

# 2021 | IMPACT REPORT

NAVIGATING THE CHANGING LANDSCAPE



UNIVERSITY OF DELAWARE  
**PROFESSIONAL &  
CONTINUING STUDIES**





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



# 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 provides customized education services to businesses, organizations and professional associations within our geographic region and around the world.

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.



“As we continue to weather the challenging impacts of the COVID-19 pandemic, PCS is proud to provide educational opportunities for students of all ages, as well as for regional organizations. Our credit, noncredit, self-paced, cooperative learning, online and in-person courses, programs and conferences are designed for all of our participants to upskill, reskill, refresh and refocus.”

**GEORGE IRVINE, PH.D.**  
Associate Vice Provost





# OUR IMPACT BY THE NUMBERS | 17,682 ENROLLMENTS

1,802	9,700	499	1,021
Credit, Continuing Education and Nonmatriculated Students	UD Online Enrollments*	High School Dual Enrollment Students	Students Counseled by ACCESS Center

13,022 CREDIT ENROLLMENTS\*\*

358	91	1,690	92
Organizational Learning Students	Conference Attendees	Professional Development Students	Governor's School for Excellence Attendees

2,231 NONCREDIT STUDENTS

2,429 OSHER LIFELONG LEARNING INSTITUTE (OLLI) ONLINE MEMBERS

*\*UD Online figure reflects the number of 2021 enrollments, not students.  
\*\*Figure reflects the number of 2021 enrollments, not students, since students may have enrolled in multiple courses.*





## Enhancing the SUCCESS OF OUR STUDENTS

499

high school students participated  
in UD college courses.

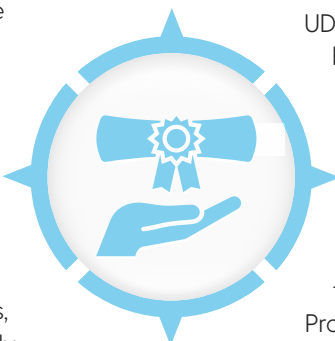
201%

increase in the number of  
high school students  
benefiting from partnerships  
with 22 local high schools.

34,512

online, on-campus and  
professional exams  
administered through the  
UD PCS Testing Center.

As learners from **preschool through post-retirement age** have unique education needs throughout their lifetimes, UD PCS works diligently to provide focused, life stage-appropriate education programs that address personal and professional development needs. Realizing that student success depends upon many factors, UD PCS consistently monitors student outcomes and creates **in-demand programming** that addresses real-world educational needs.



### Enabling UD Undergrads to Complement their Degrees

To provide UD undergraduate students with additional competitive advantages upon graduation, UD PCS offered professional development programs meant to complement students' degree programs. In 2021, **4 UD undergrads** participated in various professional development programs, including Paralegal Certificate, Fundamentals of Social Media Marketing and Microsoft Excel Essentials.

### Showcasing the Value of UD through Early College Programs

UD PCS supported **499 academically qualified high school juniors and seniors** participating in the UD Dual Enrollment Program by taking college courses that allow them to concurrently satisfy high school requirements and earn University of Delaware credits. Thanks to the introduction of the Early College Credit Program, the addition of the College of Agriculture and Natural Resources Pipeline Program to UD's dual enrollment opportunities, and increased Horn Entrepreneurship summer programming, the number of **students benefiting from the established partnerships with 22 local high schools increased by 201%** from 2020.

### Training Innovative, Child-Centered Educators

The new UD Montessori Teacher Residency (UDMTR) program **is preparing teachers and administrators to lead innovative, creative, child-centered Montessori learning communities** and address the challenges of contemporary schools with diverse student populations. UDMTR played a

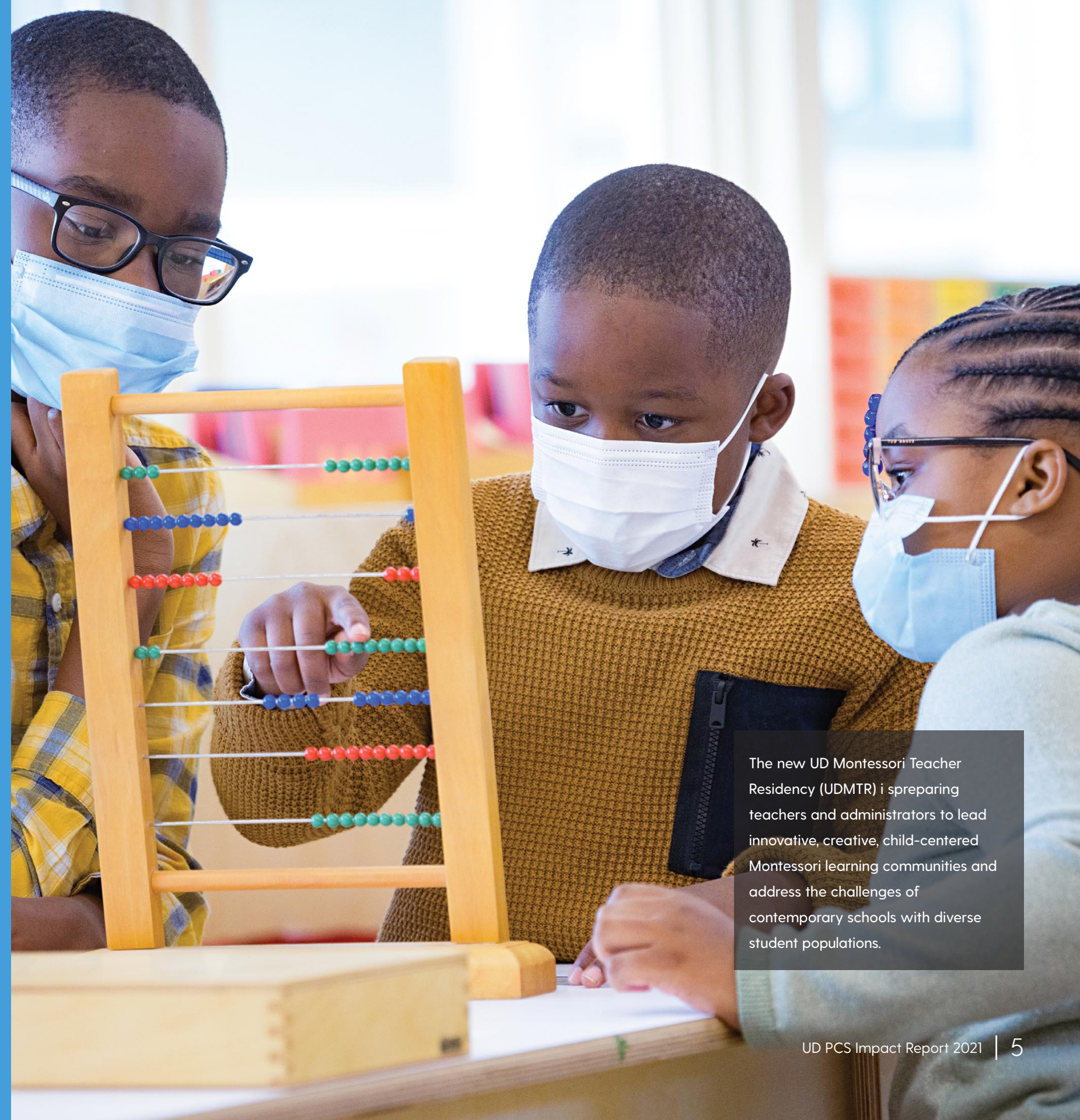
critical role in the launch of Sussex Montessori Charter School in Seaford, Delaware, with 16 of its new teachers enrolled in the program's inaugural cohorts.

### Promoting Academic Integrity

In 2021, the UD PCS Testing Center upheld academic integrity by continuing to support the University community through administering **34,512 online, on-campus and professional exams** in technologically advanced, secure environments. As a result of pandemic-related remote learning, **online exams accounted for 95% of UD-administered exams** in 2021, whereas typically only 12% of exams are administered online.

### Facilitating Pathways to Higher Education and Advanced Degrees

To help students gain acceptance to college and graduate programs, UD PCS provided online **test preparation courses** for the **ACT, SAT, GMAT, GRE and LSAT** exams to 201 learners in 2021. UD PCS also provided Praxis Core Math and Praxis Core Reading and Writing test preparation for **4 aspiring teachers**.



The new UD Montessori Teacher Residency (UDMTR) is preparing teachers and administrators to lead innovative, creative, child-centered Montessori learning communities and address the challenges of contemporary schools with diverse student populations.





## Building an environment of INCLUSIVE EXCELLENCE

#1

UD Osher Lifelong Learning Institute (OLLI) tops the list as the largest OLLI program in the country.

2,663

enrollments processed by the UD PCS ACCESS Center team.

\$34,786

in scholarships were awarded through UD PCS in conjunction with other UD stakeholders.

The University of Delaware 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.

### Working to Smash Glass Ceilings

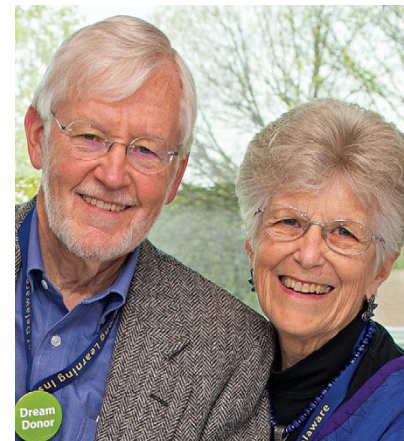
This year, the Women's Leadership Initiative in UD's Lerner College of Business and Economics partnered with the Division of Professional and Continuing Studies to launch the Women's Leadership Online Certificate Program. **Two cohorts enrolled a total of 142 participants** in the eight-week program focused on providing resources, mentorship and a dynamic forum to support the development of participants' leadership goals. In an effort to support team building and leadership development in our own organization, **2 sections comprising 20 UD participants were underwritten by the UD Graduate College and UD Professional and Continuing Studies.**

### Expanding UD's Reach to Older Populations

University of Delaware's Osher Lifelong Learning Institute (OLLI) has created a vibrant and dynamic community for learners 50+. Boasting 2,429 members, UD's OLLI program has grown to the largest in the country. During the pandemic, OLLI launched a successful online learning program, which is now able to offer rewarding education experiences for any OLLI participant wishing to take advantage of the new flexible, accessible options.

### Serving the Community through Educational Outreach and Counseling

In 2021, **UD PCS ACCESS Center** team members **advised 1,021 students** (undergraduate, graduate and high school students), **processed 2,663 enrollments**, and **helped 179 academically dismissed undergraduates work toward re-entry to UD** as full-time matriculated students. Further extending its reach to the larger UD community, the ACCESS Center provided administrative and student services assistance to UD's **Additional Certification for English Learners/Bilingual Teachers, Inside-Out**



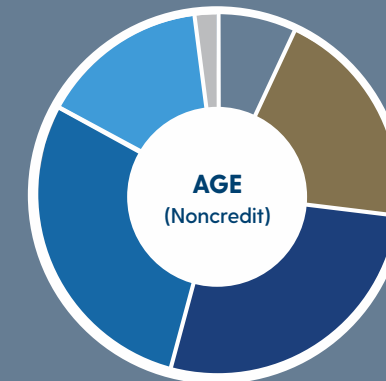
UD's Osher Lifelong Learning Institute (OLLI) for learners age 50+ has grown to be the largest OLLI program in the country.

(criminal justice credit course offerings for incarcerated individuals), **Dual Enrollment**, and **Alternative Routes to Teacher Certification** programs.

### Facilitating Access to Continuing Education

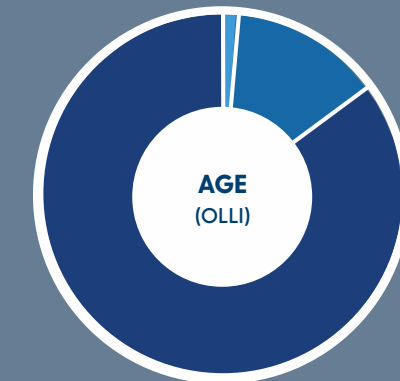
Helping students overcome financial barriers to continuing education, UD PCS worked with other UD stakeholders to award **\$34,786 in scholarships** in 2021. 22 scholarships were awarded to individual students, and **\$5,000** was allocated to provide **free SAT, GRE and LSAT test preparation seats to up to 50 participants.**

## UD PCS STUDENT PROFILE



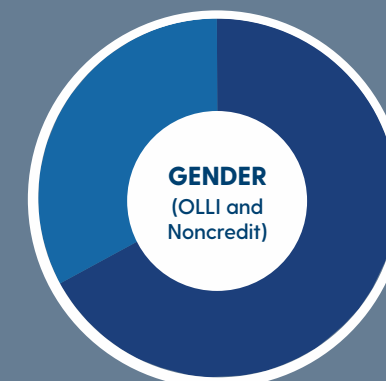
**AGE**  
(Noncredit)

18-24 – 7%  
25-34 – 20%  
35-44 – 27%  
45-54 – 29%  
55-64 – 15%  
65+ – 2%



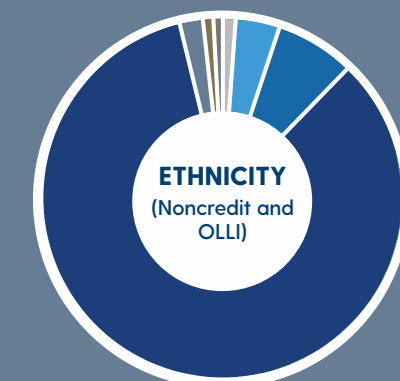
**AGE**  
(OLLI)

45-54 – 1%  
55-64 – 14%  
65+ – 85%



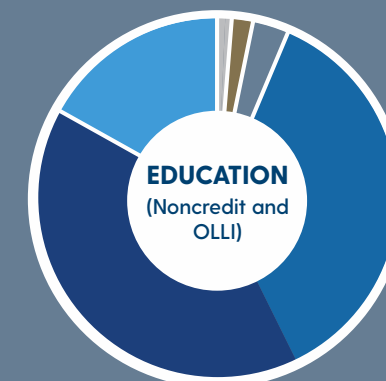
**GENDER**  
(OLLI and noncredit)

Female – 67%  
Male – 33%



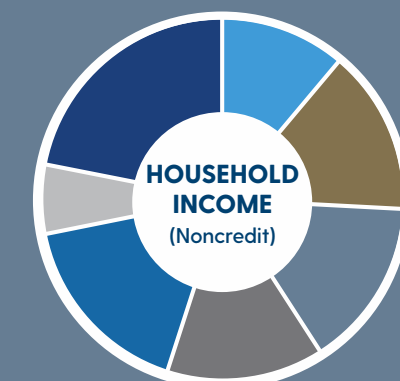
**ETHNICITY**  
(Noncredit and OLLI)

American Indian – <1%  
Asian – 4%  
African American – 7%  
Caucasian – 85%  
Latinx – 2%  
Multiracial – 1%  
Other – <1%



**EDUCATION**  
(Noncredit and OLLI)

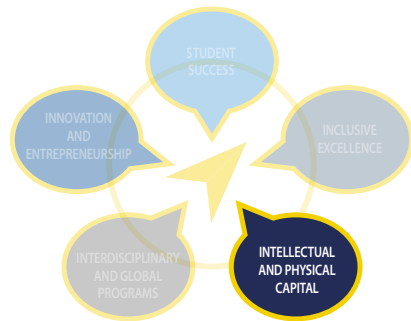
High school – 1%  
Some college – 2%  
Associate – 3%  
Bachelor's – 37%  
Master's – 40%  
Doctorate – 17%



**HOUSEHOLD INCOME**  
(Noncredit)

<25K – 11%  
26-49K – 15%  
50-74K – 15%  
75-99K – 14%  
100-124K – 17%  
125-149K – 6%  
150K+ – 22%





# Investing in our INTELLECTUAL AND PHYSICAL CAPITAL

5

UD PCS team members pursued undergraduate and advanced degrees.

92

Delaware high school students virtually attended UD's Governor's School for Excellence.

204

students from 13 Delaware high schools took four Early College Credit Program courses.

## Leveraging New Approaches and Technologies to Overcome Challenges

Despite the ongoing challenges of the COVID-19 pandemic, UD PCS successfully conducted **27 online information sessions, 28 online professional and continuing education programs, and 1 online conference** in 2021 using video conferencing software, revised lesson plans, and new strategies for engaging learners in virtual environments.

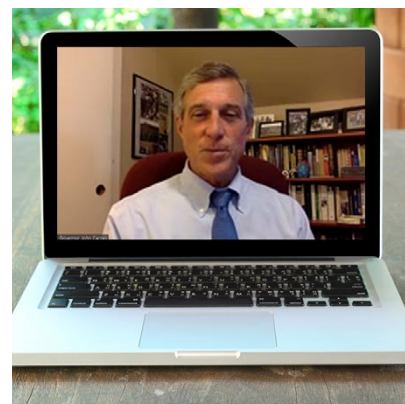
## Developing our Skills, Continuing our Education

Lifelong learners ourselves, **100% of UD PCS employees completed professional development courses, seminars or conferences** in 2021 designed to help us better serve our students. Over the last year, **5 team members pursued undergraduate and advanced degrees.** One team member earned a bachelor's degree, two earned master's degrees and one earned a doctorate.

## Revitalizing Programs to Meet Audiences Online

To meet the demands necessitated by the surge in online learning, UD PCS instructional designers **designed, built or revised 4 professional development programs**, including Advanced Telehealth Coordinator, Clinical Trials Management, Women's Leadership and Advanced Social Media Marketing for Business. The instructional design team also **helped transition UD's Governor's School for Excellence program to its first-ever virtual offering**,

attended by **92 academically and artistically talented Delaware high school students**, and collaborated with other colleagues, faculty and the Center for Teaching and Assessment of Learning (CTAL) to help deliver **4 Early College Credit Program** courses to **204 students from 13 Delaware high schools.**



Delaware Gov. John Carney visits UD's 2021 virtual Governor's School for Excellence.

Understanding the value of lifelong learning and admiring the accomplishments of our part-time degree seeking students, UD PCS team members invested in their own education so they can continue to serve our students with in-demand programs and services.







## Strengthening INTERDISCIPLINARY AND GLOBAL PROGRAMS

60

students engaged in two customized learning programs for one of the largest American multinational investment banks and financial services holding companies.

173

students from China were provided support for a program with the Lerner College.

74

restaurant owners, managers and staff were trained through the HR Competencies for Restaurant Managers course.

### Training Olympic Coaches to Medal-Winning Performances

Graduates of UD's International Coaching Apprenticeship in Basketball (ICAB) and International Coaching Enrichment Certificate Program (ICECP) **led 6 athletes to medal-winning performances** at the Summer Olympics in Tokyo. Raimonds Feldmanis, a 2019 ICAB graduate, guided the men's 3x3 basketball team from Latvia to the gold medal, while German Medina, a 2019 ICECP graduate, helped athletes earn silver and bronze medals in BMX cycling for Colombia. **5 other ICAB and ICECP graduates coached athletes competing in the Tokyo Games.**

### Partnering with UD Units to Diversify Offerings and Reach Global Audiences

In partnerships with the Alfred Lerner College of Business and Economics and the College of Engineering, UD PCS managed **2 customized learning programs** with **60 students** for one of the largest American multinational investment banks and financial services holding companies. This organization chose UD to deliver both cybersecurity and data science graduate certificate programs to upskill and reskill their workforce in the Delaware region.



PCS' ACCESS Center worked closely in 2021 with the Alfred Lerner College of Business and Economics to provide administrative and student services support to **173 students from Southwestern University of Finance and Economics in Chengdu, China**, who were enrolled in the SWUFE-UD Institute of Data Science, a joint program in which UD offers bachelor of science programs in management information systems, finance and operations.

### Providing Short-term Programs That Promote Long-term Benefits Across Industries

In 2021, UD PCS noncredit programs provided 1,299 learners with the practical, immediately applicable knowledge and skills needed to advance their careers. UD PCS offered **28 noncredit programs**, including **19 business/IT courses**, **3 healthcare courses**, **1 healthcare conference**, **1 law-oriented course** and **3 occupational safety courses**.

(left) Social Media Marketing graduate Heather Cox was recognized for her dedication to helping her clients during the COVID-19 pandemic.

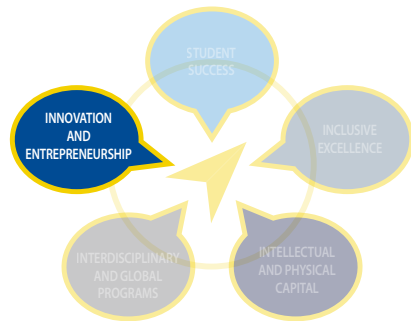
### Improving Industry for Better Outcomes

Offered as a joint initiative between UD PCS, UD's Alfred Lerner College of Business and Economics Department of Hospitality and Sport Business Management, and the Delaware Restaurant Association, the HR Competencies for Restaurant Managers course **provided training to 74 restaurant owners, managers and front-line staff members**. Additionally, UD PCS Advanced Social Media Marketing for Business program graduate and business owner Heather Cox leveraged lessons learned in the program to provide free services to her clients during the COVID-19 pandemic. Her dedication was recognized by being named to the lists of Top Women in Business 2020 by *Delaware Today* and the *Delaware Business Times* and Most Influential Delawareans 2020 by Delaware Online and *The News Journal*.



The HR Competencies for Restaurant Managers course provided restaurant industry training for better outcomes during the pandemic.





## Fostering a spirit of INNOVATION AND ENTREPRENEURSHIP

432

learners in 8 countries were provided vital healthcare continuing education.

232

California healthcare workers were credentialed through the Advanced Telehealth Coordinator Certificate.

18

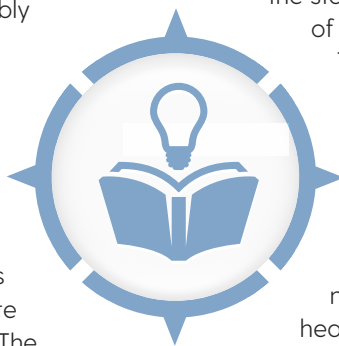
detailed reports were created to analyze labor market demands.

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

Healthcare has justifiably been in the spotlight throughout the COVID-19 pandemic, and our **Advanced Telehealth Coordinator, Clinical Trials Management and RN Refresher** programs have proven to be quite timely and necessary. The three programs provided vital education to **432 learners in 31 states and Washington, D.C.**, as well as **Canada, Mexico, Bermuda, Saudi Arabia, Turkey, Germany and Spain.**

### Serving Businesses with Customized Programs

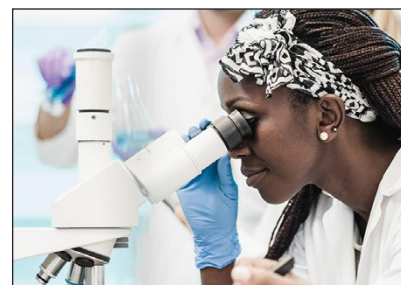
Offered in partnership with Futuro Health, a California-based nonprofit dedicated to improving the health and wealth of communities by growing the largest network of credentialed allied healthcare workers in the nation, the UD PCS **Advanced Telehealth Coordinator program provided training to 232 California healthcare workers** to grow the number of credentialed allied healthcare workers in the state.



Throughout the pandemic, UD PCS continued to provide customized training to organizations, including the state of Delaware, Bank of America, Campbell's, Tech Impact and more. Training included topics such as design thinking, project management, digital and social media marketing, and healthcare.

### Educating Graduate Researchers while Analyzing Market Demands

Supporting and fostering the entrepreneurial spirit of UD faculty members, the UD PCS market research initiative produced **18 detailed research reports** analyzing labor market demand, competing programs, tuition rates, potential earnings and more for proposed or existing undergraduate, graduate and continuing education programs.



UD's Clinical Trials Management Certificate program focused on the key competencies involved in the new product development process has seen dramatically increased enrollment.



Gemma Lowery was named lead instructor for the UD PCS award-winning Advanced Telehealth Coordinator Certificate program.





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