

Simplifying Reporting, Boosting Confidence: Delaware's PEARS Journey

The University of Delaware Extension needed a new data management system after its previous platform shut down. The old system was not user-friendly and made reporting burdensome for Extension Agents and Specialists. This led to delayed reporting, user frustration, and a heavy administrative load to ensure data was entered correctly and on time.

What UD Extension Needed

University of Delaware Extension sought a solution that could simplify and streamline reporting, improve user experience, and encourage timely data entry. Their key priorities included:

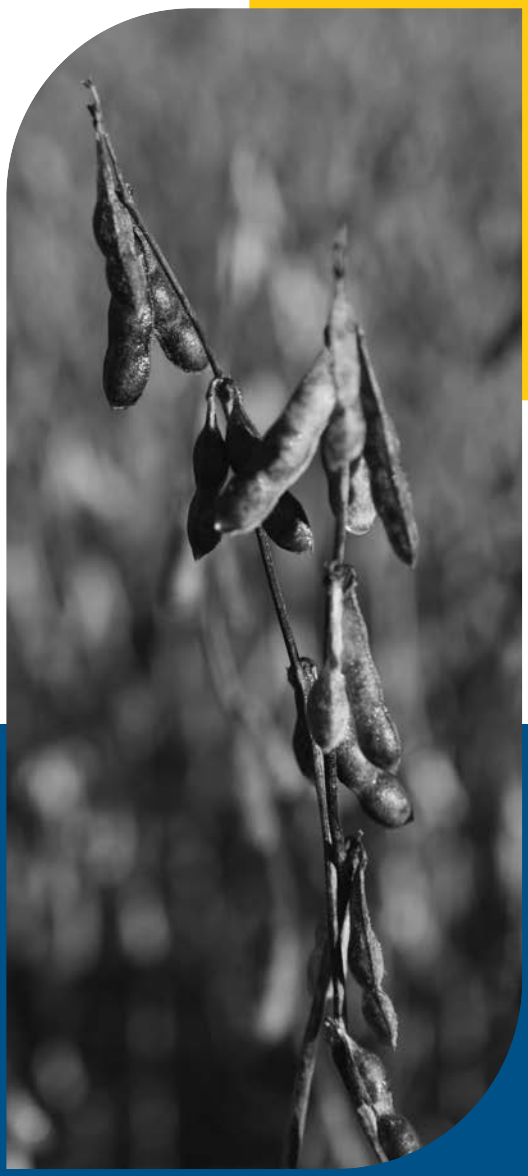
- A system that was intuitive and easy to navigate
- A visually consistent interface to build user confidence
- Streamlined reporting workflows to reduce burden
- Increased adoption and timely reporting from staff
- Reliable support and ongoing improvements
- Opportunities for customization to fit state-specific needs

Why PEARS Was the Right Choice

PEARS immediately stood out for its thoughtful design and responsive support. The consistent layout across modules helped users feel comfortable and confident using the system. PEARS also provided:

- Visually appealing, intuitive navigation
- A consistent look and feel across modules
- An advisory committee allowing users to give input and influence improvements

A dedicated support team making regular updates and enhancements



Smooth Transition & Early Wins

The onboarding experience was tailored to the team's needs. Instead of adding new meetings, PEARS training was integrated into existing schedules, making the transition smooth and efficient. Reporting compliance improved significantly:

"With our old system, some staff resisted reporting until the end of the year, often forgetting how to use it. I had to sit with them one-on-one each December. That hasn't been necessary with PEARS—it's so user friendly."

A User's Perspective

"Yes, I would recommend PEARS to others—and I have! The system was developed by people who understand Extension, so it makes sense for users. It's adaptable and customizable to your state's needs."

— Jennifer Volk, Associate Director & PEARS Administrator, University of Delaware Extension

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