I. PROGRAMS: Over the past fiscal year, OPD hosted 688 highly evaluated and useful individual programs (doubled in one year) for 15,762 enthusiastic noncredit students (increased by 1,578 since last year), while generating revenue sufficient to cover all direct and indirect costs. OPD marked the 14th straight year of operating without a financial deficit in 2014-2015.

In FY 2014-2015, OPD shared a total of $500,064.19 with clients who hire OPD for events management services, which is an increase of $84,173.17 over last fiscal year. This sharing includes clients on and off campus. Overall, OPD’s revenue increased this year by approximately $680,000 and its total administrative fees increased by $106,000.

OPD has been hired by 16 new clients during the fiscal year, including departments and units on campus. However, OPD continues to create a greater alliance with state government departments, including the NC Community College System office, the Department of Public Instruction, and the State Board of Elections. Many nonprofits, campus departments and state government agencies are continuing to downsize and have fewer staff to manage non-credit activities and they are realizing that they can outsource the work of managing programs without giving up control of the content.

II. INITIATIVES: OPD is working regularly with its Ungerboeck database, which enables the unit to provide advanced conference registration sites for its conferences. Seminars and certificate programs registration sites are conducted through DestinyOne, which OPD has used for approximately four years. OPD is having monthly “tips and tricks” sessions with staff to teach each other advanced Ungerboeck functionality. Also, OPD has contracted with Ungerboeck to build
client web reports so that clients can log in to see who and how many are registered and how much has been paid by the participant.

III.  DIVERSITY:  OPD encourages staff to become fully engaged in the challenging issues of diversity within the unit and the broader university community. Staff are involved in university committees, division committees and outside organizations, which promote the training and diversification of staff.

IV.  STAFF:

- Iyana Porter, Laina Stensvold, and Jeremy Watson were hired as Program Assistants. Laina and Jeremy were promoted from serving as a temporary office assistant.
- Arika Johnson moved to Seattle and was replaced by Laina Stensvold.
- Ashley Schwed has served as a Program Coordinator in the place of Dale Makey, who resigned last summer (Ashley’s reclassification is pending).
- Pam Brown, Sandy Slezak, and Carolyn Howard have served the past year as temporary office assistants. Pam Brown is now serving as a temporary Program Assistant in the place of Cheryl McKenzie, who retired in February.