

A little over a year ago when we launched the first communique “From the Dean’s Desk” we talked about some of the wonderful people that contribute to the culture of hospitality here at Rosen College. Going forward, starting with this communique, our 23rd, we will sharpen the focus on our people and our programs and how they contribute to student success and the overall mission, vision and goals of the college. This issue of “From the Dean’s Desk” looks at Student Engagement.

At Rosen College we have a dedicated team of advisors to help our students plan their academic years. The Student Services advising team is led by Ms. Lori Safford. She has dedicated 26 years to serving UCF and has been with Rosen College since its inception as a stand-alone college 15 years ago. She is also an adjunct faculty member at the college teaching a communications class. In her current role, Lori is primarily responsible for policy development, student success and service delivery.

“Providing World Class Service” is Lori’s motto and she feels everything should be done with suavity and class. She learned these important attributes from her mother who is a retired educator. Her fondest memories are playing school in her mother’s classroom. Back then, teachers dressed liked a business professional, operating with style and grace. They were the true role models in the African American community and she is proud to follow in her mother’s footsteps by supporting our students in achieving their educational goals.

Our advising team strongly believes the success of the Office of Student Services is in direct correlation to the dynamic advising team. They know that our students are our most cherished investment and treat them with impeccable hands on service. The 10-person Student Services team prides themselves in constantly creating innovative programming that support engagement and initiatives to enhance degree completion. The newest programming initiatives are the [I.W.I.L.L. Legacy](#) initiative to foster engagement among our FTIC student population and the [Pineapple Podcast](#) to engage our students through streaming meaningful dialogue relevant to student success.

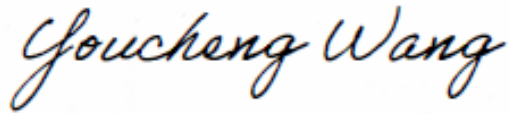
Our advisors and administrative staff, not only work with students to set course schedules, they mentor, formally through the Peer Outreach Mentoring Program (POMP) and the Rosen College Leadership Council (RCLC) and informally through one-on-one meetings face-to-face and over the phone. They know all 3000+ students at Rosen College and provide counsel for each individual to help them find the path to academic success that works for their learning style, their lifestyle and work schedule. They utilize tools such as [Pegasus Path](#) and [myScheduleBuilder](#). They encourage students who may be struggling in a subject to check out the [Knights Academic Resource Services](#) for tutoring in several subjects and help in developing college-level study skills.



The best advice Lori has ever received is from her 4th grade teacher, Mr. Morgan who said "Respect matters, your attitude will determine your altitude." This has always resonated with her as she strives to be respectful to others, especially those in positions of authority, remains positive and treats others with kindness. She believes you will always remember how a person makes you feel and everyone should be treated as if they are valued. Her advice, "A smile and greeting goes a long way, even if it's a nod."

Having people like Lori as a part of our college family holds fast to our goals of engaging strong advocates for higher education, who are committed to quality, integrity and upholding the mission of the university and Rosen College of Hospitality Management.

Charge On!



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