WE ARE AN ENGINE OF INNOVATION.

At the University of Central Florida, digital learning is a core element of our mission to expand access, enhance student success, and drive innovation in higher education. The **Division of Digital Learning (DDL)** is at the forefront of these efforts, shaping the future of education through strategic investments in technology, pedagogy, and faculty engagement.

The 2023-2024 academic year has been a transformative period for DDL as we have continued to advance high-quality and engaging digital learning experiences. **UCF Online** has grown to serve more than 10% of UCF's total student population, expanding access to high-quality degree programs designed to meet the evolving needs of today's learners and the workforce. Our **Continuing Education** initiatives have broadened opportunities for professional growth, reskilling, and lifelong learning, ensuring that learners at all stages of their careers can benefit from UCF's academic excellence.

To support faculty in delivering exceptional online and blended courses, the **Center for Distributed Learning (CDL)** and its various design, development, and support teams have provided cutting-edge resources, instructional design expertise, professional-grade production services, technical support, and professional development opportunities.

Meanwhile, we have embraced artificial intelligence and emerging learning technologies to personalize education, improve student engagement, and foster innovation in digital pedagogy. Our research collaborations and industry partnerships continue to shape the national conversation about the future of online education, reinforcing UCF's reputation as a leader in digital transformation.

Looking ahead, DDL remains deeply aligned with **UCF's strategic plan**, focusing on **enhancing student access and success, scaling digital learning initiatives, and advancing the responsible use of AI in education**. Our efforts have contributed to UCF's strong retention and graduation rates by ensuring that students—regardless of their learning modality—receive the support they need to thrive. Through **our broad digital learning ecosystem**, we are committed to expanding opportunities for students and professionals alike, leveraging technology to create more equitable and engaging learning experiences.

UCF has long been a leader in digital learning, and the past year has reinforced our position as a **national model for innovation in higher education**, including our fourth straight year in the top 10 of the U.S. News and World Report Online Program rankings. The work of DDL is only possible through the dedication of our faculty, staff, and partners, and I am incredibly proud of what we have accomplished together. As you explore this report, I invite you to reflect on the impact of digital learning at UCF and how it is transforming education, empowering students, and shaping the future.

Thomas Cavanagh, Ph.D.
Vice Provost, Division of Digital Learning
University of Central Florida

WE SEARCH.

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

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 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 28 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 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
- 130+ fully online programs
- Innovative Success Coaching support for online students
- 7,000-8,000 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

JO SMITH
Associate Instructional Designer

"At DDL, we stay at the forefront of emerging technologies like AI to thoughtfully implement proven innovations in online education, empowering faculty to create accessible, relevant, and exemplary learning experiences for all students."
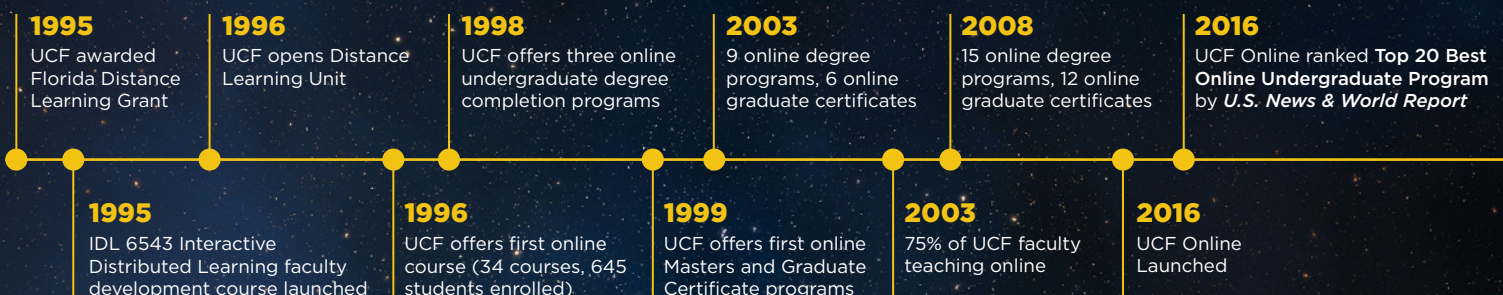
AARON HOSE
Manager, Media Production

"Video@CDL creates award-winning media that makes online learning dynamic and memorable. We blend innovation, XR, and AI with high-end production to bring faculty visions to life. As 'edu-tainers,' we craft purposeful, stylish projects that elevate the online experience —wherever the idea leads."

**UCF Digital Learning comprises f...
success of learners in our UCF and...
through online, blended, and con...**

28 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

2003
9 online degree programs, 6 online graduate certificates

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*

1995
IDL 6543 Interactive Distributed Learning faculty development course launched

1996
UCF offers first online course (34 courses, 645 students enrolled)

1999
UCF offers first online Masters and Graduate Certificate programs

2003
75% of UCF faculty teaching online

2016
UCF Online Launched

THE LEARNERS

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, UDOIT, Respondus Monitor
- Open Resource Communities: TOPR, TOPkit, Blended Learning Toolkit, TRAIIL
- Events: Florida Online Innovation Summit, TOPkit Workshop, Teaching and Learning with AI, Open Ed Live
- 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

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."

our units dedicated to the
d Central Florida communities
tinuing education.

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*

2023
UCF Online ranked **#8 Best Online Undergraduate Program** and **#1 for the Best Online Bachelor's Programs in Psychology** by *U.S. News & World Report*

2023
UCF Digital Learning recognized with *Power Learner Potential Award* by *1EdTech*

2024
UCF Online ranked **#7 Top Ten Best Online Undergraduate Program** by *U.S. News & World Report*

2024
UCF Online ranked **#5 Top Ten Best Online Veterans Undergraduate Program** by *U.S. News & World Report*

2024
UCF Digital Leaning andUCF Online earned a Gold Ranking from *Times Higher Ed*

BREAKING THE

We develop innovative technology and practices increasing access and decreasing the cost of

ACCESS

91.2%
of all UCF students took at least one online or blended course

74.7%
of all graduate students

93.8%
of all undergraduate students

2023-2024 ONLINE IMPACT

79%
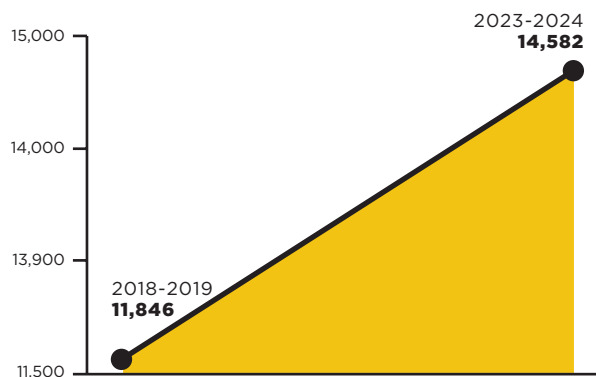of all UCF students took at least one fully online course
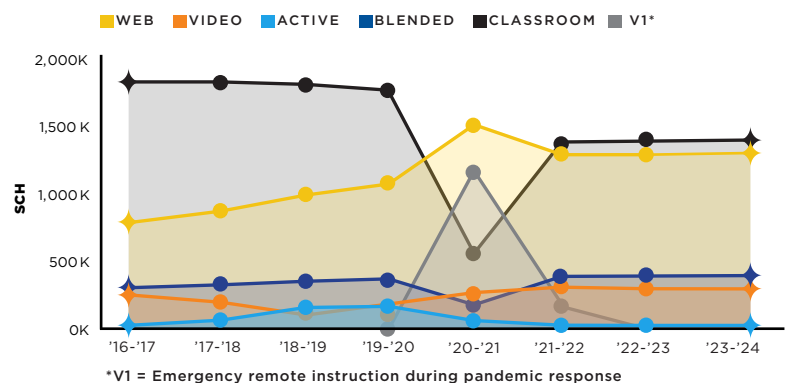
62.4%
of all graduate students

81.7%
of all undergraduate students

ONLINE EXCLUSIVE HEADCOUNT

2023-2024
14,582

2018-2019
11,846

15,000

14,000

13,900

11,500

ONLINE & BLENDED STUDENT CREDIT HOUR (SCH) GROWTH

WEB   VIDEO   ACTIVE   BLENDED   CLASSROOM   V1*

2,000K

1,500 K

1,000 K

500 K

0K

SCH

'16-'17   '17-'18   '18-'19   '19-'20   '20-'21   '21-'22   '22-'23   '23-'24

*V1 = Emergency remote instruction during pandemic response

ONLINE AND BLENDED LEARNING

59.8%
of total student credit hours were fully online or blended modalities (2023-24 Academic Year)

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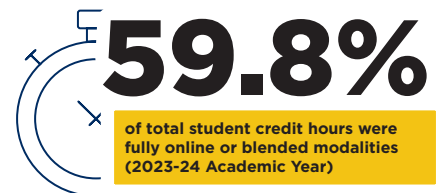
IRON TRIANGLE

to shatter the outdated convention that education must ultimately sacrifice quality.

COST

SPEED TO GRADUATION - FCS TRANSFER STUDENTS

3.3 YRS	**3.2 YRS**	**2.8 YRS**
<20% ONLINE	50% ONLINE	100% ONLINE

SPEED TO GRADUATION - MASTER STUDENTS

2.2 YRS	**2.3 YRS**	**2.4 YRS**
<20% ONLINE	50% ONLINE	100% ONLINE

QUALITY

STUDENT SUCCESS (A, B, OR C GRADE)

F2F	Mixed Mode	Limited Attendance*	Fully Online
89%	92%	83%	92%
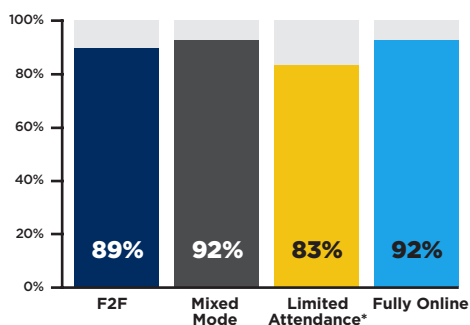
STUDENTS WHO RATE FACULTY AS EXCELLENT *AY 2023-24*

F2F	Mixed Mode	Limited Attendance*	Fully Online
56%	59%	44%	60%

STUDENT WITHDRAWAL

F2F	Mixed Mode	Limited Attendance*	Fully Online
5%	3%	7%	4%
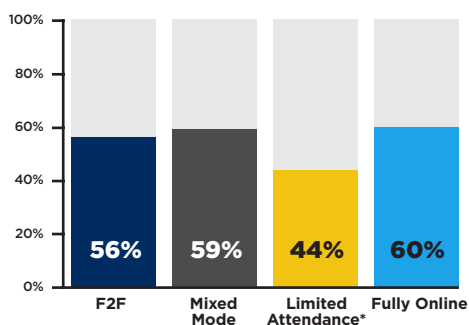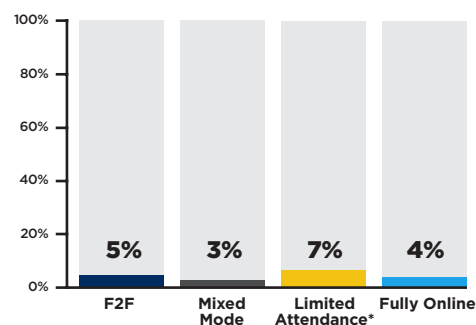
*Primarily online courses that require some in-person activities (less than 20% of instructional time)

40.8% of total student credit hours were fully online (2023-24 Academic Year)

144.6M rough estimated construction cost savings for access created by digital modalities.*

*Classroom construction only, not including labs, offices, parking, plant operations, etc.

28+YRS of strategic, intentional course and faculty development

THE CENTER FOR DISTRIBUTED LEARNING

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

KEVIN CORCORAN
Assistant Vice Provost,
Center for Distributed Learning

"The Center for Distributed Learning at UCF isn't just about online courses; it's a dynamic partnership with faculty, fostering pedagogical innovation and expanding access, ultimately empowering both educators and a diverse student body to thrive and elevating the university's reputation for forward-thinking education."
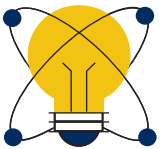
CDL DEPARTMENTS
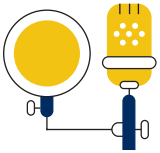
FACULTY MULTIMEDIA CENTER

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 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.
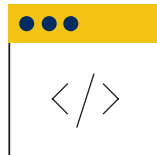
PEGASUS INNOVATION LAB

The iLab 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.

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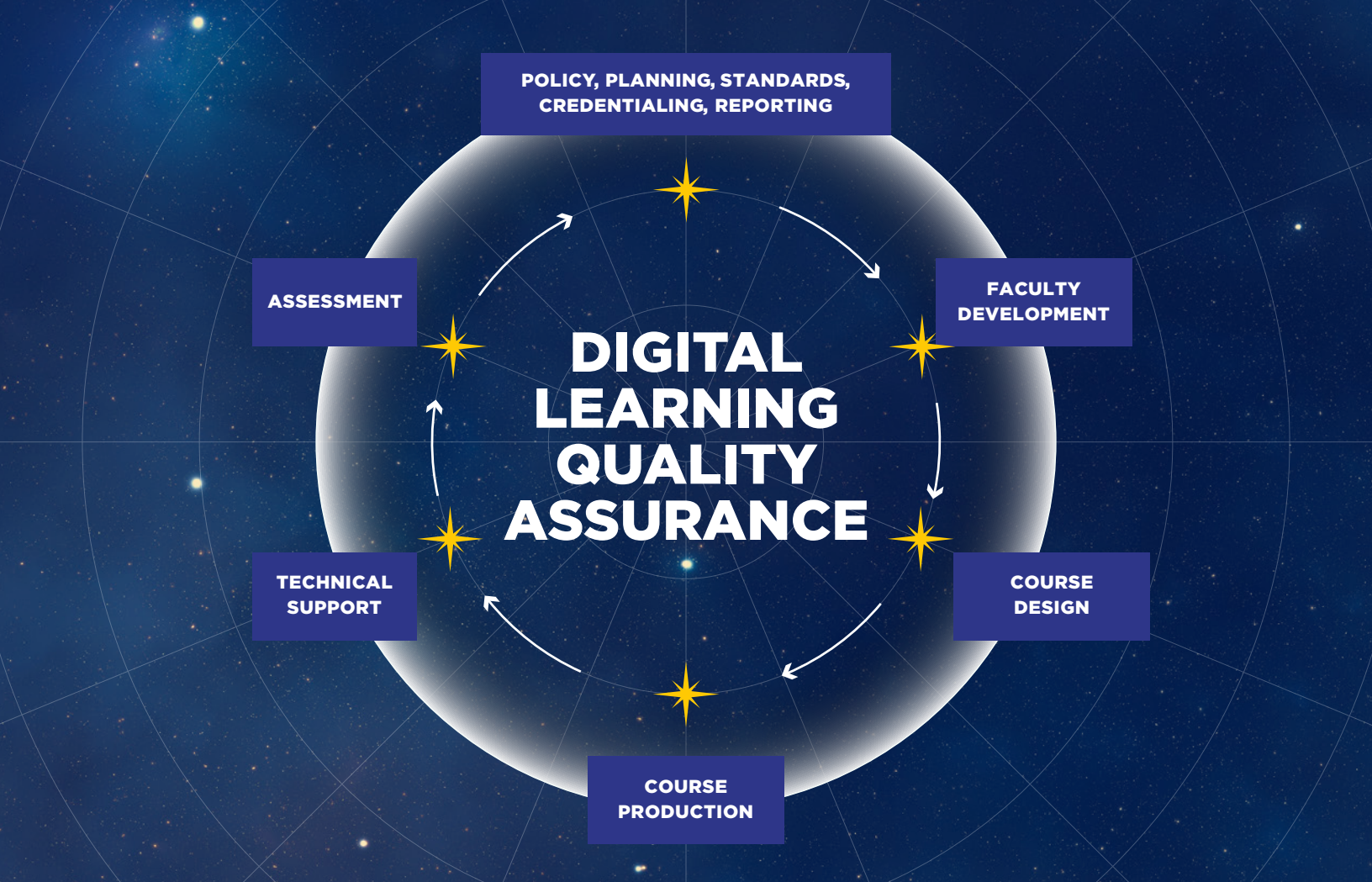
Obojobo provides a multifaceted interface capable of building, containing, and utilizing instructional components, plus a powerful analytics suite to give faculty members valuable insight.

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

- POLICY, PLANNING, STANDARDS, CREDENTIALING, REPORTING
- FACULTY DEVELOPMENT
- COURSE DESIGN
- COURSE PRODUCTION
- TECHNICAL SUPPORT
- ASSESSMENT

FACULTY DEVELOPMENT SUCCESS SINCE 1995

2,091
Faculty members have completed IDL6543, our award-winning, non-credit instructional design course
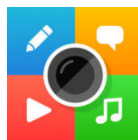
10,418
Faculty members have completed a professional development course from our broad menu

1,152
Quality and High Quality course designations since 2017

Realize it®

Realizeit is a personalized learning/adaptive learning software application that allows students to progress at their own pace.

Yellowdig
Learn together

Yellowdig is an online learning community platform that offers an innovative way for students and faculty to interact and discuss course topics.

Thinglink is an easy way to create multimedia interactive learning materials that are accessible via an integrated reading tool.

2024 CHUCK D. DZIUBAN AWARD FOR EXCELLENCE IN ONLINE TEACHING

GAIL HUMISTON, PH.D.
Lecturer in the Department of Criminal Justice, for CCJ4054 Criminal Justice Ethics

"*By collaborating with skilled instructional designers in CDL, I've been able to design a variety of active learning techniques, from simple Materia games to high-impact integrative experiences. Students benefit by connecting their learning across different subjects and real-world situations.*"

2024 BARBARA TRUMAN AWARD FOR EXCELLENCE IN BLENDED 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.*"

UCF ONLINE

Leveraging more than 28 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

130+ FULLY ONLINE PROGRAMS

Event Management (BS) • Entertainment Management (BS) • Sustainability (BA/BS) • Leadership (BA/BS)
Modeling & Simulation (MS) • Modeling & Simulation of Behavioral Certification • Electronic Parts Graduate Certification

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33
BACHELOR'S
DEGREES

49
MASTER'S
DEGREES

45
GRADUATE
CERTIFICATES

6
DOCTORAL
DEGREES

TOP 5 UNDERGRADUATE PROGRAMS:
1. Clinical Psychology, BS
2. General Psychology, BS
3. Nursing, RN - BSN
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. Engineering Management, MS
5. Public Administration, MPA

NATASHA WILLIAMS
Director UCF Online Student Coaching

"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."

2,378
UCF Online degrees
awarded by the 2023-24 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."

FLORIDA REACH *(AY 2023-2024)*

Legend:
- 500+
- 300-500
- 200-300
- 100-200
- <100
- 0
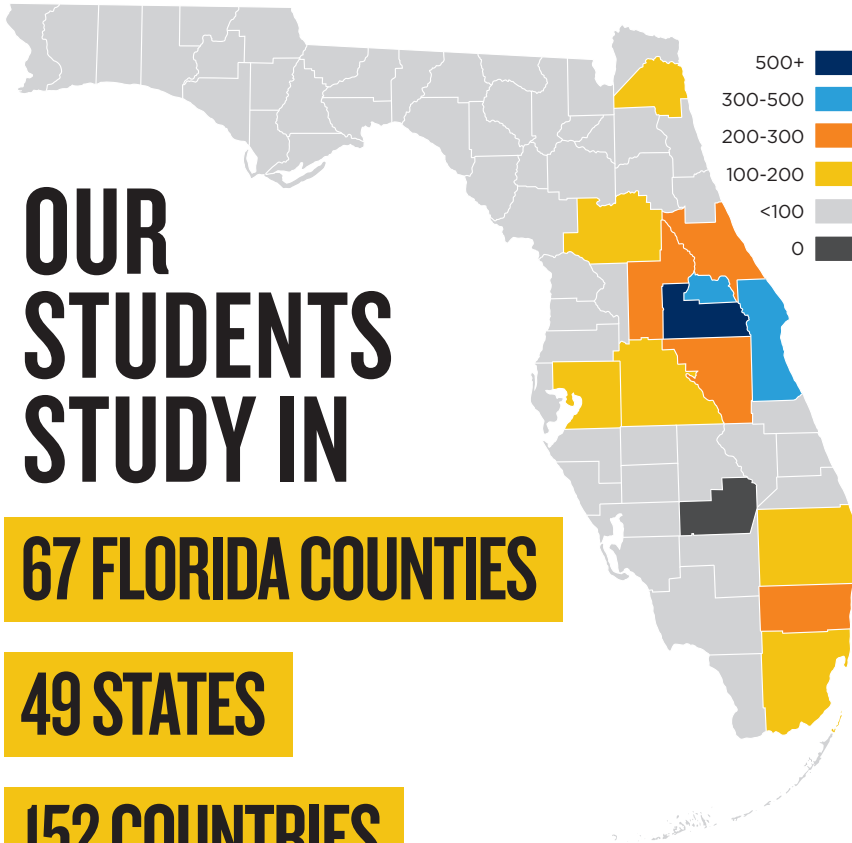
OUR STUDENTS STUDY IN

67 FLORIDA COUNTIES

49 STATES

152 COUNTRIES

$2B
Total in UCF's budget (2023-24)

$15M
Total in Digital Learning Fee Collections (2023-24)

1.76M
Total UCF Student Credit Hours (2023-24)

1.05M
OnlineStudent Credit Hours (2023-24)

BEST COLLEGES
U.S.News & WORLD REPORT
UNDERGRADUATE TEACHING
2025

BEST COLLEGES
U.S.News & WORLD REPORT
MOST INNOVATIVE
2025

BEST COLLEGES
U.S.News & WORLD REPORT
SOCIAL MOBILITY
2025

BEST COLLEGES
U.S.News & WORLD REPORT
FOR VETERANS
2025

For the sixth 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*.

UCF ONLINE CONNECT CENTER

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.*"

STUDENT SUPPORT SERVICES

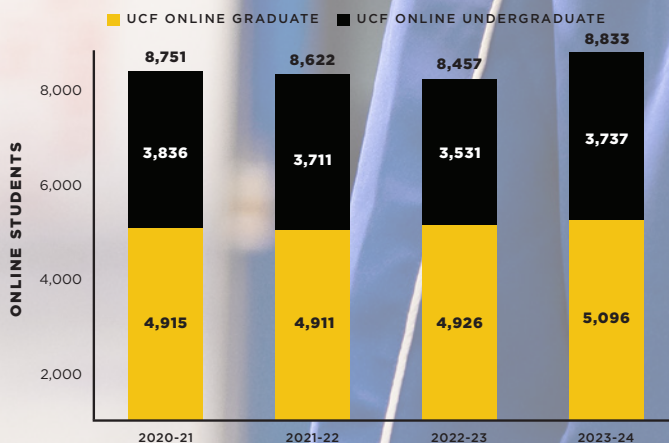| ONLINE SUCCESS COACHES | TECH SUPPORT | CAREER SUPPORT SERVICES | ACADEMIC ADVISING | FINANCIAL AID | LIBRARY SERVICES |

UCF ONLINE ENROLLMENT

■ UCF ONLINE GRADUATE ■ UCF ONLINE UNDERGRADUATE

ONLINE STUDENTS

Year	Undergraduate	Graduate	Total
2020-21	3,836	4,915	8,751
2021-22	3,711	4,911	8,622
2022-23	3,531	4,926	8,457
2023-24	3,737	5,096	8,833

UCF ONLINE STUDENT SUCCESS MEASURES

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

NON-UCF ONLINE		UCF ONLINE
90.9%	2023-24	92.1%
89.8%	2022-23	91.2%
89.0%	2021-22	91.5%
87.5%	2020-21	90.6%
87.3%	2019-20	89.7%

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

Associate Director, Student Coaching

"*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:

Miami Dade College

FIU | FLORIDA INTERNATIONAL UNIVERSITY

BROWARD COLLEGE

UNIVERSITY of SOUTH FLORIDA

RITE

At the heart of the Division of Digital Learning's mission is a commitment to advancing teaching and learning through evidence-based practices. The Research Initiative for Teaching Effectiveness (RITE) conducts empirical research to assess the impact of digital learning modalities and applications on students and faculty.

These longitudinal studies examine the effectiveness of distance learning and technology integration in higher education, providing faculty and administrators with evidence-based recommendations, and ultimately supporting UCF's commitment to pedagogical excellence and student success.

PATSY D. MOSKAL
Digital Learning Impact Evaluation Director

RITE IMPACT EVALUATIONS

DIGITAL CURRICULUM INNOVATION	Longitudinal evaluation of the impact of this DDL course redesign incentive program on student success.
INTELLIGENT COURSE SEARCH	Developed by CDL's Learning Systems & Technology Team, RITE is capturing feedback from student and faculty users each semester to help with the tool design and improvements.
YELLOWDIG	Working with instructional designers and others to capture data from faculty and student users. Also capturing analytics to examine how student engagement with this discussion tool can help them better succeed in their courses.
ACCELERATED SEMESTERS	Working with faculty and instructional designers to evaluate the impact of UCF's new 3-week Winter Intersession and 4-week Maymester semesters on student success.
SCHOLARSHIP OF TEACHING AND LEARNING RESEARCH	Support faculty across multiple disciplines on research related to improving student success in their courses.

DEEP DIVE

Longitudinal evaluation of the impact of this DDL course redesign incentive program on student success.

STUDENTS (N=677)

76%	Believe professors should teach the ethical use of GenAI
37%	Believe professors should teach how to use GenAI in courses
54%	Say they are comfortable with GenAI tools
75%	Want to know if using GenAI for coursework is allowed
80%	Believe specifics on GenAI should be included on the syllabus

FACULTY (N=79)

35%	Faculty are currently teaching the ethical use of GenAI
58%	Faculty are teaching GenAI in courses
67%	Say they are ready to use GenAI in their teaching
71%	Faculty have a formal policy on GenAI's use in course
71%	Faculty have a formal AI course policy and 62% include that on their syllabus

UCF CONTINUING EDUCATION

JULIE SHANKLE
Executive Director, Continuing Education

"Continuing Education at UCF offers innovative and accessible learning opportunities that empower our learners to achieve both professional and personal growth. We are committed to fostering a culture of lifelong learning and meeting the educational needs of our community."

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 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.

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:
- Online Master of Social Work
- Online Master of Science in Healthcare Informatics
- Online Executive Master of Health Administration
- Master of Science in Data Analytics

NON-CREDIT PROGRAMS

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

FEATURED PROGRAMS:
- UCF Professional Development Workshop Series
- Project Management Programs
- UCF Cyber Defense Professional Certificate
- Management Development Certificate Program

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 & CLIENTS INCLUDE:

UCF DIGITAL LEARNING

12351 Research Pkwy, Orlando, FL 32826
digitallearning.ucf.edu