



2020 IMPACT REPORT

Meeting challenges. Embracing change. Moving forward.



UNIVERSITY OF DELAWARE
**PROFESSIONAL &
CONTINUING STUDIES**

FULFILLING UD'S VISION

through professional education, continuing studies and lifelong learning.



Serving learners from preschool age through post-retirement age, the University of Delaware's Division of Professional and Continuing Studies (UD PCS) provides educational opportunities for anyone seeking to enhance their academic or professional skills, begin or complete their college career or enrich their personal life. UD PCS also offers 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.

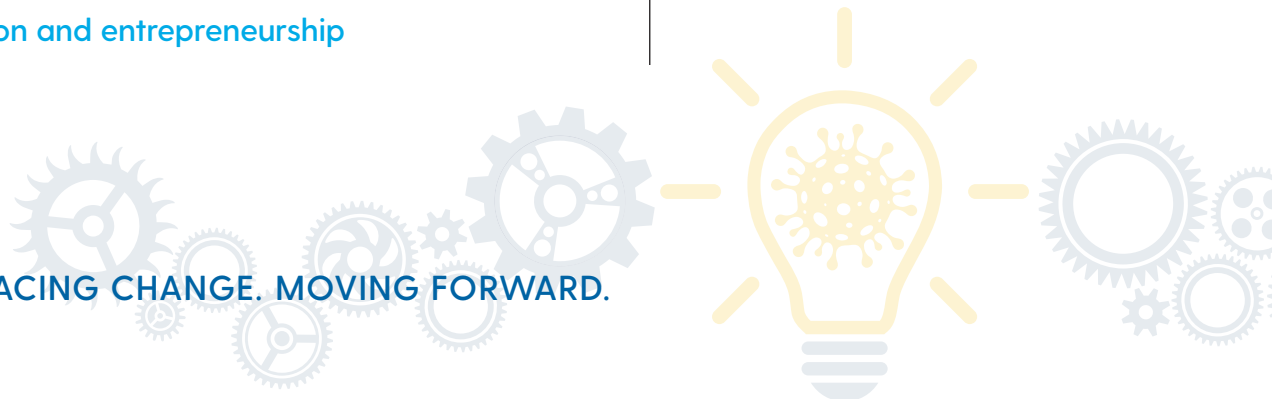
Through UD PCS, the University of Delaware extends its vast resources, research, technology and knowledge to the community, the region and the world and fulfills the University of Delaware's vision of:

- 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

“The continuous need for lifelong learning does not cease during a global pandemic, so UD PCS is proud to provide access to just-in-time education to community members who have been adversely affected by COVID-19. Despite new challenges, we will continue to help learners of all ages upskill, reskill and refocus.”

— George Irvine, Ph.D.
Associate Vice Provost

MEETING CHALLENGES. EMBRACING CHANGE. MOVING FORWARD.



OUR IMPACT

BY THE NUMBERS

2,443

Credit, Continuing Education and
Nonmatriculated Students

14,273

UD Online Enrollments*

166

High School Dual Enrollment Students

1,230

Students Counseled by ACCESS Center

447

Organizational Learning Students

150

Conference Attendees

2,304

Professional Development Students

120

Governor's School for Excellence Attendees

2,873

Osher Lifelong Learning Institute (OLLI)
Members in Wilmington

218

Osher Lifelong Learning Institute (OLLI)
Members in Dover

882

Osher Lifelong Learning Institute (OLLI)
Members in Lewes/Ocean View

18,112 CREDIT ENROLLMENTS**

3,021 NONCREDIT STUDENTS

3,973 OLLI MEMBERS

25,106 ENROLLMENTS

*UD Online figure reflects the number of 2020 enrollments, not students.

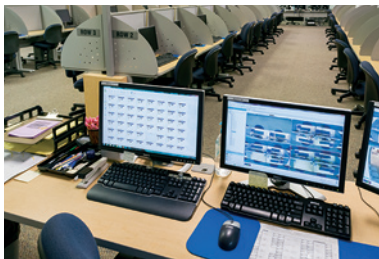
**Figure reflects the number of 2020 enrollments, not students,
since students may have enrolled in multiple courses.

Enhancing the SUCCESS OF OUR STUDENTS

As learners age 4 to 94 (and beyond) participate in UD PCS programs, we recognize the unique benefits associated with lifelong learning. Truly focused on helping lifelong learners gain the skills they need to succeed and thrive academically, professionally and socially, UD PCS understands the paramount importance of student outcomes.

Promoting Academic Integrity

In 2020, the **UD PCS Testing Center** upheld academic integrity and supported the University community by administering **32,403 online, on-campus and professional exams**



in technologically advanced, secure environments.

Preparing for Higher Education and Career Certification

To help students gain acceptance to college and graduate programs, UD PCS offered in-person and online **test preparation courses** for the **ACT, SAT, GMAT, GRE, and LSAT** 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. **306 learners** completed UD PCS test preparation programs in 2020.

Providing a Head Start

Through established partnerships with local high schools, UD PCS supported **166 academically qualified high school juniors and seniors** who participated in the **UD Dual Enrollment Program** by taking college courses that allowed them to concurrently satisfy high school requirements and earn University of Delaware credits.



MEETING CHALLENGES.

During spring 2020, **458 participants** attended our free **Power up Your Career seminars**.

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. **664 students** participated in UD PCS reading and study skills programs in 2020.



Providing Foundational Technical and Job Search Skills

Recognizing an urgent need by students and working professionals so they can better compete in today's job market, UD PCS provided **introductory and advanced Microsoft® Excel education to 57 learners** in 2020. UD PCS also conducted multiple, free live-online **Power up Your Career seminars** designed to equip participants with career and personal strategies to help navigate the current economy. The seminars, attended by **458 participants**, addressed topics such as career shifting, resume updating, social media presence, networking and virtual interviewing.



801

Delaware residents took non-OLLI courses through UD PCS.

32,403

exams were administered through the **UD PCS Testing Center** in 2020.

166

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.

Leveraging Relationships for Outreach, Mentoring and Coaching

A member-led Diversity Committee within UD's Osher Lifelong Learning Institute (OLLI) program developed initiatives in 2020 for creating a welcoming and inclusive OLLI climate. Initiatives included:

- **mentoring elementary students** in partnership with Big Brothers/Big Sisters of Delaware
- **tutoring adults** in partnership with Literacy Delaware
- promoting **introductory membership certificates in underrepresented communities** as an invitation to join OLLI for a free semester
- launching OLLI's **Celebration of Cultures** to appreciate the variety of cultural traditions, art and food found among OLLI members



Addressing the Educational Needs of a Diverse Society

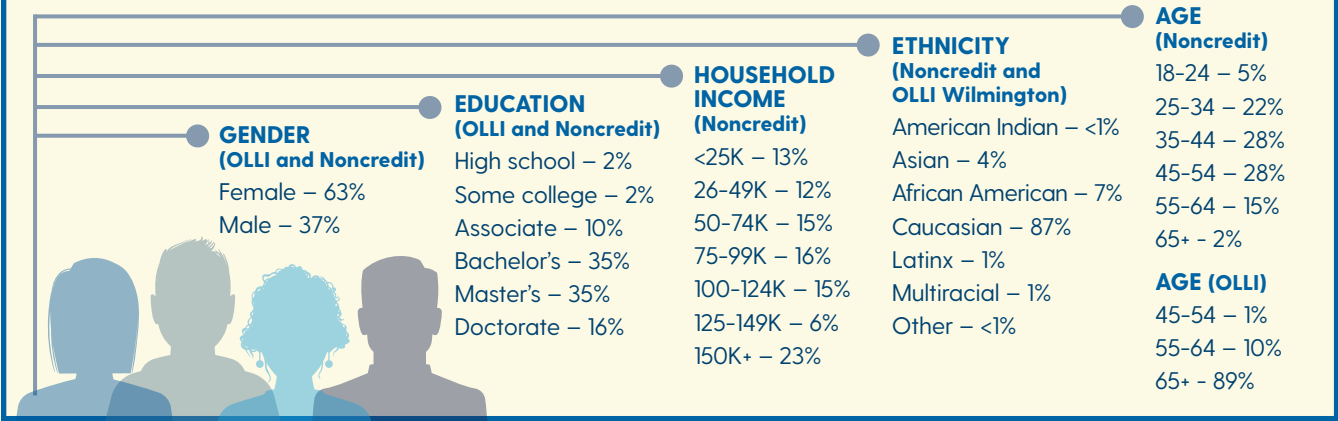
The **UD PCS ACCESS Center** reaches a diverse and multigenerational clientele by offering **career exploration and counseling** to anyone seeking assistance. It also provides **academic advisement** and **course registration assistance** to prospective and current UD continuing education students, including first-time and returning students, high school students, prospective transfer students, UD employees, Delaware residents interested in the Over-60 Program, and academically dismissed students taking courses toward readmission.

Additionally, the ACCESS Center addresses the educational needs of the community by providing administrative and student services assistance to **UD's Dual Enrollment, Alternative Routes to Teacher Certification, Additional Certification for English Learners/Bilingual Teachers, and Inside-Out** (criminal justice credit course offerings for incarcerated individuals) programs. **ACCESS team members advised students and community members through 1,230 in-person and virtual meetings** in 2020.

Providing Scholarships to Reduce Barriers

UD PCS team members worked with administrators, students and community organizations to award continuing education and OLLI scholarships to 227 learners.

UD PCS STUDENT PROFILE





\$81,866

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

43

UD employees completed Professional and Continuing Studies programs.

4

UD PCS team members pursued undergraduate or graduate degrees.

Investing in our INTELLECTUAL AND PHYSICAL CAPITAL

Strengthening our Position

Bolstering our ability to provide much-needed continuing and professional education to adult learners, **UD PCS officially became a division of the University of Delaware Graduate College in 2020.** Jointly focused on student experiences, quality academics and career outcomes, the combined power of the UD PCS and Graduate College teams enables us to better meet evolving student and job market demands.



Facilitating Online Learning

As the University shifted to remote learning in response to the COVID-19 pandemic, the **UD PCS Digital Learning team** provided proven leadership and experience in assisting with **transitioning 2,396 in-person UD undergraduate and graduate courses to online delivery.** Simultaneously, the **UD PCS Continuing Education** and **OLLI** teams successfully prepared **41 summer classes** for online delivery.

Practicing What We Preach

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 2020, **4 team members pursued undergraduate and advanced degrees.** One team member earned an MBA. In addition, **100%** of UD PCS employees completed professional development courses, seminars or conferences.

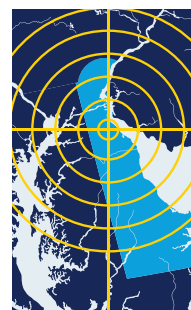


EMBRACING CHANGE.

During summer 2020, three **Osher Lifelong Learning Institute** programs throughout the state teamed up to offer online courses to 747 members.

Building Professional Relationships

Providing additional learning opportunities to career professionals looking to upskill, reskill and refocus as a result of the COVID-19 pandemic, UD PCS entered into new professional relationships with **2 external organizations** providing expertise in Agile principles, sales operations, business leadership and project management. UD PCS also **strengthened relationships with local employers and state government organizations to offer discounts and subsidies** to students adversely affected by COVID-19.



Coming Together in Times of Need

Forced to adapt education delivery modalities, physical workspaces and overall business operations when faced with the challenges of the COVID-19 pandemic in spring 2020, UD PCS and OLLI upheld our commitments to our students. **Postponing only 4 UD PCS programs** due to the inability to offer in-person classes, **we successfully delivered 11 spring classes.** What's more, recognizing the unique challenges COVID-19 presented to its member population, the **3 OLLI locations joined forces to create 1 consolidated online program** that launched in July.





Learners in **57 countries** across six continents participated in UD PCS noncredit programs.

9

in North America

6

in South America

12

in Europe

10

in Africa

19

in Asia

2

in Oceania

Strengthening INTERDISCIPLINARY AND GLOBAL PROGRAMS

Partnering with UD Units to Diversify Offerings

To provide an expanded assortment of professional and executive education programs to nontraditional learners, UD PCS established or enhanced 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 2020, UD PCS also led an **interdisciplinary effort to promote 12 data science-related graduate programs** and an associated information session that was attended by **73 prospective graduate students**.

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

In 2020, UD PCS noncredit programs provided **2,304** learners with the practical, immediately applicable knowledge and skills needed to advance their careers. UD PCS offered **62 noncredit programs**, including **25 business/IT courses, 3 healthcare courses, 3 healthcare conferences, 4 law-oriented courses, 2 drone courses, 4 occupational safety courses** and **3 sports programs**.



MOVING FORWARD.

In August, **Haiti Ambassador Hervé H. Denis** met with UD PCS and other UD units about potential education opportunities for his country.

Improving Industry

Offered as a joint initiative between UD PCS and UD's Alfred Lerner College of Business and Economics' Hospitality Associates for Research and Training, the

VA Patient Experience Academy provided training on the "VA Way" to 114 U.S. Department of Veterans Affairs managers and front-line staff members.



Educating Global Audiences

Providing much-needed education beyond our borders, UD PCS supported the **International Coaching Apprenticeship in Basketball (ICAB) Certificate** program that developed and enriched national level coaches and their skills while exposing them to the U.S. Intercollegiate Basketball environment and extended apprenticeship with the NCAA. 2020 ICAB program participants included **coaches from 9 countries**. Likewise, UD PCS supported the **International Coaching Enrichment Certificate Program** that was attended by soccer coaches from **more than 30 countries** and worked with **UD's English Language Institute** to prepare **15 Saudi Arabian high school students** for the SAT.



Fostering a spirit of INNOVATION AND ENTREPRENEURSHIP



Providing Just-in-Time Education in Response to COVID-19

When COVID-19 upended the global economy in spring 2020, UD PCS programs

proved their value in helping employers and employees mitigate the associated challenges. Helping front-line medical professionals serve patients remotely, our **Advanced Telehealth Coordinator** program provided critical education to **54 participants in 16 states, Puerto Rico and 2 other countries (Canada and Greece)**. Addressing the urgent need for skilled and certified medical professionals, our **RN Refresher** program provided education that enabled participants in **23 states and one other country (South Korea)** to refresh their nursing skills or reinstate their licenses. And assisting small businesses with maintaining remote communications and operational continuity during mandated shutdowns, our **Social Media Marketing** programs provided **52 students** with the skills and strategies needed to share information about remote and socially distanced operations.

Conducting Market Research for UD Programs

Fostering the entrepreneurial spirit of UD faculty members, the UD PCS **market research initiative** produced **12 detailed research reports** analyzing labor market demand, competing programs, tuition rates, potential earnings and more for **proposed or existing undergraduate, graduate or continuing education programs**.

Serving Local Businesses with Customized Programs

We design, build and deliver **customized training and executive education programs** that meet the specific needs of businesses in our region and across the globe. We utilized the advanced expertise and experience of University of Delaware faculty to provide **exceptional learning opportunities through 22 programs and 447 students in 2020**.

Social Media Marketing student Kiran Wiker immediately applied the skills she was learning to help Caffé Gelato avoid having to lay off any workers during the COVID-19 quarantine period.



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