

# UPCEA Professional Development Programs



UPCEA Member Experience

## *Program Planning and Oversight in Professional, Continuing, and Online (PCO) Education Course*

### WHY DID YOU CHOOSE THE UPCEA PROGRAM PLANNING COURSE?

I've been in a leadership role in continuing and professional education for quite a while. One thing that I've consistently heard from new team members at UTC, and other institutions I've served, is "It would be great if there was a manual." Most PCO units are going to be teams of 7 to 10 people and each person has a unique role. We bring them on, one at a time, usually filling a vacancy of a position with a full slate of programs, and the new person has to jump in, feet first (sometimes head first) and figure it out on the fly. As a leader (and oftentimes the direct supervisor) I have felt the pain of providing the coaching and direction they need.



***"I would recommend this course to my fellow directors/deans for their teams."***

**John Freeze**

Director, Center for Professional Education  
University of Tennessee at Chattanooga

The UPCEA program allows us (leaders and supervisors) to outsource this foundational awareness and understanding of the continuing education "field" and allows us to focus on developing the procedural skills and promoting the relationship building that is necessary.

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## HOW HAS THIS PROGRAM CONTRIBUTED TO YOUR TEAM?

Upon completion of this course, I noticed a stronger sense of confidence in the employee who participated. She began to address programs with more of a problem solving approach, rather than a “this just happened, what do I do?” approach.

I appreciated the focus on needs assessment and program planning. One thing that I have experienced, time and time again, is that someone will have a “great idea” for a program. Oftentimes I believe they think that having a university offer something sprinkles some magic registration dust on a program idea. Those of us who have worked in this space for a while know this isn’t true. This program allows you to develop tools to assess program viability and determine market viability.

This program also helped take the guesswork out of resource identification and allocation planning. It's one thing to have a great idea for a program, it's another to manage and execute it so that it's sustainable.

## HOW ARE YOU USING (OR PLANNING TO USE) THE UPCEA COURSES IN YOUR PROFESSIONAL DEVELOPMENT PLANS FOR STAFF?

I will strongly consider using this course, or ones related to it, to help onboard new employees in the future. It will definitely help establish a common understanding and provide a framework to help them operate.