

WELCOME BACK TO **UCF DOWNTOWN**

Dear Downtown Faculty and Staff,

As we return to campus, this Fall is particularly special as we approach the 5-year anniversary of our campus—a milestone that would not have been possible without your dedication and hard work. Thank you for being an integral part of UCF Downtown.

Over the past five years, we have grown from a vision into an innovative campus where dreams are supported and futures are launched. Whether through teaching, research, service, or administration, each of you has played a vital role in making our campus an outstanding place to work and learn.

As we continue to move our campus forward, I know you will inspire and empower our students, colleagues, and community. Our mission to help people unleash their potential remains at the forefront of all we do, and I have no doubt that together, we will continue to go far in the years to come.

Thank you for your dedication, passion, and contributions to our success.

Remember, I and my team are always here to support you. Please don't hesitate to reach out if you have any questions or concerns.



Ross Wolf, Ed.D., M.P.A.

Professor and Associate Provost for UCF Downtown



CAMPUS DIRECTORY

Campus Address

**500 W. Livingston St.
Orlando, FL 32801**

Safety and Security

Police/Fire/Emergency 911

Non-Emergency Police (407) 823-5555

Safety escorts provide a walking companion to your car or other spot on campus. Request one by calling (407) 823-5555.

UCF Police patrol the campus 24/7 and offers self-defense classes and property registration. All buildings on campus have daytime security or guest services personnel. After hours, campus buildings utilize secured access-entry technology and a valid UCF Card or Valencia Downtown card is needed to gain access to buildings.

Parking Services

(407) 235-3650

Location

DPAC 151

Office Hours

Monday - Thursday 9 AM - 4 PM

Friday 10 AM - 3 PM

Express Shuttle Hours

Monday - Thursday 6:30 AM - 10:30 PM

Friday 6:30 AM - 8:30 PM

View the full schedule on the [UCF Mobile app](#)

Students, faculty and staff are required to have a UCF virtual parking permit to park at UCF Downtown. Virtual permits may be purchased online and are valid in UCF garages. **Permits are not valid for on-street or City of Orlando parking lots and garages.** Parking Services also offers parking assistance for [special events](#).

Faculty and Staff Parking

The Parramore Garage (PG1) serves faculty and staff with “B” (red) and “C” (blue) parking permits. The Amelia I Parking Garage (PG3) is the secondary parking lot for “B” and “C” parking permits.

UCF Parramore Garage

323 N. Parramore Avenue

UCF Amelia I Garage

441 Ronald Blocker Avenue

Guest Parking

There are several guest and visitor parking options available on campus and within the Creative Village. Guests may park on the first floor of the Parramore Garage by purchasing a virtual daily permit. Hourly parking is available along Livingston Street or in a parking lot adjacent to the Marriott Hotel.

For details about on-street and metered parking around campus, visit ucf.edu/downtown/transportation.

Card Services

(407) 235-3655

Location

DPAC 151

The UCF Card is required to gain access to certain areas of buildings and for access to campus after hours.



CAMPUS DIRECTORY

Campus Store

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|----------|--|
| Location | DPAC 151 |
| Hours | Monday - Thursday 9 AM - 4 PM Friday 10 AM - 3 PM |

The campus store, operated by UCF Business Services, offers course materials, school supplies, and school memorabilia. The campus store includes textbook pickup for online orders. For details, visit ucf.edu/downtown/experience/#Store.

IT and Classroom Support

(407) 823-5117

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|-------------------------|---|
| Location | DPAC 250 |
| IT Hours | Monday - Thursday 8 AM - 5 PM Friday 8 AM - 4 PM |
| Classroom Support Hours | Monday - Thursday 7 AM - 7 PM Friday 7 AM - 6 PM |

Computer or classroom support can be requested by calling the IT Support Center or by submitting a request through ServiceNow at ucf.service-now.com/ucfit. IT support is also available by emailing itsupport@ucf.edu. For walk up technology support, visit the IT desk, where technology lending is also available to students.

Campus WiFi

Fast and convenient WiFi is available at the downtown campus. Select **DTCampus** under your device's WiFi settings and log in using your NID and NID password. For help, visit ucf.edu/downtown/campus/#WiFi.

Facilities Operations

(407) 823-5223

From malfunctioning air conditioning to broken locks and pests, Facilities Operations is here to ensure campus operations run smoothly. If you encounter a problem, please submit a work request, which can be completed online at ucfready.assetworks.cloud/ready3 or email WCC@ucf.edu or called into the work control number listed above.

Copier Services

(407) 823-5072

Having trouble with your device or running low on supplies? Submit a ticket or order supplies online through UCF Copier Services at copiers.busserv.ucf.edu.

Dining

Hundreds of restaurants are located within a short distance of UCF Downtown, but the campus also includes several dining options. Subway, Dunkin' and others are located on the first floor of UnionWest at Creative Village. Visit ucf.edu/downtown/experience/#dining for more details.



CAMPUS DIRECTORY

Recreation and Wellness Center

(407) 235-3830

Location

UWCV 246

New UCF employees receive a one month free membership voucher for the RWC with their new employee orientation packet. Employees then have an opportunity to [buy a membership](#) to the Recreation and Wellness Center @ Downtown. There are different memberships available. Please contact RWC for rates and details.

Addition Financial

(407) 896-9411

Location

UWCV, First Floor

Addition Financial's downtown campus branch offers specialized student-checking accounts, debit cards and an on-site ATM. For additional information, visit additionfi.com.

Reserving Space On Campus

DTscheduling@ucf.edu

UCF Downtown provides access to campus spaces for students, staff, faculty, alumni and the community. Our campus features modern facilities and state-of-the-art technology throughout campus classrooms, meeting space and large event rooms. Most rooms offer a variety of setups with comfortable furniture and presentation equipment for meetings of all sizes.

Current students, faculty and staff can reserve **group study rooms** for same-day scheduling using a touch panel outside of each room. **Meeting rooms** may also be reserved by current students, faculty and staff by sending a calendar appointment to the room number (Ex: DPAC-451@ucf.edu) through Microsoft Outlook. **Classrooms and Specialty Meeting Spaces** are available to students, faculty, staff, community members, businesses and organizations, and must be scheduled in advance through the [Special Request Form](#).

For additional details on how to reserve space at UCF Downtown, please visit: ucf.edu/downtown/campus/#Reservations.

Marketing On Campus

UCF Downtown offers supplemental marketing tools to help reach downtown students, faculty and staff. These include social media coverage, advertisements on campus monitors, special-event signage, print advertising and more. For details, visit ucf.edu/downtown/employees/#Marketing.

Childcare

UCF Downtown does not have an on-campus preschool or daycare, however a list of downtown children options are available on our website: ucf.edu/downtown/employees/#childcare.

In addition, [HealthAdvocate](#), UCF's Employee Assistance Program, is free to all faculty, A&P and USPS staff, and their dependents, including children and parents. HealthAdvocate's Work/Life specialists can help locate childcare and eldercare resources in your area and provide availability and rates.

There is also a self-search tool on the HealthAdvocate member website where employees can search for childcare and eldercare providers on their own.

Updated: August 2024. Questions? Email ucfdowntown@ucf.edu



DR. PHILLIPS ACADEMIC COMMONS DIRECTORY

ADDRESS **528 W. Livingston St.** **SECURITY** **(407) 235-3700**
Orlando, FL 32801 Location East Wing Lobby

SERVICES

Campus Store & Card Services DPAC 151
 (407) 235-3650

The campus store provides textbooks, online order pick-ups, notebooks, school supplies and other UCF merchandise. Visit ucf.edu/downtown/experience/#Store for daily hours. Card Services provides downtown campus IDs, necessary to access certain areas of campus after hours.

Faculty Center & Hoteling Suite DPAC 261

The center hosts workshops and faculty development cohorts on a range of issues related to teaching and learning. Additionally, a staff member is available for individual consultations. There is also hoteling space available for faculty on a drop-in basis.

Library DPAC 265
 (407) 235-3720

The library provides services including checkout of books, DVDs, and course reserves; access to electronic databases, books, journals and videos; printing, copying, and scanning; research assistance, borrowing from other libraries via Interlibrary Loan, and Library instruction. Visit library.ucf.edu/hours for daily hours.

Learning Support Center DPAC 330
 (407) 235-3725

The LSC provides face-to-face, drop-in and online

tutoring services to all enrolled students, and short-term check-out of various electronic devices such as laptops, iPads, calculators, writing tablets, and more.

IT and Classroom Support DPAC 274
 (407) 823-5117

Computer or classroom support can be requested by calling the IT Support Center or by submitting a request through ServiceNow at ucf.service-now.com/ucfit.

Student Academic Resource Center DPAC 330
 (407) 823-5130

SARC provides both group and one-on-one tutoring for select upper division courses in digital media and legal studies at the LSC. For details, visit academicsuccess.ucf.edu/sarc.

Tech Lending DPAC 250
 (407) 823-5117

Tech Lending allows students to check out laptops, cameras, cables, power adapters, iPads and more.

Writing Center DPAC 330K
 (407) 235-3730

The Writing Center helps students with all aspects of writing including brainstorming ideas, outlining papers, formulating a thesis statement, and providing guidance on grammar, punctuation, style and formatting.

ACADEMIC OFFICES

College of Community Innovation and Education Dean's Office DPAC 302
 (407) 823-2835

Center for Public & Nonprofit Management DPAC 440
 (407) 823-2604

Legal Studies DPAC 430
 (407) 823-1670

School of Global Health Management and Informatics DPAC 401
 (407) 823-2359

Office of Graduate Programs, College of Business DPAC 304
 (407) 235-3917

School of Public Administration DPAC 446
 (407) 823-2604

Office of the Associate Provost DPAC 302
 (407) 823-1192 or (407) 823-3573

Valencia General Education DPAC 340
 (407) 582-3521



COMMUNICATION AND MEDIA BUILDING DIRECTORY

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|----------------|--|-----------------------------|--------------------------------|
| ADDRESS | 500 W. Livingston St. Orlando, FL 32801 | SECURITY Location | (407) 235-3600 Lobby |
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SERVICES

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| Nicholson School of Communication and Media's Maker Space gaimMakerSpace@ucf.edu | CMB 178 |
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| NSCM Academic Success Coaching (407) 823-2681 | CMB 168 |
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| Studio 500 <i>Motion Capture Studio and Sound Stage</i> (407) 235-3616 | CMB 115 |
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ACADEMIC OFFICES

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| Communication (407) 823-6100 | CMB 168 |
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| Center for Research and Education in Arts, Technology, and Entertainment (CREATE) (407) 235-3603 | CMB 122 |
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| Florida Interactive Entertainment Academy (FIEA) (407) 235-3580 | CMB 115 |
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| Games and Interactive Media (407) 823-6100 | CMB 168 |
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| Nicholson School of Communication and Media Director's Suite (407) 823-1711 | CMB 200 |
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UNIONWEST AT CREATIVE VILLAGE

DIRECTORY

ADDRESS

**601 W. Livingston St.
Orlando, FL 32801**

SECURITY
Location

(407) 235-3800
Lobby

SERVICES

CCIE Academic Success Coaching

UWCV 200

(407) 823-3723

First Stop Student Services

UWCV 105

(407) 235-3810

Offices include admissions, financial aid, registration, orientation and general advising.

Reflection Room

UWCV 314

Open to members of all faiths, this space is for silent meditation and reflection. Ablution stations are connected to the Reflection Room.

Student Success and Engagement

UWCV 200

(407) 235-3820

Offices include CCIE and NSCM Academic Success Coaching, Career Services, First Year Experience, campus activities, student organizations, Integrative Academic Center for Engagement, International Student Services, and Ginsburg Center for Inclusion and Community Engagement.

Testing and Accessibility Services

UWCV 210

(407) 235-3825

UCF

Valencia College

(407) 823-2371

(407) 582-1523

This shared office provides accessibility services, testing accommodations, standardized testing and make-up testing for students on the downtown campus.

UnionWest Student Living

UWCV 600

(407) 214-2277

UCF Student Conduct

(407) 235-3835

Well-Being

Counseling and Psychological Services UWCV 245

(407) 823-2811

Recreation and Wellness Center

UWCV 246

(407) 235-3830

Student Health Services

UWCV 245

(407) 823-2701

Wellness and Health

UWCV 246

Promotion Services

(407) 235-3830

UCF is committed to the health and wellness of its students, faculty and staff. The downtown campus offers a variety of health and wellness services and programs, including primary healthcare, mental health counseling, stress reduction, fitness, nutrition and sexual health.

ACADEMIC OFFICES

Valencia College School of Culinary Arts and Hospitality

UWCV 415

(407) 582-1707



MAIL & DELIVERY SERVICES

All incoming postal mail (letters, magazines, newspapers, etc.) is delivered to the Facilities Operations Warehouse on the first floor of the Parramore Parking Garage. The Facilities Operations team delivers it to recipients as long as a recipient is listed on the letter or package. Letters and packages without a specific address or suite number will be held in the Facilities Operations Warehouse and can be picked up between 8 a.m. and 1 p.m. Monday through Friday.

FOR POSTAL MAIL SERVICES (LETTERS, MAGAZINES, NEWSPAPERS, ETC.) OR INTERCAMPUS MAIL, it is important to include the following information: your name, department name, P.O. Box number / ZIP+4. Note that letters with this address style will go to main campus before being delivered to downtown.

Examples:

Jane Doe
Department of Legal Studies
P.O. Box 161602
Orlando, FL 32816

Jane Doe
Department of Legal Studies
4000 Central Florida Blvd.
Orlando, FL 32816-1602

FOR PACKAGE DELIVERY SERVICES SUCH AS AMAZON, FEDEX AND UPS, these packages are delivered directly to departmental suites and **do not** go through Facilities. To ensure delivery to your office suite, please include the following information: your name, department name, physical building address, and suite number.

***Do not include your ZIP+4 for package delivery.**

Example:

Jane Doe
Department of Legal Studies
528 W. Livingston Street, Suite 430
Orlando, FL 32801

| Building Name | Physical Address |
|---------------------------------------|---|
| Communication and Media Building | 500 W. Livingston Street Orlando, FL 32801 |
| Dr. Phillips Academic Commons | 528 W. Livingston Street Orlando, FL 32801 |
| Flying Horse Editions | 380 W. Amelia Street Orlando, FL 32801 |
| UCF Police Department | 398 W. Amelia Street Orlando, FL 32801 |
| UCF Downtown Central Energy Plant | 304 N. Terry Avenue Orlando, FL 32801 |
| UCF Downtown Parramore Parking Garage | 323 N. Parramore Avenue Orlando, FL 32801 |
| UnionWest at Creative Village | 601 W. Livingston Street Orlando, FL 32801 |



MAIL & DELIVERY SERVICES

FOR OUTGOING POSTAL OR INTERCAMPUS MAIL, Facilities Operations will pick up outgoing and intercampus mail from the front desk of each suite.

DEPARTMENTAL SUITE ASSIGNMENTS

| Department or Unit | Building | Suite | P.O. Box | ZIP+4 |
|--|----------|-------|----------|-------|
| CCIE Dean's Office | DPAC | 302 | 161200 | 1200 |
| Communication | CMB | 168 | 161444 | 1444 |
| CREATE | CMB | 122 | 163124 | 3124 |
| Faculty Development | DPAC | 261 | 162100 | 2100 |
| First Stop Student Services | UW | 105 | 163985 | 3985 |
| Florida Interactive Entertainment Academy | CMB | 115 | 163123 | 3123 |
| Flying Horse Editions | PG3 | | 161380 | 1380 |
| Games and Interactive Media | CMB | 168 | 1636121 | 3121 |
| Legal Studies | DPAC | 430 | 161602 | 1602 |
| Library, Downtown Campus | DPAC | 257 | 162240 | 2240 |
| Nicholson School of Communication and Media Administration | CMB | 200 | 161344 | 1344 |
| Office of Graduate Programs, College of Business | DPAC | 304 | 161404 | 1404 |
| School of Global Health Management and Informatics | DPAC | 401 | 162225 | 2225 |
| School of Public Administration | DPAC | 446 | 161395 | 1395 |
| Student Success and Engagement; Well-Being | UW | 200 | 163995 | 3995 |
| Technical Services, Downtown (IT, OIR) | DPAC | 274 | 162550 | 2550 |
| UCF Downtown Office of the Associate Provost | DPAC | 302 | 160350 | 0350 |
| UCF Police Downtown | PG3 | | 163890 | 3890 |