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 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.

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

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
WHO WE ARE

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

CENTER FOR DISTRIBUTED LEARNING

• 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

CONTINUING EDUCATION

• Launched in 2016
• Supports 100% online students
• 110+ fully online programs
• Innovative Success Coaching support from enrollment to graduation
• Webcourses@UCF Support offers individualized, real-time technology and LMS services

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

UCF ONLINE

• Launched in 2016
• Supports 100% online students
• 110+ fully online programs
• Innovative Success Coaching support from enrollment to graduation
• Webcourses@UCF Support offers individualized, real-time technology and LMS services

WHO WE SERVE

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.

FLORENCE WILLIAMS
Assistant instructional designer

JAMA RILEY
UCF Online Success Coach

MARIA HUBERTZ
UCF psychology lecturer

JORELL NAZARIO
UCF Online RN to BSN Student

Florence Williams 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. work.

Jorell Nazario, UCF Online RN to BSN Student

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Jorell Nazario, UCF Online RN to BSN Student

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Florence Williams, Associate Instructional Designer

JAMA RILEY
UCF Online Success Coach

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 endeavors.

Martha Hubertz, UCF Psychology Lecturer

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.

Jama Riley, UCF Online Success Coach

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.

Florence Williams, Associate Instructional Designer

Innovative Success Coaching support for online students

6,500+ 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

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:
  - Blackboard
  - Canvas
  - Brightspace

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.

1996
UCF opens Distance Learning Unit.

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.

2008
15 online degree programs, 12 online graduate certificates.

2016
UCF Online ranked #7 Best Online Undergraduate Program by U.S. News & World Report.

2020
UCF Online ranked #1 Best Online Undergraduate Program by U.S. News & World Report.

2022
UCF Online ranked #1 Best Online Undergraduate Program by U.S. News & World Report.

UCF Online ranked #15 Best Online Undergraduate Program by U.S. News & World Report.

UCF Online ranked Top 15 Best Online Undergraduate Program by U.S. News & World Report.

UCF Online ranked Top 20 Best Online Undergraduate Program by U.S. News & World Report.

UCF Online ranked Top 20 Best Online Undergraduate Program by U.S. News & World Report.

UCF Online ranked #7 Best Online Undergraduate Program by U.S. News & World Report.

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UCF Online ranked #1 Best Online Undergraduate Program by U.S. News & World Report.
At UCF, our students thrive with a strategic mix of online, blended, and face-to-face courses.

**Online and Blended Learning**

- **61.5%** of all UCF students took at least one online or blended course.
- **75.4%** of all graduate students.
- **92.5%** of all undergraduate students.

**Quality**

- **90.6%** of all UCF students took at least one fully online course.
- **82.9%** of all graduate students.
- **85.7%** of all undergraduate students.

**Access**

- **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.

**Cost**

- **2021-2022 BLEND IMPACT**
  - Speed to graduation - FCS transfer students: 2.7 yrs (20% online), 3.6 yrs (50% online), 3.2 yrs (100% online).
  - Speed to graduation - master students: 2.7 yrs (20% online), 2.3 yrs (50% online), 2.3 yrs (100% online).

**Online and Blended Student Credit Hour (SCH) Growth**

- Total student credit hours were fully online or blended modalities (2021-22 Academic Year).
- Of growth over the past several years has been online.

**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.
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.

- **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.

- **PEGASUS INNOVATION LAB**: The Lab 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.

- **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.

CDL SERVICES

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

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

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

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

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

- **POLICY PLANNING, STANDARDS, CREDENTIALING, REPORTING**: Professionals in content development, accessibility, graphic design, video production, and other media deliver custom products to faculty members to improve student outcomes.

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

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

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

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- **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**: 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.

- **RITE DIRECTOR**: CHUCK D. DZIUBAN

2021 CHUCK D. DZIUBAN AWARD FOR EXCELLENCE IN ONLINE TEACHING

- **ASHER TAYLOR, M.F.A.**: Lecturer in the School of Visual Arts and Design, College of Arts and Humanities at UCF. "My goal is to make the online experience an inclusive one where the students are able to share their story as well as create exciting and challenging work."

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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.

110+ FULLY ONLINE PROGRAMS

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

26 BACHELOR’S DEGREES
42 MASTER’S DEGREES
41 GRADUATE CERTIFICATES
5 DOCTORAL DEGREES

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

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.

SARAH ARTEAGA ’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 without it. UCF’s affordability and grants — and motivating professors.”

66 FLORIDA COUNTIES
48 STATES
17 COUNTRIES

UCF ONLINE STATS

Our Students Study In

FLORIDA REACH (AY 20-21)
NATIONAL REACH (AY 20-21)
INTERNATIONAL REACH (AY 20-21)

FALL 2017 FALL 2018 FALL 2019 FALL 2020 FALL 2021

ONLINE STUDENT SUCCESS MEASURES

UCF ONLINE
NON-UCF ONLINE

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

89.6% 2018-19 86.3%
89.7% 2019-20 87.3%
90.6% 2020-21 87.5%

UCF ONLINE ENROLLMENT GROWTH

ONLINE SUCCESS COACHES
TECH SUPPORT
CAREER SUPPORT SERVICES
ACADEMIC ADVISING
FINANCIAL AID
LIBRARY SERVICES

STUDENT SUPPORT SERVICES

UCF ONLINE GRADUATE UCF ONLINE UNDERGRADUATE
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.

**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:**

- +64% Students confirmed enrollment (over Fall 2022)
- +5% Enrollments (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**
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.

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

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.

VCOR 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.”

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.”

UCF CHARGEUP! SCHOLARSHIP PROGRAM

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

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

PARTNERS

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.