

**AN INVENTORY OF STUDENT SERVICES AND
PROCESSES AT UCF**

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**UCF 21-TR-98-003
March 1998**

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ABSTRACT

This Technical Report is part of a systems analysis of how well student service functions are being performed at the University of Central Florida. In order to obtain a broad perspective of student service processes at UCF, a comprehensive list of over 100 student-related services and processes has been compiled. This report provides an inventory of the various student services and processes. Each of the services in the inventory is briefly described and additional information concerning access is provided. Future reports will contain a formal analysis of the interrelationships among, usage of, and functions of these services.

Acknowledgments

Special thanks go to Dan Coleman and Sabrina Andrews in Institutional Research and Planning Support for providing an extensive list of student services that formed a starting point for this inventory.

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AN INVENTORY OF STUDENT SERVICES AND PROCESSES AT UCF

1.0 INTRODUCTION AND SCOPE

The University of Central Florida currently serves a diverse student body population of over 28,000 students. One of its primary objectives has been and continues to be to improve the quality of institutional services. Several offices (e.g., Student Affairs and Quality Initiatives) have administered surveys to obtain an index of student satisfaction. Their findings show a high student approval rating with respect to most academic issues, in contrast to a lower approval rating with respect to those issues generally classified as “student services.” The Quality Initiatives office has worked closely with some process owners to improve their processes. This approach has helped to enhance communication and understanding within various organizational functions and improve processes. There is a need, however, to identify and address systemic issues that cross organizational boundaries that involve multiple process owners.

The University, as part of its Strategic Planning Initiative, has provided funding to support the University’s Customer Focus for the 21st Century (UCF 21) project to address this need for a systems level study of student services. The primary goals of the UCF 21 project are to: 1) develop a systems level view of student services and their interactions by documenting all critical student service processes and their interrelationships; 2) identify systems level improvement opportunities, including re-engineering; 3) recommend changes and/or in-depth studies; and 4) develop implementation plans for changes and /or in-depth studies.

As part of the UCF 21 Project, there is a need to develop a comprehensive view of student service processes at UCF and to evaluate how and how well they are being performed. This investigation consists of developing a comprehensive list of services, understanding their interrelationships, and evaluating how they are performed and accessed. This technical report provides an inventory of the various student services and processes at UCF. Section 2 gives a broad overview of student services at UCF and the process used to develop and validate this inventory. Section 3 gives the listing of the student services contained in this inventory, providing a brief description of each service as well as access information. Section 4 contains a summary of the findings.

2.0 OVERVIEW OF STUDENT SERVICES AT UCF

The University of Central Florida provides/supports more than 100 different services, processes, and products that are designed to either directly or indirectly enhance and support the student while at UCF. These “services” span from activities, processes and products with the primary focus on academic issues (e.g., academic advising, registration, and library facilities) to “services” whose primary focus is on enhancing the student’s campus life experience (e.g., clubs, health services, and counseling). Many of the offices at UCF distribute individual brochures about the

services they provide (see UCF-21-TR-98-005), but there currently does not exist a comprehensive listing of all services at UCF.

In order to develop the inventory of the University's student services, an initial list was provided to UCF 21 by Institutional Research and Planning Support. Using this as a starting point, a more comprehensive inventory of student services was developed using several information sources that are readily available to students. These information sources included:

1. 1997-1998 Graduate Catalog (GC)
2. 1997-1998 Undergraduate Catalog (UGC)
3. 1997-1998 Golden Rule (GR)
4. Spring 1998 Schedule of Classes (SOC)
5. UCF Website (website)

Using these information sources, initial descriptions of the services were developed. Each of the offices that provided a given service was contacted and sent (usually via FAX) a copy of their service descriptions for verification. Most of the service descriptions contained in this report have been verified and updated by the associated offices (see Table 1).

It was a very challenging task to find and document all of the services at UCF. This inventory constitutes approximately 90% or more of the "services" provided to students. Some services were listed in all of the information sources that were consulted, while other services were included in some or none of the sources. The information on the location, type of service, and access/contact was sometimes out-of-date, inaccurate, or incomplete. A separate evaluation of the four paper sources will be summarized in an upcoming report (UCF 21-TR-98-010).

The student services at UCF can be broadly classified into academic services that students want, student life enhancing services that students want, and/or services or processes that UCF imposes on students (see Table 1). The academic services that students want include all academic-related services that students may utilize to aid or enhance their academic career. Also included are services that the University provides to support and ensure a student's academic success. The student life enhancing services are aimed at providing the student with support outside of academic issues and are designed to enrich or enhance the student's campus life experience. The services and processes imposed by UCF include procedures or activities that are not requested by students, but are needed to implement/administer particular services or enforce/achieve student compliance.

All of the services provided by UCF can be accessed by walk-in (in UCF offices), phone or email. The locations of all the offices providing the services are spread across the campus. In some cases, multiple services are provided within the same office (see Police Department) and in other cases two separate offices sometimes provide similar services. A summary of the interrelationships among the services and offices is summarized in UCF 21-TR-98-009.

The section that follows provides an inventory of the student services that have been identified thus far. The number next to each service in Table 1 indicates in which subsection of Section 3 that the service is described.

Table 1. Summary of Student Services

	STATUS		SERVICE TYPE			
	Verified	Pending	Academic	Life-enhancing	Both	Imposed Process
STUDENT SERVICE						
1. Academic Advising Services	X		X			X
2. Academic Calendar	X		X			
3. Academic Clubs	X		X			
4. Academic Development and Retention	X		X			
5. Academic Exploration Program	X		X			
6. Academic Services for Student-Athletes	X		X			
7. All-Campus Card	X		X			X
8. Alumni Association	X				X	
9. Amateur Radio Club				X		
10. Area Campuses					X	
11. Arena				X		
12. Articulation and Community College Relations	X		X			
13. Athletic Events	X			X		
14. Automatic Teller Stand				X		
15. Bike Storage				X		
16. Bookstore	X				X	
17. Business Services	X				X	
18. Career Resource Center	X					
19. Center for Professional Development	X					
20. Check Cashing	X			X		
21. Collections	X		X			
22. College Work Study	X				X	
23. Commons				X		
24. Computer Facilities and Services	X				X	
25. Continuing Education			X			
26. Cooperative Education					X	
27. Counseling and Testing Center	X				X	
28. Creative School for Children	X					
29. Credit Union	X			X		
30. Dispute Resolution Services	X					
31. Distributed Learning						
32. Diversity Initiatives						
33. Dual Enrollment	X		X			
34. Early Admissions	X		X			
35. Early Childhood Center					X	
36. E-mail (electronic mail, computers, Internet access)	X				X	
37. English for Speakers of Other Languages (ESOL)	X		X			
38. Evening Student Services	X				X	
39. Faculty Center for Teaching & Learning						
40. Fee Appeals/Waiver/Refunds	X				X	
41. FEEDS	X		X			
42. First Year Advising and Information Services	X		X			
43. Food Services					X	
44. Graduate Admission	X		X			
45. Greek Affairs	X				X	
46. Holds	X		X			

Table 1. Summary of Student Services

	STATUS		SERVICE TYPE			
	Verified	Pending	Academic	life-enhancing	Both	Imposed Process
STUDENT SERVICE						
47. Honor Societies	X		X			
48. Honors Program	X		X			
49. Housing and Residence Life				X		
50. Information Services (KIOSK's)	X				X	
51. Instructional Resources						
52. International Student Services	X				X	
53. Job Placement	X			X		
54. LEAD Scholars Program	X					
55. Leadership Development						
56. Learning Institute for Elders at UCF, Inc.				X		
57. Legal Services	X			X		
58. Library Facilities	X				X	
59. Library Fines	X				X	
60. Ministries	X			X		
61. Multicultural Students Services						
62. Multilingual Multicultural Services						
63. Ombuds Office	X					
64. On Campus Recruitment	X					
65. Orientation Office	X					
66. Parking Fines	X			X		
67. Parking Services	X			X		
68. Police Department	X			X		
69. Print Shop					X	
70. Public Relations						
71. Quality Initiatives						
72. Recreational Services	X			X		
73. Registrar's Office	X		X			
74. Registration	X		X			
75. Rehearsal Hall					X	
76. Residence Halls				X		
77. SASS Audit	X		X			
78. Short Term Loans	X				X	
79. Small Business Development Center						
80. Special Programs (Student Outreach)						
81. Student Academic Resource Center	X					
82. Student Accounts	X		X			
83. Student Activities	X				X	
84. Student Activities Center					X	
85. Student Disability Services						
86. Student Employment	X			X		
87. Student Financial Assistance	X		X			

Table 1. Summary of Student Services

	STATUS		SERVICE TYPE			
	Verified	Pending	Academic	life-enhancing	Both	Imposed Process
STUDENT SERVICE						
88. Student Government	X			X		
89. Student Health Services				X		
90. Student Organizations	X				X	
91. Student Resource Center					X	
92. Student Union	X				X	
93. Telephones	X			X		
94. Third Party Billing	X		X			
95. Transcript Requests	X		X			
96. Transportation	X			X		
97. Tuition Receipts			X			
98. Undergraduate Admissions	X		X			
99. Veteran Affairs	X				X	
100. Victim Services	X			X		
101. Volunteer Services/ Service Learning Opportunities	X			X		
102. Weekend Student Services	X				X	
103. Writing Center						
104. ZIP + 4 (Postal Service)				X		

3.0 STUDENT SERVICES INVENTORY

3.1 Academic Advising Services

Description: The purpose of academic advising at the University of Central Florida is to aid students in achieving educational goals. There are a variety of academic advising systems available in each of the five colleges at UCF, the two branch campuses and the Division of Enrollment and Academic Services at UCF's main campus.

Access:

- **College of Arts and Sciences.** Office of Academic Support and Information Services (OASIS), FA 202, Phone: (407) 823-2492
email: oasis@ucf1vm.cc.ucf.edu
- **College of Business Administration.** Office of Student Support, BA 240
Phone: (407) 823-2184, email: oss@bus.ucf.edu
- **College of Education.** Office of Student Services, ED 109
Phone: (407) 823-2021, email: msmith@pegasus.cc.ucf.edu
- **College of Engineering.** Office of Academic Affairs, ENGR 281
Phone: (407) 823-2455, email: morr@pegasus.cc.ucf.edu
- **College of Health and Public Affairs.** Office of Student Support, HPB 201
Phone: (407) 823-0010, email: hpainfo@pegasus.cc.ucf.edu

- **Division of Enrollment and Academic Services.**

1. Academic Development and Retention, AD210
Phone: (407) 823-2169, email: mehasz@pegasus.cc.ucf.edu
See Section 3.4.
2. Academic Exploration Program, PH 202, Phone: (407) 823-5322,
mail: lrizzo@ucf1vm.cc.ucf.edu
See Section 3.5.
3. Academic Services for Student-Athletes, Bldg 521, Phone: (407) 823-5895
See Section 3.6.
4. First Year Advising and Information Services, TR 541
Phone: (407) 823-3789, email: firstyr@pegasus.cc.ucf.edu
See Section 3.42.
5. Multicultural Student Services, AD 145, Phone: (407) 823-2716
email: range@pegasus.cc.ucf.edu
See Section 3.61.
6. Student Academic Resource Center, PC1-102, Phone: (407) 823-5130
email: sarc@pegasus.cc.ucf.edu
See Section 3.81.

- **Area Campuses**

- ◆ Brevard Campus, BC 147, Phone (407) 632-1111, x65540
email: bradvise@pegasus.cc.ucf.edu
- ◆ Daytona Beach campus, Bldg 34, Phone: (904) 255-7423, x4022
email: ctipton@pegasus.cc.ucf.edu

- **Graduate Programs**

An advisory committee or advisor is assigned by individual departments and approved by the Dean of the College or the Graduate Coordinator of the College.

Source: UGC pp 85-88, GC pp 61, GR pp 96-97, SOC pp 3
website: <http://www.ucf.edu/reginfo/advise.html>

3.2 Academic Calendar

Description: The Academic Calendar is managed by the Academic Calendar Office whose members are appointed by the Provost. The Vice-Provost of Enrollment and Academic Services serves as the chair. The academic calendar is published for each academic year. The calendar contains information such as admission deadlines, registration dates, special graduate studies deadlines, starting and ending dates of semesters, final examinations, commencement and holidays.

Access: University Registrar: John F. Bush, AD 161, Phone: (407) 823-5454
Fax: (407) 823-5652, email: bush@mail.ucf.edu
website: <http://www.ucf.edu/acad.cal.html>

Source: UGC pp 11-16, GC pp 6, GR pp.105, SOC pp 1
website: <http://www.ucf.edu/acad.cal.html>

3.3 Academic Clubs

Description: See Student Organizations (Section 3.90).

Access: Office of Student Activities and Organizations, Student Union 205

Phone: (407) 823-6471

Source: (Academic Honors) UGC pp 69 or (Office of Student Activities) UGC pp 35, (Student Services and Organizations) GC pp 71 or (Student Activities) GC pp 74, (Student Activities/Organizations) GR pp 57-62, pp 85 and pp 88

website: <http://pegasus.cc.ucf.edu/~cando/academic.html>

3.4 Academic Development and Retention

Description: The Unit of Academic Development and Retention focuses on academic advising, support and retention for targeted student populations. Through a program of assessment, collaboration and coordination, the unit provides leadership for academic orientation programs, academic advising services and academic success programming.

Access: Assistant Dean: Dr. Maribeth Ehasz, AD 210, Phone: (407) 823-2169

Fax: (407) 823 0212, email: maribeth@ucf1vm.cc.ucf.edu

Source: UGC pp 80-81 or (Freshmen, First Time In College) UGC pp 87, GR pp 97, SOC pp 3, website: http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html

3.5 Academic Exploration Program

Description: The Academic Exploration Program is administered through the Academic Development and Retention Unit of the Enrollment and Academic Services Division. It is a student-centered source of academic support and information for students who choose not to make a premature choice of major, but prefer to explore the many options available to them under the guidance of academic advisors and with the assistance of the professional resources throughout UCF. The central mission of the Academic Exploration Program is to provide a focal point of academic support and assistance for students who are uncertain about their program of study or have been displaced from a restricted or limited access major.

Access: Director: Russell Tiberii, PH 202, Phone: (407) 823-5322, Fax (407) 823-3768
email: rtiberii@ucf1vm.cc.ucf.edu

Source: UGC pp 80 and pp 87-88, GR pp 97, SOC pp 2-3

3.6 Academic Services for Student-Athletes

Description: The Office of Academic Services for Students Athletes collaborates with the Athletic Department to ensure that student-athletes balance the academic demands of the full-time student with the competition of Division I intercollegiate athletics through the NCAA/CHAMPS Life Skills Programs. The focus of the program is on five commitments: athletic excellence, academic excellence, personal development, service and career development.

Through cooperation with college departments, professional advisors advise student-athletes according to requirements for the program of study. Academic support services include organized study sessions, tutorial services, time management and study skills instruction. The office is responsible for notifying and working with faculty to arrange for make-up work for student-athletes when they travel for competition. A career exploration component assists the student-athlete with decisions related to choosing a major, a career, graduate school or other career interests.

Through cooperation with the Athletic Department and the NCAA faculty representative, professional advisors ensure compliance with NCAA requirements from the admissions process through graduation. The office serves as a resource for student-athletes. The advisors refer student-athletes regularly to faculty members or other support services on campus for assistance.

Access: Director: Ms. Sandra Reeves, Bldg 521, Phone: (407) 823-5895
Fax: (407) 823-3761, email: sreeves@ucf1vm.cc.ucf.edu

Source: UGC pp 80-81 and pp 87-88, GR pp 97, SOC pp 2-3, website:
http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_SERVICES_FOR_STUDENT-ATHLETES

3.7 All Campus Card

Description: The UCF All Campus Card is the University of Central Florida's official ID Card. It serves as a Student Identification Card, Library Card, Athletic Access Card and Meal Plan Card.

Access: Trailer 619, adjacent to the Arboretum, All Campus Card Office, Phone: (407) 823-3072, Fax: (407) 823-5533, office email: ucfcad@pegasus.cc.ucf.edu

Source: (ID Card) GR pp 78-79, SOC pp 22
website: <http://pegasus.cc.ucf.edu/~ucfcad/>

3.8 Alumni Association

Description: The University of Central Florida Alumni Association was developed to maintain awareness and support of the University by the alumni. Membership is open to all alumni and friends of the University. In addition, the Alumni Association provides

many student services including over \$40,000 a year in scholarships, numerous sponsorships and a mentoring program.

Access: UCF Alumni Relations Office, AD 340, Phone: (407) 823-2586 or (407) 330-2586, Fax: (407) 823-0172, email address: tmessina@pegasus.cc.ucf.edu

Source: UGC pp 27, GC pp 78, GR pp 68, website: <http://www.oir.ucf.edu/alumni/>

3.9 Amateur Radio Club

Description: The UCF Amateur Radio Club, UCFARC, provides the means for people interested in being involved with Amateur Radio to have a place they can borrow some materials and ask questions of licensed amateur radio operators so that they can prepare for the licensing tests. The club has also been recently certified to administer the FCC licensing tests. The club also has the equipment and the means for licensed ham operators to carry out their radio communications throughout the world.

UCFARC works with the UCF Police Department to provide emergency communications in the advent of a hurricane or other disaster. When possible, UCFARC also passes traffic for UCF's students to and from friends and family around the world.

Access: Address: UCFARC P.O. 168052 Orlando, Florida, 32816-3222, Phone: (407) 823-0168, email: wb4tcw@pegasus.cc.ucf.edu Frequency: 146.64MHz PL: 103.5Hz, Output Power: 35 Watts, Frequency: 442.800 MHz ,Output Power: 20 Watts

Source: website: <http://pegasus.cc.ucf.edu/~wb4tcw/>

3.10 Area Campuses

Description: In addition to the academic programs offered on the Orlando campus, the University of Central Florida offers a number of upper-division programs and graduate programs at the Brevard and Daytona Beach campuses and the Downtown Academic Center and the Professional Development Center at South Orlando. The area campuses are managed through the Division of Academic Programs within Academic Affairs. Times and dates for all the courses are listed in the *Schedule of Classes*.

UCF Brevard Area Campus: co-located on the Brevard Community College campus in Cocoa. Director: James Drake, Phone (407) 632-1111, ext. 65567 (offers junior and senior level classes in 13 UG majors, eight graduate programs offer course work)

UCF Daytona Beach Campus: co-located at the Daytona Beach Community College. Associate VP and Campus Executive Director: Sarah H. Pappas, Phone (904) 255-7423, ext. 4010. (offers several graduate programs)

Downtown Academic Center: located in the heart of Downtown Orlando. Director Cecelia Rivers, 36 West Pine Street, Orlando, Phone: (407) 317-7700 (offers

professional development courses and upper-division and graduate-level courses in HPA, A&S, BA and ED)

Professional Development Center at South Orlando: located in Orlando Central Park. Director: John Duryea, (407) 856-6585 (as part of the Division of Continuing Education it provides professional development courses and seminars for non-degree seeking students)

Access: See information listed above.

Sources: UCG pp 87 and pp 21-24., GC pp 10-13., SOC pp 22 and pp 29, website: http://www.ucf.edu/catalog/9798/UCF_Section/ucf_area_campuses.html -

3.11 Arena

Description: The UCF Arena is an 87,000 square foot multipurpose, air conditioned facility that opened in August of 1991. This state-of-the-art facility houses 31,000 square feet of exhibition space which can be utilized as five full basketball courts or adapted for various sports such as volleyball, wrestling, gymnastics, and weightlifting. The Arena facility can also be transformed for concerts, banquets or as a convention/trade-show event. VIP Skybox, meeting rooms, locker/dressing rooms, training room, kitchen, and four concession stands are also housed in the facility.

Adjacent to the Arena is a World Class Track and Field facility that hosts a variety of events including track meets, soccer games, 1994 World Cup Soccer Training, NFL tryouts, and football clinics. In the summer of 1996, the UCF Arena was the site to host Olympic Soccer Training.

In addition to the UCF Arena, the University of Central Florida campus offers many other facilities, such as the Gymnasium, Swimming Pool, Wayne Densch Sports Center, and Student Center Auditorium. If the event requires the use of these additional facilities, the Arena will be able to assist and coordinate their use.

Access: University Of Central Florida Arena, P.O. Box 161500, Orlando, Florida, 32816-1500, Director: Ms. Terry Genovese, AR201, phone: (407) 823-3070, FAX: (407) 823-0248,

Source: website: <http://www.ucf.edu/campus/html/arna.html>

3.12 Articulation and Community College Relations

Description: The Office of Articulation and Community College Relations is administered through the Enrollment and Academic Services Division. It has primary responsibility for inter-institutional relations with Florida's Public Community Colleges. This office maintains and enhances working relations with these institutions by providing the following services and resources:

- Accurate and current information about University Programs and Policies including entrance and exit requirements.
- Articulation workshops and conferences involving instructional, advising and administrative personnel from the University, Community Colleges and other selected institutions.
- University liaison with the Florida Community College System, i.e., the Council of Instructional Affairs, Council of Student Affairs, Council of Presidents, Articulation Coordinating Committee and Florida Association of Community Colleges.
- Written articulation agreements between the University and the Community Colleges and among colleges within the university.
- Coordination and processing of transfer scholarships and awards.
- Systematic monitoring of UCF's compliance with the state-wide articulation agreement.
- Interpretation of statutes and rules for the University community and the State University System and interpretation of university rules for the Community Colleges.

The Director of this office serves as ombudsman for community college students experiencing problems, while establishing systems to prevent transfer problems from occurring. Of primary concern is the improvement of the academic readiness of students to pursue their major fields of study and complete their baccalaureate degrees in a timely manner.

Access: Director: D. Travis Spaulding, AD 210, Phone: (407) 823-2231
 Fax: (407) 823-0212, email: spauldin@mail.ucf.edu
 office email: relation@pegasus.cc.ucf.edu

Source: UGC pp 82, GR pp 99, website:
http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/articulation_and_community_college_relations.html

3.13 Athletic Events

Description: All athletic events are free to UCF students with a valid student ID card. UCF sponsors 15 varsity teams including: Football, Men's and Women's Basketball, Men's and Women's Soccer, Men's and Women's Cross Country, Men's and Women's Tennis, Women's Track and Field, Men's and Women's Golf, Baseball, Women's Volleyball, and Women's Crew.

Access: Wayne Densch Sports Center, Phone: (407) 823-2256, Fax: (407) 823-5293
 email address: ssloan@pegasus.cc.ucf.edu

Source: (Intercollegiate Athletics) UGC pp 28, GR pp 68-69
 websites: <http://oirsun.ucf.edu/sports/> and
<http://www.ucf.edu/departments/html/athletics.html>

3.14 Automatic Teller Stand

Description: UCF provides on-campus ATMs for the UCF Federal Credit Union, Sun Bank and Great Western Bank. Many of the networks (such as Honor, Presto and CU24) are also supported from these ATMs.

Access: The ATMs are located between the Administration Building and Howard Philips Hall.

Source: Website: <http://www.ucf.edu/campus/html/auto.html>

3.15 Bike Storage

Description: A slab of concrete, roofed over and enclosed with chain-link fencing, anchoring bicycle racks for the secure storage of student bicycles is provided by UCF.

Access:

Source: website: <http://www.ucf.edu/campus/html/bike.html>

3.16 Bookstore

Description: The University Bookstore is operated by Barnes and Noble. The University Bookstore is located in the Student Services Building and is open to the public. In addition to textbooks and school supplies, this facility offers a complete line of UCF insignia clothing and gift items.

Access: P.O. Box 162444, Orlando FL 32816-24444, Student Services Building Rm. 122, Phone: (407) 823-2665, Fax: (407) 823-3115
email: textbook@pegasus.cc.ucf.edu

Source: UGC pp 28, GC pp 78, GR pp 70, SOC pp 20
website: <http://pegasus.cc.ucf.edu/~bookstor/>

3.17 Business Services

Description: The Department of Business Services is composed of several different units, each with its own tasks and purposes. While each unit is distinct from each other and serves a variety of needs across the campus, the common goal is to provide service. Services provided include: UCF Card Program, UCF Arena, University Bookstore, Food Services, ATM Services and Campus Rentals. Vending (soft drinks and snacks, Printing and Copy Services and Licensing Administration are also included.

As implied by the name "Business Services" the department is responsible for coordination of the various business entities, each charged with the task of operating

as an auxiliary enterprise with no State funding. The only exception is the Arena. It is the goal of these units to serve the needs of the campus and recover all costs associated with the operation by charging for services provided.

Access: Director: Mr. Timothy W. Carroll, ADM 374, Phone: (407) 823-2624
Fax: (407) 823-5533, email address: carroll@ucf1vm.cc.ucf.edu

Source: website: pegasus.cc.ucf.edu/~busserv/

3.18 Career Resource Center

Description: The Career Resource Center provides a broad range of career related services to UCF students, alumni, and employers. Four coordinators serve as liaisons to the five colleges. Individual and group presentations are available to all students, faculty and organizations. The center runs five career fairs, weekly career planning mini classes, and hosts several hundred employer recruiting visits each year. To help students navigate the complexities of the job market, the center offers a resume database information system. The CRC web page offers employers direct access to resumes and a web job listing service. Full-time and part-time jobs are listed on a 24-hour telephone jobline called *KnightLink*.

Access: Building 7F, SRC 185, Phone: (407) 823-2361, KnightLink (24-hour jobline)
Phone (407) 823-6200, Fax: (407) 823-5909
email address: jgracey@pegasus.cc.ucf.edu

Source: UGC pp 33, GC pp 72, GR pp 70, website: <http://www.crc.ucf.edu>

3.19 Center for Professional Development

Description: Administered by the Division of Continuing Education, the Professional Development Center offers noncredit educational programs designed to meet the professional development needs of individuals and organizations throughout the state and the region. Offerings include seminars, workshops, conferences, symposia, and certificate programs that enable practitioners to seek personal enrichment and/or professional advancement. Programs are developed in cooperation with the academic colleges and institutes, and university faculty and support services are utilized to bring maximum benefit to both nontraditional and traditional learners.

Access: Director: John R. Duryea, 7300 Lake Ellenor Drive, Orlando Central Park,
Phone: (407) 856-6585, Fax: (407) 823-0052, email: duryea@pegasus.cc.ucf.edu

Source: (Professional Development Center at South Orlando) UGC pp 103,
(Professional Development Center at South Orlando) GC pp 13, (off-campus location)
SOC pp 29, website: <http://pegasus.cc.ucf.edu/~conted/profdev.htm>

3.20 Check Cashing

Description: The University Bookstore cashes personal checks not exceeding \$50.00. The university collects service fees on all checks returned.

Access: Bookstore, Phone: (407) 823-2665, Fax (407) 823-3115
email: textbook@pegasus.cc.ucf.edu

Source: UGC pp 50, GC pp 41

3.21 Collections

Description: See Student Financial Assistance (Section 3.87)

Access: Director: Mary H. McKinney, AD 150, Phone: (407) 823-2827, For Appointment only, Phone: (407) 823-5285, email: finaid@pegasus.cc.ucf.edu

Source: UGC pp 53, GC pp 41-42, GR pp 74-75, SOC pp 17
website: <http://pegasus.cc.ucf.edu/~finaid/98-99/home.html>

3.22 College Work Study

Description: Federal Work Study jobs are awarded as part of some students' financial aid packages. A minimum of 6 hours enrollment is required for undergraduate and 3 hours for graduate students. Jobs are on-campus and efforts are made to match job assignments with the student's academic program.

Access: Student Financial Assistance Office, Phone: (407) 823-2827
Fax: (407) 823-5241, email: finaid@pegasus.cc.ucf.edu

Source: UGC pp 57, GC pp 47
website: <http://pegasus.cc.ucf.edu/~finaid/98-99/workstud.htm>

3.23 Commons

Description: The commons provides a laundry room (50 cent washers and 25 cent dryers) and an area either for small get-togethers or just to hang out and watch the big-screen TV. Vending machines with Coke, Pepsi, Frozen food (ice-cream, popsicles) and an ice machine are also available.

Access:

Source: website: <http://www.ucf.edu/campus/html/comn.html>

3.24 Computer Facilities and Services

Description: Computer Services and Telecommunications provides central support for administrative data processing, instruction and research computing, telecommunications networks, e-mail, Internet access, campus telephone services, training, user help, and microcomputer sales and support.

The University also operates a full service on-campus computer store that provides the UCF community with computer products and services that adhere to campus standards at competitive prices. Training classes and computer equipment maintenance services are also available from the store.

Access: Director: William H. Branch, CSB 305, Phone: (407) 823-2711
Fax: (407) 823-5476 Computer Store, Bldg. 541, Phone (407) 823-5603
email: branch@mail.ucf.edu

Source: UGC pp 30-31, GC pp15, (Computers) GR pp 71
website: <http://pegasus.cc.ucf.edu/~dns/>

3.25 Continuing Education

Description: The Division of Continuing Education includes the following offices:

- Center for Multilingual Multicultural Studies (see Section 3.62)
- Center for Distributed Learning (see Section 3.31)
- Professional Development Center at South Orlando (see Section 3.19)

Access: Director: Dr. Patrick Wagner, 12424 Research Parkway, Suite 265
Phone: (407) 207 4920, Fax: (407) 207 4930

Source: UGC pp 103, GC pp 12, website: <http://pegasus.cc.ucf.edu/~conted/>

3.26 Cooperative Education

Description: Cooperative Education, often referred to as "Co-op," is an academic program in which students work in their major fields of study for competitive salaries. Co-op offers a blend of theory and practice, combining formal university preparation with practical work experience. Through the cooperation of the university, employers worldwide, and interested students, Co-op is a vital part of the educational process at UCF and an important link between the university and the business community.

Access: Cooperative Education Office: E-mail: coop@pegasus.cc.ucf.edu, Phone: (407) 823-COOP, FAX: (407) 823-1001

Source: UGC pp 99-100, GR pp 71-72, <http://pegasus.cc.ucf.edu/~jam20531/CO-OP/>

3.27 Counseling and Testing Center

Description: The University Counseling and Testing Center offers a professional staff of psychologists and counselors to assist students through educational, vocational and career counseling and personal, social, relationship, marriage and family counseling. The Center administers the following national testing programs: GRE, LSAT, GMAT and MCAT. In addition, the Center administers the College Level Academic Skills Test (CLAST), and a variety of interest, aptitude, career, occupational and personality assessments. The Center presents special programs throughout the year and all services are free to UCF students.

Access: Director: Dr. Robert Harman, SRC 203, Phone: (407) 823-2811
Fax: (407) 823-5415, email address: harman@ucf1vm.cc.ucf.edu

Source: UGC pp 33, GC pp 72, GR pp 72, website: pegasus.cc.ucf.edu/~counstst/

3.28 Creative School for Children

Description: The Creative School for Children (Educational Research Center for Child Development) provides an educational program, including kindergarten-first grade, for children two through seven years old. The daily program is planned and conducted by degreed teachers. The program provides a wide variety of experiences in art, music, language, motor skills, science, math, social studies, perceptual development, socialization and self-discovery. Planned and spontaneous field trips and special family programs are a part of the yearly schedule. Experiences in observation and training in academic areas are also made available to university students. Opportunities for educational research are available to university faculty and graduate students. Hours are 7:45 a.m. - 5:15 p.m. Monday through Friday.

A Flex Edu-Care program is provided for children three through five years old. This program provides educational activities for children who need part time schedules. The program is open daily Monday through Friday 7:30 a.m. - 6:00 p.m.

The school also conducts a Summer Recreational Day Camp for elementary school children during the Summer semester.

Access: Director: Ms. Dolores Burghard, Gemini Blvd., Phone: (407) 823-2726
Fax (407) 823-3096, email address: dburghar@pegasus.cc.ucf.edu

Source: (Creative School) UGC pp 36, (Creative School) GC pp 76
(Creative School) GR pp 72, website: <http://www.ucf.edu/campus/html/crsc.html>

3.29 Credit Union

Description: The UCF Federal Credit Union is a non-profit organization that is run by an elected and unpaid Board of Directors and is available to UCF students, faculty,

staff, alumni, research park employees and boosters or family members of any of these groups. UCF Credit Union provides:

- Checking accounts with no monthly fees (with minimum daily balance), no per item check charges and unlimited check writing.
- Interest bearing savings accounts, compounded quarterly with a \$50.00 minimum balance and a \$5.00 membership fee.
- MasterCard with 13.9% APR and no annual fee, MasterCard with 12.9% APR and \$15.00 annual fee, and MasterCard with 11.9% fixed APR and no annual fee.
- Great share certificates rates for 6 months - 1 year.
- Audio response telephone service: get your balance and query checks cleared 24 hours a day.
- Convenient locations for students: on-campus office across from the UCF Bookstore and Main Office in the UC7 Shopping Center.

Access: Student Services 144, Phone: (407) 823-3176, Fax: (407) 823-4903
office email: ucffcu@juno.com

Source: GR pp 73, website: <http://pegasus.cc.ucf.edu/~ucffcu/>

3.30 Dispute Resolution Services

Description: Dispute Resolution Services - This service includes a three prong approach to dispute resolution - mediation training for faculty, staff and students; campus mediation as a service for voluntary dispute resolution; and a community arm that works with local high schools to assist with mediation education.

Access: SRC 155B, Phone; (407) 823-3477, Fax: (407) 823-5305
email: stulegal@ucf1vm.cc.ucf.edu

Source: website: pegasus.cc.ucf.edu/~ombuds/

3.31 Distributed Learning

Description: This office provides registration support from all forms of distributed learning courses. They develop and maintain the Web-based registration for distance learning courses and provide scheduling coordination for media enhanced and interactive two-way television courses. This office provides the leadership for efforts to achieve accreditation for distance learning programs throughout the university. Training for faculty and learner support are coordinated through or provided by this office.

Access: UCF 12424 Research Parkway, Suite 264, Orlando, FL 32826
Phone: (407) 207-4919, Fax (407) 207-4911, email: distrib@pegasus.cc.ucf.edu

Source: (Distance and Distributed Learning) UGC pp 104, GC pp 15, website: <http://pegasus.cc.ucf.edu/~distrib>

3.32 Diversity Initiatives

Description: The Mission of the Office of Diversity Initiatives is to foster a university culture that values and manages similarities and differences, enhances productivity, and affords all individuals with opportunities to realize their full potential.

Access: Dr. Valarie King, Director, Office of Diversity Initiatives, Administration Building Suite 329, Telephone: 407-823-6479, email: divers@pegasus.cc.ucf.edu

Source: website: <http://pegasus.cc.ucf.edu/~diverse/>

3.33 Dual Enrollment

Description: High school students who have demonstrated exceptional academic ability may be permitted to enroll as university students while completing their high school programs. There are three types of dual enrollment programs: Early Admission, Dual Enrollment On-Campus and Dual Enrollment Off-Campus.

Access: Undergraduate Admissions, Director: Susan McKinnon, AD 161, Phone: (407) 823-3000, Fax: (407) 823-5625, email: admissio@pegasus.cc.ucf.edu

Source: UGC pp 40-41 and 55
website: http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/dual_enrollment.html

3.34 Early Admissions

Description: Early admission is for students who have completed their junior year in high school and would like to enroll at the University as full-time students for their senior year of high school. Students must submit an application for admission by the published deadline.

Access: Undergraduate Admissions, Director: Susan McKinnon, AD 161
Phone: (407) 823-3000, Fax: (407) 823-5625, email: admissio@pegasus.cc.ucf.edu

Source: (Dual Enrollment Applicants) UGC pp 40-41 and 55
website: http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/dual_enrollment.html

3.35 Early Childhood Center

Description:

Access:

Source: website: <http://www.ucf.edu/campus/html/ecc.html>

3.36 E-mail (electronic mail, computers, and Internet access)

Descriptions: There are several computer centers and labs on campus for classroom and personal use. All students receive a PC-LAN and an e-mail account while enrolled at UCF. Each lab will have instructions as well as lab assistants who can help students access their account. The email accounts issued to students are Internet accessible accounts.

Access:

Computer Center II Lab-West	Room 104	(407) 823-2129
Library	2nd floor lobby	
Magruder Lab (Business)	BA 148	(407) 823-5878
Student Gov't Mac Lab	Student Union	(407) 823-2831
Computer Center II Lab-East	Room 110	(407) 823-5290

Source: UGC pp 30-31, GC pp 15, GR pp 71
website: <http://www.ir.ucf.edu/acs/resources/brochures/emlint.html>

3.37 English for Speakers of Other Languages (ESOL)

Description: The Department of Foreign Languages and Literature offers a masters of Arts in ESOL and has received state approval for an TESOL Endorsement Program. The MA in TESOL is an interdisciplinary program between the Colleges of Arts and Sciences and Education.

Access: Chair: Dr. J. B. Fernandez, FA 201, Phone: (407) 823-2472
Fax: (407) 823-5156, email: fern@ucf1vm.cc.ucf.edu
office email: forlang@pegasus.cc.ucf.edu

Source: UGC pp 308, GC pp 94, website: <http://pegasus.cc.ucf.edu/~forlang/main.html>

3.38 Evening Student Services

Description: The Office of Student Information and Evening/Weekend Student Services is a one-stop communications network and information center committed to gathering and disseminating information to evening/weekend students. The office is also responsible for the administrative supervision of student affairs functions for all university students taking evening and weekend classes.

Access: Director: Jameer Abass, Student Information Buzzline, Phone: (407) 823-5479 or the Office Phone: (407) 823-3111. Weekend Student Services, Phone: (407) 823-6328, Fax: (407) 823-2969, email address: abaasj@ucf1vm.cc.ucf.edu

Source: UGC pp 35, GC pp 75, (Student Information) GR pp 89
website: pegasus.cc.ucf.edu/~evestu/

3.39 Faculty Center for Teaching and Learning

Description: Faculty Center for Teaching and Learning is dedicated to working with faculty to:

1. Develop a university culture that values and rewards teaching excellence
2. Recognize and support individual differences among learners,
3. Provide evidence of the impact of curriculum innovation on learning outcomes, and
4. Encourage interdisciplinary cooperation to create new knowledge that enhances the quality of instruction and learning.

The FCTL is located in HPB 331 and is open from 8 to 5 pm and by appointment in the evenings. Advice, workstations, and a library of teaching/learning research publications and videotapes are available.

Access: Karen Smith, Director, HPB 331, 407-823-3544 (voice), 407-823-2355 (FAX)
e-mail: fctl@pegasus.cc.ucf.edu

Source: <http://reach.ucf.edu/~fctl/center/intro.html>

3.40 Fee Appeals/Waivers/Refunds

Description:

Fee Appeals: Students who wish to appeal a late registration and/or late payment, or return check service charge fee must take their appeal to the fee appeals Committee.

Tuition fee waivers for State of Florida employees and senior citizens may be provided.

Refund of fees will be made under some conditions upon presentation, at the Students Accounts Office, of a Certification of Withdrawal issued by the Registrar.

Access: Director: Dan Mayo, Student Accounts Office, AD 112, Phone: (407) 823-2358
Fax (407) 823-6476

Source: UGC pp 50-51, GC pp 41-44
website: <http://www.ucf.edu/departments/html/student.accounts.html>

3.41 FEEDS

Description: FEEDS is a statewide system whereby graduate level engineering courses are delivered to industrial sites and cooperating university centers. A student taking a course through FEEDS must meet the same requirements as a student on campus and will earn the same credit as if he/she were to attend on campus. Courses delivered through FEEDS may lead to graduate degrees in engineering.

Access: FEEDS Coordinator: Naomi Morris, Phone: (407) 823-3814
Fax: (407) 823-3492, email: nmorris@mail.ucf.edu

Source: (Instructional Television) GC pp 16, website: <http://feeds.engr.ucf.edu/>

3.42 First Year Advising and Information Services

Description: First Year Advising and Information Services has been established to proactively prepare and support first year students, especially first-time-in-college students. The mission of the office is to assist first year students by providing general education advising services and other programs that will lead to students' overall satisfaction, success and persistence at UCF.

To fulfill this mission, the office focuses its efforts on providing a caring environment, serving as a centralized source of academic information, conducting personalized advising and academic support, establishing early and regular communication, and tracking the academic progress and success of the target student population. In addition, office priority is to provide activities and interaction with first year students that promote early affiliation and involvement with UCF.

Access: Director: Robert E. Snow, TR 541, Phone: (407) 823-3789
Fax: (407) 823-3546, email: rsnow@ucf1vm.cc.ucf.edu
office email: firstyr@pegasus.cc.ucf.edu

Source: UGC pp 81 and 87, GR 95 and 97, (Ways To Be Successful) GR pp 100, SOC pp 2 and 3, website: <http://pegasus.cc.ucf.edu/~firstyr/>

3.43 Food Services

Description: All enrolled students may participate in one of several meal plans. There are various food outlets around campus run by Marriott Food Services. In addition, the Student Union offers a wide range of restaurants including Java Express, Sbarro, Subway, The Sweet Retreat and Wendy's.

Access: Director: Mr. Marc Oullette, Marriott Food Services, SRC 109
Phone: (407) 823-2651, Fax: 823-0053

Source: (Housing-meal plans) UGC pp 34, (Student Union) UGC pp 35, pp 74, GR pp 90, SOC pp 20, website: pegasus.cc.ucf.edu/~busserv/

3.44 Graduate Admission

Description: Admission to graduate status requires a bachelor's degree from an accredited institution and a minimum of a 3.0 GPA in the last 60 attempted semester hours of undergraduate studies, or a score of at least 1000 on the combined verbal-quantitative portion of the GRE or a score of at least 450 on the combined verbal-

quantitative portion of the GMAT, or a master's degree from an accredited institution and GRE and GMAT scores.

Access: Director for Graduate Studies: Dr. Patricia J. Bishop, Phone (407) 823-5538
Fax: (407) 823-5625, email: graduate@ucf.edu

Source: GC pp 51, website: <http://www.orgs.ucf.edu/graduate/admissions/>

3.45 Greek Affairs

Description: The Office for Greek Affairs is committed to providing the best possible Greek and collegiate experience for student and the university community. The office fosters individual and group development through a co-curricular educational program within the mission of the university. It encompasses small group living (coordinating and supervising) and more importantly, developmental programming for individuals, chapters, chapter alumni boards, house corporation officers and collegiate governing boards (Panhellenic, Interfraternity Council (IFC), National Pan-Hellenic Council (NPHC) and the Greek Council).

Overall, the UCF Greek system provides an arena in which students can gain leadership and social skills, scholastic assistance and knowledge and hands-on experience in running and organizing a working entity. Unlike any other university support program, Greek life allows students to be creative, to learn from one another and offers the opportunity for career networking.

The fraternities and sororities at UCF are some of the most positive and rewarding organizations that a student can become involved with while in college. A sorority or fraternity can be your "home away from home", a source of job contacts, scholastic support system and a foundation for long-lasting friendships. Greek organizations give college men and women a chance to excel in any area they choose and include students of every race, religion, culture and background. Whether the student is an athlete, scholar, leader or just looking to get involved, UCF's fraternities and sororities have something for them.

Access: Director: Greg Mason, AD 282, Phone: (407) 823-2824 or Union 208B
Greek Council Office Phone: (407) 823-2072, Fax: (407) 823-2969
email address: gmason@ucf1vm.cc.ucf.edu

Source: GR pp 75, website: pegasus.cc.ucf.edu/~cando/greek.html

3.46 Holds

Description: Holds may be placed on a student's records, transcripts, grades, diplomas or registration because of financial or other obligations to the University. Satisfaction of the hold is required before a release can be given. In order to obtain an immediate release on financial holds, payment to the Cashier's Office must be made in cash, cashier's check or money order.

Access: Student Accounts, AD 112, Phone: (407) 823-2358, Fax: (407) 823-6476
Registrar Office, AD 161, Phone: (407) 823-5454, Fax: (407) 823-5652

Source: UGC pp 46, GC pp 37, SOC pp 4 and 24
website: <http://pegasus.cc.ucf.edu/~enrsvc/regserv.html#hold>

3.47 Honor Societies

Description: See Student Organizations (Section 3.90) also contact individual departments or colleges. Membership to these societies is often based on GPA.

Access: Director: Mr. Reuben Rodriguez, Fax: (407) 823-5899, Phone: (407) 823-6471
email: rodrigur@pegasus.cc.ucf.edu

Source: (Student Activities) UGC pp 35, (Student Services and Organizations) GC pp 71 or (Student Activities) GC pp 74, (Student Activities/Organizations) GR pp 57-59 and 85, website: <http://pegasus.cc.ucf.edu/~cando/honor.html>

3.48 Honors Program

Description: The University Honors Program at the University of Central Florida is designed to attract and challenge students who have demonstrated an ability to achieve academic excellence. The Honors Program also seeks students with particularly exceptional talents. It is committed to diversity in both the composition of its student body and the programs which it supports.

UCF's University Honors Program combines the atmosphere of a small college with the intellectual stimulation of a large research university. Honors students receive an education that prepares them to enter the best graduate and professional schools as well as distinguished careers in business and public service.

Access: Director: Allyn MacLean Stearman, Phillips Hall 203, Phone: (407) 823-2076
Fax: (407) 823-6583, email: stearman@pegasus.cc.ucf.edu

Source: UGC pp 100-102, (Honors Registration) SOC pp 24
website: <http://pegasus.cc.ucf.edu/~honors/>

3.49 Housing and Residence Life

Description: Regularly enrolled single students paying registration fees for a minimum of nine semester hours may apply for assignment to university residential units. Currently, there are seven residence halls on the campus of the University of Central Florida. The total combined designed capacity of the seven halls is 867 spaces. Additionally, there are 15 buildings in the Lake Claire Courtyard Apartment Complex which house 702 students in single occupancy four bedroom apartments. These

apartment facilities are restricted for assignment to students who have completed at least 24 semester hours of college credit. There is limited amount of space in university housing facilities, therefore, the University does not require any student to live on campus.

Priority for assignment is given to incoming Freshmen who will occupy approximately 50 percent of the University's housing capacity in the seven residence facilities. Current residents will occupy most of the remaining space. The spaces set aside for incoming freshmen are limited by the University's overall residence hall capacity. Therefore, those desiring to reside on campus should apply for admission to the University as soon as possible.

Access: Director: Mr Christopher McCray, Jr., Department of Housing and Residence Life, SRC 137, Phone: (407) 823-4663, Fax: (407) 823-3831
email: cmccray@ucf1vm.cc.ucf.edu

Source: UGC pp 33-34, GC pp 72-73, GR pp.77-78, SOC pp 20
website: www.housing.ucf.edu/

3.50 Information Services (Kiosks)

Description: College students live on a tight budget and look for quality entertainment at a reasonable price. So discount services, like those offered at the Student Government Kiosk, are a great benefit to the student body. Prominently located across from the UCF Computer Store in the Student Union, the Student Government Kiosk sells tickets for Universal Studios, Sea World, Busch Gardens and Wet N Wild theme parks at a minimum \$10.00 discount from regular prices. Additionally, the Kiosk sells movie tickets to General Cinema, AMC and Carmike Theaters for \$3.50 and Lynx bus tickets for \$12.00. As an added convenience to UCF students, the Kiosk is also an official Ticket Master Outlet, selling tickets to all sporting events, concerts, plays and special shows. Not only is the Kiosk the campus source for entertainment possibilities, but it also serves as UCF's lost and found.

Access: Student Union, 1st Floor, Phone: (407) 823-3111, Fax: (407) 823-2969
email: abaasj@ucf1vm.cc.ucf.edu

Source: (Office of Student Information) UGC pp 35, (Office of Student Information) GC pp 75, GR pp 80, website: <http://pegasus.cc.ucf.edu/~union/info.htm>

3.51 Instructional Resources

Description: The mission of the Office of Instructional Resources is to support and enhance the academic, research, and administrative goals and activities of the University of Central Florida utilizing traditional and digital media resources. O.I.R. has four centers for advanced applications in media:

1. The Digital Image Processing Lab (DIPL) located in the Research Pavilion provides the UCF community with the latest techniques in digital media.

2. The Faculty Multimedia Center (FMC) aids faculty in developing instructional multimedia materials.
3. Distributed Learning at UCF includes Web Based Classes, Web Enhanced Classes and Live two-way Interactive Classes, originating from 3 rooms on campus via T1 lines.
4. Multimedia classrooms are located throughout campus and are accessed through the OIR server.

Access: Dr. Ruth Marshall, Library, Room 107, Phone: (407) 823-2571, FAX: (407) 823-2109

Source: UGC pp 31, website: <http://oirsun.ucf.edu/sports/>

3.52 International Student Services

Description: The International Student Services Office provides service to all currently enrolled international students, prospective students and residents of the Central Florida geographic area. This service embraces many aspects, e.g., admission information, immigration related issues, including issuance of immigration documents, counseling on personal, financial, academic and cross-cultural communication matters, assistance with housing, banking, employment and taxation and the promotion of social and cultural activities on the campus and within the community.

Central to the mission of this office is to assist students in adjusting to a change in life style in order to achieve their educational goals and gain a meaningful living experience in the United States.

Access: Director: Mr. Douglas Mowry, International Office, Barbara Ying Center, Building 71, Phone: (407) 823-2337, Fax: (407) 823-2526
email: dmowry@pegasus.cc.ucf.edu

Source: UGC pp 35, GC pp 75, GR pp 79-80, website:
http://www.ucf.edu/catalog/9798/Student_Affairs/international_student_services.html

3.53 Job Placement

Description: See Career Resource Center and Student Employment (Sections 3.18 and 3.86)

Access: Career Resource Center, Student Center, Building 7F Orlando, FL 32816-0165, (407) 823-2361, FAX (407) 823-5909, Office of Cooperative Education, PH 208, Phone: (407) 823-2667, Office of Financial Assistance, AD 150, Phone: (407) 823-2827, fax: 823-5241, email: workstdy@ucf1vm.cc.ucf.edu

Source: UGC pp 33 and 57, GC pp 48-49 and 72, GR pp 70
websites: www.crc.ucf.edu/ and <http://pegasus.cc.ucf.edu/~finaid/97-98/workstud.htm>

3.54 LEAD Scholars Program

Description: The LEAD (Leadership Enrichment and Academic Development) Scholars program is a comprehensive college-based student development program for talented first year college students with experience and interest in leadership, scholarship and service.

Access: Director: Pamela Anthrop, AD 351, Phone: (407) 823-2223

Fax: (407) 823-3942, email: <http://pegasus.cc.ucf.edu/~sp>

Source: UGC pp 82-83, GR pp.74, website: <http://pegasus.cc.ucf.edu/~lsp/>

3.55 Leadership Development

Description: Leadership Training Institute, Student Development Portfolio, Leadership Resource Center, Leadership Development Series, Leadership Week.

Access: Office of Student Activities, Student Union 208, (407) 823-6471

Source: GR pp 87, <http://pegasus.cc.ucf.edu/~osa>

3.56 The Learning Institute for Elders at UCF, Inc.

Description: A nonprofit, equal opportunity, community educational program for people of retirement age in the Orlando, Florida area who thirst for continued learning

Access: Ms. Joan Nelson, Director, UCF Research Pavilion, 12424 Research Parkway Suite 301, Room 6, Orlando, FL 32826, phone: (407) 249-4778

e-mail: life-ucf@pegasus.cc.ucf.edu

Source: <http://www.ucf.edu/departments/html/life.at.ucf.html>

3.57 Legal Services

Description: Student Legal Services provides students with advice and consultation, including court representation in selected areas of law such as landlord/tenant, consumer, simple wills and non criminal traffic. Each eligible student is entitled to consult with a program attorney about any legal matter not excluded by program guidelines free of charge. Students in need of legal services should contact Student Legal Services. This service is by appointment only, no legal advice is given over the phone.

Access: SRC 155, Phone: (407) 823-2538, Fax: 823-5305

office email: stulegal@ucf1vm.cc.ucf.edu

Source: GC pp 72, GR pp 80

website: http://www.ucf.edu/catalog/9798/Student_Affairs/student_legal.html

3.58 Library Facilities

Description: The University Library, housed in a facility of 200,000 square feet, has a collection of over 1,200,000 volumes (books, journals, government documents) with approximately 5,000 subscriptions (journals, newspapers and other serials) and over 11,000 media titles. The Library is a partial depository for US and Florida documents, and US Patents. LUIS, the Library's on-line catalog, may be accessed through terminals and PC's in the Library, at other campus locations, or from off-campus computers. Through LUIS, Library users are able to determine whether the UCF Library owns a particular item, and the location and availability of the item. LUIS also provides on-line access to catalogs of all State University Libraries in Florida, and to ERIC, IAC and other indexes. Many other electronic resources, including full text of journals, abstracts and index databases are available.

Education and training for effective use of information technology and resources is made available in a state-of -the-art facility, where students have opportunities for immediate hands-on experience with presented techniques. The Library is open approximately 95 hours each week, including evenings and weekends. A shortened schedule is maintained during vacation periods, and hours are extended during the last few weeks of each semester. A staff of librarians and paraprofessionals is available to assist and advise those using the Library. Arrangements may also be made for class or small group instruction. Materials not in the Library's collection are available through the Interlibrary Loan Service.

Special services are provided for the disabled. By using a computer terminal, disabled students can determine the availability of the books they need, and telephone the Library to request that books be brought to them at a convenient location on campus. A Kurzweil reading machine is available in the Library for the visually impaired, students or faculty may arrange for instruction in its use. Through the cooperation of the University's Office of Student Disability Services and the Florida Bureau of Blind Services, the Library staff will aid disabled students in obtaining special equipment they may need to use Library resources.

Students enrolled in the University's area campuses in Daytona Beach and Brevard County receive a full range of services from the Daytona Beach Community College Library and the Brevard Community College Library. The UCF Library purchases library materials for these libraries in support of UCF academic programs taught there. On-line access to the catalog of the main Library collection is available from all branch campus locations and materials are delivered through a regular courier service.

Access: Director: Barry B. Baker, LR 512, Phone: (407) 823-2564, Fax: (407) 823-5865, website: <http://library.ucf.edu/>

Source: UGC pp 30, GC pp 14, GR pp 81, SOC pp 20, website: <http://library.ucf.edu/>

3.59 Library Fines

Description: The library is used by most students during their academic career. Students are responsible for returning borrowed books by the due date. If a student does not return a book by the date indicated to the student when borrowing the book, he/she will be charged a fine. To pay the fine the student must first return the book to the library and pay the fine at the Cashier's Office. Not paying the fine will result in a hold on the student's record.

Access: Library, Director: Barry B. Baker, LR 512, Phone: (407) 823-2564
Fax: (407) 823-5865

Source: UGC pp 30, GC pp 14, GR pp 81, website: <http://library.ucf.edu/>

3.60 Ministries

Description: University of Central Florida has numerous ministries, which provides various Bible Studies, weekly meetings, mission opportunities, fellowships, retreats, prayer and other activities..

Access: SRC

United Campus Ministry, Phone: (407) 823-5335.

Bahai Faith Community, Phone: (407) 823-5000.

Baptist Student ministries, Phone: (407) 823-5336.

Campus Crusade for Christ, Phone: (407) 365-9987.

Catholic Campus Ministry, Phone: (407) 823-5336.

Church of Jesus Christ of Later day saints (Mormon), Phone: (407) 366-6220.

Cypress Christian Life, Phone: (407) 678-4020.

Episcopal Campus Ministry, Phone: (407) 823-5337.

International World Outreach, Phone: (407) 823-5337.

Intervarsity Christian Fellowship, Phone: (407) 823-5337.

Jewish Student Union, Phone: (407) 823-5039

Lutheran Campus Ministry, Phone: (407) 657-4556.

Reformed University Fellowship (PCA), Phone: (407) 875-8388.

Seventh Day Adventist Church, Phone: (407) 644-5000.

University Congregational (UCC), Phone: (407) 657-4278.

Chi Alpha Assembly of God, Phone: (407) 774-0777.

Wesley Foundation United Methodist, Phone: (407) 823-5335.

Young Life Leadership, Phone: (407) 657-4278.

Source: Phone Directory, <http://www.ucf.edu/departments/html/campus.ministry.html>

3.61 Multicultural Student Services

Description: The Office of Multicultural Student Services (MSS) provides comprehensive academic support, cultural enrichment, consultation and referral services that promote the recruitment, admissions, retention, and graduation of African

American, Hispanic American, Asian American and Native American students. MSS offers personalized advising and support, monitors academic progress, sponsors a six week summer program called Seizing Opportunities for Academic Retention (SOAR) and designs and coordinates cultural and social activities to assist ethnic minority students in realizing their academic, career and personal goals. MSS serves as the focal point of operations in addressing the specific needs, issues and concerns that confront ethnic minority students at UCF.

Access: Director: A.J. Range, AD 145, Phone: (407) 823-2716, Fax: (407) 823-5616
email: Kirkskywalker@hotmail.com

Source: UGC pp 81, GC pp 75, GR pp 74
website: <http://pegasus.cc.ucf.edu/~mss/MAINSOAR.html>

3.62 Multilingual Multicultural Studies

Description: As part of Continuing Education, the Center for Multilingual Multicultural Studies at the University of Central Florida offers intensive English for international students. This program is specially designed to prepare international students to enter universities and colleges in the United States. Students from 70 countries participate in these sessions.

Access: Division of Continuing Education, Dr. Consuelo Stebbins, PO Box 163177
Orlando, FL 32816-3177, Phone: (407) 823-5515, Fax: (407) 823-5465
E-Mail: eslucf@pegasus.cc.ucf.edu

Source: UGC pp 103, GC pp 13, website: <http://pegasus.cc.ucf.edu/~eslucf/>

3.63 Ombuds Office

Description: The Ombuds Office provides members of the university community with assistance and advice regarding concerns related to the University. These services are available to every member of the university community including students, staff, faculty and others. Any type of concern may be brought to the attention of this office: academic, financial, housing, consumer, work related or personal. The University Ombuds Officer is a neutral facilitator and will listen to a concern, help explore options, offer suggestions and advice and assist in the resolution of the concern. Referral and direction to appropriate individuals and offices and clarification of university policies and procedures are services of the office. All proceedings in individual cases will be held confidential by the Ombuds Officer unless otherwise authorized by the complainant or otherwise required by applicable law, including without limitation, Chapter 119, Florida Statutes.

Access: University's Ombuds Officer: Ms. Vicky Brown, AD 338F
Phone: (407) 823-6441, Fax: (407) 823-5407, email: vbrown@ucf1vm.cc.ucf.edu

Source: UGC pp 64, GC pp 77, GR pp 81-82, website:
<http://pegasus.cc.ucf.edu/~ombuds/>

3.64 On Campus Recruitment

Description: See Student Employment (Section 3.86) and Career Resource Center (Section 3.18).

Access: Building 7F, SRC 185, Phone: (407) 823-2361, KnightLink (24-hour jobline) Phone (407) 823-6200, Fax: (407) 823-5909, email: jgracey@pegasus.cc.ucf.edu

Source: UGC pp 33 and 57, GC pp 48-49 and 72, GR pp 70
websites: www.crc.ucf.edu/ and <http://pegasus.cc.ucf.edu/~finaid/97-98/workstud.htm>

3.65 Orientation Office

Description: Orientation sessions are mandatory for all new freshmen and transfer students at the University of Central Florida. Important information is provided regarding advisement, registration, housing, the transition to college life, placement tests are administered. Administrators, faculty and a specially trained group of students assist the new students and are available to answer any questions. Information is mailed to each student accepted by the university regarding date, time and location of the orientation sessions. Graduate students should check with their departmental office to see if an orientation is scheduled for new students.

Access: Director: Ms. Kristin Corbett, SRC 127, Phone: (407) 823-5105
Fax: (407) 823-3847, Office email: hpainfo@pegasus.cc.ucf.edu

Source: UGC pp 33, GR pp 82, website: <http://www.cohpa.ucf.edu/advising/>

3.66 Parking Fines

Description: See Section 3.67 (Parking Services)

Access: Libra Drive, Phone: (407) 823-5812, Fax: (407) 823-6326
email office: carpente@ucf1vm.cc.ucf.edu

Source: UGC pp 18, GR pp 82, SOC pp 20
website: <http://pegasus.cc.ucf.edu/~parking/>

3.67 Parking Services

Description: The Parking Services Division has the responsibility of maintaining all the parking lots and parking facilities on campus. The revenue generated by decal sales is utilized for maintenance of the existing parking lots and provides funding for

construction of new parking lots. The parking Services division is comprised of full-time UCF Career service staff and part-time student employees.

The Parking Services Division has part-time Student Parking Patrollers (SPP). The SPP's wear UCFPD parking Services Logo T-shirts, carry UCF police radios (non-police frequency), and patrol all the campus parking lots with Parking services vehicles or mountain bikes. The SPP's enforces the parking regulations on campus and also provide the following services: (1) operate the UCF Visitor's Information Booth, (2) Assist the police officers with traffic control, (3) Assist stranded motorists with off-the-road stuck vehicles, (4) Assist stranded motorists with battery jumps, (5) Assist motorists with keys locked in their vehicles, (6) provide Valet parking for special events and (7) SPP's are trained "Crime Watchers" who report any suspicious activity on campus.

The parking services sells UCF parking decals and enforces the parking regulations on campus. All full-time and part-time faculty, staff and students (day & evening) must have a parking decal. A daily \$2.00 parking permit is available to anyone who does not have a UCF parking permit. For more information, stop by the Parking services Division at UCFPD and pick up a copy of the parking regulations or call 823-5812.

The UCF Police department provides a free brochure titled "Police Service & Safety Guide" in accordance with the Federal crime Awareness and Security act of 1990, please call for your copy 823-5555.

Access: Chief of Police Mr. Richard P. Turkiewicz, Libra Drive, Phone: (407) 823-5812
Fax: (407) 823-6326, email office: mingo@ucf1vm.cc.ucf.edu

Source: UCG pp 18, GR pp 82, SOC pp 20
website: <http://pegasus.cc.ucf.edu/~parking/>

3.68 Police Department (UCF Public safety and Police)

Description: The Police Department has 40 certified officers and they have all completed the **Florida Criminal Justice and Training Commission's** requirements for law enforcement officer (780+ hour police Academy). Furthermore officers receive a minimum of four hours of monthly training for police-related subjects, such as: Investigative Procedures, criminal Law, Traffic Enforcement, Cultural Diversity and Sensitivity Training, and Emergency First Aid.

Patrol Division

The Patrol Division consists of 3 consecutive, 8-hour shifts with 6 police officers per shift, which provides police services twenty-four hours a day, 7 days a week. The officers patrol the campus in marked police vehicles and unmarked surveillance vehicles. Furthermore, the three daily vehicle patrol shifts are supplemented with an additional squad of police officers on mountain bikes. The eight Police Bicycle Patrol officers are able to patrol the inner core of the campus where the patrol vehicle cannot access. In addition to the routine patrol duties, the officers provide police services for

traffic control, parking and security for special UCF events, such as graduation ceremonies, student sponsored activities, sporting events, etc.

Investigations Division

There are three investigators who investigate the unresolved criminal cases reported. Each investigator has training and experience with Crime Scene Investigation Procedures, Interview and Interrogation Techniques and Forensics. Furthermore, they maintain a close working relationship with all the local police departments and share intelligence information and occasionally work jointly on cases.

Crime Prevention Unit

The Crime prevention Unit is comprised of three subsections: 1. Crime Prevention Officers, 2. Community-Oriented Policing Officers and 3. Student Escort Patrol Services (SEPS)

1. The **Crime Prevention Officers** go out to the university community and present numerous services pertaining to various Crime Prevention Topics, such as: (1) campus Crime Statistics, (2) Personal Safety Tips, (3) Crime Watchers Program, (4) drug and Alcohol Awareness, (5) Cashier's Bank Robbery Training, (6) Building security Alarm Surveys, (7) Media Public Information Officer (PIO), (8) Burglary, Theft and Robbery Awareness, (9) New Student, Staff and Faculty Orientations, (10) Operation Identification (Property Engraving), (11) Building Situation Reports (Police reports of unlocked, ajar or propped open doors after business hours).
2. **Community-Oriented Policing Officers (COP)**. There are currently five COP officers that are assigned mainly to the UCF campus housing areas. The COP Officers utilize police equipped mountain bicycles for easy access around the campus housing areas. These officers strive to develop mutual trust, respect and rapport in crime fighting "partnership" with the housing staff and residents.
3. **The Student Escort Patrol Service (SEPS)** has part-time student workers, hired and trained by the UCF Police Department, to provide an escort service to anyone on campus during the evening hours (7:00 p.m. - 12:30 a.m.). The SEPS wear yellow shirts with the insignia SEPS on it, and carry radios that are in direct communication with the police dispatchers. Besides providing safe escorts for people, the SEPS are also trained as "**Crime Watchers**". They will make radio calls to the UCF Police Department to report any suspicious activity. The SEPS have proven to be an excellent crime deterrent because of their visibility and direct radio communication with UCFPD dispatchers. For SEPS escorts call 823-2424. If the SEPS are off-duty, please call 823-5555 and a police officer will be dispatched to assist you. Safe escorts on campus are offered twenty-four hours a day.

Victim Services Unit

Victim services is a very important function of UCFPD. If you or someone you care about become a victim of a crime, you may need to talk to someone about what to do next. Victim Advocates are available twenty-four hours a daily. During normal business hours (8:00 a.m. - 5:00 p.m., Mon. - Fri.), they can be reached by calling 823-2425 or 823-6069. In an emergency, call 9-1-1 or the UCF Police Communications Center at 823-5555 and a victim Advocate will be notified to contact you.

It is not uncommon to experience a broad range of emotions, including fear, confusion, anger, guilt, frustration and a tremendous sense of loss. The **Victim Advocate** will help you receive the Victim services you need for: (1) **Crisis Intervention:** A Victim Advocate will respond to the crime scene if needed or if a law enforcement officer requests an Advocate to be present, (2) **Emotional Support and Practical Assistance:** The Advocates can help you understand what can be expected during an investigation or the prosecution process by the Criminal Justice System and/or the University Judicial System, (3) **Information and referral:** The Victim Advocates maintain a current listing of social service agencies on and off campus that can assist with many different needs such as counseling, legal aid and emergency shelter, among others, (4) **Educational Services:** Speakers are available for presentations on various subjects, such as, Victimization, sexual assault, Domestic and relationship Violence, etc.

Communications Division

The Communications Division is the heart of the UCF Police Department. When complaint or service calls come into the Police Service Technicians (Dispatchers) for non-emergency police services (823-555), they immediately take action to send police and/or medical services. The UCF campus is equipped with a 9-1-1 enhanced system connected directly to the UCF Police department for emergency services, such as responding to a crime in progress, medical emergency or fire.

The Blue Light 9-1-1 telephone pole system has been installed in various locations throughout the campus. If you need emergency medical assistance or you wish to report a crime, these telephones are connected directly to UCFPD's Communication Center and help will be immediately dispatched.

Access: Chief of Police Mr. Richard P. Turkiewicz(Emergency) Phone: (407) 823-5555
Fax: (407) 823-6326, email: mingo@ucf1vm.cc.ucf.edu

Source: UGC pp 18, (Campus Security) GC pp 78, GR pp.83, SOC pp 20
website: <http://pegasus.cc.ucf.edu/~ucfpd>

3.69 Print Shop

Description:

Access:

Source: websites: <http://www.ucf.edu/campus/html/cent.html>
and <http://www.ucf.edu/departments/html/printing.services.html>

3.70 Public Relations

Description: Serves as the campus connection to colleagues, the community, the country and the world. The Public Relations Office, the news and public relations unit

of the University of Central Florida, is staffed by professionals who can help you reach the public through the news media - and help the university put its best foot forward.

Access: Director: Dean McFall, Administration building, Room 338, Phone: (407) 823-2504, FAX (407) 823-3403

Source: website: <http://www.oir.ucf.edu/pubrel/>

3.71 UCF Quality Initiatives

Description: Quality Initiatives is a relatively young unit, having been created by UCF's President in early 1993. At its inception, the office's mission was to provide education on the philosophies and methodologies of continuous improvement to senior and middle-level administrators. In addition, it was to provide support for process improvement efforts within UCF work units and student service areas, while at the same time increasing the awareness of customer service needs within the University. While this role has continued into the present, the office has provided information and support to UCF strategic planning and institutional effectiveness efforts and identified potential benchmarking partners for various units within UCF. The office envisions that, while all of these responsibilities will continue into the future, the staff will expand its role to provide education and consulting services in continuous improvement and benchmarking to external constituencies.

Access: Director: Dr. Janice Terrell, 12424 Research Parkway, Suite 225, Orlando, FL 32826-0006, phone: (407) 275-4330, e-mail: cmilbuta@pegasus.cc.ucf.edu

Source: website: <http://pegasus.cc.ucf.edu/~quality/>

3.72 Recreational Services

Description: The Office of Recreational Services offers a wide variety of sports and recreational opportunities to the students of UCF and their immediate families and some opportunities to UCF faculty, staff and the surrounding community. These opportunities include intramural sports leagues and tournaments, organized recreation and fitness programs, unstructured open recreation, sports-related special events and racquet stringing. Equipment may be checked out for use on and off campus.

Approximately 900-1000 individuals per day are served by this office, with 500 coming to the Fitness Center for aerobic or strength conditioning and 300-400 participating in intramural sports, in addition to those served at the equipment room; swimming pool; outdoor sand volleyball' basketball, tennis and racquetball courts; the disc golf course and at the Lake Claire Recreation area and Recreational Services picnic pavilion.

Access: Director: Loren K. Knutson, Office of Recreational Services is located next to the pool. Phone: (407) 823-2408, Fax: (407) 823-5446
email: knutson@pegasus.cc.ucf.edu

Source: UGC pp 35, GC pp 75, GR pp 83-84
websites: <http://www.ucf.edu/campus/html/rs.html> and
<http://www.ucf.edu/departments/html/recreational.services.html>

3.73 Registrar's Office

Description: The primary purpose of the Registrar's Office is the registration of all students, safekeeping and control of all student records, maintaining the student database, developing the schedule of classes and the assignment of classrooms and coordinating graduation and commencement activities.

Among the services supported by the Registrar's Office are telephone registration, regular registration, graduation processing, commencement, development and printing of the schedule of the classes, undergraduate catalog and commencement program, student database maintenance, transcript services, enrollment certification services, transfer summary updates for currently enrolled students, readmission of students, residency reclassifications and data support services to other units of the Division of Enrollment and Academic Services and University Departments.

Access: University Registrar: John F. Bush, AD 161, Phone: (407) 823-5454
Fax: (407) 823-5652, email: <http://registrar@mail.ucf.edu>

Source: UGC pp 45-48, (Registration Information) GC pp 35, GR pp 74
website: <http://pegasus.cc.ucf.edu/~enrsvc/regserv.html>

3.74 Registration

Description: During each academic semester, registration is held for all new students, currently enrolled students, degree-seeking and non-degree seeking students for the following term. Registration consists of Early Registration which is normally held immediately after the mid-term of the previous semester, Regular Registration which is normally held one or two days immediately before the start of the semester, and Add/Drop which is held during the first week of classes for each semester. Spring Early Registration is held following the midterm for the fall semester. Summer and Fall Early Registrations are held concurrently immediately following the mid-term of the spring semester

Access: . Registration is available by telephone, in the college advising offices, Polaris and at walk-by. University Registrar: John F. Bush, AD 161, Phone: (407) 823-5454, Fax: (407) 823-5652, email: <http://registrar@mail.ucf.edu>

Source: UGC pp 45-48, GC pp 35, SOC pp 3
websites: <http://pegasus.cc.ucf.edu/~enrsvc/regserv.html> and
<http://pegasus.cc.ucf.edu/~enrsvc/regserv.html#regproc>

3.75 Rehearsal Hall

Description: The UCF rehearsal hall is towards the middle of campus, near the Arts Building and the student union. It consists of a stage and acoustic auditorium capable of accomodating an audience of approximately 150; in back are lockers and music equipment storage rooms, and a few specialized practice facilities. It is the main indoor practice facility of the UCF Marching Knights in the fall, and of both the orchestra and symphonic band in spring. It is also used by several of the vocal groups on campus and the Early Music Ensemble. Additionally, during each semester on Tuesdays and Thursdays at noon the rehearsal hall hosts the music forum, an hour-long mini-concert performed by advanced performance majors as part of their graduation requirement, for the benefit of incoming music students who must attend a specified number of performances per semester. All students, faculty and community members are welcome to attend, however. Finally, faculty and students will periodically hold concerts in the rehearsal hall, free of charge to students.

The rehearsal hall is marked by the Troy Driggers Memorial at the front entrance, in honor of UCF's first drum major.

Access:

Source: website: <http://www.ucf.edu/campus/html/rh.html>

3.76 Residence Halls

Description: The Associate Director, Mrs. Christi Hartzler, supervises the residence life functions for the residence facilities and is responsible for new housing facilities development. Mrs. Hartzler, in conjunction with the Residence Life Coordinators and Resident Assistants, handles most of the problems that residents encounter living in the residential facilities. Mrs. Hartzler sees students on a walk-in basis. You may also schedule an appointment by calling her (823-4663).

Access:

Source: (Housing) UGC pp 33, GC pp 72, GR pp 77-78

website: <http://www.housing.ucf.edu/houstaff.html>

3.77 SASS Degree Audits

Description: A SASS Audit is provided by the student's advisor or the department and is required to access the touch tone registration system. A SASS audit is produced for each student every academic semester. The SASS audit illustrates the classes the student has completed, and those that remain to be completed based on the student's program of study.

Access: These are available from the student's advisor or department and Evening Student Services. University Registrar: John F. Bush, AD 161, Phone: (407) 823-5454 Fax: (407) 823-5652, email: <http://registrar@mail.ucf.edu>

Source: UGC pp 85, websites: <http://pegasus.cc.ucf.edu/~enrsvc/regserv.html> and http://www.ucf.edu/catalog/9798/Academic_Advising/home.html

3.78 Short Term Loans

Description: UCF Emergency Short Term Loans are available to currently enrolled students. Loans are granted at the beginning of the semester for books and emergencies. This is not for the payment of tuition and fees. A \$5 non-refundable service charge is charged for processing the loan.

Access: Student Financial Assistance Office, Phone: (407)823-2827 Fax: (407) 823-5241, email: finaid@pegasus.cc.ucf.edu

Source: UGC pp 58, (Student Loans) GC pp 47, SOC pp 17 websites: <http://pegasus.cc.ucf.edu/~finaid/97-98/office.htm> and <http://www.orgs.ucf.edu/graduate/finance/loans.htm>

3.79 Small Business Development Center

Description: The University of Central Florida Small Business Development Center works with small businesses across the center of Florida. We have three regional centers to assist us with our nine county area: Brevard Community College, Seminole Community College and Daytona Beach Community College. We also offer programs and counseling at the Minority/Women Business Enterprise Alliance in downtown Orlando.

Part of a statewide network supported by the Small Business Administration and the State University System, the SBDC program provides low or no cost counseling and training in multiple areas of business management. All SBDC services shall be rendered on a nondiscriminatory basis. UCF SBDC is a member of the Florida SBDC Network.

Access: P.O. Box 161530, Orlando, Florida, 32816-1530, phone (407) 823-5554, fax (407) 823-3073, email sbdcucf@pegasus.cc.ucf.edu

Source: UGC pp 107, GC pp 25, website: <http://pegasus.cc.ucf.edu/~sbdcucf/>

3.80 Special Programs (Student Outreach)

Description: The primary mission of Student Outreach is to attract, encourage and prepare selected underrepresented student groups to complete a college education.

These students are provided with essential information, materials and collegial experiences to increase their motivation and preparation for post-secondary study.

Access: Student Outreach, Director TBA, TR 547, Room 101, Phone: (407) 823-5580
Fax: 823-6216, email: jector@ucf1vm.cc.ucf.edu

Source: UGC pp 83, GR pp 74, website: http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/student_outreach.html

3.81 Student Academic Resource Center

Description: The Student Academic Resource Center (SARC) provides high-quality academic support programs, including supplemental instruction, tutoring, academic advising, standardized test preparation and various other programs and services to UCF students to support the goal of providing a quality education at the University of Central Florida.

SARC provides students with free individualized and small group tutoring and a series of CLAST Review Workshops for each of the four CLAST sub-tests. SARC also provides assistance with time management, note taking, test taking, memory, creative and critical thinking and test anxiety for all students wishing to enhance their educational experience.

Access: Director: Patricia E. Pates, PC-102, Phone: (407) 823-5130
Fax: (407) 823-2051, email: sarc@pegasus.cc.ucf.edu

Source: UGC pp 81-82, GR pp 74, website: <http://pegasus.cc.ucf.edu/~sarc/home.html>

3.82 Student Accounts

Description: The Office of Student Accounts serves students who attend UCF by maintaining accurate records for students and being available to assist students with their accounts. The Student Accounts Office is primarily responsible to assure that payment of tuition and other debts are applied correctly to student's accounts receivable records. The office handles fee appeals/waivers/ refunds

The Office also administer the Florida Prepaid Tuition Plan and the Third Party Program. The Office applies State Employee Tuition Waivers to students accounts who are eligible to have their tuition waived. In addition, numerous other waivers are applied such as STEP, Foster Care, Linkage, and senior Citizen.

The Office is also responsible for administering the Drop for Non-Payment each semester.

Access: Director: Mr. Dan Mayo, Student Accounts Office, AD 112, Phone: (407) 823-2358, Fax: (407) 823-6476

Source: (Appeals) UGC pp 50, (Fund Disbursements) UCG pp 59, (Appeals for late fees) GC pp 41, website: <http://www.ucf.edu/departments/html/student.accounts.html>

3.83 Student Activities

Description: The Office of Student Activities provides programs, resources and services that enhance student life at the University. The office registers over 200 student organizations (student government, academic/ pre-professional and honorary, sports clubs, military, religious interests, minority/ international and service groups) and Volunteer UCF (VUCF). Other programs and services sponsored through this office include the Knights of the Roundtable and Leadership Services. The Office advises CAB (Campus Activities Board), CEL (Consultants for Effective Leadership), VUCF and SGA.

Access: The Office of Student Activities is located in Student Union 205
Phone: (407) 823-6471, Fax: (407) 823-5899

Source: UGC pp 35, GC pp 74, GR pp 85-88, website: pegasus.cc.ucf.edu/~osa/

3.84 Student Activities Center

Description: Student Activities Center (SAC) includes Colleges and Departments, African-American Student Union, Campus Ministry, Career Resource Center, Food Service, Housing and Residence Life, Legal Services, Student Government, Veterans Affairs, Computer Labs, Mac Lab, Food Opportunities, Cafeteria, Wild Pizza, Tropical Oasis, University Dining Room

Access:

Source: website: <http://www.ucf.edu/campus/html/sac.html>

3.85 Student Disability Services

Description: Student Disability Services provides information and orientation to campus facilities and services, assistance with classroom accommodations, assistance with course registration, disabled parking decals, counseling and referral to campus and community services for students with disabilities.

Services are available to students whose disabilities include, but are not limited to, hearing impairment, manual dexterity impairment, mobility impairment, specific learning disability (such as dyslexia), speech impairment, visual impairment or other disabilities which require administrative or academic adjustments.

All information is confidential and will be used only to assist the student. Information and assistance are available for faculty members working with students

who have disabilities. A Telecommunication Device for the Deaf (TDD) is available for hearing impaired or speech-impaired persons with TDD's to contact the University.

Access: Director: Mrs. Louise Friderici, Student Disability Services Office, AD, Suite 149, Phone: (407) 823-2371, TDD calls only (407) 823-2116, Fax: (407) 823-2372

Source: UGC pp 35-36, GC pp 76, GR pp 89
websites: <http://www.ucf.edu/departments/html/student.disability.services.html> and
http://www.ucf.edu/catalog/9798/Student_Affairs/student_disability_services.html

3.86 Student Employment

Description: Federal College Work Study jobs are awarded as part of a student's financial aid package if need so indicates. A minimum of 6 hours enrollment is required for undergraduate and 3 hours for graduate students. Jobs are on-campus and efforts are made to match job assignments with the student's academic program. Awards are paid as an hourly wage.

The Florida Work Experience Program (FWEP) provides off-campus jobs related to the student's major to help fill unmet financial need established by a current need analysis. Six hours enrollment is necessary. This program is administered by the Office of Cooperative Education.

Cooperative Education (Co-op) jobs related to student's educational goals are available off-campus and are not based on need. Contact the Office of Cooperative Education, (407) 823-2667.

Other Personnel Services (OPS) jobs are available on-campus and are not related to financial need. Application is made directly to the department advertising the position.

Access: Office of Cooperative Education, PH 208, Phone: (407) 823-2667
Office of Financial Assistance, AD 150, Phone: (407) 823-2827, fax: 823-5241
email: workstudy@ucf1vm.cc.ucf.edu

Source: UGC pp 57, GC pp 48-49
website: <http://pegasus.cc.ucf.edu/~finaid/97-98/workstud.htm>

3.87 Student Financial Assistance

Description: The primary role of the office is to provide financial assistance to students and families, allowing them to participate fully in the total educational experience. The office is responsible for coordinating and processing all resources for both undergraduate and graduate students. The office provides a complete line of services regarding financial assistance to all students.

Access: Director: Mary H. McKinney, AD 150, Phone: (407) 823-2827, For Appointment only, Phone: (407) 823-5285, email: mckinney@ucf1vm.cc.ucf.edu email: finaid@pegasus.cc.ucf.edu

Source: UGC pp 53 & 62, (Graduate Student Support Opportunities) GC pp 42, GR pp 74, SOC pp 17, website: <http://pegasus.cc.ucf.edu/~finaid/>

3.88 Student Government

Description: Student Government's (SG) purpose is representing student views on issues affecting UCF and promoting progressive changes to create improvements in campus life. In advocating better communication and understanding among the UCF family. Student Government also provides numerous services that affect student life. These services currently include legal services, computer labs, discount tickets to movie theaters and theme parks, free local calling on campus telephones, vehicles for club and organization use and funding for recreational services and Campus Activities Board programming. Money which Student Government allocates for these services comes from the Activity and Service Fees that students pay during registration.

Additionally, UCF clubs and organizations may receive funding for events, projects and conventions from the Student Government senate, SG's legislative body. Student Government also coordinates its efforts with the Florida Student Association in lobbying for students' rights on the local, state and national government levels.

Access: Student Government Association, Student Union 318, Phone: (407) 823-2191 Fax: 823-5593

Source: UGC pp 32, GC pp 71, GR pp 90, website: <http://pegasus.cc.ucf.edu/~sga>

3.89 Student Health Services

Description: Recognizing the importance of lifestyle in health and the prevention of disease, the Student Health Services combines quality care for illness and accidents with an aggressive health education and lifestyle enhancement program.

A Students Wellness Advocate Team (SWAT) enhances the health promotion efforts of the Wellness Center. The student Health Advisory Committee (SHAC) serves as liaison representing students for Health center programs and operation.

The Student Health Center (SHC) is staffed by medical and osteopathic doctors, advanced registered nurse practitioners, physician assistants, registered nurses and a full complement of other medical support personnel. Full referral service to Orlando area specialists is established.

Each health fee paying student is entitled to the benefits provided through the Student Health Services and outlined in the Student Health Services Brochure. Copies of the Brochure are available in the Student Health Center, the Student Affairs Suite

and are mailed to students along with the optional health and accident insurance materials.

Most office consultations and Student Health Service programs are provided without additional costs. Physical exams, laboratory tests, x-rays, medications and some supplies require additional but significantly reduced payments which may be made with cash or credit cards.

Access: Student Health Center, Phone: (407) 823-2701, Fax: (407) 823-2099

Source: UGC pp 34, GC pp 73, GR pp 76, website: pegasus.cc.ucf.edu/~shshrc/

3.90 Student Organizations (Student Activities)

Description: The office of Student Activities provides programming, community service opportunities, leadership development and organizational assistance that enhance student life at the University of Central Florida. The office registers over 200 student organizations (student government, academic/ pre-professional and honorary, sports clubs, military, religious interests, minority/ international and service groups) and Volunteer UCF (VUCF). Other programs and services sponsored through this office include the Knights of the Roundtable and Leadership Services. The Office advises CAB (Campus Activities Board), CEL (Consultants for Effective Leadership), VUCF and SGA

Access: Director: Mr. Reuben Rodriguez, Fax: (407) 823-5899, Phone: (407) 823-6471
email: rodrigur@pegasus.cc.ucf.edu

Source: UGC pp 35, (Student Services and Organizations) GC pp 71 or (Student Activities) GC pp 74, (Student Activities/Organizations) GR pp 57 and 85
website: <http://pegasus.cc.ucf.edu/~cando/>

3.91 Student Resource Center (SRC)

Description: See Student Activities Center (Section 78). The Student Resource Center houses the Housing Office, Student Center Auditorium, the campus gym, Career Resource Center and some food outlets.

Access: SRC 265.

Source: GC pp 74, Website: <http://www.ucf.edu/campus/html/sac.html>

3.92 Student Union

Description: The Student Union, which opened in 1997, is the new center of student life on campus. The Student Union serves the entire campus community with a wide variety of programs and services including a game room, computer lab and offices for

student organizations. There is over 16,000 square feet of meeting space in the Student Union which is available for use by Student Organizations, University Departments and Community Organizations. In addition, the Student Union is home to a wide variety of restaurants including Java Express, Sbarro, Locos, Subway, The Sweet Retreat and Wendy's. Retail stores in the Union offer a similar variety of services featuring a travel agency, floral shop, computer store, fraternity and sorority merchandise, UCF apparel and convenience store.

The Student Union is a student-funded auxiliary operation and is partially funded through Activity and Service Fees allocated by the Student Government.

Access: Student Union Information Desk, 1st Floor, Phone: (407) 823-0001
Fax: (407) 823-6483, Student Union Administration, STUN 312

Source: UGC pp 35, GC pp 74, GR pp 90, SOC pp 20
website: <http://pegasus.cc.ucf.edu/~union/>

3.93 Telephones

Description: Student Government provides free telephones for student use on campus. These phones can be used by first dialing a 7 for off-campus calls and dialing a 3 before any on-campus extension. Student telephones are located in many areas of campus.

Access: Student Government Association, Student Union 318, Phone: (407) 823-2191
Fax: 823-5593

Source: (Student Government) UGC pp 32, (Student Government) GC pp 71, GR pp 91, website: <http://pegasus.cc.ucf.edu/~sga>

3.94 Third Party Billing

Description: Students who have authorization or a letter of intent from an approved third party source (such as a company, embassy, state or government agency, etc.) must bring such documentation with their Schedule/Fee Invoice to the Student Accounts Office by the fee payment deadline. Employer tuition plans which reimburse the employee do not qualify. The third party source must agree to pay the tuition upon receiving an invoice.

Access: Director: Mr. Dan Mayo, Student Accounts Office, AD 112, Phone: (407) 823-2358, Fax: (407) 823-6476

Source: SOC pp 14, website: <http://pegasus.cc.ucf.edu/~admfin>
<http://www.ucf.edu/departments/html/student.accounts.html>

3.95 Transcript Requests

Description: Transcripts of a student's UCF academic record may be requested by the student through the Office of the Registrar. A student's academic record can be released only upon written authorization by the student. The first two transcripts are provided at no cost to the student. For each additional transcript, there is a charge of \$5.00.

Access: Registrar's Office, AD 161, Phone: (407) 823-5110. Fax: (407) 823-5652
email: registrar@mail.ucf.edu

Source: UGC pp 47, GC pp 32
website: http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/transcript_requests.html

3.96 Transportation

Description: **Lynx.** There are three Lynx routes to meet travel needs the UCF vicinity. Link 13 connects the UCF area with downtown Orlando, Link 30 will get the students to and from the east campus of Valencia Community College, Fashion Square Mall and the West Oak Mall in Ocoee and Link 47 serves the Oviedo area including the Oviedo Marketplace. The adult fare is only \$.85 and transfers to connecting links are only \$.10. Students with disabilities and those age 65 and older pay only \$.25 per ride. Schedules including ticket prices are available at the Student Union.

Laser: Laser (Local Area Shuttle Eastern Region) is a series of circulating shuttles that run Fall and Spring semester, providing convenient transportation between UCF and local apartments, shopping and employment centers. The three Fall and Spring semester shuttles are the Alafaya Commons Laser, the Quadrangle Laser and the Research Park Laser. During Summer sessions, there are only two shuttles: Quadrangle/Research Park and Alafaya Commons. Service is suspended on longer holidays (Christmas, Spring Break, etc.), so please be sure to check the schedule available at the Student Union. Laser arrives at each destination approximately every 30 minutes, Monday through Friday and costs only \$.25 per ride for students with UCF ID.

Access: AD Booth, Phone UACTA (407) 658-8492, or LYNX, Phone: (407) 841-8240

Source: (Transit Services) UCG pp 28-29, GR pp 91
website: http://www.ucf.edu/catalog/9798/UCF_Section/transit_services.html

3.97 Tuition Receipts

Description: Students are required to pick up their Fee Invoice/Class Schedule in order to verify registration for classes. The students invoice lists the fees and the classes in which the student is registered. The student may pick up the Fee Invoice/Schedule by

presenting a photo ID at the Registrar's Office or at his/her college's advising office. Fee Invoices are also available on POLARIS.

After receiving the Fee Invoice/Class Schedule the student must go to the Cashier's Office and pay the amount shown on the Fee Invoice.

Access:

- Academic Exploration Program PH 202
- Arts and Sciences FA 202
- Business Administration BA 240
- Education ED 109
- Engineering ENGR 281
- Health and Public Affairs HPB 201

Source: (Financial Information) GC pp.39, SOC pp.10

3.98 Undergraduate Admissions

Description: The Undergraduate Admissions Office coordinates the admission and enrollment process of all undergraduate first-time-in-college, transfer, non-degree and non-Florida state university transient students to the Orlando, Daytona and Brevard campuses.

Office functions include administering programs for prospective students, such as campus tours, open houses, area receptions, high school and community college visits. Students, parents, high school and community college counselors are consulted on a continual basis regarding all aspects of admissions and general information on the academic, social and living components of the university. The office is committed to providing accurate and timely information to all constituents.

Access: Director: Susan McKinnon, AD 161, Phone: (407) 823-3000
Fax: (407) 823-5625, email address: smckinno@pegasus.cc.ucf.edu

Source: UGC pp.84, GR pp.91, website: pegasus.cc.ucf.edu/~admissio/

3.99 Veterans Affairs

Description: The Office of Veteran Affairs (OVA) is a center for all veterans, including students who are using VA educational benefits to further their education. The office has a professional staff augmented by student veterans to assist in providing information concerning entitlements, filing claims to the Department of Veterans Affairs (DVA) and certifying enrollment at the University. The office also provides counseling for personal and academic concerns, tutorial assistance and referral to various community agencies. Veterans and eligible dependents must be certified through the Office of Veterans Affairs to receive DVA educational benefits. The office monitors the academic progress of all those receiving DVA educational benefits.

Access: Student Center 132, Phone: (407) 823-2707, Fax: (407) 823-2363
email: vets@pegasus.cc.ucf.edu

Source: UGC pp.36, GC pp.76-77, GR pp.92, SOC pp.18
website: <http://www.va.ucf.edu/>

3.100 Victim Services

Description: Victim services is a very important function of UCFPD. If you or someone you care about become a victim of a crime, you may need to talk to someone about what to do next. Victim Advocates are available twenty-four hours a daily. During normal business hours (8:00 a.m. - 5:00 p.m., Mon. - Fri.), they can be reached by calling 823-2425 or 823-6069. In an emergency, call 9-1-1 or the UCF Police Communications Center at 823-5555 and a victim Advocate will be notified to contact you.

It is not uncommon to experience a broad range of emotions, including fear, confusion, anger, guilt, frustration and a tremendous sense of loss. The **Victim Advocate** will help you receive the Victim services you need for: (1) **Crisis Intervention:** A Victim Advocate will respond to the crime scene if needed or if a law enforcement officer requests an Advocate to be present, (2) **Emotional Support and Practical Assistance:** The Advocates can help you understand what can be expected during an investigation or the prosecution process by the Criminal Justice System and/or the University Judicial System, (3) **Information and referral:** The Victim Advocates maintain a current listing of social service agencies on and off campus that can assist with many different needs such as counseling, legal aid and emergency shelter, among others, (4) **Educational Services:** Speakers are available for presentations on various subjects, such as, Victimization, sexual assault, Domestic and relationship Violence, etc.

Access: Chief Of police Mr. Richard P. Turkiewicz, Phone: (407) 823-2429
Fax: (407) 823-6326, email: mingo@ucf1vm.cc.ucf.edu

Source: UGC pp.18, (Campus Security) GC pp.78, GR pp.83
website: <http://pegasus.cc.ucf.edu/~ucfpd/ie/advochom.htm>

3.101 Volunteer Services/ Service Learning Opportunities

Description: Volunteer UCF (VUCF) is a student-run organization that is dedicated to promoting community service on the University of Central Florida campus. Through a variety of programs and committees, Volunteer UCF links interested students with over 300 community volunteer agencies that best fit their interests, talents and goals.

Access: Student Activities, Student Union 205, Phone: (407) 823-6471
Fax: (407) 823-5899, email: rodrigur@pegasus.cc.ucf.edu
office email: vucf@pegasus.cc.ucf.edu

Source: GR pp.86, website: <http://pegasus.cc.ucf.edu/~vucf/>

3.102 Weekend Student Services

Description: The Office of Student Information and Evening/Weekend Student Services is a one-stop communications network and information center committed to gathering and disseminating information to students. The office is also responsible for the administrative supervision of student affairs functions for all University students taking evening and weekend classes and for the administration and programming of the 24-hour Student Information Buzzline.

Access: Student Information Buzzline, Phone: (407) 823-5479 or the Office Phone: (407) 823-3111. Weekend Student Services, Phone: (407) 823-6328
Fax: (407) 823-2969, email: evestu@pegasus.cc.ucf.edu

Source: UGC pp.35, GC pp.75, (Student Information) GR pp.89
website: pegasus.cc.ucf.edu/~evestu/

3.103 Writing Center

Description:

Access:

Source:

3.104 ZIP + 4

Description: A five digit zip code area may have tens of thousands of addresses in it. To be able to deliver to those addresses, non-ZIP+4 mail must be run through a series of handlers and special equipment which a piece of mail with the ZIP+4 information can bypass. ZIP+4 refers to the four additional digits at the end of a zip code.

According the U.S. Postal Service, Addresses which contain the ZIP+4 information can be delivered a minimum of one full day faster, often even more.

Access:

Source: <http://www.pp.ucf.edu/postal/ZIP+4.htm>
<http://www.pp.ucf.edu/postal/>

5.0 SUMMARY

The technical report has briefly described more than 100 services provided at UCF. UCF is an expanding institution and the types and number of services are changing dynamically. This list should be continuously updated.

6.0 REFERENCES

UCF Undergraduate Catalog, 1997.

UCF Graduate Catalog, 1997.

UCF Golden Rule Student Handbook and Planner, 1997-98.

UCF Schedule of Classes, Spring 1998.

UCF Internet (website).

UCF Telephone Catalog, 1996-97.