



2018

IMPACT REPORT



UNIVERSITY OF DELAWARE
**PROFESSIONAL &
CONTINUING STUDIES**

pcs.udel.edu

FULFILLING THE VISION

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



Serving learners across the lifespan continuum, 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 academic or professional skills, or enrich their personal life. UD PCS also provides customized education services to businesses, organizations and professional associations within our geographic region.

As the adult and nontraditional learners' portal to the University of Delaware, UD PCS impacts thousands of students each year by providing them access to 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 has established an all-time record number of registrations in 2018. It is an honor to serve lifelong learners and their communities."

— *Dr. Jim Broomall,*
Associate Vice Provost



OUR IMPACT BY THE NUMBERS

20,516 ENROLLMENTS

14,942

CREDIT ENROLLMENTS



2,686

CREDIT, CONTINUING EDUCATION
AND NONMATRICULATED
STUDENTS

10,862

UD ONLINE ENROLLMENTS*

279

HIGH SCHOOL
DUAL ENROLLMENT STUDENTS

1,115

STUDENTS COUNSELED
BY ACCESS CENTER

1,667

NONCREDIT STUDENTS



132

ORGANIZATIONAL LEARNING/
CUSTOMIZED EDUCATION

476

CONFERENCES

931

PROFESSIONAL DEVELOPMENT/
NONCREDIT PROGRAMS

128

GOVERNOR'S SCHOOL
FOR EXCELLENCE

3,907

OSHER LIFELONG LEARNING MEMBERS



2,882

OSHER LIFELONG LEARNING
MEMBERS IN WILMINGTON

208

OSHER LIFELONG LEARNING
MEMBERS IN DOVER

817

OSHER LIFELONG LEARNING
MEMBERS IN
LEWES/OCEAN VIEW

* UD Online figure reflects the number of 2018 enrollments, not students.

HELPING STUDENTS SUCCEED

Enhancing the success of our students

Focused on providing education opportunities that provide long-lasting value, UD PCS is keenly interested in enhancing the success of students.

Reading and Study Skills Programs

As reading is a lifelong skill that directly impacts academic success, UD PCS offered grade-appropriate reading and study skills programs designed and taught by instructors from the Institute of Reading Development. Recognizing that learners' needs evolve, UD PCS also offered speed reading and study skills programs to more advanced readers, including college students, business professionals and retirees. **670 students participated in UD PCS reading and study skills programs** in 2018.

Test Preparation Programs

To help students succeed in taking standardized tests, UD PCS offered in-person and online preparation programs for the ACT, SAT, GMAT, GRE and LSAT exams. UD PCS also assisted career-focused learners with gaining professional certifications by providing ACSM, CAPM®, HRCI®, PHR®, SPHR® and PMP® test preparation programs. **338 learners completed UD PCS test preparation programs** in 2018.

Academic Advisement and Career Exploration Services

The UD PCS ACCESS Center provides free advisement to anyone interested in career exploration or educational planning. Advisors

help new and returning students fulfill career and education goals, choose courses and programs, gain readmission into UD, explore funding and scholarship sources, and gain disability support services. ACCESS team members advised students and community members through **1,115 appointments and 8,625 emails** in 2018.

Test Administration Services

In 2018 the UD PCS Testing Center upheld academic integrity and supported the university community by administering **13,361 online, on-campus and professional exams** in technologically-advanced and secure environments.

2,673

Delaware residents took non-OLLI courses through UD PCS.

13,361

exams were administered through the **UD PCS Testing Center** in 2018.

279

Dual Enrollment high school students took credit courses.

EMBRACING DIFFERENCES

REDUCING BARRIERS

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.

UD PCS Equity and Inclusion Quality Review and Plan

In 2018, UD PCS conducted an equity and inclusion quality review and built a corresponding plan for strengthening inclusive excellence. UD PCS leadership also created a diversity committee and established diversity goals for the division, including:

- Analyzing diversity within UD PCS and recruiting, developing and promoting a diverse faculty and staff
- Analyzing diversity within the UD PCS student body and working to create and retain a more diverse student body
- Analyzing existing UD PCS programs and working to ensure learning experiences include diversity-related topics that meet the needs of diverse audiences
- Analyzing employee development programs and creating additional diversity-focused development opportunities
- Building and implementing new

multicultural programs and working with instructors to encourage open dialogue about diverse issues and views

- Strengthening existing and establishing new collaborative relationships with communities outside of UD PCS to bring more diverse programming to nontraditional learners

Reducing Barriers to Entry

UD PCS team members worked with administrators, students and community organizations to award **continuing education and OLLI scholarships to 232 learners.**

3,907 members age 50+
from our **Osher Lifelong Learning Program** took
911 courses from
30 subject areas in
4 locations across the state.



UD PCS Student Profile

AGE (Noncredit)

18–24 11%
25–34 24%
35–44 26%
45–54 26%
55–64 12%
65+ 1%

AGE (OLLI)

50–54 1%
55–64 11%
65+ 88%

GENDER (OLLI & Noncredit)

Female 63%
Male 37%

EDUCATION (OLLI & Noncredit)

High school 2%
Associate 1%
Some college 12%
Bachelor's 37%
Master's 33%
Doctorate 15%

ETHNICITY (Noncredit)

Asian 10%
Black/African American 18%
White 63%
Hispanic/Latino(a) 4%
Multi-Ethnic 4%
Other/Unknown 1%

HOUSEHOLD INCOME (Noncredit)

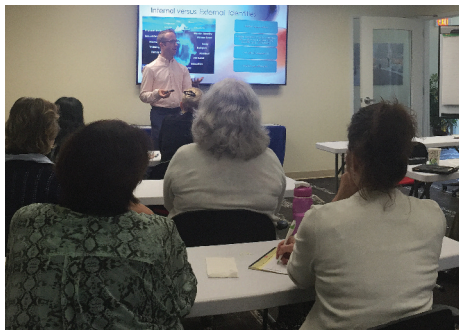
<\$25k 12%
\$26–49k 15%
\$50–74k 15%
\$75–99k 11%
\$100–124k 17%
\$125k+ 30%

FOCUSED ON THE FUTURE

Investing in our intellectual and physical capital

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 2018, **8 team members pursued**



UD PCS employees attended 'Lunch & Learn' professional development programs throughout the year.

undergraduate and advanced degrees and 2 completed UD PCS noncredit programs. What's more, **100%** of UD PCS employees attended professional development seminars, conferences or other programs.

New Talent

Furthering our commitment to providing optimal education services to nontraditional learners, UD PCS also invested in new staff and faculty in 2018. The division recruited and hired a new manager of the Wilmington Osher Lifelong Learning Institute, a new communications specialist, two noncredit programming assistants and various adjunct faculty.

New Lifelong Learning Classrooms

Dedicated to providing lifelong learning opportunities, the University of Delaware hosts Osher Lifelong Learning Institute (OLLI) programs for adults 50+ to enjoy classes, teach, exchange ideas and travel together.



In 2018 our OLLI Wilmington location at Arsht Hall improved learner experiences by successfully completing comprehensive facilities renovations that enhanced accessibility, safety and comfort. More than 2,500 OLLI members supported the renovations through financial contributions.

\$38,640

in **scholarships** were granted to credit and noncredit students.

69

UD employees completed Professional and Continuing Studies programs.

8

UD PCS team members pursued undergraduate or graduate degrees.

LOCAL PROGRAMS, GLOBAL IMPACT

"Past misuse of prescription opioids is the strongest risk factor for starting heroin use – especially among people who became dependent upon or abused prescription opioids in the past year"

Compton et al NEJM 2016

Strengthening interdisciplinary and global programs

Solving Urgent Global Problems

UD PCS continued offering innovative programs that help address urgent global issues. For the **9th** 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 in conjunction with UD PCS. Additionally, **46 learners completed Socially Responsible and Sustainable Business online short courses** offered through UD PCS, including courses in Risks of Human Trafficking and Slavery, Human Rights of Workers in Supply Chains, and Impact of Corporate Purchasing Practices on Workers.

Providing Short-term Programs that Promote Long-term Benefits Across Industries

In 2018, UD PCS noncredit programs provided **908 learners** with the practical, immediately applicable knowledge and skills needed to advance their careers. UD PCS offered 35 noncredit programs, including **11 business/IT courses, 9 healthcare courses, 4 STEM courses, 3 healthcare conferences, 3 law-oriented courses, and 3 occupational safety courses.**

Learners in 35 countries across **five continents** participated in UD PCS noncredit programs.

North America (6)
South America (6)
Europe (3) Asia (12) Africa (8)



INNOVATION THROUGH CONTINUING EDUCATION

Fostering a spirit of innovation and entrepreneurship

Breaking New Ground With Innovative Programs and Partners

Keeping abreast of technology trends and their associated job projections, UD PCS partnered with industry-leading profes-



Learners attended our new Professional Drone Pilot Training course.

sionals to offer innovative education programs. **20 learners participated in our new Professional Drone Pilot Training course, and 22 participated in our new Fundamentals of Social Media Marketing Program.** We've also built referral relationships with two pharmacy colleges in India for joint promotion of our Clinical Trials Management Certificate program.

Encouraging Entrepreneurship Through Continuing Education

Entrepreneurship-minded learners also sought guidance and education from UD PCS programs in 2018. **LSAT test programs prepared 39 future legal practitioners** for law school, and **our personal Fitness Trainer course helped 17 fitness enthusiasts** start or grow fitness training businesses. Several UD PCS-sponsored conferences enabled owners of medical practices to gain

additional knowledge and skills to better serve their clients. The Continuing Dental Education Summer Symposium, the Eastern Shore Medical Symposium, and the Medical Aspects of Sports Seminar demonstrated UD PCS' commitment to innovation in healthcare.



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