

2022-2023



**ANNUAL  
HIGHLIGHTS**

DIVISION OF STUDENT SUCCESS  
AND WELL-BEING  
UNIVERSITY OF CENTRAL FLORIDA



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Progress can be measured in many ways, as you'll discover on the pages of this annual report. Metrics are the guideposts we use to chart what we have achieved as a division and uncover where we can grow and improve.

Numbers play an important role in the division of Student Success and Well-Being (SSWB) because we have the honor and privilege of touching the life of every student who enrolls in and graduates from UCF.

At the highest level we tie our work to the strategic priorities established in our strategic plan, *Unleashing Potential*, and the metrics used by the Florida Board of Governors to assess the university's annual performance: the 12 preeminence metrics and the 10 Performance-Based-Funding (PBF) metrics.

At the division level we use data to further our mission to transform "aspirations into achievements." From the moment our students decide they will be a Knight, we act on the fundamental belief that every student who starts at UCF will finish at UCF.

We have multiple programs, practices, and policies in place to help us achieve these strategic goals. While we have accomplished significant progress in the last ten years, we will have to work smarter — and maybe even harder — to attain our goals. We are not deterred by the recognition that our performance on key metrics has not shown the improvements we anticipate. Nevertheless, we are confident that we have consolidated a new division that is well positioned to take this university to the next level.

In this report you will read of many remarkable achievements and progress toward our goals. The report touches just the surface of what we do to promote student success and well-being. What truly inspires us is difficult to capture in a few data points. A spirit of pride, optimism, and confidence characterizes this great university, and those intangibles are a product of an institutional culture of caring that this division models every day.

Thank you for taking the time to review the collective impact this division makes in students' lives.



Charge On!

**Paul Dosal**  
Senior Vice President  
Student Success

# DEPTS



## ACADEMIC ADVANCEMENT PROGRAMS

- Ronald E. McNair Postbaccalaureate Achievement Program grant awarded for five years totaling \$1.3 million
- 100% graduation rate from UCF for McNair Scholars Program since 2003



## ACADEMIC SERVICES FOR STUDENT-ATHLETES

**3.345**

AVERAGE GPA  
BETWEEN FALL 2022  
AND SPRING 2023

**8**

CONSECUTIVE  
SEMESTERS AT OR  
ABOVE A 3.30 GPA

**70%**

STUDENT-ATHLETES  
EARNED 3.0 OR ABOVE  
IN THE FALL 2022 AND  
SPRING 2023 SEMESTERS

## ACTIVITY AND SERVICES FEE BUSINESS OFFICE

- Provided fiscal oversight for approved Student Government (SG) budget
- Allocation total: \$883,262
- Direct support for students: 14,135 interactions



## CENTER FOR HIGHER EDUCATION INNOVATION

- **U.S. Department of Education Grant for \$500,000/ Knightbot Expansion/ University Innovation Alliance Partnership and Grants:** Parent Dream Academy to support coordination, alignment, and marketing of postsecondary readiness strategies and resources that target underserved families.
- **Knightbot Expansion:** To provide students with 24/7 access to questions and answers via web or text. In total, Knightbot sent 45,276 messages and received 59,938 messages.
- **University Innovation Alliance Partnership and Grants:** The Center continues to lead UCF's partnership with the University Innovation Alliance, the leading national coalition of public research universities committed to increasing the number and diversity of college graduates in the United States. Our latest UIA grant, awarded this spring, will support the Academic Recovery Project, a DFW-focused effort to reduce DFWs in some of the University's most challenging courses. Funding in the amount of \$225,000 will support the pilot.







## CREATIVE SCHOOL FOR CHILDREN

- Received the Child Care Access Means Parents in School (CCAMPIS) federal grant this year in the amount of \$1,224,810
- 75 students are receiving \$192,500 in free childcare tuition for their child(ren) to attend CSC while the student parent is attending UCF

**100%**  
ENROLLMENT  
INCREASE TO UCF  
FROM JONES HIGH  
SCHOOL COMPARED  
TO THE 5-YEAR  
AVERAGE

**19%**  
INCREASE IN  
COMPLETED  
ADMISSIONS  
APPLICATIONS

**67%**  
INCREASE IN  
STUDENTS  
ACCEPTED TO  
UCF FROM JONES  
HIGH SCHOOL



## DOWNTOWN SCHOLARS INITIATIVE

- Launched in Fall 2021 in partnership with Jones High School
- Provides pre-college and summer bridge programming and case-management
- Year 2 of the Downtown Scholars Initiative has seen a 353% increase in applications from students into the pre-college program, a 100% enrollment increase
- Incoming summer bridge GPA increase of 0.64 points to an average 4.28 GPA.



## STUDENT HIGHLIGHT: JOSE CANALES

**NATIVE:** PUERTO RICO

**2020:** ADMITTED THROUGH THE DIRECTCONNECT PROGRAM

**MAJOR:** KINESIOLOGY

**JUNIOR YEAR:** SUBJECT IN PROJECTS CONDUCTED BY PHD STUDENTS IN THE EXERCISE PHYSIOLOGY, INTERVENTION, AND COLLABORATION (EPIC) LABORATORY.

**INTERNSHIP:** AEROSPACE AND OPERATIONAL PHYSIOLOGIST WITH THE 9TH PHYSIOLOGICAL SUPPORT SQUADRON AT BEALE AIR FORCE BASE IN CALIFORNIA (TOP GUN)



## FIRST YEAR EXPERIENCE

## EXPERIENTIAL LEARNING

- Offered 5 EL scholarships (\$2,000) for out of state internships to assist with housing
- Offered 5 scholarships (\$2,000) for students at non-profit internships
- Internship fair in-person attendance of 587 students in Spring 2022 and 997 students in Spring 2023
- Knights of Distinction enrollments of 226 underrepresented students in AY 2022-2023

HIRED A TEAM OF

40

ORIENTATION LEADERS,

8

RETURNING ORIENTATION LEADERS, AND

13

ORIENTATION ASSISTANTS, MARKING A

22%

INCREASE IN STUDENT STAFFING FROM SUMMER 2022

17,061

NEW STUDENTS AND

10,014

FAMILIES & GUESTS THROUGH ORIENTATION PROGRAMS IN SUMMER 2022



## FLORIDA CONSORTIUM OF METROPOLITAN RESEARCH UNIVERSITIES

- Florida Consortium member UCF designed and coordinated the College Coaching Academy aimed at training over 500 college coaches at our three universities (UCF, USF, and FIU) and our 18 feeder State Colleges. From Spring 2022 through Summer 2023, 162 participants completed the Consortium's Coaching Collaborative training program.

- The Florida Consortium universities (UCF, USF, and FIU) partnered with the Council of Independent Colleges of Florida and was awarded a grant from the Sloan Foundation to offer summer research

opportunities for independent college students to learn at Florida Consortium lab facilities.

- Sponsored the fifth annual Florida Summit on Accelerating Transfer Success on the FIU campus in Miami in November, 2022. Over 300 transfer professionals from all over the state participated in this day long summit focused on advocating for our transfer population.



## FRATERNITY AND SORORITY LIFE

**\$856,230.98**

COMMUNITY SERVICE RAISED

**3.13**

GPA VS 3.06 NON FSL

**13,036**

ORGANIZATION  
SERVICE HOURS

**87.9%**

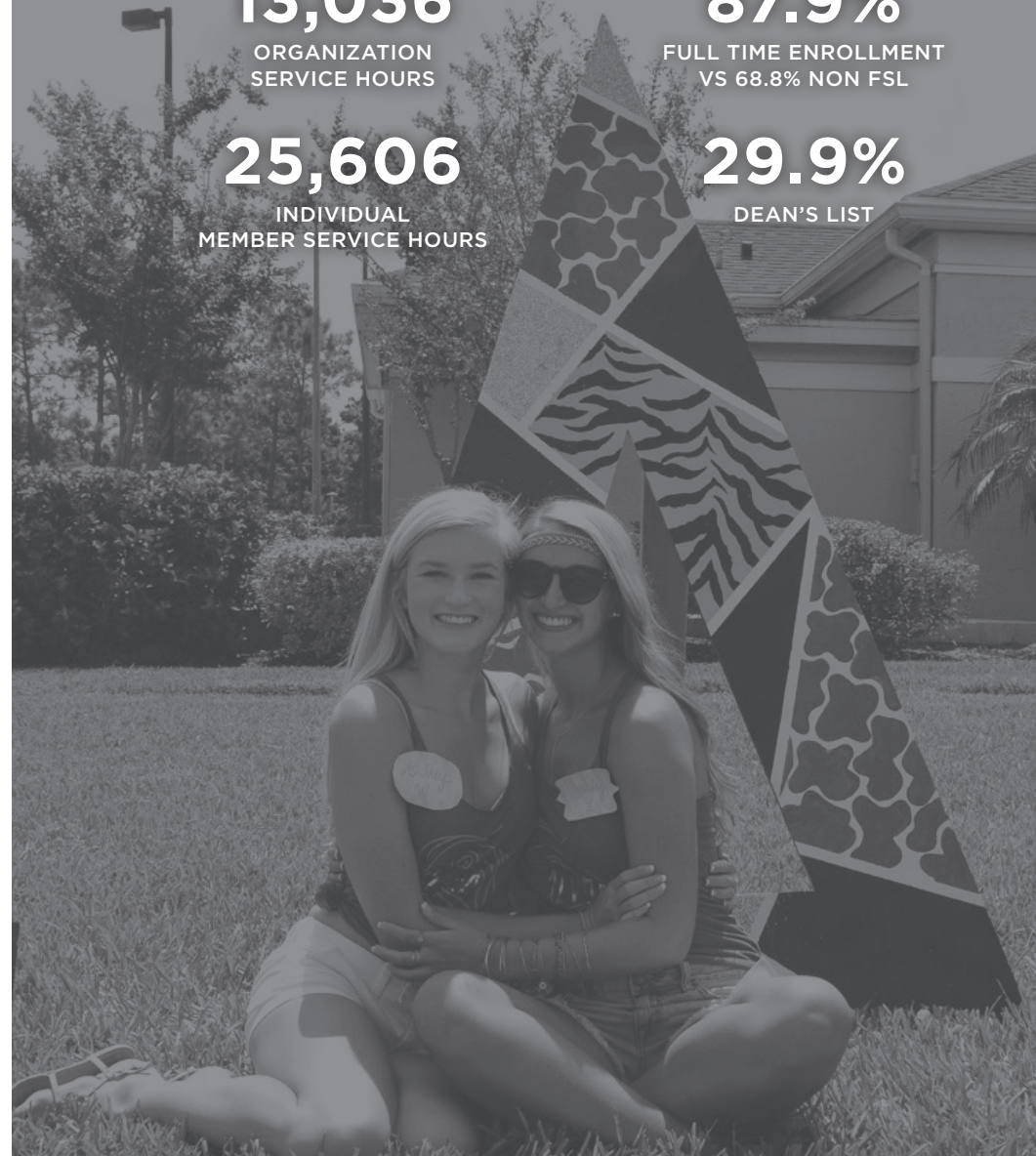
FULL TIME ENROLLMENT  
VS 68.8% NON FSL

**25,606**

INDIVIDUAL  
MEMBER SERVICE HOURS

**29.9%**

DEAN'S LIST







## HOUSING AND RESIDENCE LIFE

- UCF Residence Hall Association was awarded the NACURH 2023 Outstanding Advocacy Initiative Award for “Feeding Knights Everywhere,” a program that packed and distributed nearly 10,000 meals for UCF Knights

Pantry to address food insecurity on campus.

- Residence Hall Association was awarded the NACURH 2023 Program of the Year for “Festival del Barrio,” held during Hispanic Heritage Month as a celebration of culture in

alignment with UCF’s designation as a Hispanic-Serving Institution (HSI). Over 200 students attended this event, which was planned alongside numerous cultural student organization partners.

## KNIGHTS MAJOR EXPLORATION AND TRANSITION CENTER

- The return of Welcome Expo for new and returning students with 1,020 students in attendance
- Professional staff presented at the October NACADA Annual Conference in Orlando
- KMETC saw a 24% increase in student contacts during the 2022–2023 academic year compared to the previous year
- 200% increase in undeclared students since May 2020

## LEAD SCHOLARS ACADEMY

**95.5%**

LEAD SCHOLARS ACADEMY RETENTION RATE

**18,691**

LEAD SCHOLARS ACADEMY SERVICE HOURS WITH A TOTAL VALUE OF \$594,373.80

**63.4%/83%**

LEAD SCHOLARS ACADEMY 4-YEAR/6-YEAR GRADUATION RATE

## OFFICE OF STUDENT FINANCIAL ASSISTANCE

- OFSA disbursed over \$523 million in federal, state, private and institutional aid
- With over 17,000 in-person counseling sessions and over 13,000 virtual appointments, OFSA had over 30,000 interactions with students

## OFFICE OF STUDENT INVOLVEMENT

**\$621,657.27**

RAISED DURING KNIGHT-THON FOR THE  
GREATER ORLANDO CHILDREN'S MIRACLE  
HOSPITALS

**3,172**

REGISTERED STUDENT  
ORGANIZATION AND  
DEPARTMENT EVENTS  
OFFERED FOR STUDENTS TO  
ENGAGE AND PARTICIPATE IN  
VIA KNIGHTCONNECT



## OFFICE OF UNDERGRADUATE RESEARCH

- 2023 UCF Student Scholar Symposium, a collaboration between Office of Undergraduate Research and the College of Graduate Studies
  - Over 2,500 attendees for two-day event
  - 403 undergraduate researchers presented their research and creative scholarships projects
  - 275 faculty mentors
  - 123 judges awarded 74 scholarships for outstanding poster presentations (funded by various colleges and Student Government)
  - Event funded by the SSWB Parent and Family Fund
- 101 UCF students presented their research at the Florida Undergraduate Research Conference (FURC), the largest contingency of any attending institution.
- 82 UCF student researchers were funded to conduct faculty mentored research through the 2023 Summer Undergraduate Research Fellowship (SURF Program) coordinated by the Office of Undergraduate Research.





## PEERKNIGHTS

**4,902**

COMPLETED APPOINTMENTS  
WITH 2,316 UNIQUE  
STUDENTS WERE HELD WITH  
PEERKNIGHTS COACHES

**9,400+**

APPOINTMENTS HAVE BEEN  
HELD SINCE PEERKNIGHTS  
COACHING BEGAN IN FALL  
2020

**98.8%**

OF COACHED STUDENTS  
FOUND THEIR SESSION TO  
BE ACADEMICALLY AND/OR  
PERSONALLY HELPFUL FOR  
THEM

**30**

STUDENTS WHO WENT  
THROUGH PEERKNIGHTS  
COACHING WERE EACH  
AWARDED A \$250  
SCHOLARSHIP WITH  
SUPPORT FROM UCF  
STUDENT GOVERNMENT



## PRE-HEALTH AND PRE-LAW ADVISING

162 personalized, one-hour long, virtual mock interviews were conducted with UCF students and alumni in 13 different majors/programs this past application cycle who applied to health professional programs



## RECREATION AND WELLNESS CENTER

- Three first-year RWC graduate assistants obtained leadership roles for 2023-2024 in NIRSA, the professional organization that includes campus recreation students and professionals
- RWC@Downtown was accessed 20,000+ times (11.48% increase from 2021-2022)
- Knights Paintball at UCF, one of the 43 Sport Clubs under the UCF Sport Club Council won its first championship title with the College Paintball Players League (CPPL); this is the third overall national championship the paintball club has won.
- Students participated in group exercise classes more than 760 times (424% increase from 2021-2022)

### RWC DATA

#### FTIC YEAR 1 RETENTION RATES FOR SUMMER-FALL FULL TIME COHORT 2021-2022

OVERALL USERS: 93.8% (5,000) RETAINED VS NONUSERS AT 90.5% (1,705). UCF OVERALL RETENTION RATE 93.0% (FTIC 6,705). RWC IS .08% INCREASE

#### YEAR 1 VISITS AND RETENTION RATE

1-5 VISITS 91.8% (1288)  
6-10 VISITS 94.3% (633)  
11-20 VISITS 94.2% (787)  
21-30 VISITS 93.4% (456)  
31-45 VISITS 95.8% (523)  
45+ VISITS 94.6% (1,308)

## STUDENT ACADEMIC RESOURCE CENTER

- Students who utilize the Student Academic Resource Center's (SARC) programs and services stay at UCF and have higher graduation rates.
- First-time-in-college students who participated in six or more Supplemental Instruction (SI) sessions were retained at a rate of 96.5% vs. non-participants (91.4%) and graduate in four years at a rate 9.3% higher (67.3% vs 58%) than students who do not attend.
- First-time-in-college students who attend 4-5 peer tutoring visits have a 4% higher retention rate (98% vs. 93.6%) and graduate in four years at a rate 13% higher (74.8% vs 61.6%).
- Students who regularly attend the Student Academic Resource Center's (SARC) supplemental instruction (SI) and peer tutoring are more likely to earn, on average, a letter grade higher than those students who do not attend.
- Student Academic Resource Center (SARC) was awarded Supplemental Instruction (SI) Program Accreditation by the International Center for Supplemental Instruction (ICSI). SARC UCF is the only Florida institution with an accredited SI program and one of a small number of accredited programs in the country.





## STUDENT CARE SERVICES

### OFFICE OF STUDENT RIGHTS AND RESPONSIBILITIES

- Hurricane Ian severely impacted the UCF community during fall 2022 semester and over 60 UCF staff members were mobilized to contact 1,336 students experiencing housing, financial, and food insecurities from the storm. Staff assisted students with the following resources: wrap-around support, class absence notifications, assistance with locating short- and long-term housing resources, emergency funds, distribution of donated gift cards, extended laptop rentals, and the coordination of faculty and staff volunteers.
- Coordination of faculty/staff escorts to provide support for the 22 families of the students recognized at the Eternal Knights Memorial Service in April 2023
- Provided resources and support to those students experiencing financial emergencies and homelessness. Over 85 students were awarded emergency funds and over 60 homeless tuition waivers were administered for the 2022-2023 year

## STUDENT CONDUCT ACADEMIC INTEGRITY

### OFFICE OF STUDENT RIGHTS AND RESPONSIBILITIES

SCAI held over 18 UCF CREED review meetings to reassess the outcomes following the disciplinary process to potentially modify the length of the punitive sanctions (disciplinary probation, deferred disciplinary suspension, and disciplinary suspension) as well as a Z designation on transcripts (Z designations are added on academic transcripts following an academic misconduct process). The continued efforts of the SCAI staff demonstrates the desire to support student success and continuance following as well as provide a means for students to demonstrate growth following disciplinary action.





## STUDENT LEGAL SERVICES

A summary of services provided to students:

**291**

LANDLORD TENANT CASES

**215**

MISCELLANEOUS

**66**

CONSUMER CASES

**1,304**

BOOKED APPOINTMENTS

**57**

CRIMINAL CASES

**115**

REPRESENTATION AT COURT PROCEEDINGS

**176**

TRAFFIC CASES

**\$132,916.60**

MONIES RECOVERED FOR STUDENTS

**84**

FAMILY LAW

**890**

NEW CASES

## STUDENT NEIGHBORHOOD RELATIONS

- Provided support to Student Care Services by responding to hundreds of phone calls and emails from students and their family members.
- Increased the listing of new properties on the off-campus website by 101.6% (125) from spring 2022 (62)

## STUDENT SUCCESS AND ADVISING

- The Office of Student Success and Advising's Advisor Training and Development team hosted the 2023 Annual Advising Updates Forum virtually in April. The event attracted 327 registrants, including representatives from 20 state colleges (155 registrants) and UCF advisors, coaches, and campus partners.
- From June 2022 to June 2023, myKnight STAR online scheduling onboarded seven additional units. All undergraduate students can now schedule appointments with their assigned college advising office or seek assistance from peer support, SARC, Transfer Connect, UCF Abroad, and several other department advising offices.





## STUDENT UNION

- Knights Pantry distributed over 110,000 pounds of food to students during 36,000 student shopping trips. The Pantry also served as the donation hub for campus during two hurricane relief efforts.
- The Student Union, in partnership with Student Government, Sports Club Council, and the Recreation and Wellness Center, opened “The Dungeon eSports Lab presented by Monster Energy.” The space used by the UCF eSports Team (national champion) for practices and matches.



## UCF CONNECT

### UCF CONNECT SUCCESS COACHING IMPACT

- Pre-orientation success coaching campaign led to 100% enrollment of 700+ transfer students in Fall 2022 and 89% retention in Spring 2023
- UCF Connect success coaches promptly addressed 1,495 student concerns, providing support and resources for those impacted by Hurricane Ian, achieving a 99% contact rate
- UCF Connect and Valencia College pilot program boosted transfer students' satisfaction (89%) and confidence (91%), raising participants' GPA by .50 points over non-participants
- UCF's Higher Education Coaching Academy is implementing the Florida Consortium of Metropolitan Research Universities Coaching Collaborative with a goal to train 500 participants from UCF, FIU, and USF along with their state college partners. In the first year, 132 participants have completed the 40-hour coach training course taught by seven of UCF's trained coaches

### DIRECTCONNECT TO UCF®

- DirectConnect to UCF manages over \$2 million in grants from Helios Education Foundation, Bloomberg Philanthropies, and the U.S. Department of Education, all in support of transfer student success and demonstrating the power of strategic partnerships.
- Over 15,412 future transfer students signed up for DirectConnect to UCF and Transfer Connect, resulting in more than 85,000 student engagements managed by success coaches, and 3,280 current and future Knights engaged in 84 info sessions and student success events.



## UNIVERSITY TESTING CENTER

- The University Testing Center (UTC) helps UCF students get started, get ahead, and go further by offering standardized testing services that have a direct impact on their academic success. The testing center supports students every step along the way of their academic journey through admissions and placement testing, credit-by exam and state-mandated testing requirements, and graduation and graduate admissions testing. In 2022-2023, there were 15,000 academic exams administered.
- The University Testing Center (UTC) is one of the recipients of the 2023 College Level Examination Program (CLEP) Honors National Achievement Award. UTC was identified as one of the Top 20 CLEP sites for administering the highest exam volumes during the 2022-2023 school year.







# Student Success and Well-Being

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