



**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 FIND A BETTER WAY.

For more than 27 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 GUIDE.

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

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

WHO WE ARE

CENTER FOR DISTRIBUTED LEARNING

- Faculty development
- Instructional design
- Media production
- Webcourses@UCF help desk support
- Pegasus Innovation Lab
- Open resource communities
- Online teaching product development

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
- 125+ fully online programs
- Innovative Success Coaching support for online students
- 6,300+ 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



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.”



NATASHA WILLIAMS

UCF Online Success Coach Manager

“The Success Coach-student partnership is crucial because academics are directly affected by external challenges, so we work together to help students achieve the best possible results.”

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.”

THE LEARNERS

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

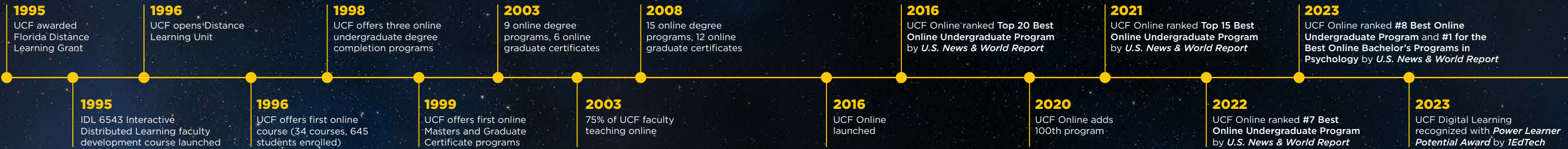
- Instructional Design and Development
- Webcourses@UCF LMS support
- LMS Integrations: Materia, Obojobo, UDolt, ProctorHub
- Open Resource Communities: TOPR, TOPkit, Blended Learning Toolkit
- Events: Florida Online Innovation Summit, TOPkit Workshop, Teaching and Learning with AI
- Continuing Education helps faculty members develop non-credit programs that expand access and generate revenue

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



BREAKING THE IRON TRIANGLE

We develop innovative technology and practices to increasing access and decreasing cost of education

shatter the outdated convention that must ultimately sacrifice quality.

ACCESS

2022-2023 BLENDED IMPACT

87.6%

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

72%

of all graduate students

89.9%

of all undergraduate students

2022-2023 ONLINE IMPACT

79.9%

of all UCF students took at least one fully online course

62.9%

of all graduate students

82.4%

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

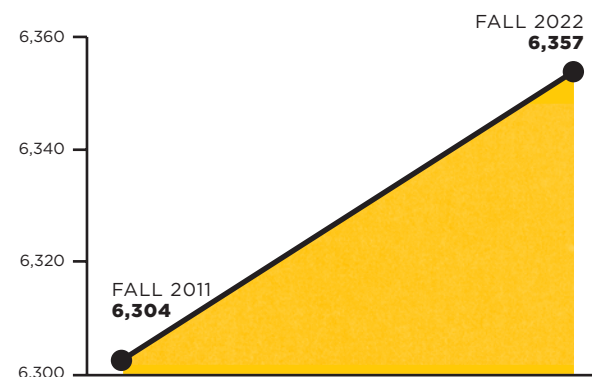
50% ONLINE

2.3 YRS

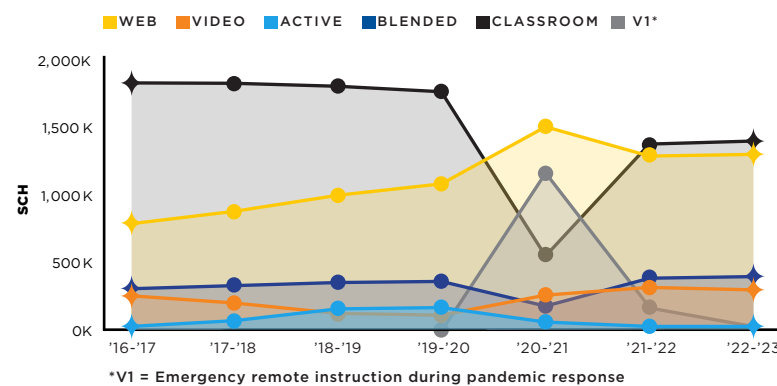
100% ONLINE

QUALITY

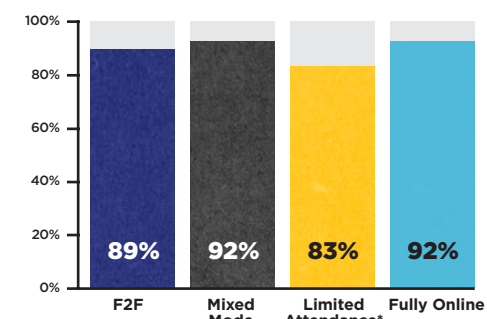
ONLINE EXCLUSIVE HEADCOUNT



ONLINE & BLENDED STUDENT CREDIT HOUR (SCH) GROWTH

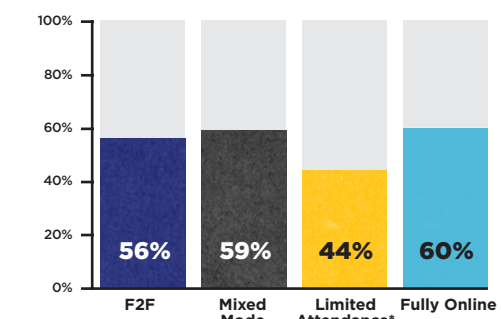


STUDENT SUCCESS (A, B, OR C GRADE)

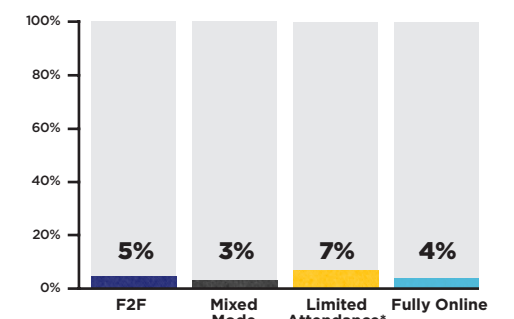


*Primarily online courses that require some in-person activities (less than 20% of instructional time)

STUDENTS WHO RATE FACULTY AS EXCELLENT AY 2022-23

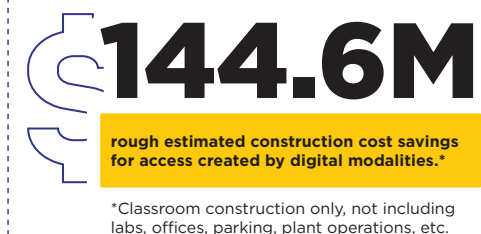
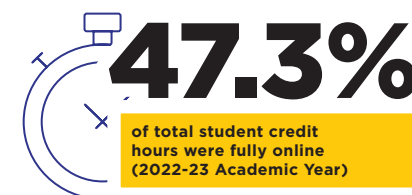
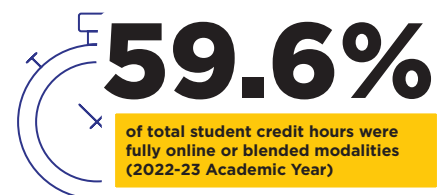


STUDENT WITHDRAWAL



ONLINE AND BLENDED LEARNING

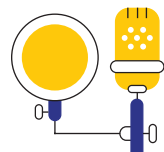
At UCF, our students thrive with a strategic mix of online, blended, and face-to-face courses.



THE CENTER FOR DISTRIBUTED LEARNING

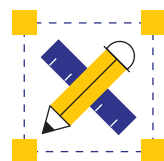
The Center for Distributed Learning (CDL) provides leadership in digital learning policies, strategies, and practices. We collaborate with internal and external partners to innovate technology and pedagogy through faculty development, course production, open resource outreach, and research.

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.



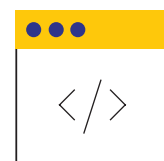
PEGASUS INNOVATION LAB

The iLab scales innovative digital learning initiatives across the enterprise and beyond, including digital curriculum initiatives, pilot programs for emerging technologies, and quality course reviews and designations.



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.

INNOVATIVE ONLINE TEACHING PRODUCTS



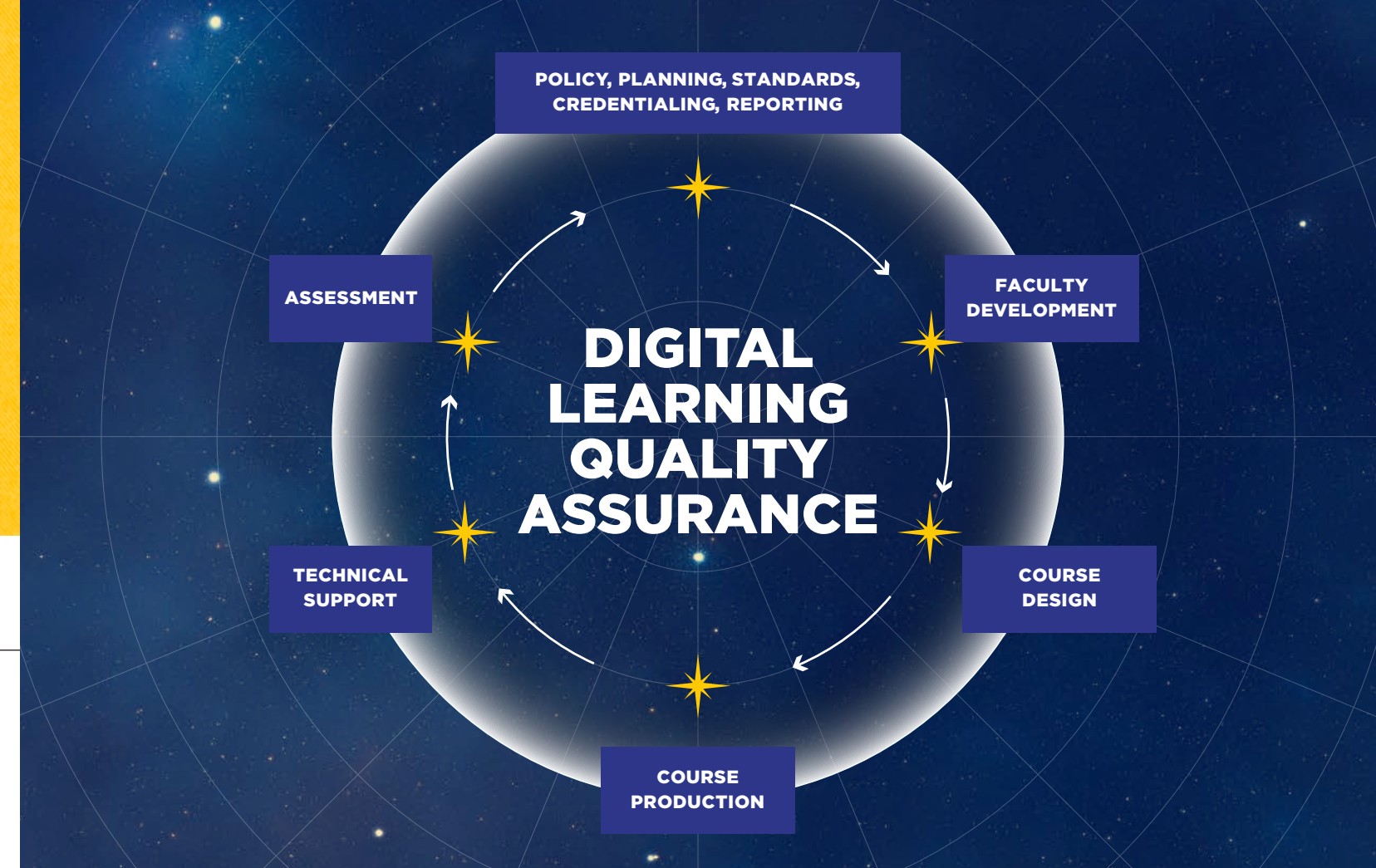
Materia helps faculty members diversify their students' online learning experience with a growing library of games, applications, study tools, and learning aids.



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.



UCF RESEARCH INITIATIVE FOR TEACHING EFFECTIVENESS



PATSY D. MOSKAL
Digital Learning Impact
Evaluation 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.

CHUCK D. DZIUBAN AWARD FOR EXCELLENCE IN ONLINE TEACHING



MICHAEL G. STRAWSER, PH.D.

Assistant Professor, Nicholson School of Communication and Media, for SPC3602 Advanced Public Speaking

"Online learning has the incredible opportunity to be an equitable learning environment that reaches a lot of students that I normally would not reach in a face-to-face class and to use technology in new ways."

2023 BARBARA TRUMAN AWARD FOR EXCELLENCE IN BLENDED TEACHING



ELIZABETH BRENDDEL HORN, M.F.A.

Associate Professor, College of Arts & Humanities, for THE2305 Script Analysis for Theater

"I'm very excited to be the inaugural recipient of the Barbara Truman Award for Excellence in Blended Teaching. I'm grateful for the support UCF provides for faculty teaching online and mixed-mode courses, which allows us to better serve our students."

FACULTY DEVELOPMENT SUCCESS SINCE 1995

1,907

Faculty members have completed **IDL6543**, our award-winning, non-credit instructional design course

9,165

Faculty members have completed a **professional development course** from our broad menu

985

Quality and High Quality course designations since 2017

UCF ONLINE

Leveraging more than 27 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

125+ FULLY ONLINE PROGRAMS

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



TOP 5 UNDERGRADUATE PROGRAMS:

- 1 Clinical Psychology, BS
- 2 General Psychology, BS
- 3 Nursing, BS
- 4 Health Services Administration, BS
- 5 English - Creative Writing, BA

TOP 5 GRADUATE PROGRAMS:

- 1 Social Work, MSW
- 2 Hospitality Management, MS
- 3 Health Care Informatics, PSM
- 4 Public Administration, MPA
- 5 Criminal Justice, MS

8,273

UCF Online degrees
awarded by the 2021-22 Academic Year

3,436

fully online courses
developed at UCF



DAVON MILLER

B.A. Creative Writing (UCF Online Student)

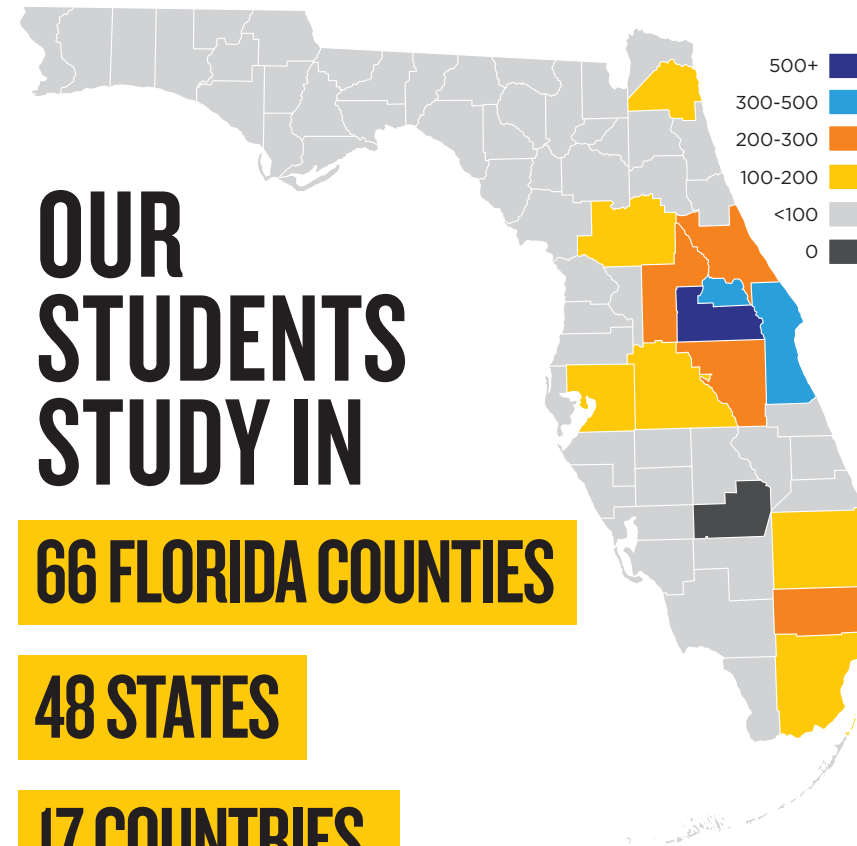
"Given that I have the flexibility to do courses at my own pace, UCF Online has led me to becoming self-motivated, which further helped to boost productivity in various aspects of my life and becomes helpful in going above the minimum of what's required."



For the fifth 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

FLORIDA REACH (AY 21-22)



OUR STUDENTS STUDY IN

66 FLORIDA COUNTIES

48 STATES

17 COUNTRIES

BUDGET MAXIMIZATION

\$1.9B

Total in UCF's budget (2022-23)

\$15M

Total in Digital Learning Fee Collections (2022-23)

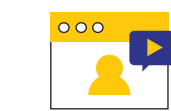
1.72M

Total UCF Student Credit Hours (2022-23)

1.03M

Online & Blended Student Credit Hours (2022-23)

STUDENT SUPPORT SERVICES



ONLINE SUCCESS COACHES



TECH SUPPORT



CAREER SUPPORT SERVICES



ACADEMIC ADVISING

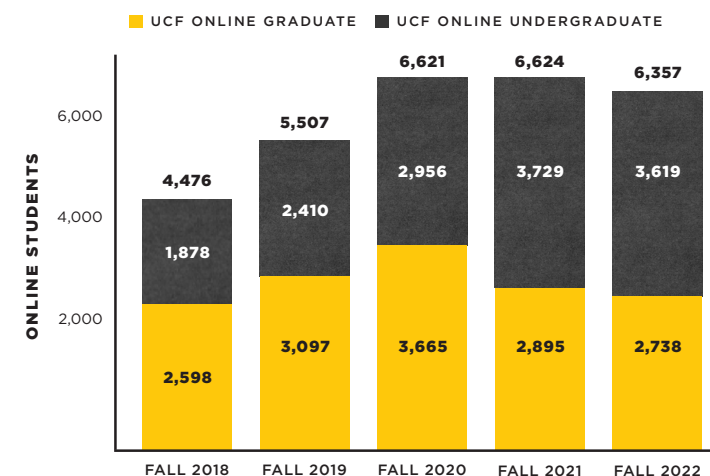


FINANCIAL AID



LIBRARY SERVICES

UCF ONLINE ENROLLMENT



UCF ONLINE STUDENT SUCCESS MEASURES

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

UCF ONLINE		NON-UCF ONLINE	
89.7%	2019-20	87.3%	
90.6%	2020-21	87.5%	
89.8%	2021-22	85.6%	

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.



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.”



MONIQUE CARTER

Success Coach Manager

“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.”

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

+12.1% Stronger Persistence

UCF Online students who work with Success Coaches vs. fully online students (non-UCF Online) who don't (2021-22)

+1.9% Higher Course Success

UCF Online students who work with Success Coaches vs. fully online students (non-UCF Online) who don't (2021-22)

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.

337 Coaches Trained at 17 Florida State Colleges and Universities

CLIENTS INCLUDE:



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.

FEATURED PROGRAMS:

- Executive Master of Health Administration
- Master of Science in Data Analytics
- Master of Science in Health Care Informatics
- Master of Science Professional Engineering Management Program
- 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.

FEATURED PROGRAMS:

- Nonprofit Professional Program
- Financial Literacy for Educators
- Professional Development Series
- Coding, Cyber, Digital Marketing, and AI Boot Camps

FUNDAMENTALS OF ONLINE TEACHING

Fundamentals of Online Teaching (FOOT) assists educators in transitioning their courses to either a blended or fully online format, using core online learning best practices and research, delivered in a strategic process. This asynchronous course offers instructor scenarios and practice situations providing real-life outcomes. There are two course options, FOOT: Higher Education and FOOT: K12, which support sound principles for primary, secondary, and higher education levels.

EDUCATIONAL PARTNERS INCLUDE:



CLIENTS INCLUDE:



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.



LISSETH RUSSA

Vice President of Operations, Mental Health Association of Central Florida

"I have worked in nonprofit for over 20 years and participating in the Nonprofit Professional Program not only enhanced my skills and knowledge, but also certified my skills and knowledge and elevated my career and expertise. The information and tools provided will be useful for my future goals."



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 DIGITAL LEARNING

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