

**DOCUMENTATION OF THE RELATIONSHIPS
AMONG STUDENT SERVICES**

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**UCF 21-TR-98-009
June 1998**

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ABSTRACT

This Technical Report is part of a systems analysis of student service functions performed at the University of Central Florida. This report provides an organizational view of student services and processes. In order to better understand the interrelationships among the services, each organizational unit that supports students was identified. The role of each of these organizational units is briefly described, followed by a summary of the services provided, access information, a list of the type of users of the services provided, the databases that support the unit, surveys that have been performed, location of the office, and reference to an organizational chart found in the Appendix to this report. A future report will evaluate the organization of the student services and provide recommendations concerning location and access.

The information in this report represents the situation as of March, 1998. Since then, the Enrollment and Academic Affairs Division and the Student Affairs Division have been combined into the Student Development and Enrollment Services Division. The merger is continuing to result in realignments and internal reorganization within the division. As this dynamic environment settles, the new organization will be reflected in the follow on report.

(Note: The web version of this report does not include the organizational charts. The originals are available in the UCF 21 office. Revised versions will be included in the follow on report.)

THE UCF 21 PROJECT TEAM

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DOCUMENTATION OF THE RELATIONSHIPS AMONG STUDENT SERVICES

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 technical report provides a summary of the interrelationships among the student services. The report provides an organizational view of student services. Section 2 gives an overview of the various offices that support students across UCF. Section 3 is organized according to an organizational chart of the University. The role of each organizational unit is briefly described, followed by a summary of the services provided, access information, a list of the type of users of the services provided, the databases that support the unit, surveys that have been performed, physical location of the office, and a reference to an organizational chart found in the Appendix to this report. Section 4 contains summary charts and figures to graphically depict the interrelationships among services and among offices from several different perspectives including (a) organizational, (b) type of user, (c) location, (d) information needs, and (e) function. Section 5 contains a summary of the findings.

OVERVIEW OF INTERRELATIONSHIPS AMONG STUDENT SERVICES

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 (see UCF 21-TR-98-003). These “services” are offered through more than 70 organizational units across UCF’s campus.

In order to develop an understanding of the interrelationships among the services and offices, an organizational chart for UCF was initially developed (see Figure 1). The chart was derived from information contained in the following sources:

1. 1997-1998 Graduate Catalog (GC)
2. 1997-1998 Undergraduate Catalog (UGC)
3. 1997-1998 Golden Rule (GR)
4. UCF Website (website)
5. Faculty/Staff Phone Directory (PH)

These information sources, as well as ongoing efforts related to developing the student services inventory (UCF 21-TR-98-003), the student satisfaction survey inventory (UCF 21-TR-98-002), the information systems inventory (UCF 21-TR-98-004), and the communication media inventory (UCF 21-TR-98-005) provided the information necessary to document the interrelationships among services and offices.

The interrelationships among services and offices were examined from several different perspectives. It was desirable to obtain a view of the current “physical” relationships (e.g., location within the organization, location on the UCF campus, and sharing of information systems), as well as to examine potential relationships (e.g., potential users and similarity in functions). It should be noted that 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 may provide similar services. An evaluation and recommendations concerning accessibility and access to services is summarized in UCF 21-TR-98-012.

The following section is organized according to the organizational chart given in Figure 1. The mission of each office within UCF is briefly described, followed by a summary of the services provided, access information, physical location of the office, a list of the type of users of the services provided, the databases that support the unit, surveys that have been performed, and a reference to an organizational chart found in the Appendix to this report.

ORGANIZATIONAL UNITS WITHIN UCF

ENROLLMENT AND ACADEMIC SERVICES

(Organizational Charts available in printed form from UCF 21.)

(Organizational Charts available in printed form from UCF 21.)

Enrollment and Academic Services

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.

Services Offered:

- Transition Services to university / College programs.
- Emphasize individual general education advising / registration for FTIC's.
- Clarify general education requirements for specific majors.
- Tailor programs and services to enhance student success.
- Connect students to college and major.

Access:

Assistant Dean: Maribeth Ehasz, Phone: (407) 823-2169; Fax: (407) 823-0212

E-mail: maribeth@ucf1vm.cc.ucf.edu,

Location: Administration Building, Room 210

Website: http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html

Type of User:

All UCF Students, particular attention to special targeted groups.

Database used:

This office uses reports and printed lists, output from Orientation Database system.

Surveys:

N/A

Enrollment and Academic Services

Academic Development and Retention

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.

First year advising and Information services works collaboratively with college advisors in providing accurate academic program information and in creating appropriate academic plans for students. The office provides general education advising, general information and other assistance beginning with the new student orientation process and continuing throughout the initial stages of students UCF collegiate.

Services Offered:

- General Education Advising.
- Centralized source of academic information.
- Continual communications and outreach.

Access:

Director: Robert E. Snow, Phone: (407) 823-3789; Fax: (407) 823-3546
E-mail: rsnow@ucf1vm.cc.ucf.edu
Location: Behind Biological Science building next to Student Academic Resource Center TR541.
Website: <http://pegasus.cc.ucf.edu/~firstyr/>

Type of User:

First year students, especially first-time-in-college students.

Database Used:

The First Year Advising Office uses data extracted from the Orientation database.

Surveys:

The First-Year Advising & Information Services Survey was administered in spring 1997 and the results were analyzed. There are no plans for follow up activities.

Enrollment and Academic Services

Academic Development and Retention

Academic Exploration Program

Description:

The Academic Exploration Program (AEP) 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 other professional resources throughout UCF. The central mission of 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.

Opportunities are provided for students to participate in a series of workshops and seminars that provide them with an opportunity to explore interest, access abilities and provide an organized approach to making thoughtful, well informed and meaningful decisions about their education and careers.

In addition to workshops, individualized academic advising is provided to help students find the correct balance of support, challenge, structure and freedom to assist in the development of their academic programs. Central to all academic advising and support programs is a developmental approach to assisting students. Support is provided for self-assessment, exploration of academic disciplines, and decision making to achieve the fulfillment of academic and life goals. Course selection assistance is provided during each registration period, and long range academic planning assistance is provided throughout the academic year.

Services Offered:

- Workshops and individualized academic advising, focus on students uncertain about their program of study.
- Exploration of all UCF majors.

Access:

Director: Mr. Russell Tiberii, Phone: (407) 823-5322; Fax: (407) 823- 3768
E-mail: lrizzo@ucf1vm.cc.ucf.edu, Location: Phillips Hall, Room 202
Website: [http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_EXPLORATION PROGRAM](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_EXPLORATION_PROGRAM)

Type of User:

Students who choose not to make a premature choice of major.

Database Used:

N/A

Surveys:

N/A

Enrollment and Academic Services

Academic Development and Retention

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.

Services Offered:

- Organized study sessions, tutorial services, time management and study skills instruction.
- NCAA Champs/Life skills.

Access:

Director: Ms. Sandra Reeves, Phone: (407) 823-5895; Fax: (407) 823-0212
E-mail: sreeves@ucf1vm.cc.ucf.edu, Location: Building 521
Website: http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html

Type of User:

Student- athletes

Database Used:

N/A

Surveys:

A survey was administered in Fall 1997 and the results were analyzed. Some Follow-up activities are planned.

Enrollment and Academic Services

Academic Development and Retention

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.

Services Offered:

- Personalized advising and support.
- Seizing Opportunities for Academic Retention (SOAR).
- Designing and coordinating cultural and social activities to assist ethnic minority students in realizing their academic, career and personal goals.

Access:

Director: A.J. Range, Phone: (407) 823-2716; Fax: (407) 823-5616
E-mail: Kirkskywalker@hotmail.com,
Location: Administration Building, Room 145
Website: <http://pegasus.cc.ucf.edu/~mss/>

Type of User:

African American, Hispanic American, Asian American and Native American students.

Database Used:

N/A

Surveys:

N/A

Enrollment and Academic Services

Academic Development and Retention

Student Academic Resource Center

Description:

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

Services Offered:

- Free individualized and small group tutoring.
- A series of CLAST Review Workshops for each of the four CLAST sub-tests.
- 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, Phone: (407) 823-5130; Fax: (407) 823-2051

E-mail: sarc@pegasus.cc.ucf.edu,

Location: Student Center

Website: <http://pegasus.cc.ucf.edu/~sarc/home.html>

Type of User:

All UCF Students.

Database Used:

N/A

Surveys:

Surveys are administered monthly and the results are in process. Follow up activities is planned.

Enrollment and Academic Services

Articulation and Community College Relations

Description:

The Office of Articulation and Community College Relations has primary responsibility for inter-institutional relations with Florida's Public 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.

Services Offered:

- 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.

Access:

Director: Dr.Travis Spaulding, Phone: (407) 823-2231; Fax: (407) 823-0212
E-mail: spauldin@mail.ucf.edu,
Location: Administration Building, Room 210
Office E-mail: relation@pegasus.cc.ucf.edu
Website:http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/articulation_and_community_college_relations.html

Type of User:

Personnel from the University, Community Colleges and other selected institutions. Students with transfer questions or concerns.

Database Used:

N/A

Surveys:

N/A

Enrollment and Academic Services

LEAD Scholars Program

Description:

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

The LEAD Scholars Program fosters further enrichment in these areas while enhancing the academic growth and individual development of future leaders during their first two years of higher education. This program focuses on integrating LEAD Scholars with faculty in the five Colleges.

Services Offered:

- Special class scheduling privileges.
- Citations and awards.
- Official notation on student transcript.
- Graduation recognition.
- Selected scholarship assistance.
- Selected work assignments in academic and administrative departments.
- On- campus housing opportunities.

Access:

Director: Pamela Anthrop, Phone: (407) 823-2223; Fax: (407) 823-3942
E-mail: <http://pegasus.cc.ucf.edu/~sp>,
Location: Administration Building, Room 351
Website: <http://pegasus.cc.ucf.edu/~lsp/>

Type of User:

Through a competitive application process based on academic record, extracurricular and community activities, letters of recommendation and expressed written interest in leadership, scholarship and service, LEAD Scholars are selected for a two year program that serves as a bridge for participation in leadership opportunities as upper division students.

Database Used:

N/A

Surveys:

A survey was administered in Fall1997 and the results were analyzed. The follow-up activities are in progress.

Enrollment and Academic Services

University Registrar

Description:

The registrars office primary purpose 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. The office contributes to the enhancement of student enrollment and retention and ensures that the appropriate administrative support services are available to contribute to the academic experiences of students who are attending or have attended the university.

Services Offered:

- Academic Calendar.
- SASS Degree Audits.
- Fee Invoice/Class Schedule.
- Telephone and regular registration.
- Graduation processing and Commencement.
- Development and printing of the schedule of 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 reclassification.
- Data support services to other units of the division of Enrollment and Academic Services and University departments.

Access:

University Registrar: John F. Bush, Phone: (407) 823-5454; Fax: (407) 823-5652
E-mail: [http://register@mail.ucf.edu](mailto:register@mail.ucf.edu),
Location: Administration Building, Room 161
Website: <http://pegasus.cc.ucf.edu/~enrsvc/regserv.html>

Type of User:

All UCF students, other units of the division of Enrollment and Academic Services and University departments.

Database Used:

- Registration Software package is used for registration processing.
- The Registrars office is responsible for monitoring the bulk of the student data base.
- Reports and printed lists from Orientation database is used by this office.

Surveys:

A survey was administered in fall 1997, and the results were analyzed. Follow up activities is in progress.

Enrollment and Academic Services

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.

Services Offered:

- College work study.
- Collections.
- Individual counseling.
- Food Service Loans.
- Short Term Loans.

Access:

Director: Mary H. McKinney, Phone: (407) 823-2827; Fax: (407) 823- 5241
E-mail: finaid@pegasus.cc.ucf.edu,
Location: Administration Building, Room 150
Website: <http://pegasus.cc.ucf.edu/~finaid/>

Type of User:

All UCF Students. Students are encouraged to apply for financial assistance by completing the Free application for Federal Student Aid (FAFSA).

Database Used:

- Financial Aid System is comprised of a database and several programs that process financial aid functions.
- One person from financial aid office uses the Foundation Scholarships database.
- The Directtalk system makes personal financial aid information available to students via telephone.

Surveys:

A survey was administered in fall 1997 and the results were analyzed. No follow up activities is planned.

Enrollment and Academic Services

Special Programs (Student Outreach)

Description:

The primary mission of Student Outreach is to attract, 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.

The McKnight center of Excellence is housed at the Callahan Neighborhood Center and provides direct access for UCF community-based programs to underrepresented populations at every grade level. Community partnerships help to identify high potential students, offer volunteer support and make significant contributions to support program goals and objectives.

Services Offered:

Workshops, seminars and other activities and events are sponsored to support the student's personal development and career achievement. Leadership training and promotion of civic responsibility are integrated into all outreach programs.

Access:

Program Coordinator: Mr. Josef Ector, Phone: (407) 823- 5580;

Fax: (407) 823- 6216; E-mail: jector@ucf1vm.cc.ucf.edu

Location: TR 547, Room 101

Website: http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/student_outreach.html

Type of User:

Underrepresented student groups.

Database Used:

N/A

Surveys:

No survey was conducted.

Enrollment and Academic Services

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.

Services Offered:

- Dual Enrollment.
- Early Admission.
- 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.
- Providing accurate and timely information to all constituents.

Access:

Director: Susan McKinnon, Phone: (407) 823-3000; Fax: (407) 823- 5625

E-mail: smckinno@pegasus.cc.ucf.edu

Location: Administration Building, Room 161G

Website: <http://pegasus.cc.ucf.edu/~admissio/>

Type of User:

Students, parents, high school and community college counselors.

Database Used:

EMAS (Enrollment Management Admission System), which is used for the admission process.

Surveys:

A survey has been administered in fall 1996 and follow up activities is in progress.

ADMINISTRATION AND FINANCE DIVISION

(Organizational Charts available in printed form from UCF 21.)

(Organizational Charts available in printed form from UCF 21.)

Administration and Finance Division

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.

As implied by the name "Business Services" the department is responsible for coordination of several 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.

Services Offered:

- UCF Card Program.
- UCF Arena.
- University Bookstore.
- Food Services.
- ATM Services.
- Campus Rentals.
- Office Supply Store.
- Printing services.
- Vending services.
- Licensing Administration.

Access:

Director: Timothy Carroll, Phone: (407) 823-2624; Fax: (407) 823- 5533
E-mail: carroll@ucf1vm.cc.ucf.edu,
Location: Administration Building, Room 374
Website: pegasus.cc.ucf.edu/~busserv/

Type of User:

All UCF Students, faculty and staff.

Database Used:

- Reports and printed lists, out put from the orientation database system is used by the office.
- The All Campus Card office has a badging system for storing and printing photographs on badges.

Surveys:

N/A

Administration and Finance Division

Students 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 Student Accounts Office maintains a record of holds. To remove a financial hold, the student must first pay the amount due at the Cashier's Office and obtain a receipt. The student has to present this receipt to the Student Accounts office to remove the hold from their record.

Services Offered:

- Handling Fee Appeals/ Waivers/ Refunds.
- Administer the Florida Prepaid Tuition Plan and the Third Party Program.
- Apply State Employee Tuition Waivers and other waivers such as STEP, Foster Care, Linkage, and senior Citizen.
- Administer the Drop for Non-Payment each semester.
- Maintain a record of holds.

Access:

Director: Mr. Dan Mayo, Phone: (407) 823-2358; Fax: (407) 823- 6476
E-mail: dmayo@ucf1vm.cc.ucf.edu,
Location: Administration Building, Room 112
Website: N/A

Type of User:

All UCF Students.

Database Used:

Students Account System is the primary accounts receivable system for the university. It applies fees and tracks each student's accounts and receipts.

Surveys:

A survey was administered in Fall/Spring 1996 and the results were reported informally. Follow up activities is in process.

Administration and Finance Division

University Police

Description:

The Department of Public Safety and Police is responsible for law enforcement, security, disaster planning and emergency response at UCF. Each sworn officer has completed Florida Criminal Justice Standards and Training for law enforcement officers. All officers are empowered by the State of Florida as sworn police officers.

Services Offered:

- The Patrol Division's services to the community include Patrol of the campus in marked and unmarked cars (24 hours a day), Response to emergency and non-emergency incidents, Routine traffic control and regulations and Police bicycle patrol officers.
- The Police Crime Prevention Unit provides Crime Prevention Seminars, Building Security Surveys, Operations Identification program, Student Escort Patrol Service and Victim Advocates Services.
- The Victim Services Unit provides services such as victim advocates who are available twenty-four hours a day and help students with Crisis Intervention, emotional support and practical assistance, information and referral and educational services.

Access:

Director: Mr. Richard P. Turkiewicz, Phone: (407) 823-2429; Fax: (407) 823-6326
E-mail: turkiewz@ucf1vm.cc.ucf.edu,
Location: Police Department.
(Non- emergency) Phone: (407) 823-5555.
Crime Prevention Unit (407) 823-2165, 823-6268.
Victim Services (407) 823-2425, 823-6069.
SEPS (Student Escort Patrol Service) (407) 823-2424
Website: <http://pegasus.cc.ucf.edu/~ucfpd/ns/home.html>

Type of User:

All UCF Community.

Database Used:

N/A

Surveys:

A survey was administered in Fall 1997 and the results were analyzed. The follow up activities is in progress.

Administration and Finance Division

Physical Plant

Description:

The Physical Plant Department of the University of Central Florida (UCF) consists of team professionals dedicated to maintaining and improving the UCF campus facilities and grounds. The primary goal of the Physical Plant Department is to provide the UCF community, faculty, staff and students with a safe facility to accomplish the academic mission of the University. Inherent in this goal is providing efficient and dependable services and quality products.

The Physical Plant Department is composed of three major sections consisting of Administrative Services, Campus Services, and Operational Services. Collectively, these sections oversee the provision of all services, as well as the coordination of activities to insure a maximum effectiveness of the department.

Services Offered:

- The Administrative Services section consists of Accounting, Central Distribution, Postal Services, Work Management Center (WMC), Personnel/Payroll Support, and Computer Support.
- The Campus Services section is primarily responsible for the appearance and cleanliness of the campus grounds and facilities. The units in this section are Building Services, Grounds and Landscaping and Transportation.
- The Operational Services section of the Physical Plant Department is composed of Engineering Services, Campus Utilities, and Maintenance.

Access:

Director: Richard Paradise, Phone: (407) 823- 2472; Fax :N/A
E-mail: paradise@ucf1vm.cc.ucf.edu
Location: Physical Plant Building
Website: <http://www.pp.ucf.edu/Services/SERV.HTM>

Type of User:

All UCF Community.

Database Used:

N/A

Surveys:

N/A

Administration and Finance Division

Cashiers Office (Student Financial Services)

Description:

The Cashiers Office serves students, faculty and staff in numerous ways. All tuition payments must reach the office prior to closing time on payment deadline.

Services Offered:

- Payments for tuition, short -term loans, traffic fines and various other obligations due to the University are paid in the Cashiers Office.
- Stafford loans, short -term loans, perking loans, Scholarships issued by the state of Florida and athletic Scholarship are distributed through the Office.

Access:

University Cashier: Ms June Case, Phone: (407) 823-2614;
Fax: (407) 823- 6476
E-mail: jcase@ucf1vm.cc.ucf.edu
Location: Administration Building, Room 110
Website: N/A

Type of User:

All UCF students, faculty and staff

Database Used:

The Cashiering system is integrated with the registration program so that student registration records showing costs are accessible by the cashiering program to determine tuition and fees.

Surveys:

N/A

Administration and Finance Division

Budget Office

Description:

Services Offered:

Access:

Director: James G. Smith, Phone: (407) 823- 2621; Fax: (407) 823- 5533

E-mail: jgsmith@ucf1vm.cc.ucf.edu

Location: Administration Building, Room 331

Website: N/A

Type of User:

Database Used:

N/A

Surveys:

N/A

Administration and Finance Division

Environmental Health and safety

Description:

The mission of the Environmental Health and Safety Department is to provide a comprehensive health and safety program for UCF. This program supports the educational mission of the university by making the campus a safe and healthful place in which to live, learn, teach, work or visit.

Services Offered:

- Asbestos Management Program.
- Biological Safety.
- Chemical and Laboratory Safety.
- Construction Plans Review Guidelines.
- Emergency Management Plan.
- Environmental Health.
- Fire Safety.
- Hazardous Waste.
- Industrial Hygiene.
- Occupational Safety.
- Radiation Control.

Access:

Director: James Uhlir, Phone: (407) 823-5323; Fax: (407) 823-0146

E-mail: jimuhlr@ucf1vm.cc.ucf.edu

Location: Physical Plant Building, Room 102

Website: <http://www.ehs.ucf.edu/ehs/ehsucf.htm>

Type of User:

UCF Community

Database Used:

N/A

Surveys:

N/A

Administration and Finance Division

Facilities Planning

Description:

Services Offered:

Access:

Director: Mr. Peter Newman, Phone: (407) 823-2166; Fax: (407) 823-5141

E-mail: pnewman@mail.ucf.edu,

Location: Physical Plant Building

Website: <http://www.fp.ucf.edu/fp/home.htm>

Type of User:

Professors and ethnic minority both female and male.

Database Used:

N/A

Surveys:

N/A

Administration and Finance Division

Human Resources

Description:

Services Offered:

Access:

Director: Mark Roberts, Phone: 823- 2771; Fax: N/A

E-mail: roberts@mail.ucf.edu

Location: Administration Building, Room 230

Website: <http://pegasus.cc.ucf.edu/~perspay/>

Type of User:

Database Used:

N/A

Surveys:

N/A

Administration and Finance Division

Purchasing

Description:

The mission of the University of Central Florida Purchasing Department is to support the academic and administrative departments in the timely procurement of goods and services to sustain, foster, and promote the educational and research mission of the University. This shall be accomplished in the most ethical, efficient, and courteous manner possible while adhering to the letter and intent of all applicable laws.

Services Offered:

Support the academic and administrative departments in the timely procurement of goods and services.

Access:

Director: Walter Winstead, Phone: (407) 823-2758; Fax: (407) 823-5551
E-mail: jwinstead@ucf1vm.cc.ucf.edu
Location: Administration Building, Room 360
Website: <http://pegasus.cc.ucf.edu/~purchase/>

Type of User:

Database Used:

N/A

Surveys:

N/A

Administration and Finance Division

Quality Initiatives

Description:

UCF's Quality Initiatives mission is to effect positive change and development within the University of Central Florida through institutionalization of the core values of continuous improvement, quality enhancement, and institutional effectiveness.

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.

Services Offered:

- A wide range of courses.
- Workshops.
- Seminars.
- Departmental consulting services in either its Center for Quality or on campus for UCF departments.
- Quality Initiatives also provides these services for external clients.

Access:

Director: Janice Terrell, Phone: (407) 275- 3452; Fax: (407) 275- 4339
E-mail: jterrell@pegasus.ucf.edu
Location: Research Pavilion, Suite 225,
Website: <http://pegasus.cc.ucf.edu/~quality/tqm/cqi.html>

Type of User:

N/A

Database Used:

N/A

Surveys:

N/A

Administration and Finance Division

University Controller

Description:

Services Offered:

Access:

Linda Bonta, Phone: (407) 384- 2000; Fax: (407) 384- 2015

E-mail: bonta@ucf1vm.cc.ucf.edu

Location: Research Pavilion, Room 303A

Website: N/A

Type of User:

Database Used:

N/A

Surveys:

N/A

STUDENT AFFAIRS DIVISION

(Organizational Charts available in printed form from UCF 21.)

(Organizational Charts available in printed form from UCF 21.)

(Organizational Charts available in printed form from UCF 21.)

Student Affairs Division

Student Orientation

Description:

Orientation sessions are mandatory for all new freshman 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.

Services Offered:

Orientation Sessions

Access:

Director: Ms. Kristin Corbett, Phone: (407) 823-5105; Fax: (407) 823-3847

Office E-mail: hpainfo@pegasus.cc.ucf.edu

Location: Student Center, Room 198

Website: <http://www.cohpa.ucf.edu/advising/>

Type of User:

New freshmen and transfer students.

Database Used:

Orientation Database is used to track correspondence with orientation participants, assign orientation sessions and inform other organizational units of students' orientation status.

Surveys:

A survey was administered in summer 1997 and the results were analyzed. The follow up activities is in progress.

Student Affairs Division

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 jobsline called *KnightLink*.

Services Offered:

- Career fairs.
- Over 100 weekly career planning mini classes.
- Hosting several hundred employer recruiting visits each year.
- *Resume Expert* database information management system.
- A 24-hour telephone jobsline called *KnightLink*.
- An interactive computer guidance program called CHOICES is available along with Career Development coordinators to assist with individual career needs.

Access:

Director: James Gracey, Phone: (407) 823-2361; Fax: (407) 823-5909
E-mail address: jgracey@pegasus.cc.ucf.edu;
Location: Student Center, Room 185
Website: <http://www.crc.ucf.edu/>

Type of User:

UCF students, alumni, and employers.

Database Used:

CARE Resume Expert System, is used by students and alumni. The resulting database of resume is available for Career Resource Center staff to perform searches according to employer request.

Surveys:

N/A

Student Affairs Division

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.

Services Offered:

- Assist students through educational, vocational and career counseling.
- Personal, social, relationship, marriage and family counseling.
- Administer GRE, LSAT, GMAT and MCAT and special programs throughout the year.

Access:

Director: Robert Harman, Phone: (407) 823-2811; Fax: (407) 823-5415

E-mail address: harman@ucf1vm.cc.ucf.edu

Location: Student Center, Room 203

Website: pegasus.cc.ucf.edu/~counstst/

Type of User:

All type of students.

Database Used:

CLAST Testing System provides online option to taking the state exams and is only available in Counseling and Testing Center's office. Students are the primary users of the system.

Surveys:

A survey was administered in Fall 1997 and the results were analyzed. The follow up activities is in progress.

Student Affairs Division

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 program provides a wide variety of experiences. Also, planned and spontaneous field trips and special family programs are a part of the yearly schedule. Opportunities for educational research are available to university faculty and graduate students.

Services Offered:

- Educational program, including kindergarten-first grade, for children two through seven years old.
- Planned and spontaneous field trips and special family programs.
- Opportunities for educational research.
- A Flex- time program is provided for children three through grade 3. This program provides educational activities for children who need part time schedules.
- A Summer Recreational Day Camp for elementary school children during the summer semester is conducted.

Access:

Director: Dolores Burghard, Phone: (407) 823-2726; Fax (407) 823-3096
E-mail address: dburghar@pegasus.cc.ucf.edu
Location: Creative School, Gemini Blvd.
Website: <http://www.ucf.edu/campus/html/crsc.html>

Type of User:

All Students, Faculty and Staff.

Database Used:

N/A

Surveys:

N/A

Student Affairs Division

Housing and Residence Life

Description:

Regularly enrolled single students paying registration fees for a minimum of nine semester hours may reside in university residential units. Currently, there are seven (7) residence halls and fifteen (15) apartment-style housing units on the campus of the University of Central Florida. The designed capacity of the residence halls is 867 spaces. The on-campus apartments house an additional 702 students in single-occupancy four bedroom units.

Priority for assignment to most of the space in the seven residence halls is given to incoming freshmen. Priority for assignment to the on-campus apartment facilities is given to students who have completed at least 24 semester hours of college credit. Assignment to on-campus housing accommodations is limited by the capacity of the University's residential facilities. Therefore, those desiring to reside on campus should apply for admission to the University as soon as possible.

Services Offered:

Access to University residential units.

Access:

Director: Christopher McCray, Phone: (407) 823-4663; Fax: (407) 823-3831

E-mail: housing@pegasus.cc.ucf.edu

Location: Student Center, Room 137.

Website: <http://www.housing.ucf.edu/>

Type of User:

Regularly enrolled single students paying registration fees for a minimum of nine semester hours, students who have completed at least 24 semester hours of college credit and incoming Freshmen.

Database Used:

Housing system is a database application. It provides tracking of students living in residence halls and a matching algorithm for matching roommates and room assignments based on certain criteria.

Surveys:

A survey was administered in fall 1997 and the results were analyzed. The follow up activities is in progress.

Student Affairs Division

International Student Services

Description:

The International Student Office provides for all international students and resident aliens. Its central role is to assist international students and scholars attending UCF to adjust to the changing lifestyle in order to achieve their educational goals and gain a meaningful living experience in the United States.

Services Offered:

- Assist international students and scholars attending UCF,
- Issuance of immigration forms I-20 A/B and IAP-66,
- Assistance in locating off-campus apartments,
- Counseling on personal, financial, academic and cross-cultural communication matters,
- Advisement in immigration and tax matters,
- Promotion of social activities, and home visits in Central Florida.

Access:

Director: TBA, Phone: (407) 823-2337; Fax: (407) 823-2526

Location: Barbara Ying Center, Building 71

Website: [http://www.ucf.edu/catalog/9798/Student Affairs/international_student_services.html](http://www.ucf.edu/catalog/9798/Student%20Affairs/international_student_services.html)

Type of User:

All international students and resident aliens.

Database Used:

I-20 system prints forms needed for visas and other immigration requirements. It uses an extract from the student database of all international students.

Surveys:

The international student survey will be administered via mail to international students on March 1998.

Student Affairs Division

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.

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. 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.

Services Offered:

- A Co-curricular educational program within the mission of the university.
- A source of job contacts, scholastic support system and a foundation for friendships.
- Small group living, developmental programming for individuals, chapters, chapter alumni boards, house corporation officers and collegiate governing boards.
- 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.

Access:

Director: Greg Mason, Phone: (407) 823-2824 or (407) 823-2072,

E-mail address: gmason@ucf1vm.cc.ucf.edu

Location: Administration Building, Room 282 and Student Union, Room 208B

Website: pegasus.cc.ucf.edu/~cando/greek.html

Type of User:

All UCF Students

Database Used:

N/A

Surveys:

N/A

Student Affairs Division

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.

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.

Services Offered:

- Intramural sports leagues and tournaments.
- Organized recreation and fitness programs.
- Unstructured open recreation.
- Sports-related special events.
- Racquet stringing.
- Equipment may be checked out for use on and off campus.

Access:

Director: Loren K. Knutson, Phone: (407) 823-2408; Fax: (407) 823-5446
E-mail: lknutson@pegasus.cc.ucf.edu
Location: Recreational Services Building (15)
website: <http://www.ucf.edu/campus/html/rs.html>

Type of User:

All UCF Students and their immediate families, faculty, staff and surrounding community.

Database Used:

N/A

Surveys:

A survey was administered in spring 1997 and the results were analyzed and reported informally. The follow up activities is in process.

Student Affairs Division

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.

Services Offered:

- Over 200 student Organizations.
- Knights of the Roundtable and Leadership services.
- Volunteer UCF (VUCF) Services.
- CAB (Campus Activities Board).
- CEL (Consultants for Effective Leadership).
- Campus Ministry.

Access:

Director: Mr. Reuben Rodriguez, Phone: (407) 823-6471; Fax: (407) 823-5899
E-mail: rodrigur@pegasus.cc.ucf.edu
Location: Student Union, Room 205
Website: pegasus.cc.ucf.edu/~osa/

Type of User:

All type of students.

Database Used:

N/A

Surveys:

N/A

Student Affairs Division

Student Disability Services

Description:

Student Disability Services provides information and orientation to campus and community services for students with disabilities. 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.

Services Offered:

- 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.
- A Telecommunication Device for the Deaf (TDD) is available for hearing impaired or speech-impaired persons.

Access:

Director: Mrs. Louise Friderici, Phone: (407) 823-2371; Fax: (407) 823-2372
TDD calls only (407) 823-2116,
E-mail: 1frideri@ucf1vm.cc.ucf.edu
Location: Administration Building, Room 123
Website: <http://www.ucf.edu/departments/html/student.disability.services.html>

Type of User:

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.

Database Used:

N/A

Surveys:

N/A

Student Affairs Division

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. The 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.

Services Offered:

- Computer labs.
- Discount tickets to movie theaters and theme parks.
- Free local calling on campus telephones.
- Vehicles for club and organization use.
- Funding for legal services.
- Recreational services.
- Campus Activities Board programming.
- *Provide- A- Ride.*

Access:

Student Body President: Mr. Aaron Scavron, Phone: (407) 823- 5784;
Fax: (407) 823- 5593
Location: Student Union, Room 318
Student Government Association, Phone: (407) 823-2191
Website: <http://pegasus.cc.ucf.edu/~sga>

Type of User:

All UCF Students.

Database Used:

N/A

Surveys:

N/A

Student Affairs Division

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.

Services Offered:

- Free office consultations.
- Student Health Service programs.
- Physical exams, laboratory tests, x-rays, medications and some supplies with additional but significantly reduced payments.
- Basic services such as: Allergy Injections, Blood Pressure Screening, Consult-a-nurse, Immunizations, Laboratory Services, Radiological Services, Pharmacy, Post Injury Care, Referrals, Physical Exams, Surgery and Woman's Clinic.

Access:

Interim Director,: C.W. Brown, Phone: (407) 823- 2094; Fax: (407) 823- 2099
Student Health Center, Phone: (407) 823-2701,
E-mail:ebrown@pegasus.cc.ucf.edu
Location: Student Health Center, Building 27
Website: pegasus.cc.ucf.edu/~shshrc/

Type of User:

Each health fee paying student

Database Used:

- Medical Manager system is used for scheduling health center appointments, scheduling medical personnel, and tracking student health records. It records treatments, patient history and demographics. Also, it tracks patient accounts and health insurance claims.
- Immunization compliance file is used to track immunization history for students and to remove account holds.

- Laboratory system is used to track laboratory orders and charges for patients using the Student Health Center.
- ProPharm package describes side effects, drug interactions and precautions of prescription of pharmaceuticals to students. It is used by the pharmacist at the Student Health Center pharmacy.
- Reports and printouts from orientation database system is used by this office.

Surveys:

A survey was administered in spring 1997 and the results were analyzed. The follow up activities is in process.

Student Affairs Division

Student Information and Evening/ 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.

Services Offered:

- Departmental Information.
- Events and Activities Information.
- Financial Aid Information.
- Forms and Applications.
- On-Campus Directory Assistance.
- Referral Services.
- Registration Form Pickup for Evening Students.
- Test Monitoring for Evening Students.
- Testing Information.
- Evening Vending Machine Refunds.

Access:

Director: Mr. Jimmy Watson, Phone: (407) 823-3111; Fax: (407) 823-2969,
Student Information Buzzline, Phone: (407) 823-5479
Weekend Student Services, Phone:(407)823-6328;
Email: evestu@pegasus.cc.ucf.edu
Location: Administration Building, Room 282
Website: pegasus.cc.ucf.edu/~evestu/

Type of User:

All University students taking evening and weekend classes.

Database Used:

N/A

Surveys:

The Evening Student Survey was administered in the fall of 1997 to determine the need for services for evening students at the University. The results are in process.

Student Affairs Division

Student 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.

Services Offered:

Advice and consultation, including court representation in selected areas of law.

Access:

Director: Ms. Patti MacKown, Phone: (407) 823-2538; Fax: (407) 823- 5305
Office E-mail; stulegal@ucf1vm.cc.ucf.edu
Location: Student Center, Room 227
Website: N/A

Type of User:

All UCF Students.

Database Used:

IMAX document imaging system is for storing documents electronically. It is used for storing and indexing legal documents in support of cases worked on by the legal staff.

Surveys:

The Student Legal Service, "How's Our Service" Survey is administered on a continual basis. The results of the surveys have been analyzed informally.

Student Affairs Division

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.

Services Offered:

- Information concerning entitlements,
- Filing claims to the Department of Veterans Affairs (DVA),
- Certifying enrollment at the University,
- Counseling for personal and academic concerns,
- Tutorial assistance,
- Referral to various community agencies.

Access:

Director: Mr. Ronald H. Atwell, Phone: (407) 823-2707; Fax: (407) 823-2363
E-mail: vets@pegasus.cc.ucf.edu
Location: Student center, Room 132
Website: <http://www.va.ucf.edu/>

Type of User:

All veterans, including students who are using VA educational benefits.

Database Used:

Clipper batch certification is a custom program for the veterans services. Extracts of pertinent data are made from the student database and downloaded into the clipper database.

Surveys:

A survey was administered in spring 1997 and the results were reported informally. No follow up activities is planned.

Student Affairs Division

Student Union

Description:

The Student Union, which opened in 1997, is the new center of student life on campus. The 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 Union which is available for use by Student Organizations, University Departments and Community Organizations. In addition, the Union is home to a wide variety of restaurants including Java Express, Sbarro, 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, mailing services and UCF apparel. The Student Union is a student-funded auxiliary operation and is partially funded through Activity and Service Fees allocated by the Student Government.

Services Offered:

Restaurants, Retail stores, Game room, Computer lab and Offices for Student Organizations.

Access:

Student Union Information Desk, 1st Floor, Phone: (407) 823-2117,
Student Union Administration, STUN 318,
Location: Student Union Building
Website: pegasus.cc.ucf.edu/~union/

Type of User:

All UCF Community.

Database Used:

N/A

Surveys:

N/A

Student Affairs Division

Dean of Students

Description:

The Dean of Students office is the primary source for students seeking information on non-academic areas of the University. The office staff strives to introduce students to educational opportunities designed to provide personal, social and academic growth outside the classroom. Additionally the Dean's supervise the judicial affairs process as well as counsel students confronted with a variety of difficulties, referring students for specialized professional services as necessary.

Services Offered:

- Focal point for the dissemination of information with regard to victim's rights.
- Grievance procedures, judicial processes and due process through the publication of "The Rules of Student Conduct".
- Judicial Affairs with regard to student conduct.
- Greek Affairs.
- Resolving student problems and behavioral problems.
- Resolving problems with regard to Academic dishonesty.
- Admission clearance matters.
- Golden Rule.

Access:

Associate Vice President and Dean: Dr. Carol Wilson, Phone: (407) 823- 2850;
Fax: N/A
E-mail: cwilson@ucf1vm.cc.ucf.edu
Location: Administration Building, Room 282
Website: http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_the_dean_of_students.html

Type of User:

All UCF Students.

Database Used:

N/A

Surveys:

N/A

Student Affairs Division

Administration and Research

Description:

Services Offered:

Access:

Associate Vice President: Dr. Kenneth Lawson; Phone: (407) 823- 2628;

Fax: N/A

E-mail: klawson@ucf1vm.cc.ucf.edu

Location: Administration Building, Room 268

Website: N/A

Type of User:

Database Used:

N/A

Surveys:

N/A

INFORMATION TECHNOLOGIES AND RESOURCES

(Organizational Charts available in printed form from UCF 21.)

Information Technologies and Resources

Computer Services and Telecommunications

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.

Voice Response systems support dial-up access to registration, grades, and financial aid information. Campus kiosk workstations are available in the following buildings: Administration, Library, Business Administration, College of Health and Public Affairs, Computer Science and Education. Computer accounts are provided to all students, faculty and staff for access to E-mail, public computer labs and campus backbone network.

The University also operates a full service on-campus computer store that provides the UCF community 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. Main campus telephone services are provided by the Telecommunications Department.

Services Offered:

- E-mail.
- Internet access.
- Campus telephone services.
- Training.
- User help.
- Microcomputer sales and support.
- Campus kiosk workstations.
- Computer accounts.
- Voice Response systems.

Access:

Director:0 William R. Branch, Phone: (407) 823-5297, Fax: (407) 823-5476
E-mail: branch@mail.ucf.edu, Location: Computer Science Building, Room 305
Computer Store, Bldg. 541, Phone (407) 823-5603
Website: <http://pegasus.cc.ucf.edu/~dns>

Type of User:

All type of students, faculty and staff.

Database Used:

N/A

Surveys:

A survey was administered in spring 1997 and the results were reported informally. Follow up activities are in process.

Information Technologies and Resources

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.

Services Offered:

- Multimedia design and production.
- Instructional television production (FEEDS).
- Audio production.
- Photography, graphics (print and non-print) technologies.
- Full range of audiovisual and classroom support services.
- Distributed learning delivery systems.
- An ITSF network, Ku and C-band satellite reception.
- Cable television delivery on the main campus.
- Supporting UCF's Web-based distributed learning programs with Web training for faculty and Web design and production facilities.

Access:

Dr. Ruth Marshall, Phone: (407) 823-2571; FAX: (407) 823-2109
E-mail: marshall@pegasus.cc.ucf.edu
Location: Library, Room 107
Website: <http://oirsun.ucf.edu/sports/>

Type of User:

All UCF Community.

Database Used:

N/A

Surveys:

N/A

Information Technologies and Resources

University Libraries

Description:

The University Library, housed in a facility of 200,000 square feet, has a collection of over 1,000,000 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.

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 to these libraries in support of UCF academic programs taught there.

Services Offered:

- LUIS, the Library's on-line catalog.
- Education and training for effective use of information technology and resources. Arrangements may be made for class or small group instruction.
- Interlibrary Loan Service.
- Customized computer-produced bibliographies from any of approximately 500 different commercially available databases.
- 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.
- 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: Ms. Anne Marie Allison, Phone: (407) 823-2564; Fax: (407) 823-2529
E-mail: allison@pegasus.cc.ucf.edu, Location: Library
Website: pegasus.cc.ucf.edu/~library/

Type of User:

All UCF Community.

Database Used:

Library Accounting System tracks all checked out library materials. An upload from the all campus card is done periodically. Uploads from the Library Accounting System to the Student Account system are completed regularly as well for billing library fines to students.

Surveys:

A survey was administered in spring 1997 and the results were reported informally. Follow up activities are in process.

ACADEMIC PROGRAMS

(Organizational Charts available in printed form from UCF 21.)

(Organizational Charts available in printed form from UCF 21.)

Academic Programs

Division of continuing Education

Description:

Division of Continuing Education includes the following offices: Center for Multilingual Multicultural Studies, Center for Outreach Credit, and Professional Development Center at South Orlando.

Services Offered:

- English language instruction for international students (provided by Center for Multilingual Multicultural Studies).
- Facilitating the academic colleges and performing the overall planning.
- Coordination and management of approved off-campus credit courses.
- Degree programs.
- Sponsored contract courses and accelerated on-campus instruction for students (provided by Center for Outreach Credit).
- Non-credit educational programs designed to meet the professional development needs of individuals and organizations throughout the state and the region (provided by Professional Development Center at South Orlando).

Access:

Interim Director: Dale Badger, Phone: (407) 823-6108; Fax: (407) 823-6113

E-mail: dbadger@pegasus.cc.ucf.edu

Location: Center for Multilingual Multicultural Studies and Center for Outreach Credit are located at Libra Dr. TR 547 and Professional Development Center at South Orlando are located at 7300 Lake Ellenor Dr. Orlando.

Website: pegasus.cc.ucf.edu/~conted/

Type of User:

International Students, local residents, area business, industry and government employees.

Database Used:

N/A

Surveys:

N/A

Academic Programs

Cooperative Education

Description:

Cooperative Education, often referred to as “Co-op”, is an academic program in which students develop competencies through participation in multiple paid work assignments related to their major field of study. This is accomplished during a student’s academic program through two options, the alternating plan in which students alternate terms of full time work with full time school, or the parallel plan, in which students attend school full time and work part time concurrently.

Co-op offers a blend of theory and practice, combining formal university preparation with practical, guided work experience. Through this program, students learn to apply information learned in the classroom, develop work competencies, test career goals, generate income, and increase prospects for full time employment upon graduation. It is a vital part of the educational process at UCF and an important link between the university and the business community.

Services Offered:

- Alternating plan in which students alternate terms of full-time work with full-time school.
- Parallel plan in which students attend classes full-time and work part time concurrently.
- Florida Work Experience Program (FWEP) through which employees are reimbursed 70% of the students salary for providing career-related work opportunities.

Access:

Director: Sheri Dressler, Phone: (407) 823-2667; Fax: (407) 823- 1001

E-mail: coop@pegasus.cc.ucf.edu

Location: Phillips Hall Room 208, Co-op is available to students on all campuses in all five colleges.

Website: <http://pegasus.cc.ucf.edu/~coop>

Type of User:

Eligibility requirements for coop include: 1) full time enrollment in an undergraduate or graduate degree program at UCF, 2) Completion of a minimum of 20 college semester hours, 3) a minimum of 1 academic semester remaining before graduation, 4) maintenance of minimum 2.5/4.0 UCF grade point average.

Database Used:

N/A

Surveys:

N/A

Academic Programs

University 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.

Services Offered:

- Special education to Honors students.
- Special guest lectures, presentations and field trips.
- Honors lounge and study lab equipped with computers.
- Housing on campus.
- Early registration privileges.

Access:

Director: Allyn Stearman, Phone: (407) 823-2076; Fax: (407) 823-6583,
E-mail: stearman@ucf1vm.cc.ucf.edu
Location: Phillips Hall, Room 203
Website: <http://pegasus.cc.ucf.edu/~honors/>

Type of User:

Students who have demonstrated an ability to achieve academic excellence and also students with particularly exceptional talents.

Database Used:

N/A

Surveys:

N/A

Academic Programs

Planning and Evaluation

Description:

Services Offered:

- Strategic Planning.
- SACS.
- Accreditation.
- Program Reviews.
- New degree Proposals.
- Accountability.

Access:

Interim Associate Vice President: Denise L. Young, Phone: (407) 823- 2302;
Fax: N/A
E-mail: dyoung@ucf1vm.cc.ucf.edu
Location: Administration Building, Room 311
Website: N/A

Type of User:

Database Used:

N/A

Surveys:

N/A

Academic Programs

Teaching and Learning Center

Description:

The staff of the Faculty Center for Teaching and Learning meets regularly with representatives of other units at the University of Central Florida. Together these groups form an infrastructure for supporting instructional innovation. These units are:

- CAS LINC Project
- Computer Services
- Digital Processing Lab (DIPL)
- Diversity Initiatives Program
- Distributed Learning
- Honors Program
- Institute for Simulation and Training (IST)
- Lead Scholar Program
- Library
- Office of Instructional Resources (OIR)
- Quality Initiatives
- Student Academic Resource Center
- University of Central Florida Foundation
- The UCF Writing Center

Services Offered:

The FCTL sponsors workshops, forums and symposia in response to faculty requests for information. At least one workshop per semester is lead by an external consultant.

Access:

Director: Karen L. Smith, Phone: (407) 823-3544; FAX: (407) 823-235

E-mail: klsmith@pegasus.cc.ucf.edu,

Location: Health and Physics Building, Room 331

Website: <http://reach.ucf.edu/~fctl/center/Personnel.html>

Type of User:

The staff of the Faculty Center for Teaching and Learning meets regularly with representatives of other units at the University of Central Florida. Together these groups form an infrastructure for supporting instructional innovation. These units are: CAS LINC Project, Computer Services, Digital Processing Lab (DIPL), Diversity Initiatives Program, Distributed Learning, Honors Program, Institute for Simulation and Training (IST), Lead Scholar Program, Library, Office of Instructional Resources (OIR), Quality Initiatives, Student Academic Resource Center, University of Central Florida Foundation and The UCF Writing Center.

Database Used:

N/A

Surveys:

N/A

Academic Programs

Downtown Academic Center

Description:

The UCF Downtown Academic Center (DTAC) is designed to meet the growing professional development needs of businesses and residents of downtown Orlando and vicinity areas. The modern facility provides easy access to University classes, non-credit workshops, seminars, and a variety of community services. Its stimulating academic environment makes life-long learning easy and enjoyable. By improving access to educational opportunities traditionally offered at the main campus of the University of Central Florida in east Orlando, the Downtown Academic Center truly makes UCF a metropolitan university. An interactive television system connects students to courses on the main campus and can also be used for satellite conference sites. A computer lab, a conference room and an auditorium seating over 100 people are available as well.

Services Offered:

- Credit and non-credit classes.
- Workshops.
- Seminars, and conferences.
- Community outreach activities.
- Access to registration, financial aid and academic information.

Access:

Director: Cecelia Rivers, Phone: (407) 823- 5580; Fax: (407) 317- 7717

E-mail: crivers@ucf1vm.cc.ucf.edu

Location: 36 West Pine Street. Situated near Orlando's Church Street Station

Website: <http://www.oir.ucf.edu/dtac/>

Type of User:

Database Used:

N/A

Surveys:

N/A

Academic Programs

Institutional Research and Planning

Description:

The Office of Institutional Research and Planning Support (IRPS) is a service oriented unit that provides information and proposes alternative solutions to support the decision-making process. The scope of the unit's responsibility is university-wide. The unit provides official reporting to external agencies, the Board of Regents, and the entire University community, including five colleges, their departments and other academic and administrative units. The unit also assumes the responsibility of either generating or supervising the development of all official University data reports.

Services Offered:

- Assist in the organization and maintenance of institutional data for decision-making.
- Analyze and interpret data to provide information which is appropriate and useful in planning and decision-making.
- Serve as a catalyst for institutional self-analysis and improvement.

Access:

Director: Dr. Daniel Coleman, Phone: (407) 823- 2307; FAX: (407) 823-5533
E-mail: coleman@pegasus.cc.ucf.edu;
Location: Administration Building, Room 384
Website: <http://pegasus.cc.ucf.edu/~irps/>

Type of User:

Database Used:

N/A

Surveys:

N/A

Academic Programs

Administrative Services

Description:

Services Offered:

- Academic Budget Administration.
- Liaison with Budget Office.
- Academic space Management.
- Academic Data Analysis.

Access:

Associate Vice President: Mr. J. Edward Neighbor; Phone: (407) 823- 2302;
Fax: N/A
E- mail: neighbor@pegasus.cc.ucf.edu
Location: Administration Building, Room 311
Website: N/A

Type of User:

Database Used:

N/A

Surveys:

N/A

RESEARCH AND GRADUATE STUDIES

(Organizational Charts available in printed form from UCF 21.)

(Organizational Charts available in printed form from UCF 21.)

Research and Graduate Studies

Graduate Studies

Description:

Graduate Studies works in conjunction with the Faculty Senate Committees and the college and department graduate coordinators. Students apply to the university through this office and their files are sent to the colleges and departments for enrollment decisions. Graduate student records are kept indicating the status of the student and are updated by this office as students progress through their academic programs. Any policy questions about graduate issues should be directed to the Office of Graduate Studies, the Graduate Policy and Curriculum Committee, or the Graduate Council. Operational procedures should be directed to the Office of Graduate Studies or to the individual college or department coordinators.

Services Offered:

- Developing university-wide graduate policies.
- Coordinating graduate activities.
- Distributing tuition fee waivers to the colleges.
- Ensuring program standards.
- Coordinating recruitment of graduate applicants.
- Admitting graduate students to the university.

Access:

Director: Dr. Patricia Bishop; Phone: (407) 823- 6432; Fax (407-823-6442)
E-mail: pbishop@ucf1vm.cc.ucf.edu
Location: Administration Building, Room 144
Request information by calling: (407-823-2766)
Website: <http://www.orgs.ucf.edu/graduate/>

Type of User:

Graduate student.

Database Used:

Graduate Student Database, which is an extension of the existing Student Database.

Surveys:

N/A

Research and Graduate Studies

Sponsored Research

Description:

Services Offered:

Access:

Director: Ms. Barbara Pifel; Phone: (407) 823- 3967; Fax: (407) 823- 3299

E-mail: bpifel@dsr.ucf.edu

Location: Administration Building, Room 243

Website: N/A

Type of User:

Database Used:

N/A

Surveys:

N/A

Research and Graduate Studies

Publication Coordinator

Description:

Services Offered:

Access:

Manager: Mr. Michael Herforth, Phone: (407) 384- 2052; Fax: (407) 384- 2125

E-mail: michael@dsr.ucf.edu

Location: Research Pavilion, Room 256

Website: N/A

Type of User:

Database Used:

N/A

Surveys:

N/A

Research and Graduate Studies

External Resource Development Coordinator

Description:

Services Offered:

Access:

Manager: Mr. Bruce Furino, Phone: (407) 249- 7141; Fax: (407) 249- 7144

E-mail: bmf@digigo.com

Location: Research Pavilion, Room 350

Website: N/A

Type of User:

Database Used:

N/A

Surveys:

N/A

Research and Graduate Studies

CREOL

Description:

CREOL is the State University System of Florida's Center of Excellence for research and education in optical and laser sciences and engineering. CREOL was established in 1986 by the Florida Legislature to bring together diverse disciplines into a cohesive program in optics and lasers. Research activities at the Center are integrated with the academic program to insure involvement of both students and faculty.

Services Offered:

- CREOL research projects reflect the interdisciplinary nature of the faculty and their diverse interests, and is supported by federal, state, and industrial research grants.
- The academic program involves students from various science and engineering departments and reflects the diverse interest of the faculty and students. Degrees of MS. and Ph.D. in Optical Sciences and Engineering, Optical Physics, Electrical Engineering, Mechanical Engineering, and Physics are offered at UCF.
- Summer undergraduate fellowships are available through the Research Experience for Undergraduates Program in Optics & Lasers.

Access:

Director: Dr. M.J. Soileau, Phone: (407) 823- 6834; Fax: (407) 823- 6880

E-mail: mj@creol.ucf.edu

Location: CREOL (bldg 53), Room 206

Website:[http://www.ucf.edu/catalog/9798/Institutes_and_Centers_for_Research_center_for_research_and_education_in_optics_and_lasers\(creol\).html](http://www.ucf.edu/catalog/9798/Institutes_and_Centers_for_Research_center_for_research_and_education_in_optics_and_lasers(creol).html)

Type of User:

Database Used:

N/A

Surveys:

N/A

Research and Graduate Studies

FSEC

Description:

The Florida solar Energy Center is the largest and most active state- supported alternative energy research institute in the United States. Its new facilities are located on the Cocoa campus of UCF at Brevard Community College. FSEC has gained national and international respect for its programs on photovoltaics, hydrogen from renewable, pollutant detoxification, Photocatalytic processes, energy- efficient buildings, and advanced cooling technologies and solar thermal systems. It operates the only certified solar equipment testing program in the country. FSEC's work encompasses research and testing programs of national interest for a variety of external sponsors.

Services Offered:

- Public information office at FSEC responds to requests for energy information.
- The center conducts seminars and workshops for teachers and professionals statewide.
- Technical library that is one of the nation's most extensive holdings on solar and alternative energy.

Access:

Director: Dr. David L. Block, Phone: 8- 364-1001; Fax: 8- 364- 1010

E-mail: dblock@pegasus.cc.ucf.edu

Location: 1679 Clearlake Rd. Cocoa, FL

Website: <http://www.fsec.ucf.edu/>

Type of User:

Database Used:

N/A

Surveys:

N/A

Research and Graduate Studies

IST

Description:

The Institute for Simulation and Training (IST) is a research institute of the University of Central Florida focusing on technology advancement in simulation, training systems, and education. IST actively works with UCF to assist in the development of simulation related curricula. UCF was the first university in the nation to offer a master's degree in simulation systems. In its role as a leader in the simulation and training community, the Institute has undertaken a program of technology transfer. Included in this effort is the development of research projects with potential commercial applications, adaptation of military technology to civilian markets, and the communication of research results through seminars, publications, and workshops.

Services Offered:

- Research and education services.
- An information center for simulation and training research.

Access:

Director: Dr. A. Louis Medin, Phone: (407) 658- 5005; Fax: (407) 658- 5059

E-mail: amedin@ist.ucf.edu

Location: 3280 Progress Drive, Orlando 32826, Research Park

Website: http://www.ucf.edu/catalog/9798/Institutes_and_Centers_for_Research/institute_for_simulation_and_training.html

Type of User:

Database Used:

N/A

Surveys:

N/A

Research and Graduate Studies

Arboretum

Description:

The Arboretum of The University of Central Florida was founded in 1983. From the original 12-acre "quick view" garden with a mix of ornamental and native plants in the pond pine community adjacent the Stockard Conservatory Greenhouse, The Arboretum has grown to nearly 80 acres. North of the 9 acre man-made lake and the Engineering E-2 parking lot, trails take visitors through a 5-7 acre cypress dome and a picturesque 2-3 acre oak hammock.

Services Offered:

The Arboretum is part of the environmental teaching and research programs of The University of Central Florida.

Access:

Director: Dr. Henry O. Whittier, Phone: (407) 823- 2978; Fax: N/A
E-mail: whittier@pegasus.cc.ucf.edu
Location: Southeast end of the campus
Website: <http://pegasus.cc.ucf.edu/~arbor/>

Type of User:

Visitors to The Arboretum include children from the preschool Creative Center on the UCF Campus, to Seminole, Orange, Osceola and Lake County Public Schools, and home school classes. Boy Scouts, Girl Scouts, 4-H Clubs, Native Plant Society Chapters, Garden Clubs and Senior Citizen Clubs visit regularly. Some visitors even come back to work as volunteers, helping to keep the trails clean and inviting.

Database Used:

N/A

Surveys:

N/A

UNIVERSITY RELATIONS

(Organizational Charts available in printed form from UCF 21.)

University Relations

Public Relations

Description:

The Public Relations Office, the news and public relations unit of the University of Central Florida, is staffed by professionals who can help to reach the public through the news media - and help the university put its best foot forward.

Services Offered:

- Sending out calendar information months in advance for magazines and other publications.
- Coordinating the daily message placed on the three marquee signs at the main campus entrances.
- The Public Relations Office has a full-time graphic artist on staff who designs a variety of brochures, publications and other materials and is also available for consultation on projects on a time-available basis.
- Providing information about faculty members who are acknowledged experts in their fields of specialization to journalists working on a variety of stories and recommending these experts for comments on news of current interest.
- Publish a printed and electronically accessible "quick-fact" reference on the university.
- A log of local news coverage on television and The Orlando Sentinel.
- Informing local, regional, national and international audiences about people, research, unique programs and other news at UCF.
- The Public Relations Office has a full-time photographer on staff. Our photographic services are restricted to support of university publications and media relations.
- The faculty and staff newspaper.

Access:

Director: Mr. Dean McFall, Phone: (407) 823- 2947; Fax: (407) 823- 3403

E-mail: dmcfall@ucf1vm.cc.ucf.edu

Location: Administration building, Room 338

Website: <http://www.oir.ucf.edu/pubrel/intro/main.htm>

Type of User:

Professors.

Database Used:

Alumni Database

Surveys:

N/A

University Relations

Alumni Relations

Description:

The University of Central Florida Alumni Association was developed to maintain awareness and support of the University by the Alumni.

Services Offered:

Membership provides many benefits:

- 1) Timely information within the pages of PEGASUS, UCF's bi-monthly alumni magazine.
- 2) Career resource and placement opportunities available nationwide.
- 3) Discounts with rental car agencies, hotels and theme parks all across the country.
- 4) Free use of several campus recreational facilities.
- 5) Invitations to events like Homecoming.
- 6) Free borrowing at UCF library.
- 7) Special alumni rates at UCF Computer store.
- 8) 15% discount on UCF logo items at campus bookstore.
- 9) Members-only discounts at Association-sponsored activities.
- 10) Numerous personal and professional networking opportunities.

Access:

Assistant Vice President: Mr. Tom Messina; Phone: (407) 823- 2849;

Fax: (407) 823- 0172

E-mail: tmessina@pegasus.cc.ucf.edu

Location: Administration Building, Room 340

Website: http://www.ucf.edu/catalog/9798/UCF_Section/the_ucf_alumni_association.html

Type of User:

Membership is open to all alumni and friends of the University.

Database Used:

Alumni Database which contains 150,000 constituents, both alumni and donors is used.

Surveys:

N/A

University Relations

Community Relations

Description:

The Office of Community Relations fosters relations between UCF and business, civic, and community leaders of Central Florida. The office plans and organizes a variety of special events on behalf of the University both on campus and in the community.

The Office of Community Relations also maintains a UCF Speakers Bureau, which offers faculty and staff the opportunity to take an active role in the community by establishing and maintaining a roster of faculty speakers available to area organizations and civic clubs.

The Downtown Office of Community Relations is an extension of the campus based University Relations. The purpose is to: Improve access to University programs and services, bring a higher quality of education downtown and Increase partnership opportunities.

Services Offered:

- Planning and organizing a variety of special events on behalf of the University both on campus and in the community.
- Maintaining a UCF Speakers Bureau, which offers faculty and staff the opportunity to take an active role in the community.

Access:

Director: Ms. Helen Donegan, Phone: (407) 317-7725; Fax: (407) 317- 7744

E-mail: hdonegan@pegasus.cc.ucf.edu

Location: 36 West Pine Street. #106, Orlando, Fl. 32801

Website: <http://www.oir.ucf.edu/dtac/services.html>

Type of User:

Database Used:

Alumni Database.

Surveys:

N/A

Organization Chart:

Same as Community Relations, Downtown Office

University Relations

Federal Relations

Description:

The Office of Governmental Relations represents UCF at the local, state, and federal levels regarding legislation and agency activities of significance to the University.

Services Offered:

Access:

Director: Mrs. Marilyn Cobb Croach, Phone: (407) 823- 3172;
Fax: (407) 823- 3403
E-mail: mcroach@ucf1vm.cc.ucf.edu
Location: Administration Building, Room 338
Website: N/A

Type of User:

Database Used:

N/A

Surveys:

N/A

University Relations

Defense Transition Services

Description:

Defense Transition Services provides career assistance and services to individuals and family members in transition from defense-dependent employment to other employment, education, and training endeavors. The office assists defense-dependent business/industry with product and service commercialization efforts, builds partnerships among education, business/industry, and government, and provides readjustment services and assistance to communities involved in the realignment and closure of military installations.

Services Offered:

- Career assistance and services.
- Assisting defense-dependent business/industry with product and service commercialization efforts.
- Building partnerships among education, business/industry, and government.
- Providing readjustment services and assistance to communities involved in the realignment and closure of military installations.

Access:

Director: Dr. Alzo Reddick, Phone: (407) 249- 4781; Fax: (407) 249- 4787

E-mail: areddick@ucf1vm.cc.ucf.edu

Location: Research Pavilion, Suite 168

Website: <http://pegasus.cc.ucf.edu/~dts/>

Type of User:

Database Used:

N/A

Surveys:

N/A

OFFICE OF THE PRESIDENT

(Organizational Charts available in printed form from UCF 21.)

Office of the President

University 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.

Services Offered:

- Assistance and advice regarding concerns related to the University.
- Helping to explore options.
- Offering suggestions and advice and assist in the resolution of the concerns.

Access:

University's Ombuds Officer: Ms. Vicky Brown, Phone: (407) 823-6440,
Fax: (407) 823-5407
E-mail: vbrown@ucf1vm.cc.ucf.edu
Location: Administration Building, Room 338F
Website: <http://pegasus.cc.ucf.edu/~ombuds/>

Type of User:

Students, staff, faculty.

Database Used:

N/A

Surveys:

N/A

Summary Charts

Organizational Charts

(Organizational Charts available in printed form from UCF 21.)

Summary Charts

Type of User

Organizational Units	Type of User																						
	Freshmen	Junior	Sophomore	Post-Baccalaureate	Non-Degree Seekin	Graduate	Professor	International	Out of State	In- State	Veteran	Disabled	Alumni	Day-time Student	Evening Student	Transfer Student	Full- Time	Part- Time	Ethnic Minority	Male	Female	N/A	
Academic Development and Retention																							
First year Advising and Information Services																							
Academic Exploration program	X	X	X				X	X	X	X	X	X	X	X		X	X	X	X	X	X		
Academic Services for Student Athletes																							
Multicultural Student Services																							
Student Academic Resource Center																							
Articulation and Community College Relation																							
LEAD Scholars Program																							
University Registrar																							
Student Financial Assistance	X	X	X	X	X	X		X	X	X	X	X		X	X	X	X	X	X	X	X		
Special Program (Student Outreach)																							
Undergraduate Admissions																							
Business Services																							
Student Accounts																							
University Police																							
Physical Plant																							
Cashiers Office (Student Financial Services)																							
Budget Office																							
Environmental Health and Safety																							
Facilities Planning							X												X	X	X		

Organizational Units	Type of User																						
	Freshmen	Junior	Sophomore	Post-Baccalaureate	Non-Degree Seekin	Graduate	Professor	International	Out of State	In- State	Veteran	Disabled	Alumni	Day-time Student	Evening Student	Transfer Student	Full- Time	Part- Time	Ethnic Minority	Male	Female	N/A	
Human Resources																							
Purchasing																							
Quality Initiative																							X
University Controller																							
Student Orientation	X	X	X					X	X	X	X	X		X	X	X	X	X	X	X	X		
Career Resource Center																							
Counseling and Testing Center	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X		
Creative School for Children																							
Housing and Residence Life																							
International Student Services																							
Greek Affairs																							
Recreational Services	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
Student Activities	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
Student Disability Services																							
Student Government																							
Student Health Services																							
Student Information and Evening/ Weekend Student Services																							
Student Legal Services																							
Veterans Affairs																							
Student Union																							
Dean of Students																							
Administration and Research																							

Organizational Units	Type of User																					
	Freshmen	Junior	Sophomore	Post-Baccalaureate	Non-Degree Seekin	Graduate	Professor	International	Out of State	In- State	Veteran	Disabled	Alumni	Day-time Student	Evening Student	Transfer Student	Full- Time	Part- Time	Ethnic Minority	Male	Female	N/A
Computer Services and Telecommunications	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Instructional Resources																						
University Libraries																						
Division of Continuing Education																						
Cooperative Education		X	X	X		X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	
University Honors Program																						
Planning and Evaluation																						
Teaching and Learning Center																						
Downtown Academic Center																						
Institutional Research and Planning																						
Administrative Services																						
Graduate Studies																						
Sponsored Research																						
Publication Coordinator																						
External Resource Development Coordinator																						
CREOL																						
FSEC																						
IST																						
Arboretum																						
Public Relations							X															
Alumni Relations	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Community Relations																						
Federal Relations																						
Defense Transition Services																						
University Ombuds Office																						

Summary Charts

Information Needs

Organizational Units	Databases																								
	Orientation Database	Registration Software Package	Student Database	Financial Aid System	Foundation Scholarship Databas	Directalk System	EMAS	Badging System	Student Accounts System	Cashiering System	CARE Resume Expert System	CLAST Testing System	Housing System	I-20 System	Medical Manager System	Immunization Compliance File	Laboratory System	ProPharm Package	IMAX Document Imaging System	CLIPPER Batch Certification	Library Accounting System	Graduate Student Database	Alumni Database	N/A	
Academic Development and Retention	X																								
First year Advising and Information Services	X																								
Academic Exploration program																									X
Academic Services for Student Athletes																									X
Multicultural Student Services																									X
Student Academic Resource Center																									X
Articulation and Community College Relation																									X
LEAD Scholars Program																									X
University Registrar	X	X	X																						
Student Financial Assistant				X	X	X																			
Special Program (Student Outreach)																									X
Undergraduate Admissions								X																	
Business Services	X								X																
Student Accounts										X															
University Police																									X

Organizational Units	Databases																							
	Alumni Database	Graduate Student Database	Library Accounting System	CLIPPER Batch Certification	IMAX Document Imaging System	ProPharm Package	Laboratory System	Immunization Compliance File	Medical Manager System	1-20 System	Housing System	CLAST Testing System	CARE Resume Expert System	Cashiering System	Student Accounts System	Badging System	EMAS	Directalk System	Foundation Scholarship Databases	Financial Aid System	Student Database	Registration Software Package	Orientation Database	
Physical Plant	X																							
Cashiers Office (Student Financial Services)												X												
Budget Office																								X
Environmental Health and Safety																								X
Facilities Planning																								X
Human Resources																								X
Purchasing																								X
Quality Initiative																								X
University Controller																								X
Student Orientation		X																						
Career Resource Center												X												
Counseling and Testing Center											X													
Creative School for Children																								X
Housing and Residence Life										X														
International Student Services									X															
Greek Affairs																								X
Recreational Services																								X
Student Activities																								X

Organizational Units	Databases																							
	Alumni Database	Graduate Student Database	Library Accounting System	CLIPPER Batch Certification	IMAX Document Imaging System	ProPharm Package	Laboratory System	Immunization Compliance File	Medical Manager System	1-20 System	Housing System	CLAST Testing System	CARE Resume Expert System	Cashiering System	Student Accounts System	Badging System	EMAS	Directalk System	Foundation Scholarship Databas	Financial Aid System	Student Database	Registration Software Package	Orientation Database	
Student Disability Services	X																							
Student Government	X																							
Student Health Services						X	X	X														X		
Student Information and Evening/ Weekend Student Services																								X
Student Legal Services					X																			
Veterans Affairs				X																				
Student Union																								X
Dean of Students																								X
Administration and Research																								X
Computer Services and Telecommunications																								X
Instructional Resources																								X
University Libraries																								X
Division of Continuing Education																								X
Cooperative Education																								X
University Honors Program																								X
Planning and Evaluation																								X
Teaching and Learning Center																								X
Downtown Academic Center																								X
Institutional Research and Planning																								X

Organizational Units	Databases																							
	Alumni Database	Graduate Student Database	Library Accounting System	CLIPPER Batch Certification	IMAX Document Imaging System	ProPharm Package	Laboratory System	Immunization Compliance File	Medical Manager System	1-20 System	Housing System	CLAST Testing System	CARE Resume Expert System	Cashiering System	Student Accounts System	Badging System	EMAS	Directalk System	Foundation Scholarship Databas	Financial Aid System	Student Database	Registration Software Package	Orientation Database	
Administrative Services	X																							
Graduate Studies		X																						
Sponsored Research																								
Publication Coordinator																								
External Resource Development Coordinator																								
CREOL																								
FSEC																								
IST																								
Arboretum																								
Public Relations																								
Alumni Relations		X																						
Community Relations		X																						
Federal Relations																								X
Defense Transition Services																								X
University Ombuds Office																								X

Summary Charts

Location

Administration Building (1):

Academic Development and Retention
Administration and Research
Administrative Services
Alumni Relations
Articulation and Community College Relations
Budget Office
Business Services
Cashier's Office
Dean Of Students
Federal Relations
Graduate Studies
Greek Affairs
Human Resources
Institutional Research and Planning
LEAD Scholars
Multicultural Student Services
Planning and Evaluation
Public Relations
Purchasing
Quality Initiative
Student Accounts
Student Disability Services
Student Financial Assistance
Student Information Evening/Weekend Student Services
Undergraduate Admissions
University Ombuds Office
University Registrar

Library Building(2):

Instructional Resources
Library

Utility Plant HVAC (3)

Waste Water Treatment (4)

Chemistry (5)

Theatre (6)

Student Center (7):

Student Academic Resource Center
Student Orientation

Career Resource Center
Counseling and Testing Center
Housing and residence life
Student Legal Services
Veterans Affairs
Academic Services for Student Athletes

Volusia Hall (8)
Residence Hall

Lake Hall (9)
Residence Hall

Osceola Hall (10)
Residence Hall

Polk Hall (11)
Residence Hall

Health and Physics (12):
Teaching and Learning Center

Computer Center I (13)

Howard Phillips Hall Building(14):
Academic Exploration Program
Cooperative Education
University Honors Program

Recreational Services Building(15):
Recreational Services

Physical Plant Building(16):
Physical Plant
Environmental Health and Safety
Facilities Planning

Building Services (17)

Humanities and Fine Art (18)

Colleges and Departments:

- College of Arts and Sciences,
- Communication,
- English,
- Foreign Language,
- History,
- Judaic Studies,
- Life at UCF,
- Music,

- Philosophy,
- Political Science,
- Sociology and Anthropology,
- The Florida-Canada Institute, including the Canadian and Commonwealth Studies Program.

Rehearsal Hall (19)

It consists of a stage and acoustic auditorium capable of accommodating an audience of approximately 150; in back are lockers and music equipment storage rooms, and a few specialized practice facilities.

Biological Science (20)

Colleges and Departments:

Biology

Molecular Biology and Microbiology

Education Complex (21)

College of Education

Print Shop (22)

Visitors Information Center (23)

The Visitor's Information Center is a booth in the middle of the visitor's parking lot that provides information for visitors.

Creative School Building (24):

Creative School for Children

Bookstore (26)

Health Center Building (27):

Student Health Center

Early Childhood Center (28)

Computer Center II (29)

Brevard Hall (30)

Residence Hall

Orange Hall (31)

Residence Hall

Seminole Hall (32)

Residence Hall

Commons (33)

Providing a laundry room and an area either for small get-togethers or just to hang out and watch the big-screen TV.

Wayne Densch Center (38/39)
Sport Center

Engineering (40)
College of Engineering

Business Administration (45)
College of Business Administration

Police Department(49):
Parking Services
Police Department

Arena (50)

Visual Arts Building (51)
Art Department

Student Union (52):
Greek Affairs
Student Activities
Student Government

CREOL Building (53):
CREOL

Computer Science Building(54):
Computer Services and Telecommunication

Barbara Ying Center (71):
International Student Services

TR 547 (547):
Division of continuing education
Special Programs

TR 541(541):
First Year Advising

Research Pavilion:
External Resource Development Coordinator
Defense Transition Services
Publication Coordinator
Quality Initiative

Summary Charts

Student Lifecycle

Organizational Units	Pre- Admission	Admission	Registration	Taking Classes	Post-Graduation	N/A
Academic Development and Retention						
First year Advising and Information Services						
Academic Exploration program	X		X	X		
Academic Services for Student Athletes						
Multicultural Student Services						
Student Academic Resource Center						
Articulation and Community College Relation						
LEAD Scholars Program						
University Registrar						
Student Financial Assistance	X	X	X	X	X	
Special Program (Student Outreach)						
Undergraduate Admissions						
Business Services						
Student Accounts						
University Police						
Physical Plant						
Cashiers Office (Student Financial Services)						
Budget Office						
Environmental Health and Safety						
Facilities Planning					X	X
Human Resources						
Purchasing						
Quality Initiative						X
University Controller						
Student Orientation		X	X			
Career Resource Center						
Counseling and Testing Center				X		
Creative School for Children						
Housing and Residence Life						
International Student Services						
Greek Affairs						
Recreational Services				X	X	

Organizational Units	Pre- Admission	Admission	Registration	Taking Classes	Post-Graduation	N/A
Student Activities	X	X	X	X	X	
Student Disability Services						
Student Government						
Student Health Services						
Student Information and Evening/ Weekend Student Services						
Student Legal Services						
Veterans Affairs						
Student Union						
Dean of Students						
Administration and Research						
Computer Services and Telecommunications	X	X	X	X	X	
Instructional Resources						
University Libraries						
Division of Continuing Education						
Cooperative Education			X	X		
University Honors Program						
Planning and Evaluation						
Teaching and Learning Center						
Downtown Academic Center						
Institutional Research and Planning	X			X		
Administrative Services						
Graduate Studies						
Sponsored Research						
Publication Coordinator						
External Resource Development Coordinator						
CREOL						
FSEC						
IST						
Arboretum						
Public Relations						X
Alumni Relations					X	
Community Relations						
Federal Relations						
Defense Transition Services						
University Ombuds Office						