University of Central Florida
New Student Veteran Orientation Class
Introduction

- Rationale

- Players
  - VARC Staff
  - VA’s VITAL program
  - Student Veterans of America (SVA)

- Agenda
Organizational Chart of

UCF

Dean of College

Associate Deans

Assistant Deans

Department Heads

Instructors
(Professors, Asst. Professors, Instructors)

YOU!
Organizational Chart of UCF
Organizational Chart of UCF
Military vs. Civilian life

- Differing values and priorities
- Directed vs. open decisions
- Structure
- Responsibility
- Individual vs. group
- Discipline
- Connecting with others
- Seeking help
Life as a UCF Student
Pathways to Success

What is Transfer Shock?
- Time Management
- Study Skills
- Decompress

Classroom Management
- Professor’s POV
- How to read syllabus
- Textbooks
- Class/Student Etiquette
  - Office Hours
  - Communication (Email, phone, etc.)
Transfer Shock
What is Transfer Shock?

At some point during your first semester at UCF, you may find yourself feeling overwhelmed, disoriented and exhausted.

Studies have indicated that students lose about 1/3 of a grade point in transferring.

Many transfer students, over 1000 per semester here at UCF, wind up on Academic Probation (get less than a 2.0) after just one or two semesters.
How Can you Beat Transfer Shock?

1) Manage your time
2) Study!!!!!!!!!!!!!!!!!!!!
3) Utilize ALL resources
4) **ASK for HELP**
5) Relax
6) Get involved in at least one student group, campus or department organization
7) Make an impression
Manage *Your* Time, or your *time* will manage *YOU!*
Time Management

**Informal rule** —
- 3 Hours of Studying for every 1 Credit Hour—
  12 credit hours = 36hrs of studying per week

**Develop a Personalized Study Plan**
- Prioritize—and then Re-Prioritize
- Establish routines and stick to them—helps with Procrastination
- Find out where you're wasting time
- Get in the habit of setting time limits for tasks
- Use a planner or your trusty smart phone
  - TaskTime Planner—app
- Stay ahead of projects

**Schedule some sleep**
Study Skills
Study Skills

1. Natural lighting is best but if not then a good strong bulb in your room or a bright desk lamp is essential.

2. Fresh air and oxygen to the brain helps keep you mentally alert.

3. Your work space sets the tone for the way you approach your study. Is your desk large enough?

4. The chair you use should be comfortable (but not so comfy you fall asleep) and adjustable to reduce strain on your neck and shoulders.
5. Quiet is essential for some people. Reduce distractions whenever possible or go somewhere you won’t be interrupted.

6. It is important to keep your study area uncluttered and organized. Storage is essential to help you keep your notes organized and sorted.

7. Create STUDY NOTES for each subject – using the information you have collected from multiple sources helps you to remember information—
   - re-write notes, take notes on textbooks, make charts or tables or flash cards.
Study Skills

Writing Center
- Research Writing
- Résumé and Personal Statements
- Writing for Graduate School
- Essays and Arguments

SARC
- Tutoring
- Learning Consultations
- Tutoring
- Workshops “Study Smarter, not Harder”
- Tutoring
Use ALL Resources!
Overconfidence
Ask For Help!!

"Be strong enough to stand alone, smart enough to know when you need help, and brave enough to ask for it."
Relax

Healthy Eating

RELAX
AND BE
PATIENT
Get Involved
Make an Impression

Talk to your Professors

Face to name connection is powerful

You are no longer just a number

This can lead to help when needed

You may need letters of recommendation

Personalized by someone that knows you looks very impressive

Same goes for your Advisor in Major!

schedule planning and registration issues, transient requests and facilitating transfer course evaluation, academic probation policy questions, admission to limited-access majors, and \textit{graduation}
Professor’s Point of View

- Goals
  - School
  - Personal

- Professors are people too
  - Experts
  - Grading
  - Communication
How to Read a Syllabus

The Basics (Your Roadmap!)

- Name of Instructor
- Instructor’s Office Hours
- Instructor’s Phone Number/Email Address
- Course Name and Number

Class Description

- Instructor’s emphasis on class’s most important aspects
- Manner in which instructor will cover the material

University of Central Florida
Rosen College of Hospitality Management

COURSE: HFT 2254: Lodging Operations, Section 0003
SEMESTER: Fall 2014
DATE: Monday/Wednesday
TIME: 6:00 p.m. to 7:15 p.m.
CLASSROOM: Classroom Building I (CBI) Room 103
INSTRUCTOR: Mr. Joshua R. Johnson
OFFICE: Veteran Academic Resource Center
Office 105
32781 East Plaza Drive, Orlando, FL 32816
OFFICE HOURS: Mon/Wed 5:00 p.m. to 6:00 p.m.
or by appointment
PHONE: 407.823.5874
EMAIL: Joshua.Johnson@ucf.edu

Please include name and course number in subject heading.

OBJECTIVES
This course focuses on a fascinating and challenging field of the Hospitality Industry: “Lodging Operations” with special emphasis on:

- Basics of the Front Desk/Guest Services, Reservations/Revenue Management, Housekeeping, Engineering, Loss Prevention, Sales and Marketing, Human Resources, Accounting/Controls, Food and Beverage, General Administration
- Owners’ and General Managers' business perspectives
- Lodging alternatives (Time-share, Condo-Hotel, Bed & Breakfast, Cruise ships, and non-traditional international accommodations).

TAKEAWAYS

- Review the goals and realities of various departments, job descriptions of key players and revenue and cost centers that support lodging operations.
- Absorb the perspectives of present and past lodging executives (review of articles and in-class guest speakers)
- Develop an appreciation for the complexity of operating multiple lodging businesses under one roof.
- Visit and tour a large-scale, full-service, quality hotel on-site to gain a behind-the-scenes perspective of real life in the hotel profession.
- Obtain an understanding of the various options to lodging owners and operators: franchising, independent operation, hotel, time-share/vacation ownership, condo-hotels, rooms vs. suites vs. extended stay accommodations.
- Explore the tangible and intangible aspects (high touch, high tech) of the field, which frequently determine the face of industry organizations.
- Analyze the challenges of developing a business plan and opening a new hotel.

FORMAT

Lectures, class-discussions, guest speakers, and online research.
Class Description Example

“This course is designed to promote an appreciation of music and the habit of intelligent listening. The course will approach music through its basic elements found in representative selections from the various periods of music history. Listening experiences will be given through recordings, films, concerts and in-class [demonstrations].”

Interpreting Class Description

- **Music History**
  - What is “intelligent listening”?
  - What does “concerts” mean?

- **Introduction to Child Psychology**
  - Development of behavior from conception to adolescence
  - Development of behavior is understandable (possible always predictable)
  - Methods of science provides with best source of verifiable information about the factors that influence

- Put the description into your own words.
How to Read a Syllabus

Textbooks and Supplies
Books and materials required for the class
May direct student where to purchase these materials
Some English classes require a three-ring binder

Calendar
Specific calendar with all major assignments, tests, quizzes, and papers listed by date
Broad overview calendar with all major assignments listed by week
Grades

- How you will be evaluated/graded throughout the course
- List of assignments & how many points each is worth
- List of major assignment categories with percentage values

Attendance

- How attendance will affect your class participation grade (credit or penalty)
- Attendance policies will vary by class and instructor
- UCF has no uniform attendance policy!
- No automatic class drop for failure to attend
How to Read a Syllabus

Odds and Ends

Classroom Behavior
ADA Accommodations
Academic Integrity Policies

Information provided is subject to change!
How to read a Textbook

Textbooks are a journey, not a destination.

Textbooks should be like a good movie, you should enjoy them and not just feel obliged to endure them.

This is how I have taught students to read textbooks, and how I read them:
How to read a Textbook

Preface (First Edition)

This book is designed to provide beginning graduate students and advanced undergraduates with a rigorous and accessible foundation in the principles of probability and mathematical statistics underlying statistical inference in the fields of business and economics. The book assumes no prior knowledge of probability or statistics and effectively builds the subject “from the ground up.” Students who complete their studies of the topics in this text will have acquired the necessary background to achieve a mature and enduring understanding of statistical and econometric methods of inference and will be well equipped to read and comprehend graduate-level econometrics texts. Additionally, this text serves as an effective bridge to a more advanced study of both mathematical statistics and econometric theory and methods. The book will also be of interest to researchers who desire a decidedly business and economic-based treatment of the subject in terms of its topics, depth, breadth, examples, and problems.

Without the unifying foundations that come with training in probability and mathematical statistics, students in statistics and econometrics classes too often perceive the subject matter as a potpourri of formulae and techniques applied to a collection of special cases. The details of the cases and their solutions quickly fade for those who do not understand the reasons for using the procedures they attempt to apply. Many institutions now recognize the need for a more rigorous study of probability and mathematical statistics principles in order to prepare students for a higher-level, longer-lasting understanding of the statistical techniques employed in the fields of business and economics. Furthermore, quantitative analysis in these fields has progressed to the point where
How to read a Textbook

First read the Opening Paragraphs (introduces what will be taught in throughout chapter) and then the Summary pages (will summarize what was taught).
How to read a Textbook
First read the Opening Paragraphs
and then the Summary pages
How to read a Textbook

Now, Read & Underline words in **BOLD** and the Important terms.
How to read a Textbook

Now . . . get comfortable

Like the Material?
Read for about 15 – 20 minutes at a time

Don’t Like the Material?
Read for 7 – 10 minutes at a time
How to read a Textbook

When it goes from this . . .

EXECUTIVE SUMMARY

Section headings should be meaningful to your audience, not just single words.

<table>
<thead>
<tr>
<th>Information</th>
<th>Research</th>
<th>Proposals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>Position</td>
<td></td>
</tr>
<tr>
<td>Method</td>
<td>Problem</td>
<td></td>
</tr>
<tr>
<td>Results</td>
<td>Possibilities</td>
<td></td>
</tr>
<tr>
<td>Conclusion/Discussion</td>
<td>Proposal</td>
<td></td>
</tr>
</tbody>
</table>

- **Executive summaries**
  A summary of the report can be included at the start, this should be no more than 5% of the report length. It should be in the same order as the report and should only include material that is in the main report.

- **Organizing the report**
  To make things easy for people to remember, have white space, give no more than 4 ideas at once and people tend to remember starts, ends and anything unusual.

- **Layout style**
  The recommended font style is sans serif (straight) and 12 point. People are advised to use the style formatting capabilities of their software as it makes both consistency of style and generation of contents pages easier. There are also additional materials on grammar and diagrams on www.UoLearn.com.

- **Editing reports**
  Editing is about checking that the content matches the original objective and making the report as concise and easy to read as possible.

- **Proofreading**
  Proofreading is about looking for errors such as grammar and spelling mistakes. It should not involve changes to the content.

- **Printing and distribution**
  Time needs to be left before the deadline to make sure that the printers can finish the printing. A distribution list should be made to ensure everyone who needs one gets a copy.
How to read a Textbook

To seeing black squiggly lines on white paper...

Stop!!!
How to read a Textbook

You’ve finished the chapter!

Answer the questions at the end of the chapter.

End of Chapter 9 Questions and Answers

1. Explain alternative names for win-lose negotiation. What are the presumptions inherent in this approach?

   Answer: Win-lose negotiation can also be called “military negotiation” or “power negotiation” This approach is based on the following premises:
   1) Current deal is the most important and the only one to concentrate at present, Long-term considerations are not emphasized.
   2) The opponent is an adversary and domination (market control) is necessary.

2. What are the assumptions within the win-win approach? What are alternative names? How can this approach backfire?

   Answer: The win-win approach to negotiation is also known as “principled negotiation”, “ally approach”, “mutual gains approach” and “cooperative method”.
   Assumptions made while using this approach are:
   1) Future deals are as important or even more important than the current deal.
   2) Each party is “logical” as defined by objective thinking patterns.
   3) Interest-based bargaining is given preference over positional bargaining.

3. Which approach will most people use when they buy a car? Why does this make sense?

   Answer: Most people will use the “competitive approach” when they buy a car. The buyer knows what model and features of car he wants to purchase and the only issue that needs to be negotiated is price. The seller does not see same buyer purchasing cars in the near future (unless it is a corporate repeat account) and hence is not bothered that much about future deals. Hence the negotiation will often be “adversarial”.

4. Explain some symptoms of confident negotiators?

   Answer: Confident and self assured negotiators may demonstrate some of the following symptoms:
   1) firm hand shake
   2) direct eye contact
   3) hands together in back while standing
   4) hands together in front, elbows bent,
   5) with fingers pressed together at the tips
   6) standing straight
   7) patient and even voice tone
   8) little unnecessary movement
How to read a Textbook

You’ve finished the chapter!

Will this take longer to do than if you use plow through the pages of the chapter . . . Yes.

But at the end you should be like this:

And not like this:
Types of classes offered at UCF

Face To Face Instruction — These courses have required classroom attendance and meet on a regularly scheduled basis. Students may encounter internet and/or computer requirements in these classes.

World Wide Web — courses conducted via web-based instruction and collaboration. Some courses may require minimal campus attendance or in-person/proctored examinations.
Types of classes offered at UCF Video Streaming
Video Streaming/
Reduced Seat Time

Mixed Mode/
Reduced Seat Time
Using your Benefits at UCF

- Certify your hours every semester you want to get paid
- Two-step certification process
- Take advantage of priority registration
- Tuition and Fee deferral
- Waivers — Purple Heart, Out of State
- Withdrawal — you are paid for the days you are in class
Common Issues and Solutions

- **Issue** – Late payment, no book stipend
  - **Solution** – Certify early!

- **Issue** – Reduced BAH
  - **Solution** – Pay attention to your courses and course delivery mode!

- **Issue** – I have other financial aid, why don’t I have my refund yet?
  - **Solution** – Certify early!

- **Issue** – I want to make sure I have enough entitlement to finish my degree
  - **Solution** – Pay attention to VA correspondence, work with VARC staff
Benefits Don’t Cover It All

- There are many job opportunities available for vets
  - Peer mentors
  - Work study
  - Full or part time employment
  - UCF hosted veteran job fairs
  - Corporate networking
Benefits Don’t Cover It All

- Seek further scholarships (it’s basically free money)
  - Write short essays (1-2 pages)
  - Prove community services
    - Volunteer with The Mission Continues
    - Some SVA activities
- Many available to Veterans only!!
Resources

- Veterans Integration To Academic Leadership (V.I.T.A.L)
- UCF Counseling and Psychological Services (C.A.P.S)
- UCF CARES
- UCF Student Accommodation Services (S.A.S)
- UCF Student Organizations
  - Student Veterans of America (UCF Chapter)
  - Volunteer UCF
  - Office of Student Involvement
- Veterans Academic Resource Center (VARC)
- Mission United (United Way)
Veterans Integration To Academic Leadership (V.I.T.A.L.)

Dr. Bryan Batien – V.I.T.A.L. Program Coordinator

Services
- Counseling/Psychotherapy
- Help with SAS
- Veterans Benefits
- Enrollment in VA hospital
- Assistance navigating VA hospital/issues
Counseling Services

- Counseling and Psychological Services (C.A.P.S)
  - Initial Assessments
  - Individual and Group Counseling
  - Crisis Counseling
  - Life Coaching
  - Therapist Assisted Online (TAO) – Web based Anxiety Assistance

- Marriage and Family Research Institute (MFRI)
  - Research & evaluation to understand couple, marriage, & families
  - Facilitate & support scholarly activity & graduate students

- Community Counseling & Research Clinic
Student Accessibility Services

Lorine Cisch-Taylor – VARC Accessibility Coordinator

Academic accommodations for UCF Students
- Extended Time
- Light Scribe Pens
- Quiet Testing Space
- Note Takers
Student Organizations

- Student Veterans of America (SVA)
  - Brittany Gay, President
  - Dr. Aaron Smith, Faculty Advisor
  - Joshua “JJ” Johnson, Staff Advisor

- UCF Student Government

- Volunteer UCF

- Office of Student Involvement
  - Academic Related Groups
  - Social Related Groups

- Greek Life
Veterans Academic Resource Center (VARC)

Paul Viau, Director & Associate Registrar

V.A. Certification Team
- Bethany Glassbrenner, Assistant Registrar
- Lena Huntsman, Program Assistant
- Danielle Frazier, Office Manager
  - Veteran Work-study Students (VAWS)

Student Services Team
- Lorine Cisch-Taylor, Academic & Career Advisor
  - Transfer & Transition Advising
  - Accommodations
  - Career Counseling & Employer Relations
- Joshua “JJ” Johnson, Program Coordinator
  - Community & University Outreach
  - Veteran Peer Mentors
Questions?