshake job posting system, and an on-campus interviewing program
- Job search preparation: resume writing and interviewing

## COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)

### Director Dr. Karen Hofmann

Counseling Center | Building 27  
407.823.2811

[caps.sdes.ucf.edu](http://caps.sdes.ucf.edu)

Counseling and Psychological Services (CAPS) is a campus agency designated to provide culturally and trauma informed mental health services to university-enrolled students free-of-charge. CAPS supports student success by minimizing the interruption of learning caused by mental health concerns. CAPS 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. CAPS provide comprehensive psychological services that include:

- Initial assessment and recommendations
- Short-term individual Counseling
- Group Therapy
- Educational presentation and workshops on a variety of topics
- Crisis intervention and afterhours helpline (24/7)
- Professional consultation to faculty, staff, students, and parents
- Community referral services
- Daily walk-in hours
- In-person or telehealth options





## CREATIVE SCHOOL FOR CHILDREN (CSC)

### Director Suzette Turner

Creative School for Children  
Room 102

407.823.2726

[csc.sdes.ucf.edu](http://csc.sdes.ucf.edu)

Creative School for Children is an Educational Research Center for Child Development. CSC is accredited by the National Association for the Education of Young Children (NAEYC) and is a Gold Seal Quality Care Program. The school:

- Provides care for children ages 6 weeks to 5 years old
- Participates in School Readiness and Florida Voluntary Pre-Kindergarten
- Allows each child to discover, explore, create and imagine
- Encourages and supports a child's natural curiosity to construct their own knowledge
- Serves UCF students, faculty and staff with UCF students receiving priority enrollment

## FIRST STOP (FS) AND STUDENT OUTREACH SERVICES (SOS)

### Director Mindy Mozena

UnionWest at Creative Village |  
Suite 105 & 107

407-235-3810

[dte.sdes.ucf.edu](http://dte.sdes.ucf.edu)

Unique to UCF Downtown, First Stop is an integrated department for both UCF and Valencia College prospective and current students. First Stop is students' "one-stop-shop" to access everything they need such as assistance with undergraduate admissions, financial aid, registrar questions, transfer advising, and general downtown campus inquiries. Student Outreach Services primarily works with K-12 students within the local community to support and prepare underrepresented middle and high school students to pursue and complete a college education. More specific services include:

- Coaching and advising prospective and current students through the enrollment process to UCF
- Accept transcripts, residency documentation, and more
- Support students with financial aid and scholarship information
- Provide prospective student information sessions and tours
- Present workshops to current and prospective students as it relates to enrollment and financial literacy

## FIRST YEAR EXPERIENCE (FYE)

### Director Ryan Newton

Howard Phillips Hall | Room 216  
407.823.5105

[fye.sdes.ucf.edu](http://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 intentional student and family Orientation programs and the Pegasus Parent Program, which includes Family Weekend.

## FLORIDA CONSORTIUM OF METROPOLITAN RESEARCH UNIVERSITIES

### Executive Director

#### Dr. Michael Preston

12424 Research Parkway | Suite 101  
407.823.1773

[floridaconsortium.com](http://floridaconsortium.com)

The Florida Consortium of Metropolitan Research Universities drives 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.







## FRATERNITY AND SORORITY LIFE

### Director Dr. Viancca Williams

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
- 42 fraternities and sororities on UCF's campus with about 3,000 active members

## HOUSING AND RESIDENCE LIFE (H&RL)

### Interim Executive Director

#### Dr. Andrea Trinklein

Housing Administration Building  
Room 105  
407.823.4663  
housing.ucf.edu

The Department of Housing and Residence Life offers differing styles of housing arrangements in eight communities on the main UCF campus as well as living spaces at our Rosen College of Hospitality Management campus and at our three affiliated properties: Knights Circle, The Pointe at Central, and UnionWest. Properties on the main campus are predominantly for the incoming first year students.

Living on campus allows students to be closer to classes and dining venues and enables students to spend more time participating in campus activities. Students can become more involved in the on-campus experience by joining the Residence Hall Associations (RHA) or by living in one of the first year Living and Learning Communities (LLCs).

Living on campus is a great way to be closer to the action, connect with others and enjoy

the complete UCF experience!

Communities:

- Main Campus
  - Apollo
  - Nike
  - Hercules
  - Lake Claire
  - Neptune
  - Towers
  - Northview
- Rosen College Campus
- Affiliated Properties
  - Knights Circle
  - UnionWest
  - The Pointe at Central

All UCF Housing properties include:

- High Speed internet
- Furnished rooms
- Community lounge space
- Maintenance
- 24/7 staff
- Activities and resources

## LEAD SCHOLARS ACADEMY

### Director Dr. Stacey Malaret

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

The LEAD Scholars Academy is an academic and co-curricular leadership development program for undergraduate students. LSA offers academic coursework in leadership studies, service-learning opportunities, and leadership development programs for all UCF students.

LEAD Scholars Academy provides opportunities for incoming first-year students and transfer/upperclass students.

**FTIC students:** LEAD offers a selective two-year academic leadership development program for first time in college students. These students are committed to academic excellence and making a difference in the world around them. Learning about leadership in the classroom is only meaningful when the knowledge is put to use. LEAD Scholars guide and inspire their peers in a variety of ways on campus. Our scholars make a difference in the UCF and Central Florida community with thousands of hours of community service each year.

**Upperclass/Transfer students:** The LEAD Scholars Academy U-LEAD initiative provides service-learning leadership programs and courses for upper-division and transfer students. U-LEAD is composed of multiple programs with specialized curricula to meet the various needs of students. Each program is composed of single-semester courses designed for upper division students with a minimum 3.0 cumulative GPA and an interest in service and leadership.

## MULTICULTURAL ACADEMIC AND SUPPORT SERVICES (MASS)

### Director Wayne Jackson

Student Union | Room 207  
407.823.2716

[mass.sdes.ucf.edu](mailto:mass.sdes.ucf.edu)

The mission of Multicultural Academic and Support Services (MASS) is to maximize student success by assisting Multicultural and First-Generation College Students in their transition to UCF and by connecting with the university community and our partners to promote and facilitate academic support services and programs. The MASS department is comprised of many services and programs, including:

- First Generation Program
- ACCESS Program
- Knight Alliance Network
- DACA/Dreamer Program
- Brother to Brother Program
- Sister to Sister Program

## OFFICE OF STUDENT INVOLVEMENT (OSI)

### Director Shane Juntunen

Student Union | Room 208  
407.823.6471

[osi.ucf.edu](mailto:osi.ucf.edu)

The Office of Student Involvement (OSI) supports all students and student leaders by focusing on the pillars of **Connect**, **Involve**, **Impact**. As students progress through their academic journey, it is important to connect through friendships, networking, and collaborations that create successful involvement opportunities throughout college and after graduation.

OSI provides these through SG-funded agencies; where student leaders and staff take part in planning and facilitating small and large-scale campus events for the student body and surrounding community. Student leaders create a lasting impact by joining these agencies and over 600+ Registered Student Organizations (RSOs) across all campuses. In doing so, student leaders may attend professional conferences, create events, conduct research, and increase their marketability in the workforce through the development of employable skill sets.

The Office of Student Involvement offers opportunities for growth through **Event Programming** (Late Knights, Homecoming, Knight-Thon, Campus Activities Board, Rosen Life, Graduate Outreach), **Service and Civic Engagement** (Volunteer UCF and Alternative Break Program), **RSOs** (Knights of the RoundTable and The Hub), **Connect**

**Campuses** (Knights of the Connection), **Downtown Student Engagement** (Downtown Student Life), and **Creative Services** (Design Group, Black & Gold Studios, OSI Productions, and Knights of the Turntables).

## OFFICE OF STUDENT RIGHTS AND RESPONSIBILITIES (OSRR)

### Interim Dean of Students and Deputy Title IX Coordinator Dana Juntunen

Ferrell Commons | Room 227  
407.823.4683, 407.823.6960

[osrr.sdes.ucf.edu](mailto:osrr.sdes.ucf.edu)

The Office of Student Rights and Responsibilities (OSRR), is dedicated to encouraging safety, providing care, strengthening well being, and promoting accountability of all UCF students and student organizations. In addition, the Office of Student Rights and Responsibilities oversees the following:

- UCF Golden Rule Student Handbook
- The UCF CREED
- Admission Clearance Process
- Dean's Certification Process
- Crisis Management for the student body
- Title IX remedial and protective measures and resources for students
- University Crisis Team
- Death Notification Process
- Class Absences

## RECREATION AND WELLNESS CENTER (RWC)

### Director James Wilkening

Recreation and Wellness Center  
Room 204

407.823.2408

[rec.ucf.edu](http://rec.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 provides students with access to 3 recreation centers, including the main 150,000-square-foot facility, RWC @ Knights Plaza, and RWC @ Downtown Campus. The major program components include:

- Adaptive Recreation
- Athletic Training
- Climbing Wall
- Fitness Floor
- Group Exercise Classes
- Indoor and Outdoor Courts
- Intramural Sports
- Lap and Leisure Pool

- Lake Claire Recreation Area
- Outdoor Adventure
- Sport Clubs

## SOCIAL JUSTICE AND ADVOCACY (SJA)

### Director Justin Andrade

Student Union | Room 207  
407.823.0401

[sja.sdes.ucf.edu](mailto:sja.sdes.ucf.edu)

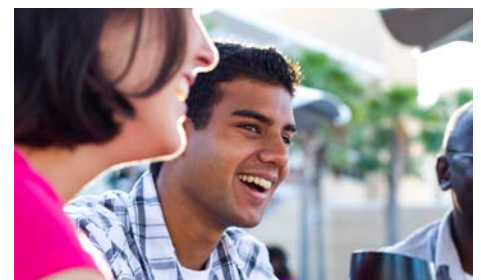
Social Justice and Advocacy promotes an equitable campus environment where all are assured diversity, in its many forms, is valued. SJA supports efforts to increase equal access to campus resources and opportunities, while cultivating inclusiveness to the least advantaged members of the campus community,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

### MULTICULTURAL STUDENT CENTER

[sja.sdes.ucf.edu/cultural-center/msc](http://sja.sdes.ucf.edu/cultural-center/msc)

The Multicultural Student Center (MSC) is comprised of a student executive board that plans several programs every semester to educate the student body on the importance of cultural celebrations such as Black History Month, Hispanic/Latinx Heritage Month, Asian Pacific Islander Heritage Month, LGBTQ+ History Month, etc. MSC provides support and visibility of multicultural groups through:

- The Cultural Center (214, Student Union) which houses and supports culturally based registered student organizations in designated culture suites
- Educational and engaging programs to enhance knowledge of heritage months, culture, race, religion, sexual orientation, and abilities
- Engagement opportunities including multicultural leadership council where students can gain experience in leadership and programming
- Monthly book club which provides free books for students
- Monthly talk series to encourage dialogue on current events impacting minoritized communities
- Keynote speakers throughout the academic year that share insight on national and local multicultural topics





## LGBTQ+ SERVICES

[sja.sdes.ucf.edu/lgbtq](http://sja.sdes.ucf.edu/lgbtq)

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:

Safe Zone Series training

- Alliance Mentoring Program which pairs LGBTQ+ students with LGBTQ+ faculty and staff mentors
- Engagement opportunities such as the Lavender Council where LGBTQ+ students can join and advise on programs to raise awareness on LGBTQ+ topics
- Central resource point for LGBTQ+ community which includes name change process, Orlando community and UCF health care services, and gender affirming restrooms (as found in the Q Guide and T Guide)
- Annual LGBTQ+ Lavender Graduation Celebration that honors graduating LGBTQ+ students in partnership with the MSC
- Organizing UCF's LGBTQ+ History Month celebration and programs in collaboration with MSC and community partners

## STUDENT ACCESSIBILITY SERVICES (SAS)

**Director Dr. Adam Meyer**

Ferrell Commons | Room 185  
407.823.2371

[sas.sdes.ucf.edu](http://sas.sdes.ucf.edu)

Student Accessibility Services facilitates equal access and reasonable academic accommodations for UCF undergraduate and graduate students with disabilities. Students who work with SAS include but are not limited to students with ADHD, LD, chronic health conditions, psychological disabilities, hearing disabilities, and visual disabilities among others. SAS collaborates with faculty on coordinating the academic accommodations that include but are not limited to:

- Extra time for exams
- Testing accommodations
- Accessible text format
- Interpreters and speech-to-text captioning
- Captioned videos
- Accessible technology

## STUDENT CARE SERVICES (SCS)

**Director TBD**

Ferrell Commons | Room 196  
407.823.5607

[scs.sdes.ucf.edu](http://scs.sdes.ucf.edu)

Student Care Services offers guidance, resources, and referrals to UCF students who are experiencing a distressing situation which impacts academic or personal success. The goal is to intervene before a student reaches crisis level and ensure the safety of both the student and the UCF community. Student Care Services:

- Coordinates referrals to campus and community resources
- Develops action plans for student success
- Oversees the Student of Concern process
- Provides education and outreach to university and community members
- Oversees UCF Cares, an umbrella of care-related programs, resources and staff dedicated to fostering a caring community of Knights.

## STUDENT CONDUCT AND ACADEMIC INTEGRITY (SCAI)

**Director Dr. Michael Gilmer**

Ferrell Commons | Room 227  
407.823.4638

[scai.sdes.ucf.edu](http://scai.sdes.ucf.edu)

The Office of Student Conduct and Academic Integrity 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. SCAI provides:

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

## STUDENT FINANCIAL ASSISTANCE (SFA)

**Director Alicia Keaton**

Millican Hall | Room 107  
407.823.2827

[ucf.edu/financial-aid](http://ucf.edu/financial-aid)

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 students 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 LEGAL SERVICES (SLS)

### Director Patricia Dullaghan, JD.

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

## STUDENT NEIGHBORHOOD RELATIONS (SNR)

### Interim Associate Vice President Mark Gumble

407.823.1367  
nrse.sdes.ucf.edu

Student Neighborhood Relations serves as a resource to students seeking housing off campus through partnerships established with property owners and housing leasing agencies within the Greater Orlando community. Our goal is to help to create and maintain pleasant housing experiences for UCF students who live off campus. The office conducts in-person and virtual off campus housing fairs each spring semester and partners with UCF Police and the Orange County Sheriff's office with addressing safety issues and student concerns. Student Neighborhood Relations also partners with UCF Student Legal Services regarding student concerns with leasing agreements and encourages all students to seek counsel prior to signing a binding leasing agreement.

## STUDENT SUCCESS AND ENGAGEMENT (SSE)

### Director Joshua Austin

UnionWest at Creative Village  
Suite 200  
407-235-3820  
dtc.sdes.ucf.edu

Student Success and Engagement at UCF Downtown is a hub of over 15 resources designed for students' success including first-year programs, career, and academic services; and provides students with the opportunity to become actively involved on and off campus through events, activities, and student clubs/organizations. In addition, SSE partners with academic college/school advising and collaborates with the division of Student Learning and Academic Success as it relates to retention and graduation efforts. More specific services include:

- Assist students with exploring career opportunities as well as providing a variety of other career services such as resume review and cover letter writing
- Facilitate transition and first-year programming to connect new students to the downtown campus and community
- Proctor placement and course exams as well as classroom and campus accessibility
- Offer integrated student engagement programming available to both UCF and Valencia College students
- Coordinate additional student resources and services as needed

## 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:

- Student Union facilities, lounges, and game room
- Event services for the Student Union's ballrooms and conference rooms and the Live Oak Event Center
- Knights Helping Knights Food Pantry
- All Knight Study facilities at CFE Arena and Ferrell Commons
- Bike 'N' Gold bike shop and bike rental
- Information Desk
- Market Day
- Knights on the Mall

## TRIO PROGRAMS: PRIME STEM & PROJECT BEST

### Director Dr. Rebekah McCloud

Howard Phillips Hall | Room 208  
407.823.4165  
trio.sdes.ucf.edu

TRIO Programs is home to two Student Support Services (SSS) programs: PRIME STEM & Project BEST. These programs serve first generation and low-income students (usually Pell-eligible). PRIME STEM serves students in 6 specific STEM majors (Biology, Biomedical Sciences, Computer Science, Engineering, Health Sciences, & Information Technology). Project BEST serves all other majors. Both programs offer the following services and more: Individualized Academic Coaching, Supplemental Advising, Assistance with Improving Financial & Economic Literacy, Assistance with Applying to Graduate School/Professional School, Academic Coaching, Tutoring, Mentoring, Resources for Scholarships and Cultural Experience Opportunities.

## UNDERGRADUATE ADMISSIONS (UA)

### Director of Recruitment,

Elizabeth Costello

### Director of Operations,

Debra Reynolds

### Director of Communications,

Christopher Dahlstrand

Duke Energy University  
Welcome Center  
407.823.3000  
ucf.edu/admissions

The Office of Undergraduate Admissions is responsible for the identification, classification, recruitment, admission, and enrollment of all undergraduate students (FTIC, Transfer, Dual Enrollment, Early Admission and Non-Degree) to the university. The primary mission is to strategically target, market, attract, invest in, and enroll an academically talented and diverse student body who will enhance the university community and achieve academic success. This is achieved through intentional multi-channel marketing and communication efforts, targeted on- and off-campus recruitment activities, efficient collection, processing and review of application materials, and collaborative yield efforts.



## VETERANS ACADEMIC RESOURCE CENTER (VARC)

### Director TBD

Additions Arena | Room 101  
407.823.2707

[varc.sdes.ucf.edu](mailto:varc.sdes.ucf.edu)

The Veterans Academic Resource Center's (VARC) mission is to provide veteran students and dependents the best possible educational experience at the University of Central Florida (UCF). The VARC is the central hub for student veterans relating to general academic, career, and social challenges and needs. At the VARC, we help navigate the complexities of university policies, procedures, and other academic inquiries and we provide study and lounge spaces, free coffee & snacks, microwave and refrigerator, and staff. At the VARC, our goal is to:

- Ensure students using GI Bill Educational Benefits are appropriately counseled and provided accurate information
- Help students understand and ensure access to all the campus and community resources
- Facilitate academic success by providing tools needed to stay on track and graduate such as general academic/career advising and study spaces
- Engage UCF faculty and staff to help them understand the unique needs of student veterans
- Provide opportunities to connect and engage with other student veterans on campus

Areas of support include:

- Veteran Services:
  - Liaison to Veterans Administration
  - GI Bill Enrollment Benefits Processing
  - General Educational Benefits Counseling
- Student Services
  - General Academic and Career Advising
  - Peer Mentoring
  - Academic and Social Programming
  - Veteran Knights — Veterans Student Organization
- Programs and Events:
  - New Student Veterans Transfer Success Orientations
  - Veterans Graduation Reception
  - Veterans Month Activities such as Student Veteran Flag Week
  - Veterans Career Week

## WELLNESS AND HEALTH PROMOTION SERVICES (WHPS)

### Director Maureen Hawkins

Recreation and Wellness Center  
Suite 111

407.823.5841

[whps.sdes.ucf.edu](mailto: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
  - Yoga Nidra
  - Journal to Self-Discovery
  - Koru Mindfulness
- Coaching
  - Wellness Coaching
  - Nutrition Coaching
  - Quit Smoking
  - Supplemental Nutrition Assistance Program
  - Couponing 101



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**UNIVERSITY OF CENTRAL FLORIDA**

**STUDENT DEVELOPMENT  
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