



**DIGITAL  
LEARNING**

# **INNOVATION ENGINE**

UNIVERSITY OF CENTRAL FLORIDA



# WE ARE AN ENGINE OF INNOVATION.

UCF Digital Learning fuels innovation and expands access to improve the lives of all learners. In support of UCF's strategic mission, we leverage state-of-the-art educational technology and cutting-edge practices to positively impact student access, success, cost, and the quality of the learning experience for all.

## WE SEARCH.

Our researchers and analysts chart new ways to teach and reach our students regardless of their location or modality.

## WE BUILD.

Our developers, designers, and storytellers create new solutions for today's educational challenges to improve student outcomes.

## WE GUIDE.

Our faculty, specialists, and success coaches help our partners and students develop the skills and competencies they need to succeed.

## WE FIND A BETTER WAY.

For more than 26 years, UCF Digital Learning has served all members of the UCF and Central Florida learning communities. Whether they study online or in the classroom — we are committed to their success.

## OUR VALUES

We live our values every day. Faculty and student success is at the heart of everything we do.

- ◆ INNOVATION
- ◆ QUALITY
- ◆ COLLABORATION
- ◆ ENTREPRENEURISM
- ◆ ACCOUNTABILITY
- ◆ STEWARDSHIP
- ◆ ETHICS
- ◆ INCLUSION
- ◆ EMPATHY
- ◆ RESPECT
- ◆ TRUST
- ◆ FUN



# WE SERVE

# THE LEARNERS

## WHO WE ARE

### CENTER FOR DISTRIBUTED LEARNING

- Faculty development
- Instructional design
- Media production
- Webcourses@UCF help desk support
- Pegasus Innovation Lab

### CONTINUING EDUCATION

- 400+ personal and professional development programs
- 5,000+ students annually
- Market-rate and self-supporting graduate degree and certificate programs
- Corporate and professional development non-credit programs

### UCF ONLINE

- Launched in 2016
- Supports 100% online students
- 110+ fully online programs
- Innovative Success Coaching support for online students
- 6,500+ students

### RESEARCH INITIATIVE FOR TEACHING EFFECTIVENESS

- Evaluates digital learning impact
- Assesses technology-based initiatives
- Defines impact of initiatives on key metrics
- Publishes peer-reviewed research
- Internationally renowned



**FLORENCE WILLIAMS**  
Associate Instructional Designer

*“Within UCF Digital Learning, there are cultural dynamics at work that support an inclusive atmosphere that ensures consideration for the culture, community, and needs of a diverse population.”*



**JAMA RILEY**  
UCF Online Success Coach

*“Each student who is successful is a success for the community. They improve the quality of life for everybody around them. It’s a ripple effect that I enjoy being a part of.”*

**UCF Digital Learning comprises four units dedicated to the success of learners in our UCF and Central Florida communities through online, blended, and continuing education.**



**JORELL NAZARIO**  
UCF Online RN to BSN Student

*“Online learning has provided me with many opportunities. I am proud to be able to take advantage of online learning both now and into the future when I move into my Ph.D.”*



**MARTHA HUBERTZ**  
UCF Psychology Lecturer

*“Between the Pegasus Innovation Lab, Center for Distributed Learning, and Faculty Multimedia Center, there’s so much support for faculty to be creative and innovative in their teaching strategies.”*

## WHO WE SERVE

### STUDENTS

- UCF Online increases access to a high-quality college degree for all learners, regardless of location
- UCF Online Connect Center links fully-online learners to support resources from enrollment assistance to financial aid and more
- Success Coaches provide personalized support from enrollment to graduation
- Webcourses@UCF Support offers individualized, real-time technology and LMS services

### FACULTY

- Instructional Design and Development
- Webcourses@UCF LMS support
- LMS Integrations:
  - Materia, Obojobo, Udolt, ProctorHub
- Open Resource Communities:
  - TOPR, TOPkit, Blended Learning Toolkit
- Events: Florida Online Innovation Summit, TOPkit Workshop, AIM High

### COMMUNITY

- Continuing Education connects Central Florida to the resources of the university
- Workforce development supports community learners to improve skills and fuel career growth
- Corporate partnerships empower organizations to train workforces



## 26 YEARS OF QUALITY ONLINE LEARNING

- 1995** UCF awarded Florida Distance Learning Grant.
- 1995** IDL 6543 Interactive Distributed Learning faculty development course launched.
- 1996** UCF opens Distance Learning Unit.
- 1996** UCF offers first online course (34 courses, 645 students enrolled).
- 1998** UCF offers three online undergraduate degree completion programs.
- 1999** UCF offers first online Masters and Graduate Certificate programs.
- 2003** 9 online degree programs, 6 online graduate certificates.
- 2003** 75% of UCF faculty teaching online.
- 2008** 15 online degree programs, 12 online graduate certificates.
- 2016** UCF Online ranked **Top 20 Best Online Undergraduate Program** by *U.S. News & World Report*.
- 2016** UCF Online launched.
- 2020** UCF Online adds 100th program.
- 2021** UCF Online ranked **Top 15 Best Online Undergraduate Program** by *U.S. News & World Report*.
- 2022** UCF Online ranked **#7 Best Online Undergraduate Program** by *U.S. News & World Report*.



# BREAKING THE IRON TRIANGLE

We develop innovative technology and practices to shatter the outdated convention that increasing access and decreasing cost of education must ultimately sacrifice quality.

## ACCESS

### 2021-2022 BLENDED IMPACT

**90.6%**  
of all UCF students took at least one online or blended course

**75.4%**  
of all graduate students

**92.5%**  
of all undergraduate students

### 2021-2022 ONLINE IMPACT

**82.9%**  
of all UCF students took at least one fully online course

**66.2%**  
of all graduate students

**85.7%**  
of all undergraduate students

## COST

### SPEED TO GRADUATION - FCS TRANSFER STUDENTS

**3.6 YRS**  
<20% ONLINE

**3.2 YRS**  
50% ONLINE

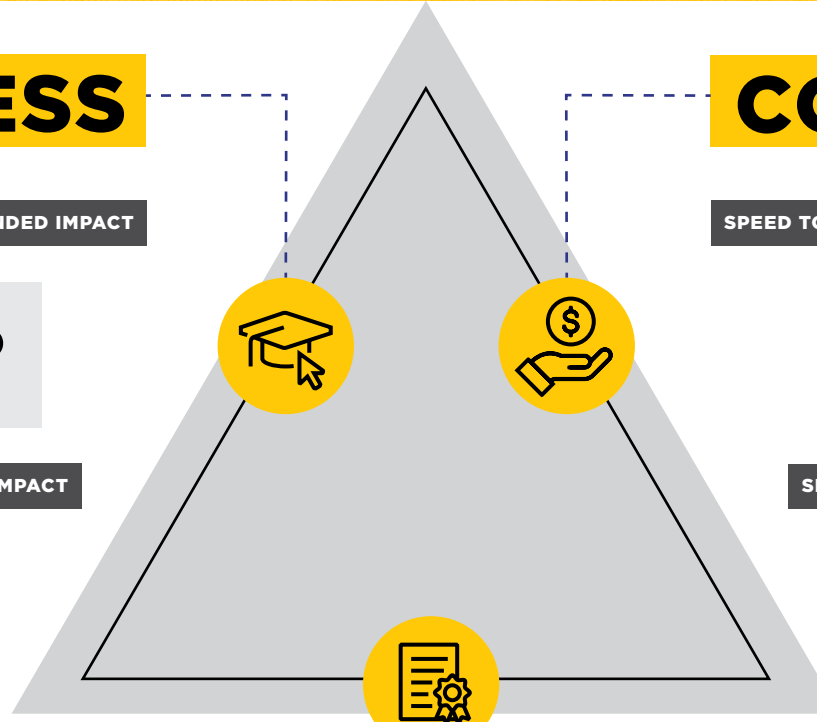
**2.7 YRS**  
100% ONLINE

### SPEED TO GRADUATION - MASTER STUDENTS

**2.7 YRS**  
<20% ONLINE

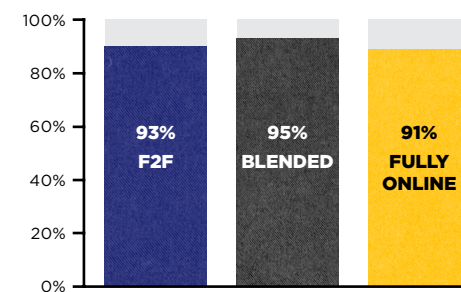
**2.3 YRS**  
50% ONLINE

**2.3 YRS**  
100% ONLINE

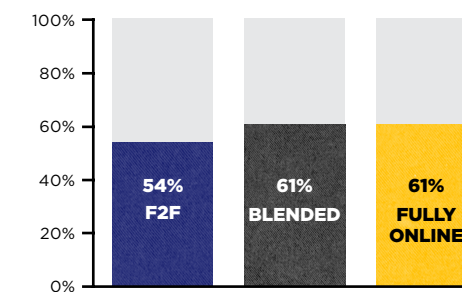


## QUALITY

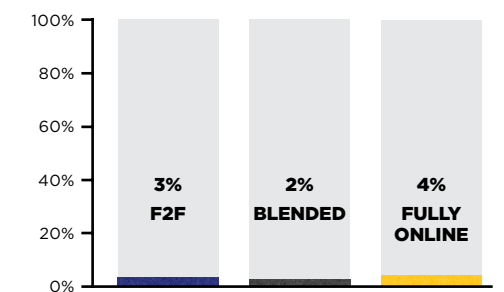
### STUDENT SUCCESS (A, B, OR C GRADE)



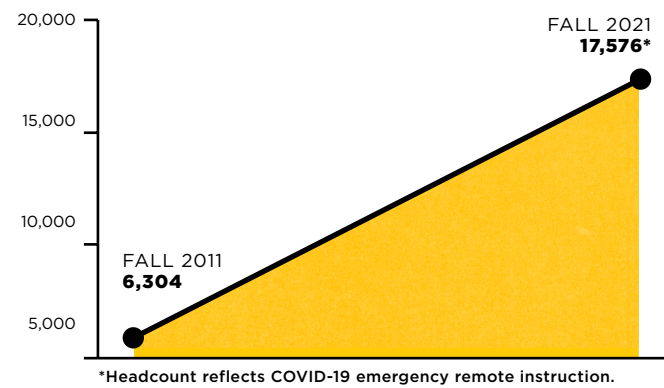
### STUDENTS WHO RATE FACULTY AS EXCELLENT AY 2020-21



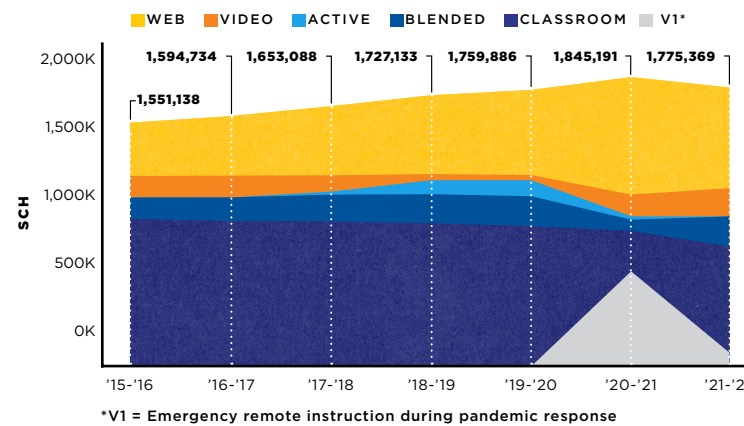
### STUDENT WITHDRAWAL



### ONLINE EXCLUSIVE HEADCOUNT



### ONLINE & BLENDED STUDENT CREDIT HOUR (SCH) GROWTH



## ONLINE AND BLENDED LEARNING

At UCF, our students thrive with a strategic mix of online, blended, and face-to-face courses.

**61.5%**  
of total student credit hours were fully online or blended modalities (2021-22 Academic Year)

**50.1%**  
of total student credit hours were fully online (2021-22 Academic Year)

**100%**  
of growth over the past several years has been online.

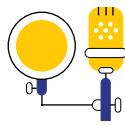
**26+ YRS**  
of strategic, intentional course and faculty development.



# THE CENTER FOR DISTRIBUTED LEARNING

The Center for Distributed Learning (CDL) is the central agent for online learning at UCF, providing leadership in distance learning policies, strategies, and practices. We collaborate with internal and external partners to innovate technology and pedagogy through faculty development, course production, and research.

## CDL DEPARTMENTS



### FACULTY MULTIMEDIA CENTER

The FMC is the UCF faculty's do-it-yourself, hands-on resource for training and technology, where educators can create innovative course content with state-of-the-art tools.



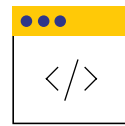
### INSTRUCTIONAL DESIGN

The ID Team fuels the design and development of quality online courses through one-on-one support and ongoing professional development for the UCF faculty, as well as research and outreach.



### LEARNING CONTENT DEVELOPMENT

Professionals in content development, accessibility, graphic design, video production, and other media deliver custom products to faculty members to improve student outcomes.



### LEARNING SYSTEMS & TECHNOLOGY

Our team of innovative developers creates custom LMS integrations and maintains proprietary educational applications, such as Obojobo, Materia, UDOIT, and Badges@UCF.



### PEGASUS INNOVATION LAB

The iLab works to scale innovative digital learning initiatives across the enterprise and beyond, including affordable instructional materials, virtual and remote labs, and quality course reviews and designations.



### LMS SERVICES

This team of systems administrators and service agents provides technical support to online instructors and students by phone, email, and live chat.

## INNOVATIVE ONLINE TEACHING PRODUCTS



**Materia** helps faculty members diversify their students' online learning experience with a growing library of games, applications, study tools, and learning aids.



**Obojobo** provides a multifaceted interface capable of building, containing, and utilizing instructional components, plus a powerful analytics suite to give faculty members valuable insight.



**The Universal Design Online** content Inspection Tool (UDOIT) enables faculty members to identify accessibility issues in the LMS and their course materials.

## DIGITAL LEARNING QUALITY ASSURANCE



### TOP FACULTY DEVELOPMENT COURSES

#### ADL5000

Required to teach an existing online course.

#### IDL6543

Required to develop an original course.

#### PAL6000

Required to design and facilitate an adaptive course using Realizeit at UCF.

#### HQ4444

Required for faculty who wish to engage in a High Quality Online Course Review.

## UCF RESEARCH INITIATIVE FOR TEACHING EFFECTIVENESS



**CHUCK D. DZIUBAN**  
Pegasus Professor and RITE Director

**RITE** began evaluating online and blended learning impact in 1996 and continues to support innovation in the international digital learning community through research, assessment, publications, presentations, and consulting. We provide analytics and reporting services that empower educators and institutions to improve their strategies and practices with the goal of positively impacting student success.

### 2021 CHUCK D. DZIUBAN AWARD FOR EXCELLENCE IN ONLINE TEACHING



**ASHLEY TAYLOR, M.F.A.**

Lecturer in the School of Visual Arts and Design, College of Arts and Humanities for GRA2101C Introduction to Computer Design

*"My goal is to make the online experience an engaging place for students to be able to share their story as well as create exciting and challenging work."*



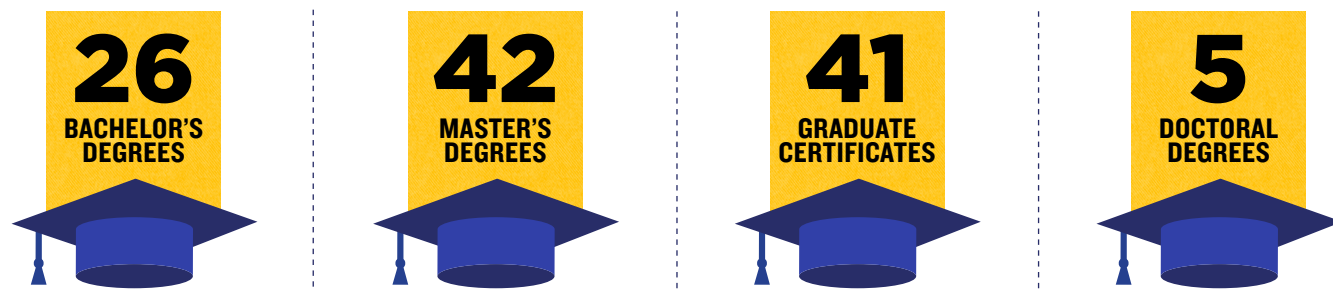
# UCF ONLINE

Leveraging more than 26 years of experience in digital learning, UCF Online offers prospective undergraduate and graduate students a flexible pathway for higher education. We are committed to supporting and assisting fully online students from application to graduation, no matter where they reside.

## UCF ONLINE STATS

# 110+ FULLY ONLINE PROGRAMS

Criminal Justice • Education • Engineering • Healthcare • Hospitality • Leadership and Management



- ### TOP 5 UNDERGRADUATE PROGRAMS:
- 1 Clinical Psychology, BS
  - 2 Nursing, BS
  - 3 General Psychology, BS
  - 4 Health Services Administration, BS
  - 5 Criminal Justice, BS

- ### TOP 5 GRADUATE PROGRAMS:
- 1 Social Work, MSW
  - 2 Hospitality Management, MS
  - 3 Public Administration, MPA
  - 4 Health Care Informatics, PSM
  - 5 Executive Master of Health Administration, eMHA

5,694

UCF Online degrees awarded by the 2020-21 Academic Year

2,100+

fully online courses developed at UCF



SARAH ARTEGA '21

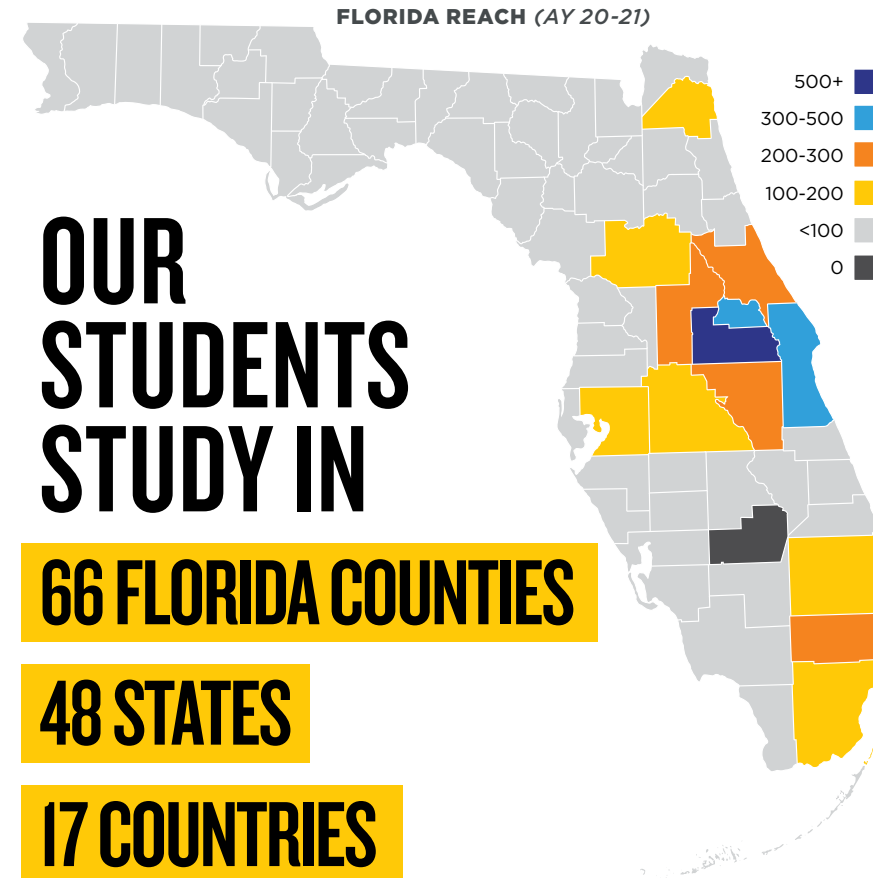
B.A. History (UCF Online Student)

"UCF Online's programs have been incredible for our situation, and we could not have handled our time and budget if it wasn't for UCF's affordability and grants — and motivating professors."



For the fourth consecutive year, UCF was ranked as a top 20 best Online Bachelor's Program and a top 20 best Online Colleges for Veterans program in the nation. UCF is also ranked as one of the most innovative universities according to *U.S. News & World Report*.

## GEOGRAPHIC REACH

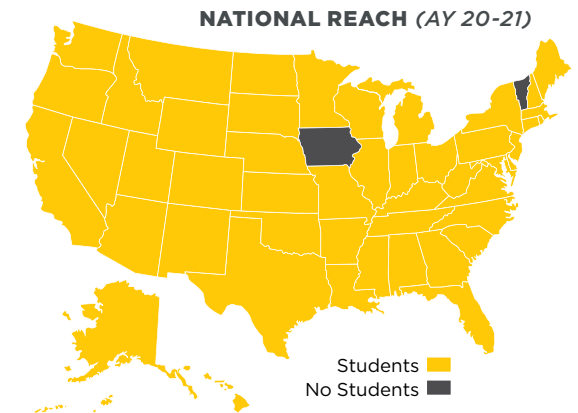


# OUR STUDENTS STUDY IN

**66 FLORIDA COUNTIES**

**48 STATES**

**17 COUNTRIES**



## INTERNATIONAL REACH (AY 20-21)

- Aruba
- Australia
- Bermuda
- Brazil
- Canada
- Curacao
- Iceland
- Italy
- Jamaica
- Japan
- Kuwait
- Luxembourg
- Rwanda
- Singapore
- Slovakia
- United Arab Emirates
- United Kingdom

## STUDENT SUPPORT SERVICES



ONLINE SUCCESS COACHES



TECH SUPPORT



CAREER SUPPORT SERVICES



ACADEMIC ADVISING

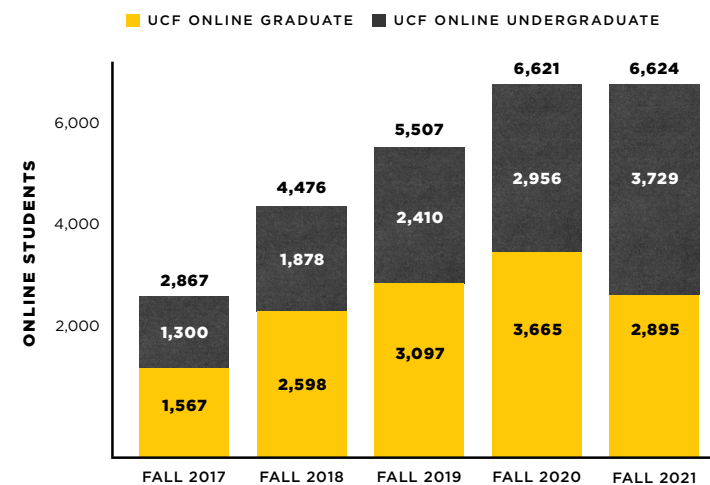


FINANCIAL AID



LIBRARY SERVICES

## UCF ONLINE ENROLLMENT GROWTH



## UCF ONLINE STUDENT SUCCESS MEASURES

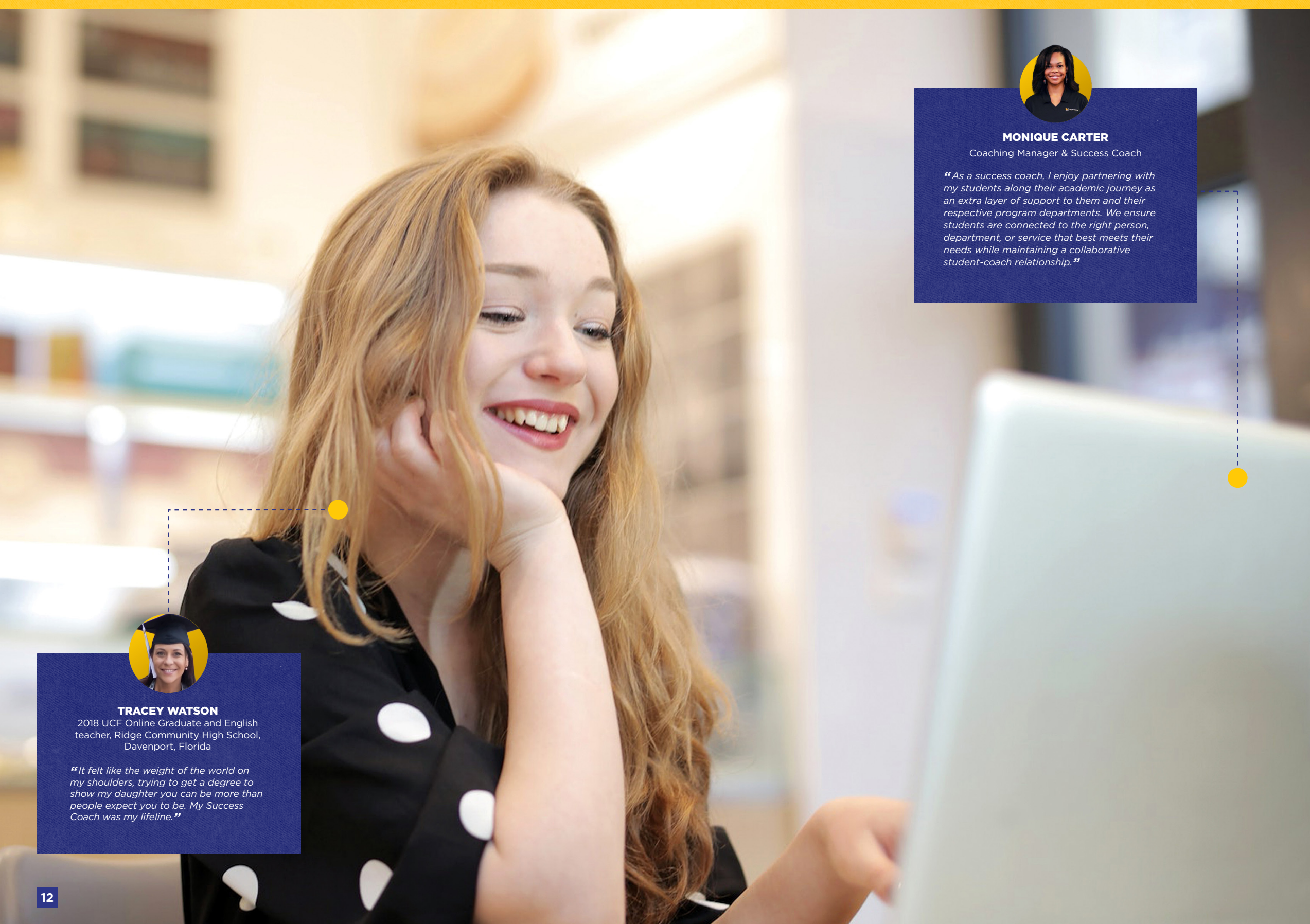
### TRANSFER COURSE SUCCESS RATE BY AY: UCF ONLINE & NON-UCF ONLINE

AY	UCF ONLINE	NON-UCF ONLINE
2018-19	89.6%	86.3%
2019-20	89.7%	87.3%
2020-21	90.6%	87.5%



# UCF ONLINE CONNECT CENTER

Many fully online students can benefit from support that goes beyond traditional university resources. Our innovative UCF Online Connect Center takes a personalized, proactive approach to addressing their needs — from enrollment through graduation. Specially trained Success Coaches assist with academic planning, financial aid, accessibility, health and wellness, career planning, and more. And the results are proof that the method works.



**MONIQUE CARTER**

Coaching Manager & Success Coach

*“As a success coach, I enjoy partnering with my students along their academic journey as an extra layer of support to them and their respective program departments. We ensure students are connected to the right person, department, or service that best meets their needs while maintaining a collaborative student-coach relationship.”*



**TRACEY WATSON**

2018 UCF Online Graduate and English teacher, Ridge Community High School, Davenport, Florida

*“It felt like the weight of the world on my shoulders, trying to get a degree to show my daughter you can be more than people expect you to be. My Success Coach was my lifeline.”*

## WHAT IS A SUCCESS COACH?

A Success Coach develops relationships with UCF Online students to help them set and achieve academic goals, from inquiry to graduation. Coaches and students work together to:

- Establish educational objectives
- Co-create strategies to stay on track to graduation
- Co-develop academic plans that align with career goals
- Connect to appropriate resources for program specific support

### +8.2% Stronger Persistence

UCF Online students who work with Success Coaches vs. fully online students (non-UCF Online) who don't (2020-21)

### +3.6% Higher Course Success

UCF Online students who work with Success Coaches vs. fully online students (non-UCF Online) who don't (2020-21)

## OPERATION KICKSTART

Each semester, Operation KickStart targets UCF Online students who are admitted or active but haven't enrolled with a strategic outreach by the entire Connect Center team to contact, encourage, and assist students to complete enrollment.

### Spring 2023 Results:

**+5% Enrollments (over Fall 2022)**

**+64% Students confirmed enrollment (over Fall 2022)**

## UCF HIGHER EDUCATION COACHING ACADEMY

The UCF Higher Education Coaching Academy is a training and research center providing customized training to individuals, teams, and organizations seeking to develop a culture of success coaching within their educational institutions.

**173 Coaches Trained in 2022**

### CLIENTS INCLUDE:







**CHRIS FOGLE**

Senior Director of Human Resources,  
Leonardo DRS

*“UCF Continuing Education has been a key partner in our learning and development efforts for 10 years. The feedback we receive from employees has been overwhelmingly positive.”*



**VICTOR MALLO**

Cyber Defense Professional  
Certificate Graduate

*“I couldn’t be more satisfied than to be a part of such an amazing group of instructors. Without them, I’d be lost in my career options and without a successful future.”*

## CREDIT PROGRAMS

Continuing Education supports the College of Community Innovation and Education, College of Engineering and Computer Science, and College of Health Professions and Sciences to administer self-supporting and market-rate graduate degrees and certificates.

### TOP PROGRAMS:

- 1 Executive Master of Health Administration
- 2 Master of Science in Data Analytics
- 3 Master of Science in Health Care Informatics
- 4 Master of Research Administration
- 5 Master of Social Work

## NON-CREDIT PROGRAMS

Continuing Education provides personal, professional, and workforce development programs to individuals and organizations seeking up- and re-skilling.

### TOP PROGRAMS:

- 1 Coding, Cyber, and Digital Marketing Boot Camps
- 2 Fiber Optics Network Certification Training
- 3 SHRM Human Resource Management Training
- 4 Project Management Certificate/PMP® Exam Prep

## UCF CHARGEUP! SCHOLARSHIP PROGRAM

With generous donations of \$550,000 from **JPMorgan Chase** and **Microsoft** to the **UCF Foundation**, Continuing Education created the **ChargeUP!** program to deliver free skills-based training opportunities to pandemic-displaced workers, delivered in two phases: (1) Microsoft Learn & LinkedIn Learning training in customer service and sales, as well as one-on-one support from career coaches; (2) technology-based boot camps teaching high-demand coding, data analytics, digital marketing, and UX/UI skills.

### PARTNERS



# UCF CONTINUING EDUCATION

UCF Continuing Education delivers credit and non-credit programs that connect UCF resources with our community to fuel workforce development in Central Florida through re-education, up-skilling, professional development, and personal growth.





**UCF DIGITAL LEARNING**

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