



2019 IMPACT REPORT



UNIVERSITY OF DELAWARE
**PROFESSIONAL &
CONTINUING STUDIES**

Portal to the University of Delaware



FULFILLING UD'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**

"Learning does not stop after high school or college; it continues throughout one's lifetime. Truly focused on lifelong learning, UD PCS is proud to serve local, national, and global learners and organizations through our high-quality and workforce-relevant programs."

— *George Irvine, Ph.D.*
Interim Associate Vice Provost

OUR IMPACT

BY THE NUMBERS

16,196

CREDIT
ENROLLMENTS

2,618

Credit, Continuing
Education and
Nonmatriculated Students

12,108

UD Online Enrollments*

344

High School Dual
Enrollment Students

1,126

Students Counseled
by ACCESS Center

2,683

NONCREDIT
STUDENTS

493

Organizational
Learning/Customized
Education

440

Conferences

1,634

Professional
Development/
Noncredit Programs

116

Governor's School
for Excellence

3,905

OSHER LIFELONG
LEARNING MEMBERS

2,855

Osher Lifelong Learning
Members in Wilmington

229

Osher Lifelong Learning
Members in Dover

821

Osher Lifelong Learning
Members in Lewes/
Ocean View

22,784 ENROLLMENTS

* UD Online figure reflects the number of 2019 enrollments, not students.

ENHANCING THE SUCCESS OF OUR STUDENTS

Helping students succeed in their education, careers and lives is a key tenet of UD PCS, so we continuously strive to offer outcome-focused programs that enable students to learn, adapt and thrive regardless of their age or life stage.

Promoting Lifelong Reading and Study Skills

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. **277 students** participated in UD PCS reading and study skills programs in 2019.

Preparing for Higher Education

To help students gain acceptance to college and graduate programs by performing well on standardized tests, UD PCS offered in-person and online **test preparation** courses for the **ACT, SAT, GMAT, GRE, LSAT** and **MCAT** exams. UD PCS also provided **PRAXIS Core Math** and **Reading and Writing** test preparation for aspiring teachers and assisted business-career-focused learners with gaining professional certifications by providing **CAPM®** and **PMP®** test preparation programs. **315 learners** completed UD PCS test preparation programs in 2019.

Providing Foundational Technical Skills

Recognizing a prevalent need by working professionals as well as undergraduate and graduate students, UD PCS launched introductory and advanced **Microsoft® Excel** education programs in 2019. UD PCS helped **41 learners**

gain these technical skills to better compete in today's job market.

Promoting Academic Integrity

In 2019 the **UD PCS Testing Center** upheld academic integrity and supported the university community by administering **17,322 online, on-campus and professional exams** in technologically-advanced, secure environments.

Advising, Assisting and Exploring

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 **1,126 appointments** in 2019.



exams were administered through the **UD PCS Testing Center** in 2019.

17,312

3,178

344

Delaware residents took non-OLLI courses through UD PCS.

Dual Enrollment high school students took credit courses.

BUILDING AN ENVIRONMENT OF INCLUSIVE EXCELLENCE

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

Facilitating Awareness and Effecting Change through Internal Education

UD PCS leaders worked with the University's Office of Equity and Inclusion (OEI) in 2019 to offer **16 highly focused lunch-and-learn programs that addressed 9 diversity-related topics**, including bias, privilege and intercultural communication. By completing foundational, intermediate and advanced training modules, **16 UD PCS employees earned LEAD (Leveraging Equity and Diversity) Ally Certificates**.

Furthering our commitment to internal diversity, equity and inclusion education, UD PCS, Osher Lifelong Learning Institute (OLLI), and OEI hosted a **daylong Diversity, Equity and Inclusion Workshop that was attended by more than 50 OLLI members and instructors**.

Addressing the Educational Needs of a Diverse Society

Recognized in November for its efforts in serving diverse lifelong learners, UD's Osher Lifelong Learning Institute in Wilmington received an **NAACP Freedom Fund Award** from the Wilmington NAACP for its **"Humanitarian efforts in providing diverse and stimulating courses and programs supporting individuals desiring to learn beyond standard careers."**

Reducing Barriers to Entry

UD PCS team members worked with administrators, students and community organizations to award continuing education and OLLI scholarships to **167 learners**.



3,905 members age 50+ from our Osher Lifelong Learning Program took 989 courses from 32 subject areas in 4 locations across the state.

UD PCS STUDENT PROFILE

AGE (Noncredit)	ETHNICITY (Noncredit)
18–24 5%	Asian 8%
25–34 21%	Black/African American 19%
35–44 27%	White 67%
45–54 30%	Hispanic/Latinx 3%
55–64 15%	Multi-Ethnic 1%
65+ 2%	Other/Unknown 1%
AGE (OLLI)	American Indian 1%
45–54 0%	
55–64 10%	
65+ 90%	
GENDER (OLLI & Noncredit)	HOUSEHOLD INCOME (Noncredit)
Female 64%	<\$25k 7%
Male 36%	\$26–49k 15%
	\$50–74k 15%
	\$75–99k 16%
	\$100–124k 14%
	\$125k+ 33%
EDUCATION (OLLI & Noncredit)	
High school 3%	
Associate 1%	
Some college 11%	
Bachelor's 35%	
Master's 35%	
Doctorate 15%	



INVESTING IN OUR INTELLECTUAL AND PHYSICAL CAPITAL

Understanding the value of lifelong learning, UD PCS team members invested in their education so they can continue to serve our students with in-demand programs and services. In 2019, **12 team members pursued undergraduate and advanced degrees. 1 team member earned a bachelor's degree, 3 earned master's degrees, and 1 earned a doctoral degree.** In addition, 100% of UD PCS employees completed professional development courses, seminars or conferences.

Building Community Relationships

To provide enhanced learning opportunities to members, UD's OLLI program **established and grew relationships** with various local organizations, including Country House, Route 9 Library, The Art Studio and Wyoming Church.

Expanding Our Footprint

To better serve students who take advantage of our secure testing services, we opened an **additional testing center location** in Alison Hall on UD's central campus.

Strengthening Our Team

Furthering our commitment to providing optimal education services to nontraditional learners, UD PCS also invested in **new staff and faculty** in 2019. The division appointed a new interim associate vice provost and recruited and hired a new marketing coordinator, 3 noncredit program assistants, and various adjunct faculty.



\$81,472

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

UD employees completed Professional and Continuing Studies programs.

120

12

UD PCS team members pursued undergraduate or graduate degrees.



STRENGTHENING INTERDISCIPLINARY AND GLOBAL PROGRAMS

To provide an expanded assortment of professional and executive education programs to nontraditional learners, UD PCS established partnerships with various UD units, including the Colleges of **Agriculture and Natural Resources; Arts and Sciences; Earth, Ocean and Environment; Education and Human Development; Engineering;** and **Health Sciences**, as well as the **Alfred Lerner College of Business and Economics**. The partnerships enabled UD PCS to work with the other units to create, promote and support program offerings.

In 2019, UD PCS also led an **interdisciplinary effort to promote 8 data science-related graduate programs** and an associated information session that was attended by **94 prospective graduate students**.

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

In 2019, UD PCS noncredit programs provided **2,683 learners** with the practical, immediately applicable knowledge and skills needed to advance their careers. UD PCS offered **50 noncredit programs, including 27 business/IT courses, 8 healthcare courses, 4 STEM courses, 3 healthcare conferences, 3 law-oriented courses, and 5 occupational safety courses.**

Solving Urgent Global Problems

UD PCS partnered with various UD units to launch the **VA Patient Experience Academy**



Learners in **40+ countries** across six continents participated in UD PCS noncredit programs.

(PXA) aimed at making VA hospitals truly hospitable. Serving professionals from the Wilmington VA Medical Center and from VA primary care locations in New Jersey and Delaware, the PXA will serve **375 participants**.

For the **10th 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, UD PCS offered the Clinical Trials Management Certificate program to **22 students** from the Vidarbha Youth Welfare Society in India.



FOSTERING A SPIRIT OF INNOVATION AND ENTREPRENEURSHIP

Growing its portfolio of educational programs in 2019, UD PCS continued to focus on providing programs that meet the demands of the labor market. **143 learners** completed our **drone pilot programs**, **41** completed our **Excel courses**, **36** completed our **data analytics course**, and **39** completed our new **advanced social media marketing program**.

Serving Local Businesses with Customized Programs

UD PCS researched, built and conducted **18 customized education classes** for **322 participants** in **13 professional organizations**. Customized learning program topics included **leadership development**, **social media marketing**, **critical thinking**, **lean six sigma**, **project management**, **drone pilot training** and more.

Conducting Market Research for UD Programs

Fostering the entrepreneurial spirit of UD faculty members, UD PCS launched a **first-of-its-kind market research initiative** in 2019. Leveraging UD graduate student interns to conduct detailed research into labor market demand, competing programs, tuition rates, potential earnings and more, the market research program provided viability data and success indicators for **12 proposed or existing undergraduate, graduate or continuing education programs**.



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#UDPCS

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