



University of Central Florida

**ENERGIZING A TEAM TO SUPPORT SEAMLESS TRANSITION**

**Presenters:**

**Dr. Mark Allen Poisel, Assistant Vice President-  
First Year Transitions**

**Dr. Maribeth Ehasz, Associate Vice President-  
Academic Development and Retention**

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***SUCCESS IS A JOURNEY,  
NOT A DESTINATION***

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**POINT OF ORIGIN**

***ACCENT ON THE INDIVIDUAL  
ACCENT ON EXCELLENCE***

(1968)

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**POINT OF ORIGIN**

PEGASUS was the winged horse of the muses in Greek Mythology. He carried their hopes, their aspirations, and their poetry into the skies. PEGASUS is as futuristic as tomorrow's space exploration in our solar system and into the universe beyond. The seal also bridges the gap between the humanities and space technology.

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**POINT OF ORIGIN**

**MISSION STATEMENT**

The University of Central Florida serves the people of Florida by providing undergraduate and graduate education in most general areas of study and in specifically selected technological and professional disciplines.

(1979)

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**POINT OF ORIGIN**

**Mission Statement**

*The University of Central Florida is a major metropolitan research university whose mission is to deliver a comprehensive program of teaching, research, and service.*

(2003)

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**POINT OF ORIGIN**

**UCF ENROLLMENT**

	1994	2003
<b>Total</b>	25,363	42,000
<b>Undergraduate</b>	20,734	35,000
<b>SAT</b>	1085	1176
<b>Retention</b>	69%	84%

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**POINT OF ORIGIN**

*“FROM PROMISE TO  
PROMINENCE: CELEBRATING 40  
YEARS”*

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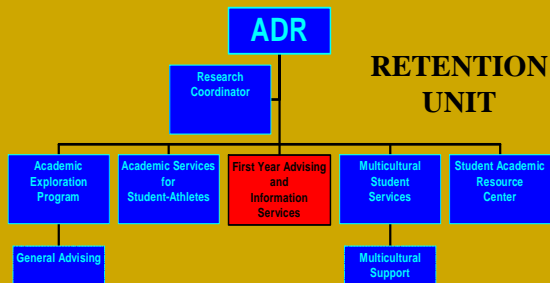
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**POINT OF ORIGIN**




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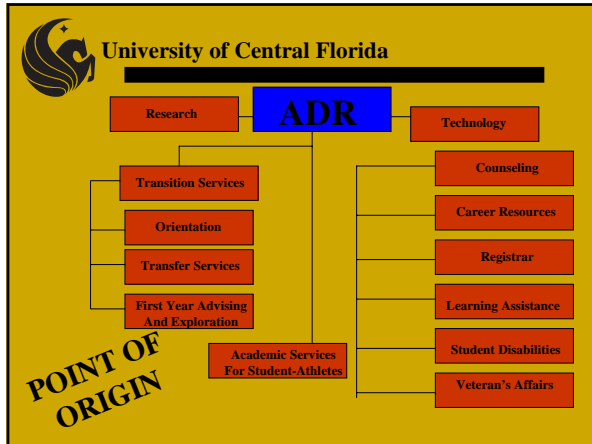
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**POINT OF ORIGIN**

Academic Development and Retention  
MISSION STATEMENT

*To facilitate successful student transitions and experiences by providing the foundation and support for their academic, personal and career success.*

(2003)

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***EVEN IF YOU'RE ON THE RIGHT TRACK, YOU WON'T GET ANYWHERE IF YOU'RE STANDING STILL.***

*Will Rogers*

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### OUR ADVENTURES



- ❖ Operational
- ❖ Student Focus
- ❖ Challenges (rough weather, road blocks, lost luggage)




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### OUR ADVENTURES

#### OPERATIONAL ISSUES

- ❖ New energy
- ❖ Increase collaboration
- ❖ Focus attention
- ❖ Capitalize resources
- ❖ Increase visibility

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### OUR ADVENTURES

#### STUDENT FOCUS

- ❖ Increase visibility
- ❖ Recognize major changers
- ❖ Strengthen connection
- ❖ Set clearer expectations
- ❖ Create “home environment”

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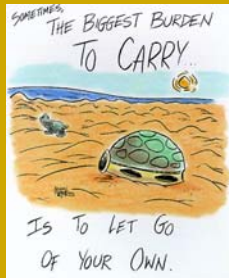
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## OUR ADVENTURES

### CHALLENGES

(Rough Weather)

- ❖ Letting go
- ❖ Muddling
- ❖ Moving forward




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DETOUR

## OUR ADVENTURES

Advising	Orientation	Transfer Services
•Sporadic	•Different division	•Articulation
•Gap	•Conflict	•Community College Relations
•Not targeted	•Off schedule	•Low priority student services
•General	•Non-customer oriented	•Publication oriented
•Minimal	•Lower satisfaction	•Recruitment oriented
•Not relational		
•Disjointed		

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***IF YOU CAN DEMONSTRATE  
THAT YOU KNOW WHERE  
YOU'RE GOING,  
THERE WILL ALWAYS BE  
PEOPLE WANTING TO  
FOLLOW YOU.***

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## OUR ITINERARY

First Year Transitions

MISSION STATEMENT (2003)

*The unit focuses on strengthening and improving first year advising, academic exploration and transition services to new FTIC and transfer students in order to enhance retention, improve learning, develop students' decision-making skills, and further academic success.*

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## OUR ITINERARY

FIRST YEAR TRANSITIONS

- ❖ 1 Asst. VP, 1 Admin Asst, 1 Webmaster, 2 Student Assistants
- ❖ Unit Leadership
- ❖ Collaborative Programming
- ❖ Course Planning for GEP
- ❖ University Advising Council

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## OUR ITINERARY

ORIENTATION

- ❖ Team – Director, 2 AD, Comp Spec, Office Manager, O-team (student assistants)
- ❖ Over 11,000 students each year & growing
- ❖ 15 One Day Transfer Sessions per year
- ❖ 15 Two Day Freshman Sessions per year
- ❖ Manage Student Success Course

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## OUR ITINERARY

### ORIENTATION

- ❖ Collaborative Orientation Programs
- ❖ Small Group Sessions at Orientation
- ❖ Orientation Planning Team
- ❖ Student Orientation Team (Peer Advising)
- ❖ Extended Orientation
  - SLS Course (Textbook, Faculty Training)
  - Welcome Expo

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## OUR ITINERARY

### FIRST YEAR ADVISING & EXPLORATION

- ❖ Director, 2 AD, 9 Advisors, 1 Grad Assistant, 1 Office Manager, 1 Office Assistant, 3 Peer Advisors, 5 Student Assistants
- ❖ Summer Orientation Advisors
- ❖ 5,500 new freshman (summer & fall) each year
- ❖ Academic Exploration Program

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## OUR ITINERARY

### FIRST YEAR ADVISING & EXPLORATION

- ❖ Outreach Advising Programs
- ❖ Advisor located in local apartments
- ❖ Various Advising Modes – individual, walk-in, small group, large group, mega advising, peer advising, email, phone, and IM
- ❖ Course Planning for Orientations

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## OUR ITINERARY

### TRANSFER SERVICES

- ❖ 1 Director, 1 AD, 2 Advisors, 1 Office Manager, 1 Peer Advisor, 3 Student Assistants
- ❖ Advising contacts through office visits, phone calls, outreach programs, Email, & IM
- ❖ Transfer Student Advocacy
- ❖ Publications for students and CC advisors
- ❖ Workshops for Faculty, staff, and students

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## OUR ITINERARY

### TRANSFER SERVICES

- ❖ Emphasis on Smooth Transition
- ❖ Greater Concern on Retention
- ❖ Increased contacts (1,000 - '99 to 24,000 - '02)
- ❖ Greater Involvement in Orientation
- ❖ Advising Program for Undeclared Transfers
- ❖ Creation of Peer Advising Program

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***DISCOVERY CONSISTS OF  
LOOKING AT THE SAME  
THING AS EVERYONE  
AND THINKING SOMETHING  
DIFFERENT***

*Szent-Gyorgi Albert*

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**VISTA POINTS...A KODAK MOMENT**



- ❖ Student Success Center
- ❖ “A Major Today—A Career Tomorrow”
  - Passport
  - Majors Fair
  - Employer Panels
- ❖ Course Planning
- ❖ OPT-Orientation Planning Team
- ❖ Academic Exploration at Orientation
- ❖ Shared Resources

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***“IF YOU DON’T LIKE  
SOMETHING, CHANGE IT. IF  
YOU CAN’T CHANGE IT, THEN  
CHANGE YOUR ATTITUDE.”***

Maya Angelou

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