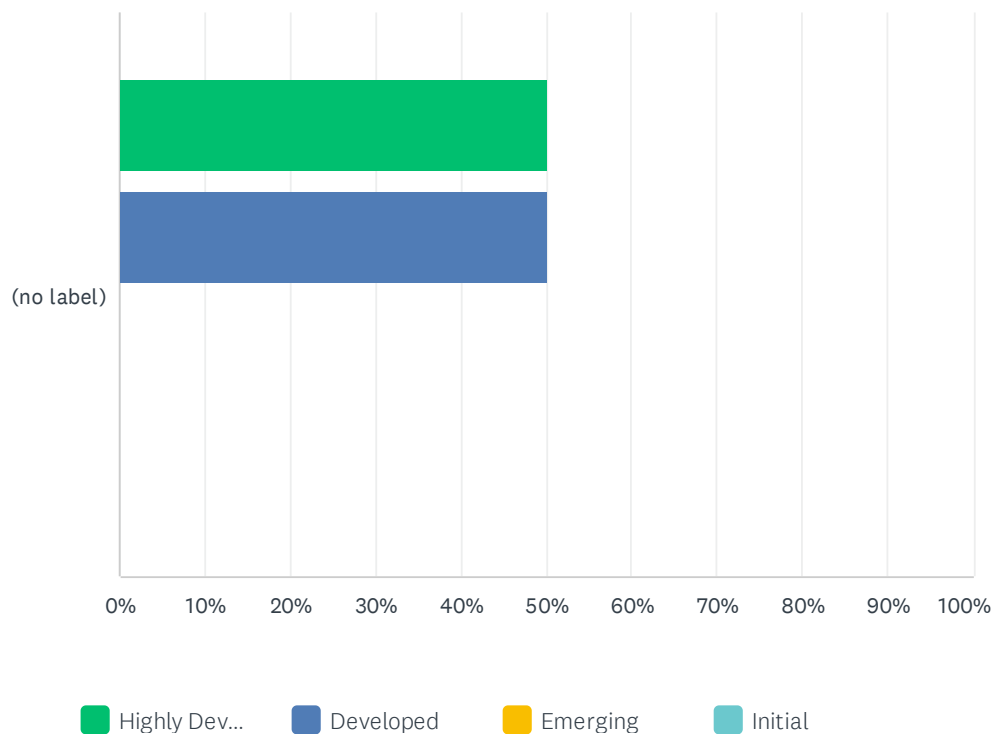


Q1 SUPPORT OF THE COLLEGE MISSION Highly Developed: Exhibits ongoing and systematic evidence of mission achievement. Developed: Exhibits evidence that planning guides program and services selection that supports the college's mission. Emerging: Evidence that planning intermittently informs some selection of services to support the college's mission. Initial: Minimal evidence that plans inform selection the of services to support the college's mission.

Answered: 10 Skipped: 0



	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	50.00%	50.00%	0.00%	0.00%	10	3.50
	5	5	0	0		

#	FEEDBACK:	DATE
1	Fully supports the KCC mission and their work directly contributes to the college meeting it's mission.	11/13/2023 9:09 PM
2	Solid mission alignment with good evidence of success.	11/10/2023 8:35 AM
3	strong evidence provided	11/9/2023 8:58 AM
4	I really appreciate the narrative in the Program Review addressing how CTL contributes to each of the Strategic Plan pillars.	11/8/2023 4:16 PM
5	Numerous examples were given that clearly indicate this department focuses strongly on the KCC mission, especially related to community and student success. In regard to the assessment process moving to Canvas, that is certainly more user-friendly (though the	11/4/2023 12:07 PM

CTL Department Program Review 2023

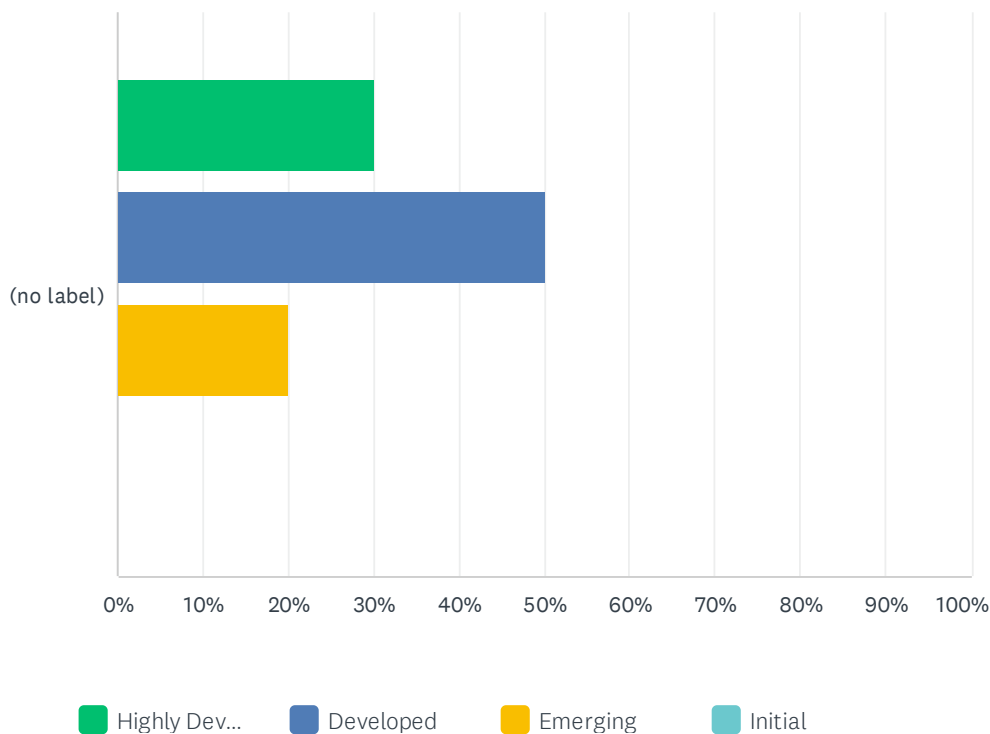
information is actually input through SurveyMonkey) and sadly there have been many challenges related to the accurate reflections of the assessment data that has been submitted.

6	CTL is continually developing learning processes for KCC's students, faculty, and staff and provides accessible, quality services.	11/3/2023 3:54 PM
7	This department has made itself central to the way the campus has evolved in technological advancement and content delivery (i.e. to distance/remote students).	10/28/2023 2:10 PM
8	The question of "planning and systematic evidence" of supporting the college mission was hard to pull out by sifting through the reading	10/26/2023 1:57 PM

Q2 ACCOMPLISHMENTS IN ACHIEVING STRATEGIC GOALS

Highly Developed: Exhibits ongoing and systematic evidence of goal achievement.
Developed: Exhibits evidence that planning guides services selection that supports goal achievement.
Emerging: Evidence that planning intermittently informs some selection of services to support the goal achievement.
Initial: Minimal evidence that plans inform selection of services to support goal achievement.

Answered: 10 Skipped: 0



	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	30.00%	50.00%	20.00%	0.00%	10	3.10
	3	5	2	0		

#	FEEDBACK:	DATE
1	Some goals as stated are not measurable (goal 1, 2 and 4) and I am not sure, based on my personal knowledge I would agree that each goal was met. I can say that progress was made	11/13/2023 9:09 PM

CTL Department Program Review 2023

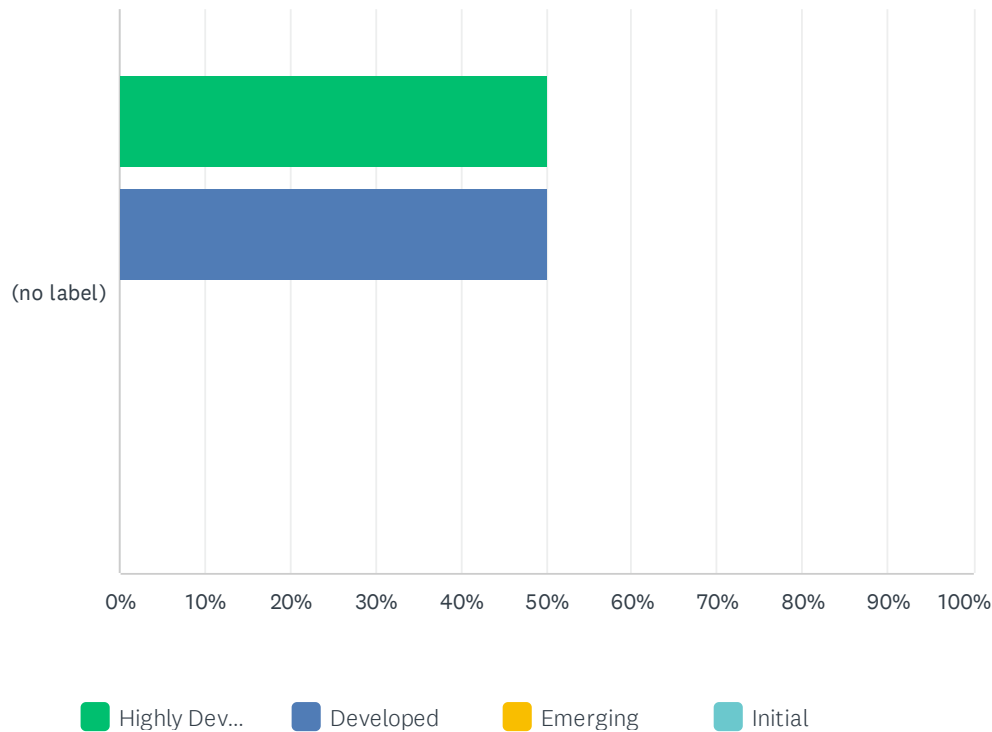
and the CTL made good faith efforts towards those goals. Without a measurable goal it is hard to know when the goal was met.

2	Good work being done in accessing and planning to meet goals. Would like to have seen a little more data showing examples of recent success.	11/10/2023 8:35 AM
3	strong evidence provided in the appendix	11/9/2023 8:58 AM
4	Clear evidence of meeting goals with a reasonable explanation for why goal 6 has not been met (always in progress).	11/8/2023 4:16 PM
5	The goals are clearly significant and related directly to the college mission and the work of this department. Goals #1, 2, 4, and 5, however, are described as "met" yet do not have measurable metrics identified on this document. A reference to "25 new instructors" is stated on page 8, which certainly supports Goal 1...what percentage of new faculty does this reflect as part of that goal?	11/4/2023 12:07 PM
6	Ambitious goals were achieved, especially when considering pandemic challenges.	11/3/2023 3:54 PM
7	Supports key institutional Strategic Initiatives AND has been critical in addressing benchmarks within the KCC Title III grant objectives.	10/28/2023 2:10 PM
8	The question of "ongoing and systematic evidence of goal achievement" was hard to pull out by sifting through the reading	10/26/2023 1:57 PM
9	Evidence provided in appendix B	10/23/2023 12:55 PM

Q3 PERSONNEL SUMMARY Highly Developed: Employs a sufficient number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect duties, responsibilities and authority of the position. Developed: Employs an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position. Emerging: Has a plan to employ an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position. Initial: Staffing is insufficient to meet the needs of the program.

Answered: 10 Skipped: 0

CTL Department Program Review 2023



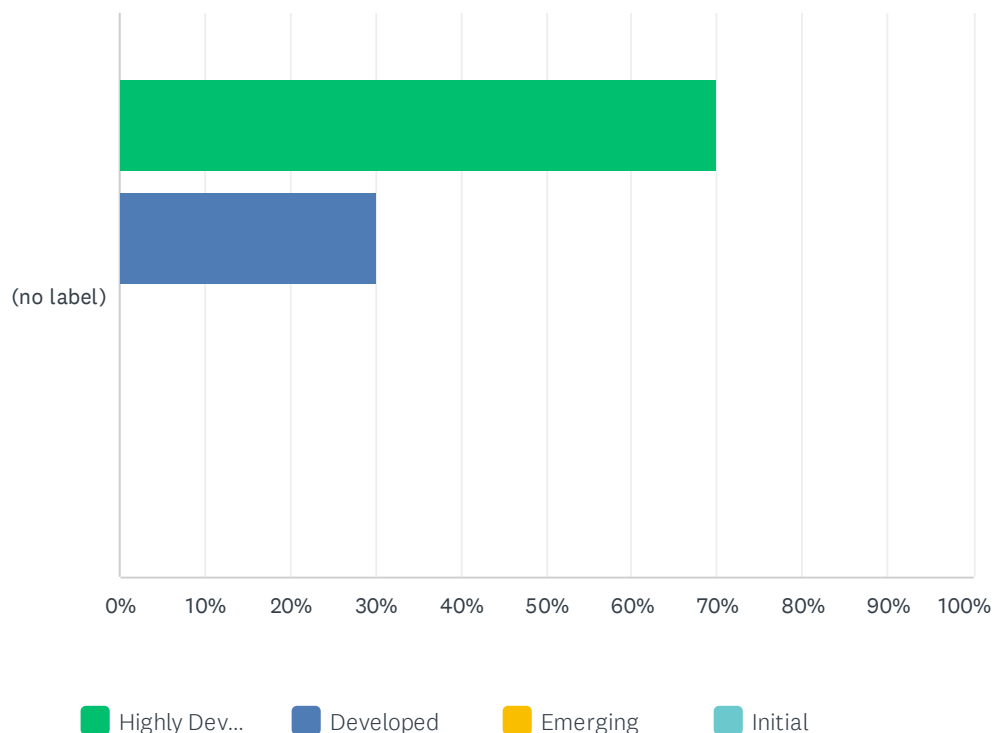
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	50.00%	50.00%	0.00%	0.00%	10	3.50
	5	5	0	0		

#	OTHER (PLEASE SPECIFY)	DATE
1	Current personnel are highly qualified. KCC is extremely fortunate to have this level of expertise and staffing in our CTL. Anyone who has taught at another institution recognizes the outstanding benefit KCC faculty have in the CTL. Those who have limited experience outside of KCC may not recognize what a gift and treasure we have in our CTL department, and at times do not make best use of their services, through no fault of the CTL.	11/13/2023 9:09 PM
2	Well described roles for each position	11/9/2023 8:58 AM
3	Seems sufficient to meet the needs of the department and support the College and its mission.	11/8/2023 4:16 PM
4	Current staff have a broad array of applicable skills and the realignment of staff sounds like an effective approach. Turnover is identified as a valid concern.	11/4/2023 12:07 PM
5	A highly effective and talented team.	11/3/2023 3:54 PM
6	Dynamic team composition developed to meet capacity.	10/28/2023 2:10 PM

Q4 STAFF DEVELOPMENT Highly 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: 10 Skipped: 0

CTL Department Program Review 2023



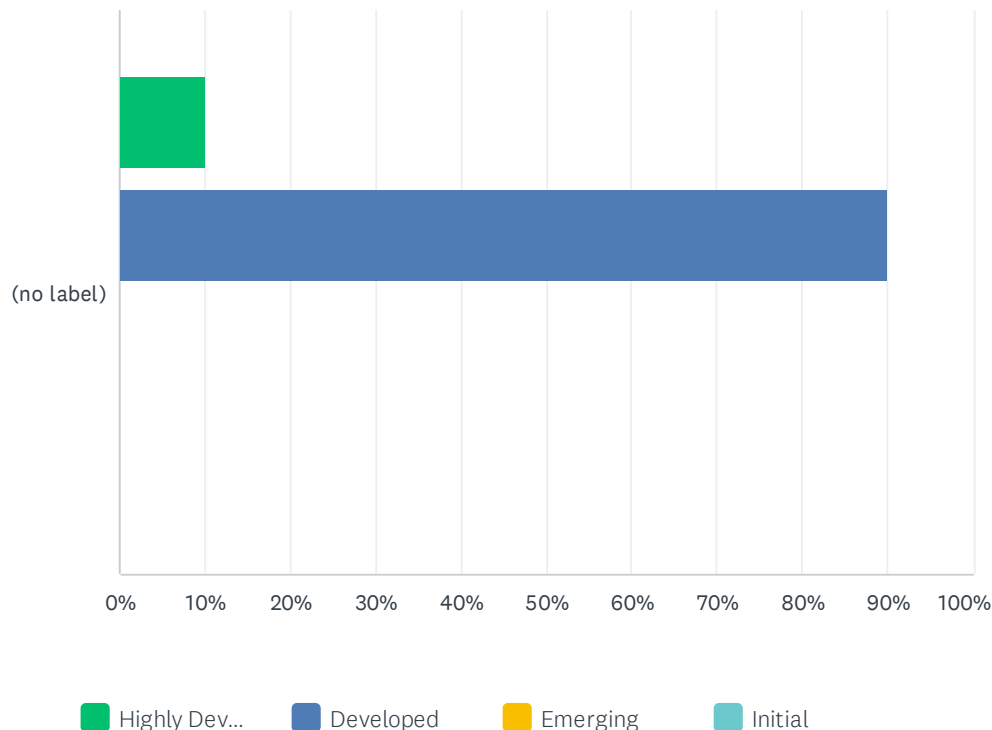
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	70.00%	30.00%	0.00%	0.00%	10	3.70
	7	3	0	0		

#	FEEDBACK:	DATE
1	Excellent. Appreciate the emphasis in robust professional development. Our CTL director and staff are well rounded and developed.	11/13/2023 9:09 PM
2	Thoughtful and good support for staff development.	11/10/2023 8:35 AM
3	Regular professional development is occurring	11/9/2023 8:58 AM
4	Great PD- excited to see Sam and Robert receive more PD opportunities as they continue their onboarding journey at KCC through their first year.	11/8/2023 4:16 PM
5	Strong examples of staff development (past, current, and proposed for future) are identified.	11/4/2023 12:07 PM
6	It is evident professional development is a priority, however it would have been helpful to have a date, at least a year, when the training was completed.	11/3/2023 3:54 PM
7	It's clear CTL staff have a wealth of accumulated knowledge and experience/expertise that provide significant benefit to the department and campus. This said, I'm always interested to understand more about established baselines (i.e. minimum expected training/activity for each individual) AND about targets for FUTURE trainings and how they fit into divisional goal setting	10/28/2023 2:10 PM
8	The team attends/participates in an impressive number of trainings.	10/26/2023 1:57 PM
9	Staff regularly participates in relevant professional development opportunities.	10/23/2023 12:55 PM

Q5 FACILITIES AND EQUIPMENT Highly Developed: Facilities and resources meet current and future needs of the college.
 Developed: Facilities and resources meet current needs of the college
 Emerging:

Evidence of a plan to have facilities and resources meet current and future needs of the college. Initial: Minimal evidence that facilities and resources meet current and future needs of the college.

Answered: 10 Skipped: 0

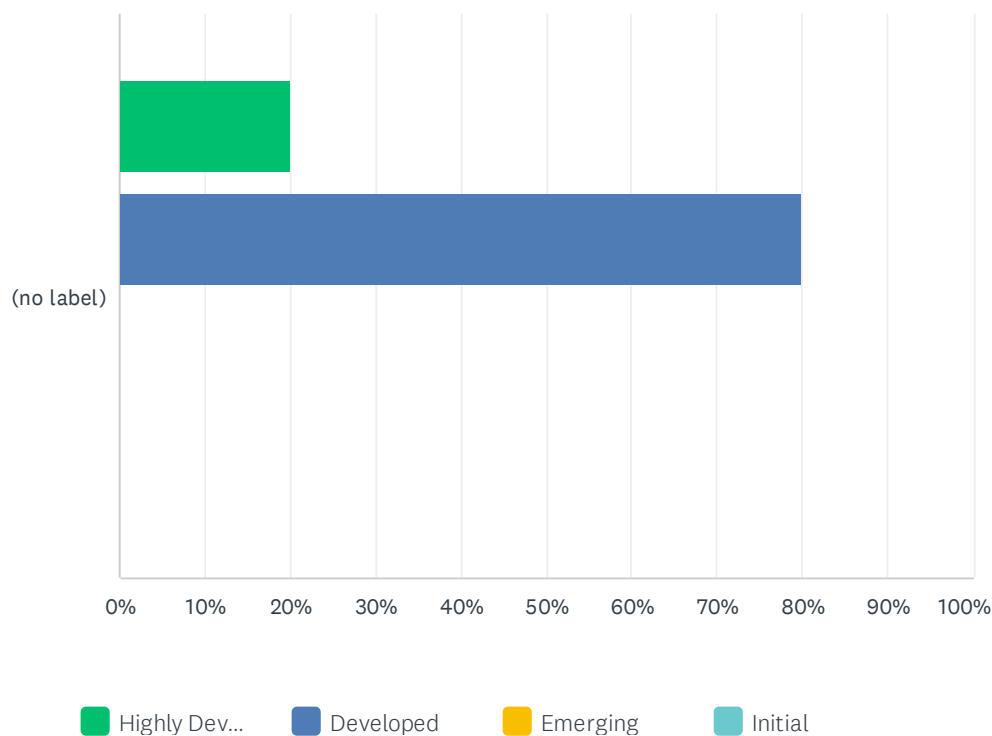


	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	10.00%	90.00%	0.00%	0.00%	10	3.10
	1	9	0	0		

#	FEEDBACK:	DATE
1	Always seeking to provide and support the latest technology. Appreciate the sentiment that current and latest technology is fluid.	11/13/2023 9:09 PM
2	Meeting current needs and some planning taking place to address changes in technology the future will bring. It is important for KCC to continue supporting this work.	11/10/2023 8:35 AM
3	Fully functional and in use	11/9/2023 8:58 AM
4	Seems relevant to explore future needs of the department in light of the changing technology needs of the higher education landscape.	11/8/2023 4:16 PM
5	Strong examples were shared regarding effective use of facilities and equipment and plans for future needs. An observation is that there does appear to be some overlap of resources provided on campus by IS as well.	11/4/2023 12:07 PM
6	Are there creative and effective ways for KCC to be fiscally agile in its response to rapid and unpredictable changes in technological advancements? Could KCC include tech exploration (overseen by an advisory committee) in the institutional budget? Are there partnership opportunities with developers, other colleges or universities or regional employers on the cutting edge of adapting new technology? Utilizing the recouped OCCDLA professional development costs?	11/3/2023 3:54 PM

Q6 BUDGET Highly 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: 10 Skipped: 0

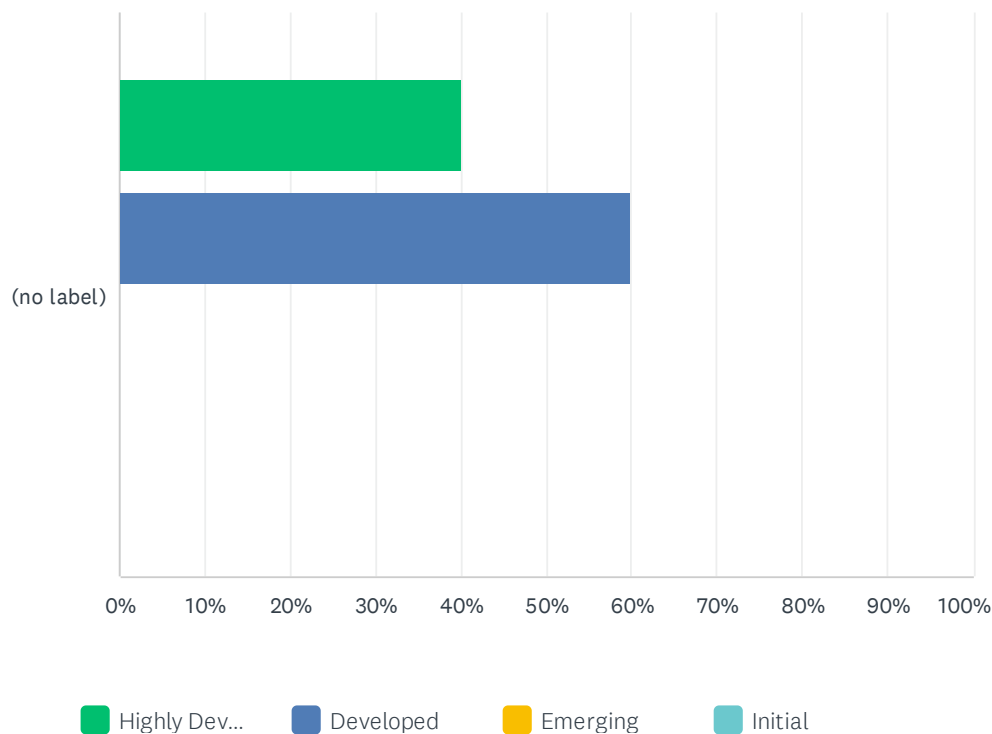


	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	20.00%	80.00%	0.00%	0.00%	10	3.20
	2	8	0	0		

#	FEEDBACK:	DATE
1	Appears mindful to stay within budgeted funds, with flexibility to spend a slight excess of funds for costs not anticipated but needed in real time for student success.	11/13/2023 9:09 PM
2	Budget is well managed.	11/10/2023 8:35 AM
3	Per the review, the current budget is stated as "sufficient to meet the needs" for the upcoming year.	11/4/2023 12:07 PM
4		10/28/2023 2:10 PM
5	CTL has additional funding supports through the Title III grant. Ex. Instructional design funds; Ex. Equipment and software funds	10/23/2023 12:55 PM

Q7 STRENGTHS AND WEAKNESSES Highly 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: 10 Skipped: 0



	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	40.00%	60.00%	0.00%	0.00%	10	3.40
	4	6	0	0		

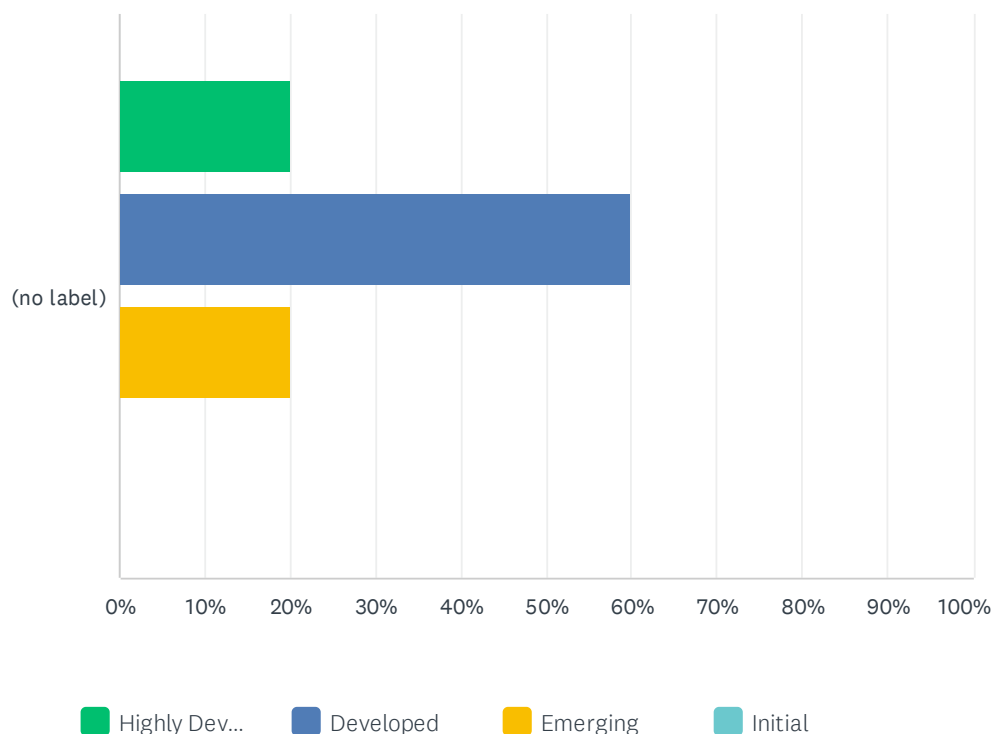
#	FEEDBACK:	DATE
1	Instructor buy-in is a concern as noted and could be better mitigated by academic leadership expecting/requiring collaboration. CTL also needs to remain mindful of faculty's academic freedom and that QM has a mission to foster excellent ONLINE instruction. It is not a one size fits all modalities. The newly formed CTL Advisory Committee is a great first step to realizing better collaboration between CTL and faculty/deans. Currently there is disparity between course design/redesign expectations by CTL and accepted Canvas/Course design standards as communicated via the adopted rubric. This creates limited buy-in from faculty and support from Deans.	11/13/2023 9:09 PM
2	Good review taking place. Strengths and weaknesses are identified, and fixes are being considered or implemented.	11/10/2023 8:35 AM
3	Very active in communication of resources for faculty. Added interactions with the new students in the technology boot camps.	11/9/2023 8:58 AM

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4	I think an important observation here is the lack of authority to mandate course design. If this is leading to a disparity in curriculum quality, then this should be addressed by Cabinet.	11/8/2023 4:16 PM
5	The strengths identified (highly qualified personnel and proactive approach to zero activity students) are evident. I feel that there are several other strengths that could be listed here as well! Weaknesses are clearly identified, and those are very well-identified. The lack of authority to mandate course design is a very legitimate concern; examples of how to potentially address this weakness were identified.	11/4/2023 12:07 PM
6	Many strengths, and potential, thoughtful solutions are offered for weaknesses.	11/3/2023 3:54 PM
7	It is puzzling that CTL wants to take on the role of a dedicated Help desk, when Canvas already provides this. It is also puzzling that CTL wants authority to mandate course design and instructional approach for all instructors. I am not sold, the way this idea is presented here. I also think that, phrased the way it is, the request would be both offensive and threatening to faculty.	10/26/2023 1:57 PM

Q8 NEW GOALS AND PLAN Highly 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: 10 Skipped: 0



	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	20.00%	60.00%	20.00%	0.00%	10	3.00
	2	6	2	0		

#	FEEDBACK:	DATE
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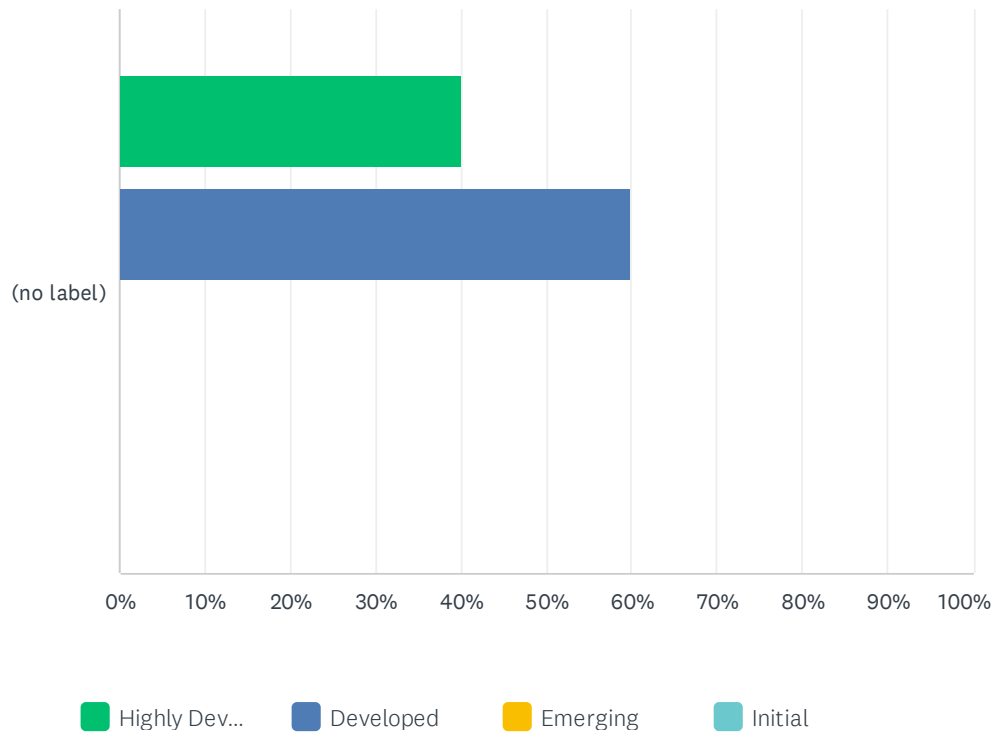
CTL Department Program Review 2023

1	Goals could use more focus, center on what the CTL is going to do, rather than what instructors might do, and should be more measurable and time sensitive so it is clear when they have been met. Goals are best when they are: Specific, Measurable, Achievable, Relevant, and Time-Bound.	11/13/2023 9:09 PM
2	Clear and focused goals for the years ahead.	11/10/2023 8:35 AM
3	Great goals- I love the vision moving forward.	11/8/2023 4:16 PM
4	The new goals sound very strong and appropriate, though they are missing timelines and measurement metrics.	11/4/2023 12:07 PM
5	Many of the stated goals could benefit from a measurable outcome in order to make them "new" goals, and to help determine if the efforts have been effective. A timeline or deadline for the goals would help in staying the course.	11/3/2023 3:54 PM
6	Lofty, for sure, but many lack specifics or benchmarks against prior activity. Example Employ Teams Support and KACE Help Desk...are you measuring by % (i.e. 90% successful ticket resolution?). Promote IDEA...where's the integration with existing cultural competency activity? What's your timeline? How will you track demographic impact (i.e. via an increased usage by identified priority populations). Lot of potential, minimal detail/few specifics. I love the concepts, just not sure how you'll measure successes	10/28/2023 2:10 PM
7	Good details on the plan, but some of the goals seem difficult to enforce	10/26/2023 1:57 PM

Q9 OVERALL PROGRAM EVALUATION Highly 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: 10 Skipped: 0

CTL Department Program Review 2023



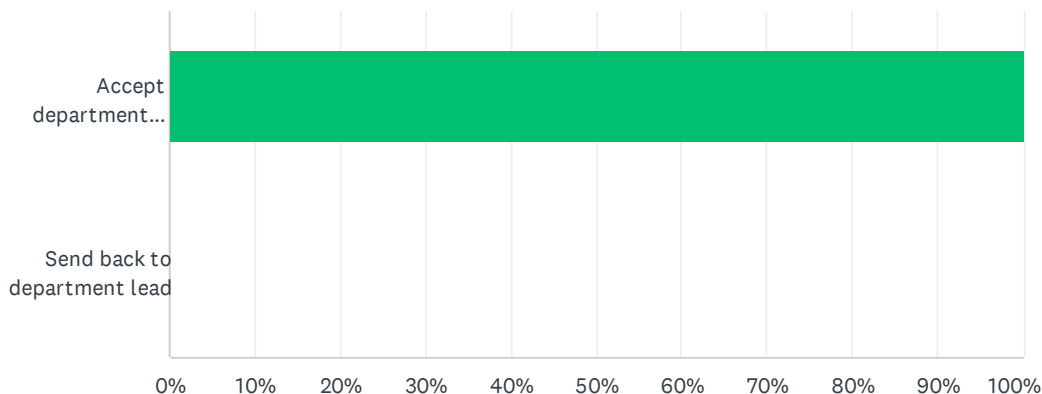
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	40.00%	60.00%	0.00%	0.00%	10	3.40
	4	6	0	0		

#	FEEDBACK:	DATE
1	This program is a treasure for KCC, not always fully recognized, appreciated or utilized by academic department members.	11/13/2023 9:09 PM
2	Very impressive work being done in the CTL department. Planning is strong, goals are realistic and will move the department forward.	11/10/2023 8:35 AM
3	Robust narrative that clearly articulates the importance of CTL at KCC and its continued need for the future.	11/8/2023 4:16 PM
4	Thoughtful content was provided throughout; it would have been helpful for some areas to include additional support or depth (such as clear measurement processes for the goals). Some editing was needed. I believe that the CTL provides many tremendous benefits to KCC students and faculty, and appreciate their work.	11/4/2023 12:07 PM
5	This review reflected the thoughtful assessment by a department that adapts well to change in serving students, faculty, and staff.	11/3/2023 3:54 PM
6	Team and Leadership are a valuable component of campus infrastructure	10/28/2023 2:10 PM

Q10 Should this non-instructional department review be accepted by CIIC or sent back to the department lead for further work?

Answered: 10 Skipped: 0

CTL Department Program Review 2023



ANSWER CHOICES	RESPONSES	
Accept department review document	100.00%	10
Send back to department lead	0.00%	0
TOTAL		10

Q11 Please highlight the strengths of the department.

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	Qualified staff and their dedication to professional development.	11/13/2023 9:09 PM
2	Anticipating needs of faculty and learners is a strength, so is responding to requests for assistance. For example, I'm excited to see training and resources on effective use of AI.	11/13/2023 1:58 PM
3	The staff and forward looking ethos.	11/10/2023 8:35 AM
4	The CTL team is very organized in their efforts and show strong goal tracking. Very adaptive to try new ideas and abandon ones that are not engaged.	11/9/2023 8:58 AM
5	Highly-qualified staff, strong goal attainment, and future plans for mission fulfillment.	11/8/2023 4:16 PM
6	Approachable and helpful staff, clear commitment to working with faculty on course development and strategies to engage students, consistent willingness to help with needed information or resources, quick response to faculty requests.	11/4/2023 12:07 PM
7	The department always has its eye on the prize – serving the learning community at KCC extremely well.	11/3/2023 3:54 PM
8	Understanding and application of technological supports as they relate to instructional and student success.	10/28/2023 2:10 PM
9	stable funding and good intentions	10/26/2023 1:57 PM
10	State of the art facilities; Regular professional development opportunities. funding to pay for faculty instructional design work. 4 designated full time employees. Change to two full time instructional design staff.	10/23/2023 12:55 PM

Q12 Please outline weaknesses of the department.

Answered: 10 Skipped: 0

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#	RESPONSES	DATE
1	Lack of collaboration (this may be a result of academic department culture and not specifically how the CTL operates) and adoption of standards that are not aligned with current adopted rubrics which result in mixed messages and lack of support for what the CTL is trying to accomplish.	11/13/2023 9:09 PM
2	It appears (is this true?) that the redesigned space for adjunct use and recording studio is underutilized. Maybe there is a plan in the works, but I did not find it.	11/13/2023 1:58 PM
3	The pace at which technology in the area is changing and increasing offers budget and training challenges going forward.	11/10/2023 8:35 AM
4	*	11/9/2023 8:58 AM
5	Needs authority to mandate course design. Lagging or inconsistent curriculum quality and course design affects students success and retention.	11/8/2023 4:16 PM
6	It is hopeful that staffing will stabilize now.	11/4/2023 12:07 PM
7	The CTL needs the opportunity to more fully embrace the challenges of changing technology, specifically Artificial Intelligence and its impact on higher education.	11/3/2023 3:54 PM
8	Would benefit from some additional specifics in related goal setting	10/28/2023 2:10 PM
9	New talent with a steep learning curve; difficult goals	10/26/2023 1:57 PM
10	Faculty participation is recommended not required.	10/23/2023 12:55 PM

Q13 Please make recommendations for department improvement.

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	Continue with a robust CTL advisory committee group that includes academic partners with well organized meetings. You are on the right track with this approach to improve collaboration and faculty/dean buy-in. Having a clear and agreed upon vision within this group helps to promote compliance with and support for best practices. Keep up the great work! The CTL is a real asset to KCC and the department works hard.	11/13/2023 9:09 PM
2	Tech boot camp has been a successful model, and I hope to see these kinds of cross-departmental initiatives continue with staff.	11/13/2023 1:58 PM
3	No specific recommendations but continued diligence and review will be important.	11/10/2023 8:35 AM
4	Does it make sense to track the percentage of faculty engagement with professional development sponsored by the CTL?	11/9/2023 8:58 AM
5	See above.	11/8/2023 4:16 PM
6	The department has identified several areas that they are already working on; I believe those are sufficient for ongoing improvement. My only other recommendation is for ongoing improvement in the assessment process.	11/4/2023 12:07 PM
7	A technology advisory committee, with cross-departmental representation, could provide annual pre-budget cycle insight on upcoming tech advancements affecting the CTL, faculty, and students entering the workforce.	11/3/2023 3:54 PM
8	See above.	10/28/2023 2:10 PM
9	I'm really worried about goals 2,3,4	10/26/2023 1:57 PM
10	Increasing emphasis in DEI work. Complete ADA compliance.	10/23/2023 12:55 PM

Q14 Please enter your name.

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	Allison Sansom	11/13/2023 9:09 PM
2	Gail Schull	11/13/2023 1:58 PM
3	Charles Massie	11/10/2023 8:35 AM
4	Bill Jennings	11/9/2023 8:58 AM
5	Zach Jones	11/8/2023 4:16 PM
6	Linda Williamson	11/4/2023 12:07 PM
7	Holly Owens	11/3/2023 3:54 PM
8	Peter Lawson	10/28/2023 2:10 PM
9	Tom Nejely	10/26/2023 1:57 PM
10	Jamie Jennings	10/23/2023 12:55 PM