#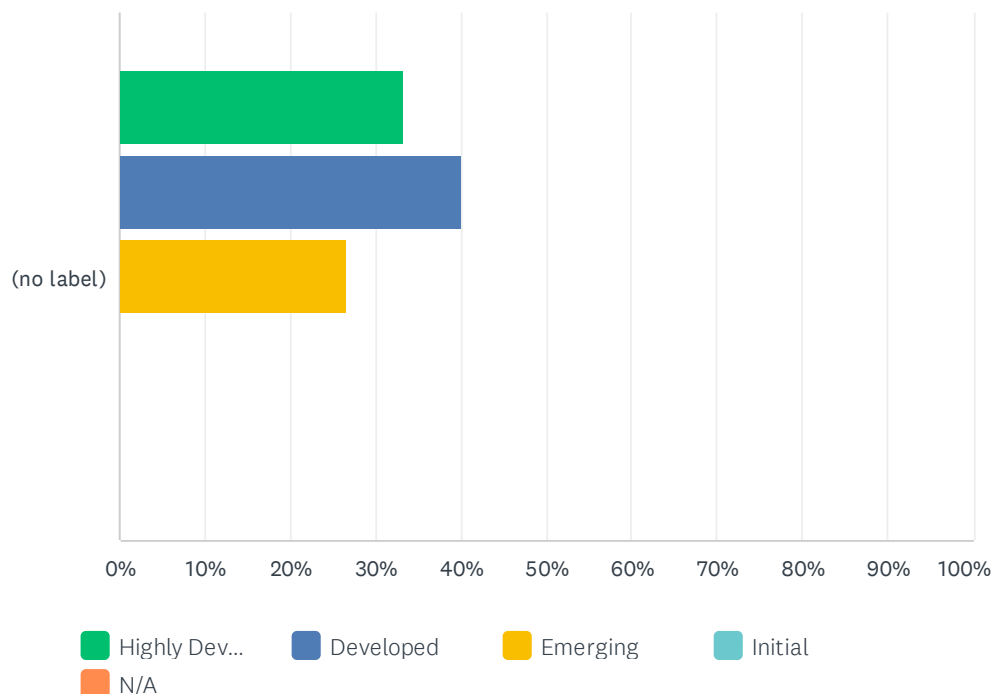 Q1 ACCOMPLISHMENTS IN ACHIEVING GOALSHighly Developed: Exhibits ongoing and systematic evidence of goal achievement.Developed: Exhibits evidence of goal achievement.Emerging: Exhibits some evidence that some goals have been achieved.Initial: Minimal evidence that progress has been made toward achieving goals..

Answered: 15    Skipped: 0



- Highly Dev...
- Developed
- Emerging
- Initial
- N/A

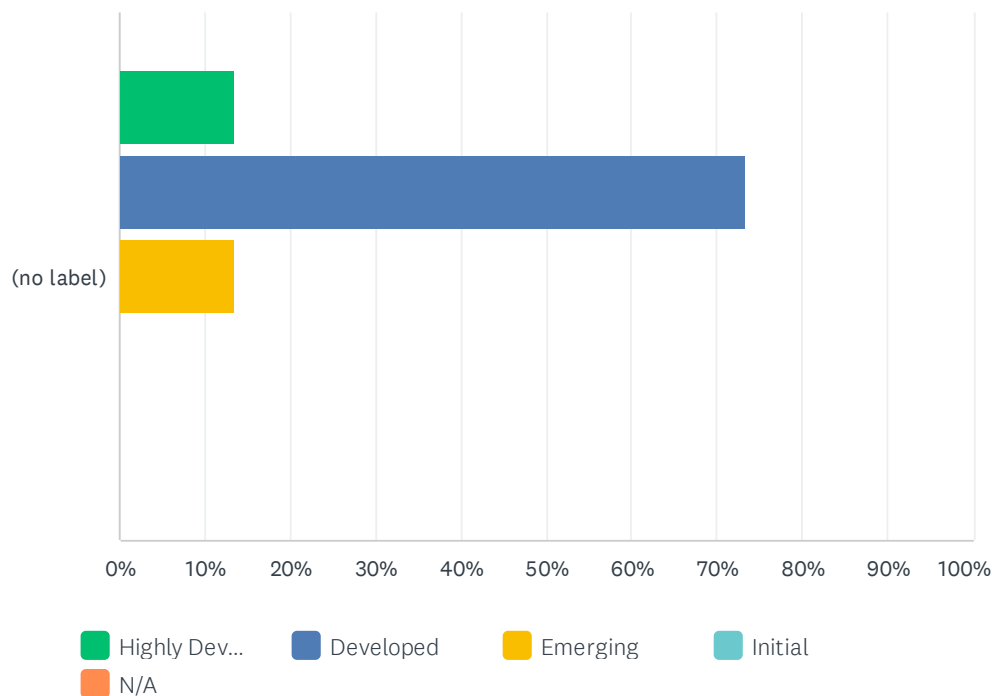|  | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | N/A | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| (no label) | 33.33%<br>5 | 40.00%<br>6 | 26.67%<br>4 | 0.00%<br>0 | 0.00%<br>0 | 15 | 3.07 |

| # | COMMENTS/FEEDBACK: | DATE |
|---|---|---|
| 1 | Documentation of previous goals and accomplishments was unclear. | 12/5/2023 2:19 PM |
| 2 | It is not clear whether goal 3 and 4 were met. Enrollment seems down since the 2019 increase and retention of students was not really addressed. Great job getting CAHIIM candidacy status and assuring 100% of your grads are placed in cooperative work experiences with most finding a job through that experience. | 12/4/2023 4:47 PM |
| 3 | Goal 1 is to increase the number of sites, yet you list meeting that goal as placing 100% of your students. While 100% placement is admirable and linked to sites, the achievement does not match the goal. Have you increased the number of sites where students can be placed? Goal 4 has a similar issue to Goal 1. Is a pass rate of 75% the number of students who pass the exam or the number of students who start a degree and complete a degree? Not sure from the text. Found some of the information in the Appendix. | 12/4/2023 9:32 AM |
| 4 | A couple of the initially identified goals still feel like they're "in progress" and by the referenced appendices, "not started"? | 12/4/2023 8:51 AM |
| 5 | Evidence exists to demonstrate achievement of goals and work towards achievement. | 12/4/2023 8:20 AM |

| 6 | The list of goals was measurable and achievable. Jennifer provided good evidence that these goals were being either met or steps taken towards being met. It would be better for more accurate reporting in Strategic Planning documentation. Many goals were completed but not documented as stated in the Strategic Plan. | 12/1/2023 5:04 PM |
|---|---|---|
| 7 | The program lead has a high awareness of forward thinking and strategy to improve the program's enrollments and by doing so, also increase the numbers of graduates with job attainment. I am puzzled however that improving recruitment and increasing enrollment for program sustainability does not appear in the new goals. | 12/1/2023 11:42 AM |
| 8 | Strong support was provided that the goals are being met. Completion of certificates and ongoing work in each of these areas appears substantial. The goal statements are missing specific timelines. | 11/22/2023 2:12 PM |
| 9 | May Want to change Goals going forward as continued growth is happening. | 11/16/2023 9:19 AM |

# Q2 LABOR MARKET PROJECTIONHighly Developed: Thoroughly explains projected market demand and potential effects on program; presents highly developed plan to address projection.Developed: Explains projected market demand and discusses several possible actions to address projection.Emerging: Minimally explains projected market demand and lists one or two actions to address projection. Initial: Presents labor market demand without analysis/explanation and fails to list possible actions to address projection.
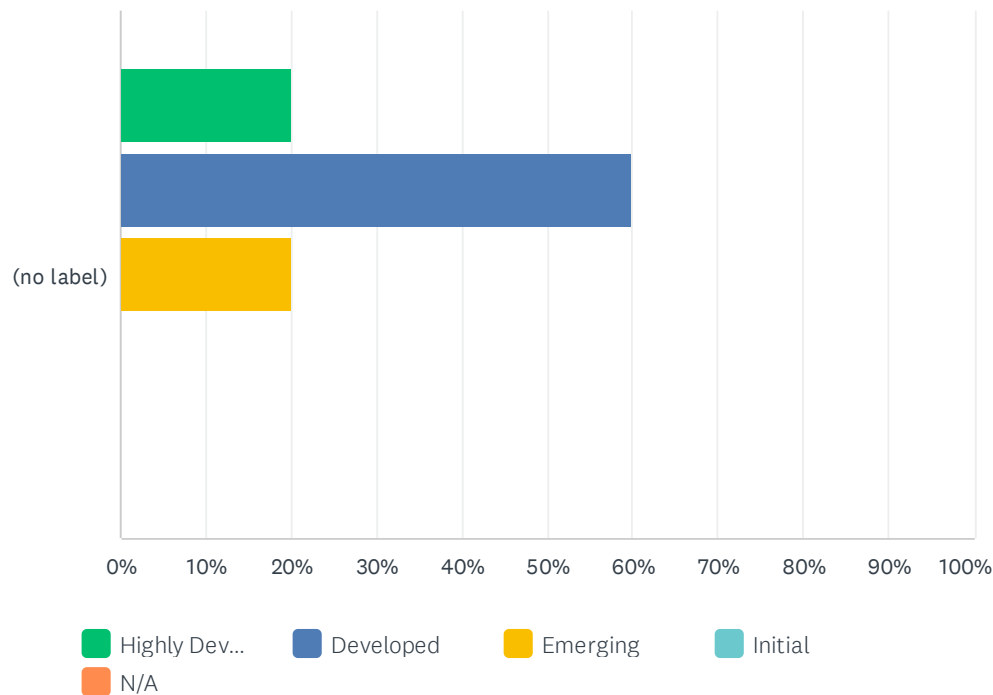
Answered: 15    Skipped: 0



|  | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | N/A | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| (no label) | 13.33% 2 | 73.33% 11 | 13.33% 2 | 0.00% 0 | 0.00% 0 | 15 | 3.00 |

| # | COMMENTS/FEEDBACK: | DATE |
|---|---|---|
| 1 | A more thorough analysis of potential local employers, and relationships with those employers would benefit the program. | 12/5/2023 2:19 PM |
| 2 | Job openings across Oregon consist of 21 jobs? That is concerning, but the report also shows a 7% increase in demand which is more reassuring. | 12/4/2023 4:47 PM |
| 3 | Good data reference and strong evidence of both job opportunities and livable wages! | 12/4/2023 8:51 AM |
| 4 | Recognizing it is a funtion of the Geographic area of 'East Cascates", the job openings look like they are in Bend and not as much in Klamath. That's a bit of a bummer. | 12/4/2023 8:20 AM |
| 5 | Labor market number show annual growth of over 40 jobs in Oregon and annual replacement of over 300, with strong wages. Why is the goal only 2-5 new candidates to this program a year, and not 4-6? | 12/1/2023 5:04 PM |
| 6 | It was noted that changing labor market demands will impact the skills needed by these graduates, and plans appear to be in place to address that as it happens. | 11/22/2023 2:12 PM |
| 7 | Excellent work demonstrating both statistics from external sources and from alumni | 11/17/2023 1:47 PM |
| 8 | Good Jobs, may want to reflect more on this and develop recruitment materials. | 11/16/2023 9:19 AM |

# Q3 RESOURCES: PROFESSIONAL DEVELOPMENTHighly Developed: Exhibits ongoing and systematic support of professional development opportunities.Developed: Exhibits support of regular professional development opportunities. Emerging: Evidence of intermittent professional development opportunities. Initial: Minimal evidence of professional development opportunities.

Answered: 15    Skipped: 0



Legend: Highly Dev...  Developed  Emerging  Initial  N/A

| | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | N/A | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| (no label) | 20.00%<br>3 | 60.00%<br>9 | 20.00%<br>3 | 0.00%<br>0 | 0.00%<br>0 | 15 | 3.00 |

| # | COMMENTS/FEEDBACK: | DATE |
|---|---|---|
| 1 | Very well qualified faculty, but would be nice to see a list of specific PD or sessions attended at AHIMA and AAPC. | 12/4/2023 4:47 PM |
| 2 | Looks like good "real time" alignment with industry sector standards and those who'll be delivering content. CEUs will ensure continuous applicable learning. | 12/4/2023 8:51 AM |
| 3 | The review indicates regular changes to program needs, certifications, and changing delivery options to meet student needs. I suggest a more developed plan to meet professional development needs for faculty and staff moving into this changing world. | 12/2/2023 8:30 AM |
| 4 | Professional development plan appears to fulfill everything needed to keep up with the programs need. | 12/1/2023 5:04 PM |
| 5 | This section of the document is weak, as it doesn't list anything the rest of us would recognize. It just says "we follow industry needs and standards" without giving us any idea what activities this might involve. | 12/1/2023 11:42 AM |
| 6 | It appears that these faculty are well prepared for this work and update their credentialing as needed. Specifics were not provided in regard to examples of CEU's, though it was noted that they are completed annually. | 11/22/2023 2:12 PM |
| 7 | Meets industry standards. | 11/20/2023 4:37 PM |
| 8 | Annual CEU completion through AHIMA and AAPC | 11/17/2023 1:47 PM |
| 9 | Identify more opportunities for Lead and other Instructors for any future needs. | 11/16/2023 9:19 AM |

# Q4 RESOURCES: FACULTY MEETING INSTRUCTIONAL NEEDSHighly Developed: Employs a sufficient number of highly qualified faculty to meet instructional needs.Developed: Employs an adequate number of qualified faculty to meet instructional needs. Emerging: Has a plan to employ an adequate number of qualified faculty to meet instructional needs.Initial: Faculty numbers and/or qualifications are insufficient to meet instructional needs.

Answered: 15    Skipped: 0

| | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | N/A | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| (no label) | 40.00%<br>6 | 60.00%<br>9 | 0.00%<br>0 | 0.00%<br>0 | 0.00%<br>0 | 15 | 3.40 |

| # | COMMENTS/FEEDBACK: | DATE |
|---|---|---|
| 1 | All faculty are well qualified. The struggle is to keep 2 FT faculty (required for CAHIIM accreditation) adequately loaded to realize a positive or neutral CMA. Appreciate the use of these faculty in other general education courses to address the bottom line. This will be essential to do until robust enrollment in HIM courses is realized, otherwise I worry this staffing model to maintain accreditation is sustainable. Robust efforts to increase enrollment should be sustained. What is the marketing plan for this? | 12/4/2023 4:47 PM |
| 2 | If you are meeting CAHIIM standards, that speaks well of the department's professional development. | 12/4/2023 9:32 AM |
| 3 | A strength in this program. | 12/2/2023 8:30 AM |
| 4 | This areas appears to be well covered. | 12/1/2023 5:04 PM |
| 5 | Per this program review, there are sufficient faculty for this program. The newest member has been fulltime for a short time, but has extensive adjunct and workplace experience. The HIM Lead is clearly skilled and understands the ongoing needs of accreditation. Coordination with the Business Technology Program sounds like a very effective direction. | 11/22/2023 2:12 PM |
| 6 | Meets CAHIM requirements | 11/20/2023 4:37 PM |
| 7 | Great team, continue to identify other team member needs and recruit. | 11/16/2023 9:19 AM |

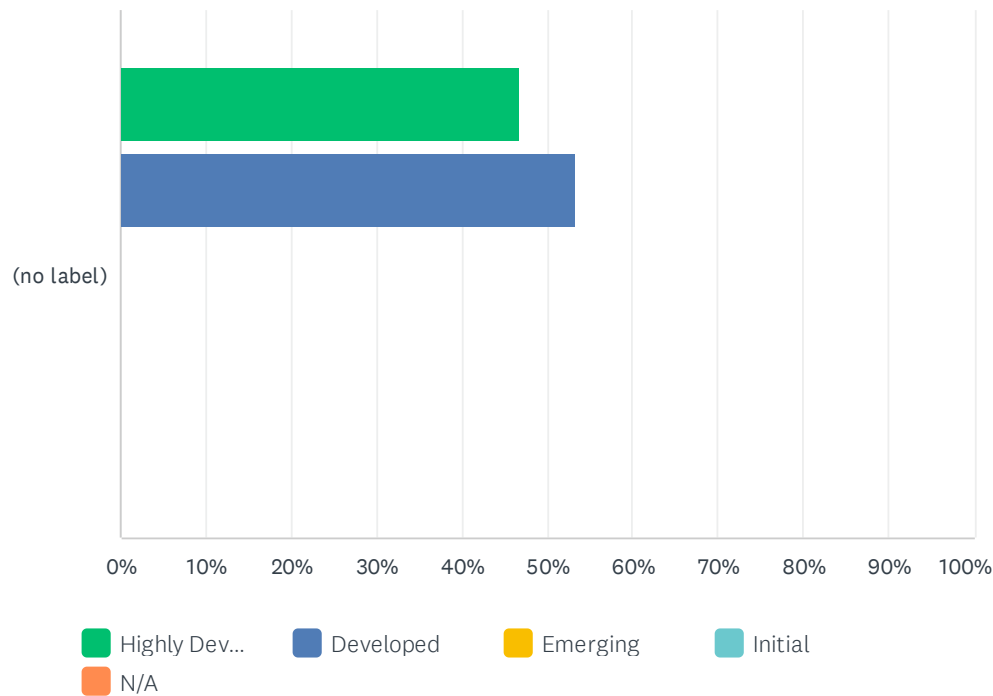## Q5 RESOURCES: FACILITIES AND EQUIPMENTHighly Developed: Facilities and resources meet current and future needs.Developed: Facilities and resources meet current needs.Emerging: Evidence of a plan to have facilities and resources meet current and future needs.Initial:

# Minimal evidence that facilities and resources meet current and future needs.
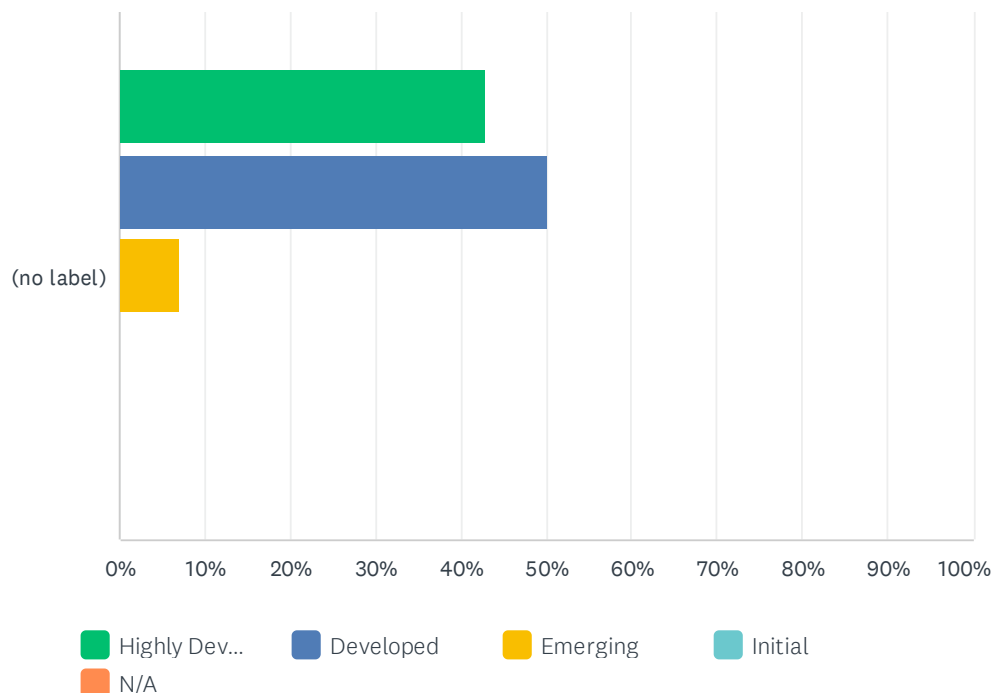
Answered: 15    Skipped: 0



| | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | N/A | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| (no label) | 46.67%<br>7 | 53.33%<br>8 | 0.00%<br>0 | 0.00%<br>0 | 0.00%<br>0 | 15 | 3.47 |

| # | COMMENTS/FEEDBACK: | DATE |
|---|---|---|
| 1 | Facilities and resources are robust. | 12/4/2023 4:47 PM |
| 2 | It looks like you have the tools you need. | 12/4/2023 9:32 AM |
| 3 | Stated as met. | 12/4/2023 8:20 AM |
| 4 | Meeting current needs. | 12/2/2023 8:30 AM |
| 5 | No concerns were brought up and nothing was asked for. Would there be any additional needs over the next 5 years? | 12/1/2023 5:04 PM |
| 6 | It's good that CTL and IS are able to prevent faculty meltdown. | 12/1/2023 11:42 AM |
| 7 | Per this program review, facilities and equipment are in place to sufficiently address the needs of the faculty and this program. | 11/22/2023 2:12 PM |
| 8 | The HIM facilities are state of the art. It would have been interest into explore coding SIM etc. Should have provided more explanation some staff may not be aware of the facilities and equipment utilized by this program. | 11/20/2023 4:37 PM |

## Q6 EFFECTIVENESS: STUDENT LEARNING OUTCOMES ASSESSMENTHighly Developed: Exhibits ongoing and systematic SLO assessment to adjust instruction.Developed: Exhibits student learning

# outcomes assessment and uses results to change instruction.Emerging: Has a plan to engage in ongoing and systematic SLO assessment, including using results to change instruction.Initial: Minimal evidence of SLO assessment.

Answered: 14    Skipped: 1



| | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | N/A | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| (no label) | 42.86%<br>6 | 50.00%<br>7 | 7.14%<br>1 | 0.00%<br>0 | 0.00%<br>0 | 14 | 3.36 |

| # | COMMENTS/FEEDBACK | DATE |
|---|---|---|
| 1 | Great job on the end of program pass rates. Appears faculty engage in the assessment process fully with lots of PLOs and CLOs assessed. | 12/4/2023 4:47 PM |
| 2 | It looks like you are being thoroughly assessed. Good to see that you are using those assessments to improve student learning. | 12/4/2023 9:32 AM |
| 3 | Assessement is occuring and ongoing and led to changes in structure. | 12/4/2023 8:20 AM |
| 4 | Doing well in this topic area. | 12/2/2023 8:30 AM |
| 5 | High passing rate listed, and course work was revamped to better met students learning needs. | 12/1/2023 5:04 PM |
| 6 | This is a very well written section | 12/1/2023 11:42 AM |
| 7 | Ongoing assessment is vital in this program and the student success in passing their HIM professional exams is extremely strong. Accreditation requires a significant assessment component, and plans are clearly in place for updates to courses as needed based on changing industry standards. Outstanding job. | 11/22/2023 2:12 PM |
| 8 | Assessment data has been utilized to change curriculum requirements and student learning supports. | 11/20/2023 4:37 PM |

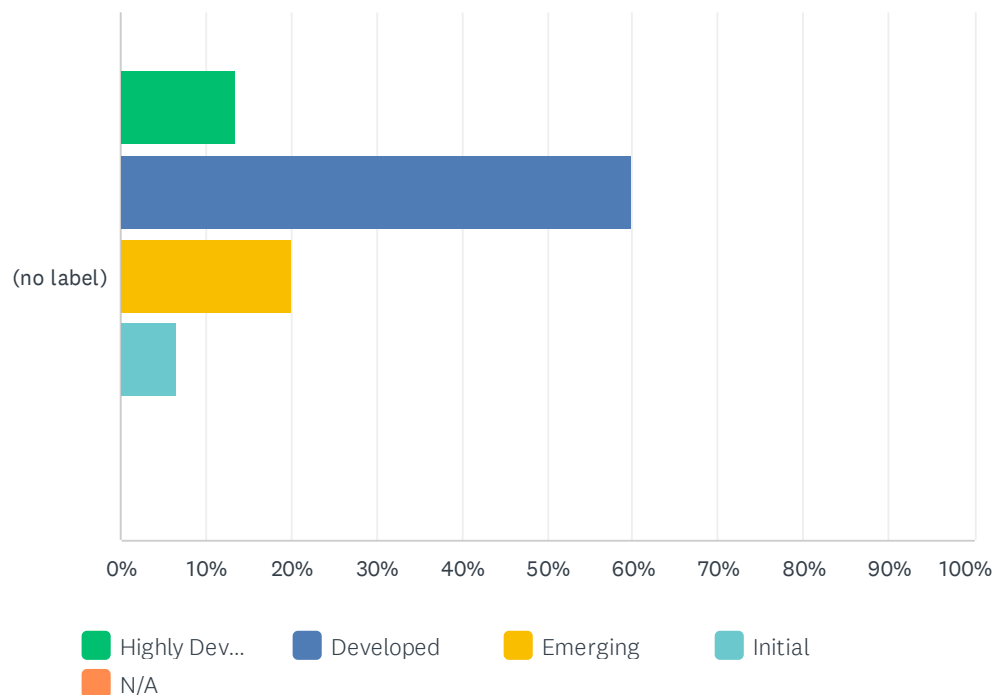| 9 | Allot of work has been done around this.... More to come with accreditation. | 11/16/2023 9:19 AM |
|---|---|---|

# Q7 EFFECTIVENESS: STUDENT SUCCESSHighly Developed: Thoroughly analyzes trends in enrollment, degrees awarded, time-to-completion rates, and formulates comprehensive plans to address them.Developed: Describes trends in enrollment, degrees awarded, time-to-completion rates, and formulates plans to address them.Emerging: Describes trends in enrollment, degrees awarded, time-to-completion rates, and makes an attempt to plan to address them.Initial: Minimal description of trends and/or fails to formulate plan to address them.

Answered: 15    Skipped: 0



| | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | N/A | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| (no label) | 13.33%<br>2 | 60.00%<br>9 | 20.00%<br>3 | 6.67%<br>1 | 0.00%<br>0 | 15 | 2.80 |

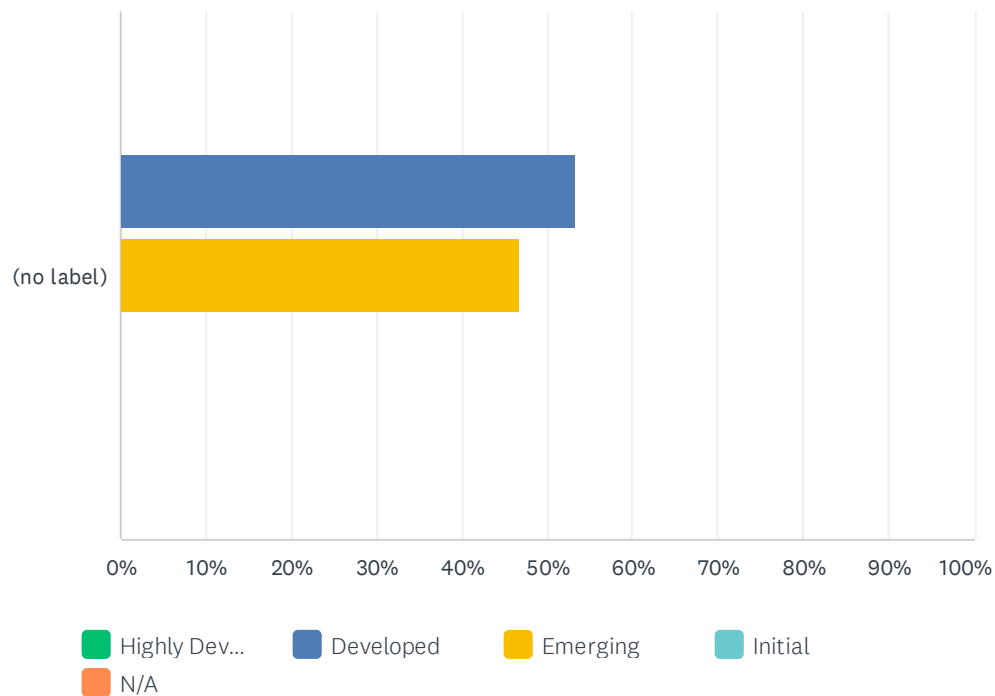| # | COMMENTS/FEEDBACK: | DATE |
|---|---|---|
| 1 | As the program has transitioned from hybrid to 100% DE the enrollment has also declined. This could be a coincidence. Are we sure that 100% DE is maximizing enrollment vs perhaps offering HyFlex instead and providing an option to those students who prefer a F2F option? Suggest developing a comprehensive marketing plan to address declining enrollment for sustainability of the program. | 12/4/2023 4:47 PM |
| 2 | Enrollment trends appear to be on the decline. | 12/4/2023 8:20 AM |
| 3 | Based on the positive and high response rate to surveying, students are feeling well served by faculty. In future reviews, I'd like to see how the declining headcount is being addressed and the work being done to reverse this trend. | 12/2/2023 8:30 AM |

| 4 | Students that graduate are going mostly straight to the workforce, this is a great thing for students. It is also nice to see the opportunity being look into for the 2+2 with OIT. | 12/1/2023 5:04 PM |
| 5 | This is a good section | 12/1/2023 11:42 AM |
| 6 | Trends in enrollment and number of graduates were noted; time-to-completion rates were not identified. Additional information in this section would have been helpful to better understand the full picture of the graduates. | 11/22/2023 2:12 PM |
| 7 | Positive student success metrics were provided. | 11/20/2023 4:37 PM |
| 8 | Note: there is a typo on page 23, 4A.II, #4: it should say "healthcare" instead of "health car" | 11/17/2023 1:47 PM |

# Q8 BUDGETHighly Developed: Financial resources meet current needs and are projected to meet future needs.Developed: Financial resources meet current needs. Emerging: Evidence of a plan to acquire financial resources to meet current needs.Initial: Minimal evidence that financial resources meet current needs.

Answered: 15    Skipped: 0



|  | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | N/A | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| (no label) | 0.00% 0 | 53.33% 8 | 46.67% 7 | 0.00% 0 | 0.00% 0 | 15 | 2.53 |

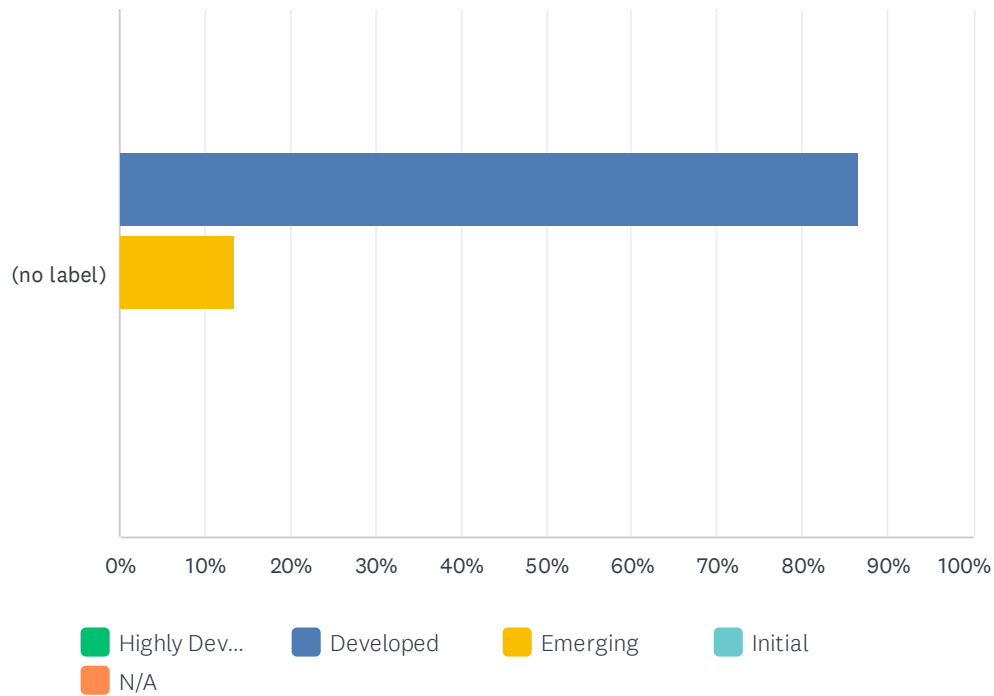| # | COMMENTS/FEEDBACK: | DATE |
|---|---|---|
| 1 | Financial resources meet current needs, but the budget is currently out of balance due to faculty requirements. | 12/5/2023 2:19 PM |
| 2 | CMA is concerning. Plan for both FT faculty to teach general education courses is a start in the right direction. A robust marketing plan should be developed and consideration for how the program is delivered may be indicated. | 12/4/2023 4:47 PM |

| 3 | Emerging due to the increase the full-time faculty and the budgetary issues in meeting the needs for accreditation. | 12/4/2023 9:32 AM |
|---|---|---|
| 4 | Additional staff at the time of declining enrollment caused a decline in margin. There is presentation of a plan to mitigate the decline. | 12/4/2023 8:20 AM |
| 5 | The review indicates the lead and faculty are working on balancing the staffing to budget issue that is leading to under performance in CMA numbers. The program needs continuing support from other departments to increase student enrollment. | 12/2/2023 8:30 AM |
| 6 | Increased enrollment will be needed to offset the addition of new staff for the cost margin analysis, as Jennifer is aware of. Maybe there are some marketing opportunities to reach more potential students? As I believe this degree be completed entirely online. | 12/1/2023 5:04 PM |
| 7 | The budget section of this report is weaker than other sections; plans and goals to increase enrollments are minimally addressed. However, new degrees and/or accreditation(s) in the pipeline are vital to longer-term growth. It's just the short-term recruitment challenges that are not well addressed | 12/1/2023 11:42 AM |
| 8 | The Program Lead noted that there are budgetary challenges due to the program requiring two full time faculty. It was noted in that section that strategies are in place to impact program enrollment. | 11/22/2023 2:12 PM |
| 9 | Concerns about program sustainability. Low student enrollment. Two full time faculty required for CAHIM accreditation. Glad to hear that faculty are also teaching general education classes. | 11/20/2023 4:37 PM |
| 10 | Clear | 11/16/2023 9:19 AM |

# Q9 STRENGTHS AND WEAKNESSESHighly Developed: Strengths and weaknesses are described accurately and thoroughly.Developed: Most strengths and weaknesses are described accurately and thoroughly.Emerging: Some strengths and weaknesses are described accurately and thoroughly.Initial: Minimal evidence that strengths and weaknesses are described accurately and thoroughly.

Answered: 15    Skipped: 0

| | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | N/A | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| (no label) | 0.00% 0 | 86.67% 13 | 13.33% 2 | 0.00% 0 | 0.00% 0 | 15 | 2.87 |

| # | COMMENTS/FEEDBACK: | DATE |
|---|---|---|
| 1 | High quality, dedicated FT and PT faculty working as a team is evident. Enrollment and program relevance (21 open positions in the state) is a concern. | 12/4/2023 4:47 PM |
| 2 | Concern by faculty to recruit, transform students into competent professionals, and then place them into careers. | 12/4/2023 9:32 AM |
| 3 | Stong leadership and well thought out actions that are student centered. | 12/4/2023 8:20 AM |
| 4 | Jennifer is well keen on what is needed for her program and is working hard on ways to make it successful. I feel that she may need some additional support or help marketing her degree to a larger populous to get the increase enrollment. | 12/1/2023 5:04 PM |
| 5 | Concerns about enrollment and CMA only get a one line in this section; teaching gen ed classes doesn't seem to be a solution to enrollments in the program itself. What can/should/will be done, quoting section 5C - to recruit students who want a career in healthcare but "don't like the yuk" ? | 12/1/2023 11:42 AM |
| 6 | Several strong program strengths were noted. The two program weaknesses noted appear valid. | 11/22/2023 2:12 PM |
| 7 | Program enrollment does not support a bachelor's degree program. | 11/20/2023 4:37 PM |
| 8 | Great Instructors that care, great learning environment and vision. | 11/16/2023 9:19 AM |

Q10 NEW GOALS AND PLANHighly Developed: Multiyear planning process with evidence of use of assessment data in planning.Developed: Multiyear planning process with some assessment data.Emerging: Short-

# term planning process recently implemented.Initial: Minimal evidence of planning process.
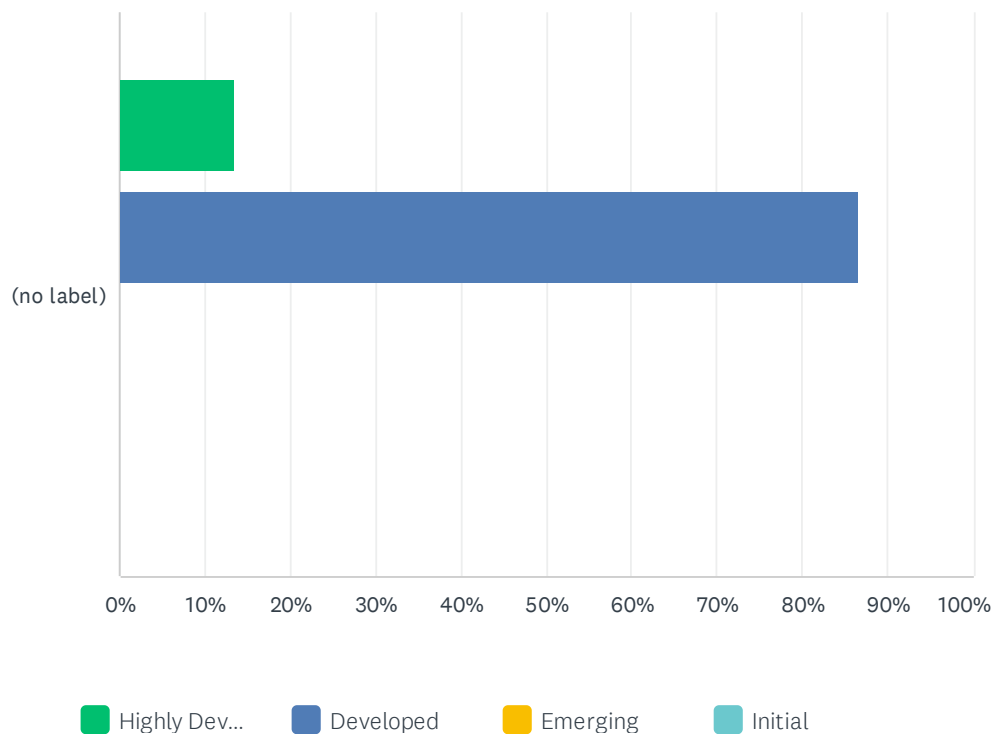
Answered: 15    Skipped: 0



| | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | N/A | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| (no label) | 0.00% 0 | 80.00% 12 | 20.00% 3 | 0.00% 0 | 0.00% 0 | 15 | 2.80 |

| # | COMMENTS/FEEDBACK: | DATE |
|---|---|---|
| 1 | The two unmet goals from the previous review cycle (enrollment and retention) need to be addressed to make the new goals viable. | 12/5/2023 2:19 PM |
| 2 | I would review, reconsider and update the action items for goals 3 and 4 since they are may be going in the wrong direction ( enrollment anyway - retention was hard to ascertain). What may not have been positively impactful in the last strategic plan is not likely to create the desired impact in 23-26 plan. | 12/4/2023 4:47 PM |
| 3 | Interesting work towards the 2+2 plan. | 12/4/2023 9:32 AM |
| 4 | NEW goals seemed ambitious and achievable, but might benefit from additional metrics and timelines (i.e. how many PPE worksites by what timeframe?) | 12/4/2023 8:51 AM |
| 5 | Jennifer's goals and plans show that she is looking at evidence to expand her program and strengthen its value for students. | 12/1/2023 5:04 PM |
| 6 | The new goals seem to be very action-focused rather than results focused; for instance, what are the reasons for increasing PPE sites, or developing a BAS in HIM? Most of the goals are about future focused education, none of the goals list organizational viability. And yet enrollment and the program CMA are a big concern not at all addressed in the new goals. Recruitment and enrollment numbers have been at the forefront in the past. | 12/1/2023 11:42 AM |
| 7 | The new goals are strong, especially in regard to valuable partnerships. The goals did not all contain specific metrics and no timelines were described. | 11/22/2023 2:12 PM |
| 8 | Need to look at progress made and future needs. | 11/16/2023 9:19 AM |

# Q11 OVERALL PROGRAM EVALUATIONHighly Developed: Evidence of ongoing systematic use of planning in selection of programs and services.Developed: Program exhibits evidence that planning guides program and services selection that supports the college.Emerging: There is evidence that planning intermittently informs some selection of services to support the college.Initial: Minimal evidence that plans inform selection the of services to support the college's mission.
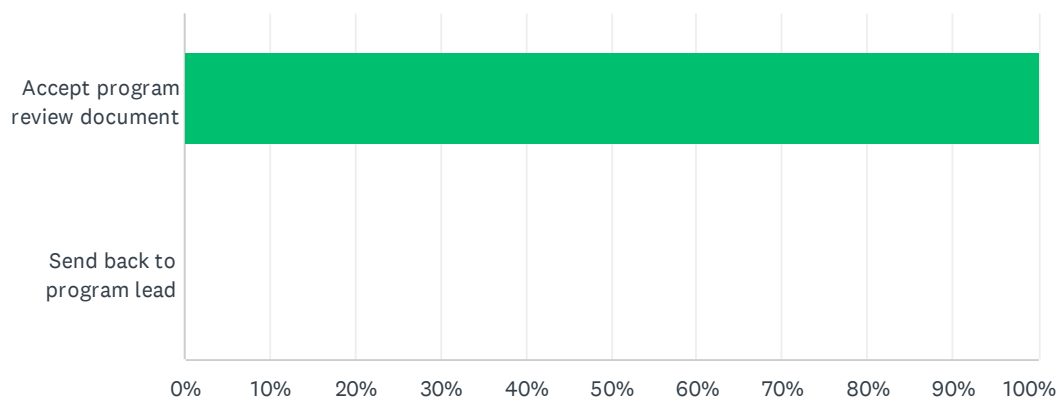
Answered: 15    Skipped: 0



|  | HIGHLY DEVELOPED | DEVELOPED | EMERGING | INITIAL | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|
| (no label) | 13.33%<br>2 | 86.67%<br>13 | 0.00%<br>0 | 0.00%<br>0 | 15 | 3.13 |

| # | COMMENTS/FEEDBACK: | DATE |
|---|---|---|
| 1 | A bit brief in places. | 12/4/2023 9:32 AM |
| 2 | This program is an incredibly strong program that shows solid support for student growth and focus on high quality standards. The pass rate on the HIM professional certs is a testament to the quality of this program and the faculty who lead it. | 11/22/2023 2:12 PM |

# Q12 Should this academic program review be accepted by CIIC or sent back to the program lead for further work?

Answered: 15    Skipped: 0

| ANSWER CHOICES | RESPONSES | |
|---|---|---|
| Accept program review document | 100.00% | 15 |
| Send back to program lead | 0.00% | 0 |
| TOTAL | | 15 |

## Q13 Please highlight the strengths of the program.

Answered: 15    Skipped: 0

| # | RESPONSES | DATE |
|---|---|---|
| 1 | Program has a strong faculty base and ambitious degree and certification goals that will benefit the students and the college. The program also is working toward providing students degree and transfer options for further advancement in a program that offers a terminal degree. | 12/5/2023 2:19 PM |
| 2 | Qualified instructors Program meets an emerging field of need in Healthcare Management Meeting strategic goals, includes working with other departments meeting those goals. | 12/5/2023 9:10 AM |
| 3 | Program Lead, faculty and desire for voluntary national accreditation which is a stamp f exceptional quality. | 12/4/2023 4:47 PM |
| 4 | the program is filling a need in the community for the obvious job market. | 12/4/2023 3:33 PM |
| 5 | Faculty. | 12/4/2023 9:32 AM |
| 6 | Great staff. Strong evidence of a growing sector need. | 12/4/2023 8:51 AM |
| 7 | Stong leadership and well thought out actions that are student centered. | 12/4/2023 8:20 AM |
| 8 | Strong faculty, usable certifications, available jobs in the field of study. | 12/2/2023 8:30 AM |
| 9 | The program is well defined and a plan for the growth of the degree is developing. | 12/1/2023 5:04 PM |
| 10 | This is a highly visionary program with great future ambitions. The faculty are to be commended for their commitment to the college's future growth | 12/1/2023 11:42 AM |
| 11 | Student HIM professional certificate pass rates, highly qualified faculty, commitment and focus by Program Lead, strong community partnerships, events such as the Meet and Greet (which benefits graduates, current students, and potential students) | 11/22/2023 2:12 PM |
| 12 | Experienced full time faculty. Industry partners. Strong collaboration with the CSC. | 11/20/2023 4:37 PM |
| 13 | -Passionate, competent faculty -Strong labor demand -Course content is informed/supported by national organizations (e.g. AHIMA) | 11/17/2023 1:47 PM |

| 14 | Great instruction and extra engagements for students like Heart lab, and meet and greets. | 11/16/2023 9:19 AM |
| 15 | Knowledgeable and dedicated faculty. Program lead trains students to be employable at the end of the program. | 11/15/2023 4:38 PM |

## Q14 Please outline weaknesses of the program.

Answered: 15    Skipped: 0

| # | RESPONSES | DATE |
|---|-----------|------|
| 1 | Enrollment and retention need to be retained as core goals. | 12/5/2023 2:19 PM |
| 2 | Budget Enrollment is low Retention of students | 12/5/2023 9:10 AM |
| 3 | Enrollment, enrollment, enrollment. | 12/4/2023 4:47 PM |
| 4 | the combining of book and classes might be moving a little slow to help reduce the financial burden on students. | 12/4/2023 3:33 PM |
| 5 | Small number of students. | 12/4/2023 9:32 AM |
| 6 | Similar to the broader campus, recruitment and retention (but strategies are in place to address) | 12/4/2023 8:51 AM |
| 7 | Enrollment decline could be a concern | 12/4/2023 8:20 AM |
| 8 | Declining enrollments. | 12/2/2023 8:30 AM |
| 9 | Enrollments are not as strong as they could be. | 12/1/2023 5:04 PM |
| 10 | Student recruitment in the short term. teaching gen ed classes (ie non-program classes) is a band-aid. | 12/1/2023 11:42 AM |
| 11 | Challenge of budget needing to support two full time faculty | 11/22/2023 2:12 PM |
| 12 | Low enrollment. | 11/20/2023 4:37 PM |
| 13 | -Budget: with the recent hire of another faculty member, it's challenging to be at or under budget | 11/17/2023 1:47 PM |
| 14 | Strategic plan needs to be revamped for progress made and future needs. | 11/16/2023 9:19 AM |
| 15 | N/A | 11/15/2023 4:38 PM |

## Q15 Please make recommendations for program improvement.

Answered: 15    Skipped: 0

| # | RESPONSES | DATE |
|---|-----------|------|
| 1 | More work needs to be done to increase enrollment. Is there an opportunity to engage out-of-area students and employers for this distance education program? | 12/5/2023 2:19 PM |
| 2 | Market your program beyond KCC, it is an essential need within our community and other areas nationwide. | 12/5/2023 9:10 AM |
| 3 | Consider if 100% DE is the right modality to offer the program. Develop a robust marketing plan to increase enrollment. | 12/4/2023 4:47 PM |
| 4 | The addition of evening class may help bring student enrolment up. | 12/4/2023 3:33 PM |
| 5 | Marketing the program to increase recruitment. | 12/4/2023 9:32 AM |

| 6 | refine future goals with additional metrics to measure success. | 12/4/2023 8:51 AM |
|---|---|---|
| 7 | I am not sure the best way to establish a marketing plan, but this program leads directly to living wage work in a short time period. It might not be for everyone, but for those it is for, they should be coming here. | 12/4/2023 8:20 AM |
| 8 | I think the team has a thoughtful plan to continue supporting program strengths and needs to delve further into student recruitment in partnership with outreach and marketing and other feeder programs on campus or in the community. | 12/2/2023 8:30 AM |
| 9 | Keep working on growing the program and increasing enrollment. | 12/1/2023 5:04 PM |
| 10 | Figuring out a coordinated plan of attack, that will result in better enrollments. What is the most desirable population, high schools or people who currently have crummy jobs? Would radio/spotify or TV spots help reach a different audience, the "under-employed" adults? | 12/1/2023 11:42 AM |
| 11 | Ongoing coordination with campus resources to assist in enrollment and support for graduates. | 11/22/2023 2:12 PM |
| 12 | Increase articulations work with high schools. Partner with CE/workforce to create pathway to HIM. | 11/20/2023 4:37 PM |
| 13 | Well done! | 11/17/2023 1:47 PM |
| 14 | Continued Plan for CEU and PD needed for future needs | 11/16/2023 9:19 AM |
| 15 | I've watched the program improve every year. My advice is to maintain current practices and remain proactive in your approach to providing the students the skills and labor connections they need to be employable upon graduation. | 11/15/2023 4:38 PM |

# Q16 Please enter your name.

Answered: 15     Skipped: 0

| # | RESPONSES | DATE |
|---|---|---|
| 1 | Holly Owens | 12/5/2023 2:19 PM |
| 2 | Edis | 12/5/2023 9:10 AM |
| 3 | Allison Sansom | 12/4/2023 4:47 PM |
| 4 | Tim Williams | 12/4/2023 3:33 PM |
| 5 | David Edgell | 12/4/2023 9:32 AM |
| 6 | Peter Lawson | 12/4/2023 8:51 AM |
| 7 | Bill Jennings | 12/4/2023 8:20 AM |
| 8 | Charles Massie | 12/2/2023 8:30 AM |
| 9 | Nannette Ochoa | 12/1/2023 5:04 PM |
| 10 | Thomas Nejely | 12/1/2023 11:42 AM |
| 11 | Linda Williamson | 11/22/2023 2:12 PM |
| 12 | Jamie Jennings | 11/20/2023 4:37 PM |
| 13 | Sam Kauffman | 11/17/2023 1:47 PM |
| 14 | Chris Stickles | 11/16/2023 9:19 AM |
| 15 | Rick Ball | 11/15/2023 4:38 PM |