



2017 IMPACT REPORT



Professional &
Continuing Studies

pcs.udel.edu

Fulfilling the University of Delaware's vision through professional education, continuing studies and lifelong learning.

The University of Delaware's Division of Professional and Continuing Studies (UD PCS) provides educational opportunities for anyone seeking to begin or complete their college career, enhance their professional skills or enrich their personal life. UD PCS also provides customized training and educational services to area businesses, organizations and professional associations.

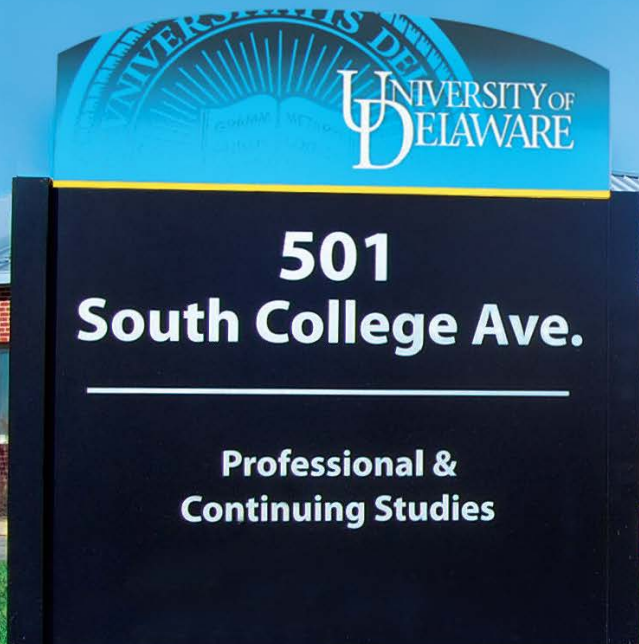
As the adult and nontraditional learners portal to the University of Delaware, UD PCS impacts nearly 17,000 learners each year through UD credit courses and degree offerings, professional development courses, certificate programs, specialized conferences, workshops and lifelong learning member cooperatives throughout the state.

Through UD PCS, the University of Delaware extends its vast resources, research, technology and knowledge to the community, the region and the world and fulfills the University of Delaware's vision of:

- **Enhancing the success of our students**
- **Building an environment of inclusive excellence**
- **Investing in our intellectual and physical capital**
- **Strengthening interdisciplinary and global programs**
- **Fostering a spirit of innovation and entrepreneurship**

"UD PCS is committed to the success of each learner, and values our contribution to fulfilling their aspirations."

— Dr. Jim Broomall, Associate Vice Provost



In 2017, UD PCS impacted **16,910** learners.

11,175
CREDIT STUDENTS

2,001
NONCREDIT STUDENTS

3,734
OSHER LIFELONG LEARNING
MEMBERS

Credit, noncredit, and Osher enrollments

3,174 CREDIT, CONTINUING EDUCATION, AND
NONMATRICULATED STUDENTS

7,720 UD ONLINE STUDENTS

281 DUAL ENROLLMENT STUDENTS



2,736

OSHER LIFELONG LEARNING
MEMBERS IN WILMINGTON

237

OSHER LIFELONG LEARNING
MEMBERS IN DOVER

236 

ORGANIZATIONAL LEARNING/
CUSTOMIZED EDUCATION

895



PROFESSIONAL
DEVELOPMENT/
NONCREDIT
PROGRAMS

761

OSHER LIFELONG LEARNING
MEMBERS IN LEWES/OCEAN VIEW



744
CONFERENCES

126

GOVERNOR'S SCHOOL
FOR EXCELLENCE



Enhancing the success of our students

Extending the University of Delaware's reach beyond traditional, full-time undergraduate students and graduate students, **UD PCS engages learners from age 4 to 94 (and beyond)** Offering various types of education programs to **elementary, middle and high school students, adults 55 years old and older, and everyone in between**, UD PCS is proud to be the nontraditional learners' portal to the University of Delaware

Focused on providing education opportunities that provide long-lasting value, UD PCS is keenly interested in enhancing the success of students To help learners succeed both inside and outside the classroom, UD PCS offers reading skills programs, test preparation programs, and academic advisement and career exploration services

Reading Skills Programs

As reading is a lifelong skill that directly impacts academic success, UD PCS offers grade-appropriate reading skills programs designed and taught by instructors from the Institute of Reading Development Recognizing that learners' needs evolve, UD PCS also offers speed reading and study skills programs to more advanced readers, including college students, business professionals, and retirees

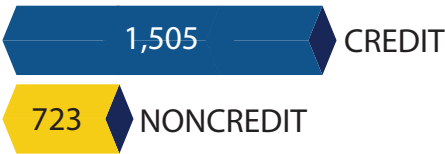
ACCESS counselors are available to guide students through their educational journey and help them meet their educational goals.

Test Preparation Programs

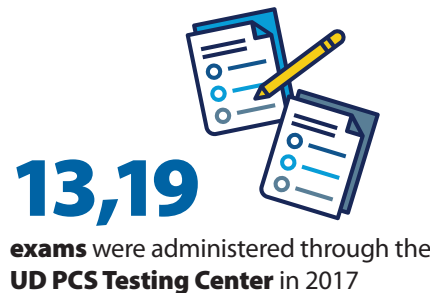
To help students succeed in taking standardized tests, UD PCS offers in-person and online preparation programs for the ACT, SAT, GMAT, GRE, and LSAT exams. UD PCS also assists career-focused learners with gaining professional certifications by providing CAPM®, PHR®, SPHR®, and PMP® test preparation programs

Academic Advisement and Career Exploration Services

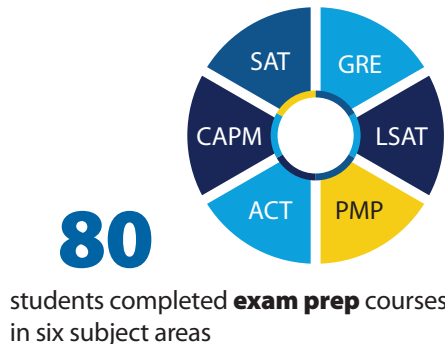
The UD PCS ACCESS Center provides free assistance to those interested in academic advisement, credit course registration, and career exploration. Advisors help new and returning students fulfill educational and career goals, choose courses and programs, gain admission or readmission into UD, and explore support services, including funding and scholarship services **During 2017, ACCESS team members advised students and community members through 1,016 appointments and 8,310 emails.**



8 Delaware residents have taken courses through UD PCS



81 Dual Enrollment high school students took credit courses



Building an environment of inclusive excellence

The University of Delaware Division of Professional and Continuing Studies is committed to diversity and inclusion in its services and programs. In partnership with the larger UD community, we work toward our common goal of making the University of Delaware a welcoming and inclusive institution.

2017 Diversity Summit

In continuing support of UD's goals for building an environment of inclusive excellence, UD PCS partnered with the Office of Equity and Inclusion in 2017 to plan, build, and host the inaugural Diversity Summit: Realizing Social Justice for a Better UD

Geared toward UD employees who want to develop leadership skills, work more effectively with their colleagues, and share in conversations about social justice, equity and inclusion, the one-day Diversity Summit included participation from **more than 200 UD staff members from 75 offices and departments.**



During June 2017, UD PCS co-hosted a Diversity Summit for UD employees to address social justice issues throughout campus.

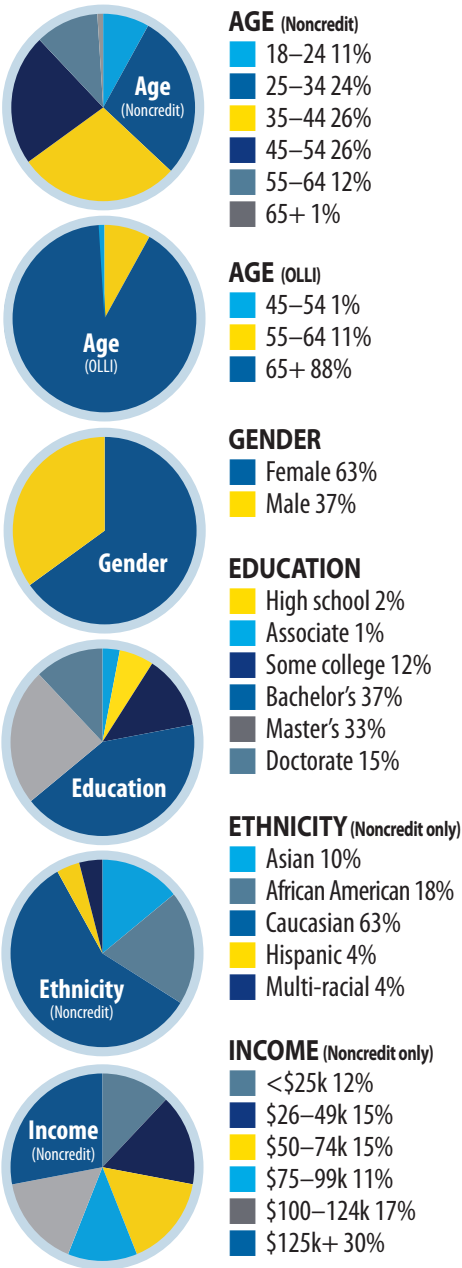


Members from our **Osher Lifelong Learning Program** took **917** courses from **34** subject areas in **4** locations across the state. Subjects included art, literature, history, music, science, and more



UD staff members attended the **Diversity Summit: Realizing Social Justice for a Better UD** conference and engaged in conversations to lead our campus toward equity and inclusion

Who are non-traditional students?



Investing in our intellectual and physical capital

New Facility

As part of a focused initiative to bring UD PCS team members closer together, the division relocated its offices to a bigger, more collaborative and more education-oriented facility in August 2016. Located on UD's South Campus—in close proximity to the athletic and agricultural facilities, UDairy Creamery, and new STAR Campus Health Sciences Complex—UD PCS' new space encompasses **more than 10,000 square feet** of usable space, including **meeting rooms, the ACCESS Center, and two classrooms.**



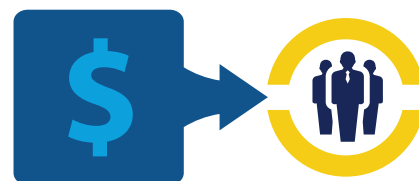
New Talent

Furthering our commitment to providing optimal education services to nontraditional learners, UD PCS also invested in division leadership talent in 2017. The division recruited and hired several team members, including a new manager of marketing and communications, assistant directors of program management and digital learning, and a manager of computing operations.

New Insights

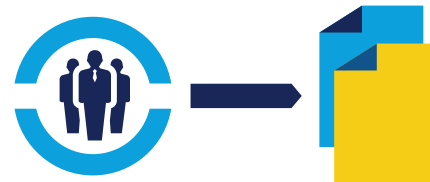
UD PCS encourages nontraditional learners to invest in themselves through education—but the encouragement does not only apply to external clients. UD PCS also encourages staff members to invest in their education so they can provide better programming, services and outcomes. In 2017, **9 team members pursued undergraduate or graduate degrees, 3 completed UD PCS noncredit programs, and 45 attended professional development courses, seminars and conferences.**

The new UD PCS facility on south campus includes space that can accommodate learners during business and evening hours.



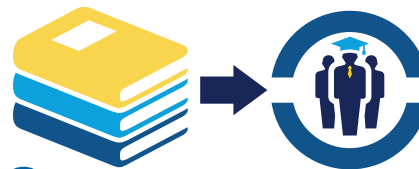
\$130,767

in **scholarships and fee waivers** were granted to students and employees in 2017



45

UD employees completed Professional and Continuing Studies programs in 2017



9

UD PCS team members pursued undergraduate or graduate degrees in 2017

Strengthening interdisciplinary and global programs

Leveraging technology for better healthcare

In 2017 UD PCS continued offering **innovative healthcare programs** that help industry professionals solve real-world issues through the use of technology. Through the **Advanced Telehealth Coordinator** program, UD PCS provided the foundations of telehealth for participants interested in delivering patient care to under-served populations or for participants interested in providing innovative ways to meet the demands of an aging population, reduce inappropriate use of emergency departments, and prevent hospital readmissions.

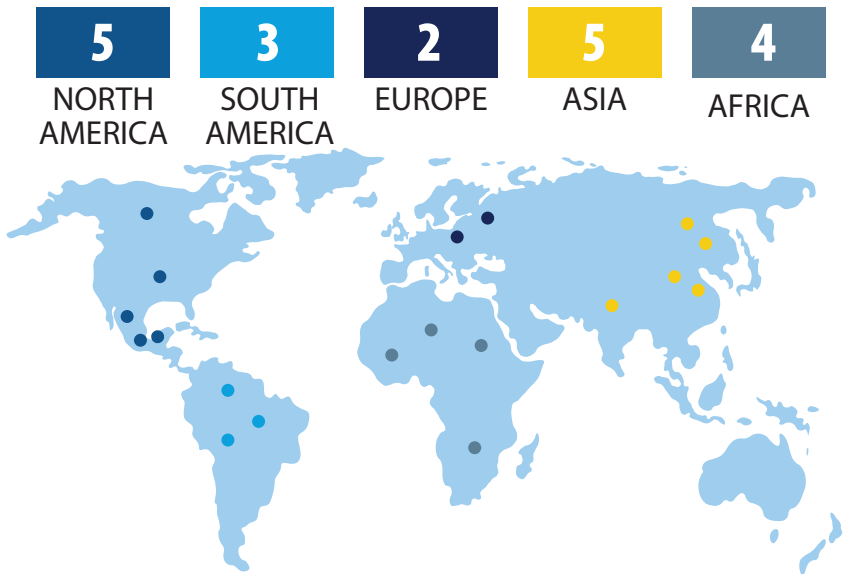
Aligning engineering and scientific skills with business administration

In partnership with UD's **College of Engineering**, UD PCS hosted an intensive workshop that helped engineers and scientists gain the fundamental business and management skills necessary to effectively lead organizations and personnel. The workshop focused on relevant case studies and projects with emphasis on practical, immediately applicable skills and techniques.

Educating global audiences

For the 8th consecutive year, participants from around the world attended the **Emergency Poultry Disease Response Certificate** program, sponsored by the U.S. Department of Agriculture Animal and Plant Health Inspection Service (USDA-APHIS) in conjunction with UD's Division of Professional and Continuing Studies. The various groups worked with the College of Agriculture and Natural Resources and the Avian Biosciences Center (ABC) to help increase national and international emergency poultry disease response capability.

Noncredit courses and programs were taken by **learners in 19 countries** across **six continents**



Diverse Program Offerings



Fostering a spirit of innovation and entrepreneurship

Intent on providing short-term education programs that provide long-lasting value, UD PCS team members continually research innovative topics that meet the real-world, career-focused demands of nontraditional learners

By partnering with various UD colleges and industry leaders in business, healthcare, IT, law, and occupational safety, UD PCS offers leading-edge courses, seminars, and conferences. From the **Analytics: Optimizing Big Data Certificate** to the **Population Health Informatics for Healthcare Leaders seminar**, UD PCS programs help learners thrive in the present while preparing for the future.

Entrepreneurship-minded learners also seek guidance and education from UD PCS programs. The **Personal Fitness Trainer course** helps fitness enthusiasts start or grow training businesses by earning certified personal trainer credentials, and several UD PCS-sponsored conferences enable owners of medical practices

to gain additional knowledge and skills to better serve their clients. Held annually in conjunction with high-profile healthcare organizations and UD partners, the **Continuing Dental Education Summer Symposium**, the **Eastern Shore Medical Symposium**, and the **Medical Aspects of Sports Seminar** demonstrate UD PCS' commitment to entrepreneurship and professional development.



Students participate in sports taping during the Medical Aspects of Sports Seminar in February 2017.



Information sessions and open houses



Professional development programs



High-impact conferences



University partnerships



Business, healthcare, safety, and government partnerships



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