



KLAMATH
Community College

2023-24

Instructional Program Review

Community Education

Maria Perez

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1. PROGRAM/DISCIPLINE MISSION/GOALS AND LINK TO STRATEGIC PLAN

The Workforce, Community & Contract Education department consists of Non-Credit Training Programs, Reimbursable Career/Tech (PT) Supplementary, Non-Reimbursable Hobby, and Adult-Continuing Education (ACE) courses.

Non-Credit Training Programs:

- Medical Assistant, Phlebotomy, Pharmacy Technician, Commercial Driver's License, Core Skilled Trades, Nursing Assistant (CNA – MOU Sky Lakes Medical Center)

Reimbursable PT Supplementary:

- Flagger & Work Zone Traffic Control, Computer Basics, Department of Public Safety Standards and Training, Emergency Medical Technician, Firefighter Refreshers, Emergency Medical Technician Refresher, Soft Skills for Managers, Driver Safety – Court Classes, Basic Life Support Healthcare Providers CPR, Heartsaver First-Aid CPR, Instructor Basic Life Support – Healthcare Providers CPR, Organization and Workflow Best Practices, KCC Student Assistance Tutoring, Math Review for MTH 10, 20, 70, & 95, Resume and Cover Letter Development, Interviewing Techniques, Career Exploration, etc..

Adult-Continuing Education – ACE:

- Forklift, Osha 10, Welding, Motorcycle Rider – Team Oregon, Boat Safety, Driver Safety, Yoga, Tango, Salsa, Waltz, Night Club Two-Step, and Country Two-Step for Fun and Fitness, Boat Safety, Lead Paint Certification – Oregon Home Builders Association, etc...

Non-Reimbursable Hobby:

- Knitting, Series of Fun Seven Business & Twelve Writing Classes, Quilting, Driver's Education, VEX Robotics, Crime Scene Investigation – Presentation Scenarios, Joy of Beading, Scrapbooking, etc...

Mission: Workforce & Community Education provides accessible and effective education, work skills, and individual support services that help increase career accomplishment and job placement outcomes for students and local job seekers while meeting the talent needs of local employers.

1A. DESCRIBE PROGRESS TOWARD GOALS SET IN PREVIOUS REVIEW, ANNUAL BUDGET PRESENTATIONS, AND/OR STRATEGIC BUDGET PLANNING.

The goals set in the previous 2018 Program Review are now outdated. The last program review was a non-instructional review and will differ from this one. This Program Review will try to encapsulate what programs, courses and training that make up the Workforce Department. The goals set on the Strategic Plan 2.0 were made by the previous Director and did not align with the reorganization of KCC made in Spring 2022 and implemented Fall 2022, when Workforce Community Education was moved from External Programs to Academic Affairs. There has been a lot of change over the years to the Workforce Contract & Community Education Department.

Klamath Community College Instructional Program Review:

Due to those changes the department has been operating on the 2023-24 Budget and 3.0 Strategic Plan goals.

Below are the four goals with progress and success for each.

Goal 1:

Provide career advancement opportunities to students through certificates for skills that are in high demand.

- Enrollment numbers have been at an all-time high since the COVID-19 pandemic
- Starting Summer 2023, all students that take CDL, Pharmacy Technician, Medical Assistant, Phlebotomy, Skilled Trades, CNA will get a Non-Credit Training Certificate (NCTC) from Klamath Community College on their transcripts
 - 20+ CDL NCTCs have been awarded to students

Goal 2:

Improve & develop new programs, classes, and trainings to workforce, contracted education, and personal enrichment.

- During the academic 2021-22 year, Commercial Drivers License (CDL) registrations totaled 48 students during the 2022-23 CDL registrations totaled 60 students
- Workforce CE has a partnership with the Klamath Tribes

Goal 3:

Develop a sustained model for contracted education, personal enrichment, and workforce programs.

- Workforce CE has created processes for potential class offerings ([Appendix 7A](#))
- Workforce CE with the help of the Workforce Council and Institutional Research created a Cost Analysis form to figure out course cost and student cost. ([Appendix 7B](#))
 - The department has submitted outlines to co-list courses with the credit side. These courses have been approved. E.g.:
 - MFG 120 co-listed with MFGX 120 – Manufacturing I,
 - MFG 121 co-listed with MFGX 121 - Manufacturing II,
 - MET 241 co-listed with METX 241 – Mechanical Design I,
 - PED 185Y co-listed with PEDX 700 - Hatha Yoga.

Goal 4:

Create innovative trainings based on industry sectors and community needs.

- The Associate Dean of Workforce Development has met with Crystal Terrace, Sky Lakes Medical Center, Klamath Tribes, and many more employers to discuss their needs
- Partnered with the Career Center to deliver workshops on Resumes, Cover Letters, and Interviewing Techniques

Klamath Community College Instructional Program Review:

- Workforce CE has developed and added a Computer Basics class to the schedule to meet the community need
- Computer Basics II & III are currently being developed and will be offered Spring & Fall 2024

1B. HAVE YOU MET YOUR PREVIOUSLY SET GOALS? IF NOT, HOW DO YOU PLAN TO MEET THEM?

☐ Yes

☒ No

Progress has and is currently still being made for every goal on the 3.0 Strategic Plan, please see narrative with progress detailed above.

Due to the last program review being done in 2018, it is unknown if the previous goals were met, but there is progress for what is currently being done in the Workforce Contract & Community Education department.

2. PROGRAM/DISCIPLINE DESCRIPTION AND OVERVIEW

2A. PROVIDE THE CATALOG DESCRIPTION OF THE PROGRAM.

WORKFORCE EDUCATION (NON-CREDIT CERTIFICATE OR LICENSE-BASED TRAINING)

KCC's Workforce Education services connect you with a wealth of learning and growth opportunities. Whether you need a new skill or a new career, KCC's Workforce Education has the right program for you. With our expert instructors and affordable courses, you will reach your goals.

The comprehensive offerings include professional development, certificate programs, enrichment courses, continuing education, and customized training.

Placement testing, and/or some prerequisites, could be required for workforce education classes. Official transcript notation is available upon request for approved workforce programs. Students may request a separate non-credit transcript if necessary.

CONTINUING EDUCATION

A variety of continuing education classes are also available. These courses are designed to meet ongoing licensing requirements in many fields. If a business or career field requires these classes locally, arrangements can be made to provide those continuing education services.

COMMUNITY EDUCATION (NON-CREDIT)

Community Education provides fun classes that include special, personal, professional, hobby, and recreational interests. Class listings are available via printed class schedules or online

at www.klamathcc.edu. These courses are not part of a two-year degree or one-year certificate program and are not graded. For questions, call the Workforce and Community Education office at 541-880-2243. Placement testing is not required for all non-credit community education classes. No official transcript will be generated for non-credit community education classes. Students may request a separate non-credit transcript if necessary.

2B. DESCRIBE HOW AND TO WHAT DEGREE THE PROGRAM DESCRIPTION REFLECTS THE PROGRAM'S OVERALL GOALS. IF IT DOES NOT, REVISE PROGRAM DESCRIPTION.

The program description accurately reflects the goals of Workforce Contract & Community Education by providing students and the community with a variety of different instruction.

The department offers state-approved non-credit training certificates such as CDL, Phlebotomy & Pharmacy Technician, along with license-based training (Flagger & CPR), continuing education (CPR renewals & EMT refreshers), and personal enrichment classes (knitting, quilting and creative writing).

Workforce CE also has a partnership with ED2GO to offer a variety of online courses to the community and current students. ([Appendix 7.C](#))

2C. COMMUNITY LABOR MARKET NEED ANALYSIS AND PROJECTION

2C.I. HAS THE DEMAND FOR GRADUATES CHANGED IN THE PAST FIVE YEARS? IF SO HOW AND TO WHAT DEGREE?

☒ Yes

☐ No

All Workforce CE courses and programs have always been in high demand. Still, with the pandemic, the Workforce Department experienced low enrollment numbers. As the pandemic passed, it was evident that certain industry sectors would have more growth over others. Many health, manufacturing, and transportation occupations are expected to grow faster than the statewide average growth rate compared to other fields (*see charts below*).

Due to the growth in specific sectors, actions have been taken to keep up projected growth, for example, adding additional courses to the yearly schedule.

2C.II. WHAT IS THE EXPECTED MARKET DEMAND FOR THE FUTURE? HOW MIGHT THE LABOR MARKET NEED PROJECTION AFFECT THE PROGRAM? HOW MIGHT THE PROGRAM ADJUST TO THESE PROJECTIONS?

The charts below will show projections for future job openings, 10-year growth, and wages. These labor market projections positively affect the Workforce department and all of its programs. As shown in the charts below, state-wide and local projections reflect growth in all industry sectors. To adjust to these projections, more courses have been added and approved by the state.

Klamath Community College Instructional Program Review:

Workforce CE has added year-round Commercial Driver's License training courses that run every other five weeks leading to more students being certified and receiving a CDL (examples below).

CDL:

- **2021-22:** Fall 2021 – 11 students, Winter 2022 – 9 students, Spring 2022 – 12 students, Summer 2022 – 12 students.
- **2022-2023:** Fall 2022 – 18 students, Winter 2023 – 12 students, Spring 2023 – 10 students, Summer 2023 – 20 students.

Programs such as Medical Assistant, Phlebotomy, and Pharmacy Technician now run yearly. The state has also approved these programs as Non-Credit Training Certificates from KCC.

Oregon Projections:

PROGRAM	JOB OPENINGS	10-YEAR GROWTH	WAGES
Commercial Driver's License	2,887	8.2%	\$23.94 - \$30.65
Medical Assistant	1,772	23.3%	\$20.10 - \$25.42
Nursing Assistant	1,447	13.5%	\$19.05-\$23.98
Core Skill Trades – Construction	2,231	19.3%	\$19.26 - \$27.90
Pharmacy Technician	5,134	15.1%	\$19.62 - \$25.77
Phlebotomy	2,463	15.5%	\$19.45 - \$24.64
Flagger & Work Zone Traffic Control	1,677	15%	\$17.44 - \$21.58

East Cascades Projections:

PROGRAM	JOB OPENINGS	10-YEAR GROWTH	WAGES
Commercial Driver's License	234	9.9%	\$23.57 - \$30.39
Medical Assistant	169	23.3%	\$19.87 - \$24.55
Nursing Assistant	119	15%	\$18.86 - \$23.78
Core Skill Trades – Construction	259	16.1%	\$18.67 - \$25.45
Pharmacy Technician	40	12.8%	\$19.44 - \$25.16
Phlebotomy	No Projections	No Projections	\$19.86 - \$24.73
Flagger & Work Zone Traffic Control	15	20%	\$17.44 - \$21.58

2D. DESCRIBE THE SPECIFIC CURRICULAR, INSTRUCTIONAL, OR OTHER CHANGES MADE IN THE PREVIOUS FIVE YEARS.

Workforce Programs:

Students signing up for the following courses will now receive an industry recognized certificate and a non-credit training certificate from Klamath Community College: Commercial Driver's License, Medical Assistant, Flagger & Work Zone Traffic Control, Core Skill Trades – Construction, Nursing Assistant, Pharmacy Technician, and Phlebotomy.

Other Changes:

The Workforce, Community & Contract Education Department was moved from External Programs to Academic Affairs.

After the move, Academic Affairs added a part-time CPR coordinator.

Workforce Community Education has been working with academic programs leads to co-list courses on the non-credit side.

3. RESOURCES

3A. DESCRIBE FACULTY COMPOSITION, QUALIFICATIONS, AND PROFESSIONAL DEVELOPMENT.

3A.I. WHAT PERCENT OF FACULTY ARE FULL-TIME? PART-TIME?

Community Education and Workforce Department:

FT Admin: Maria Perez

FT Admin: Denise Martinez

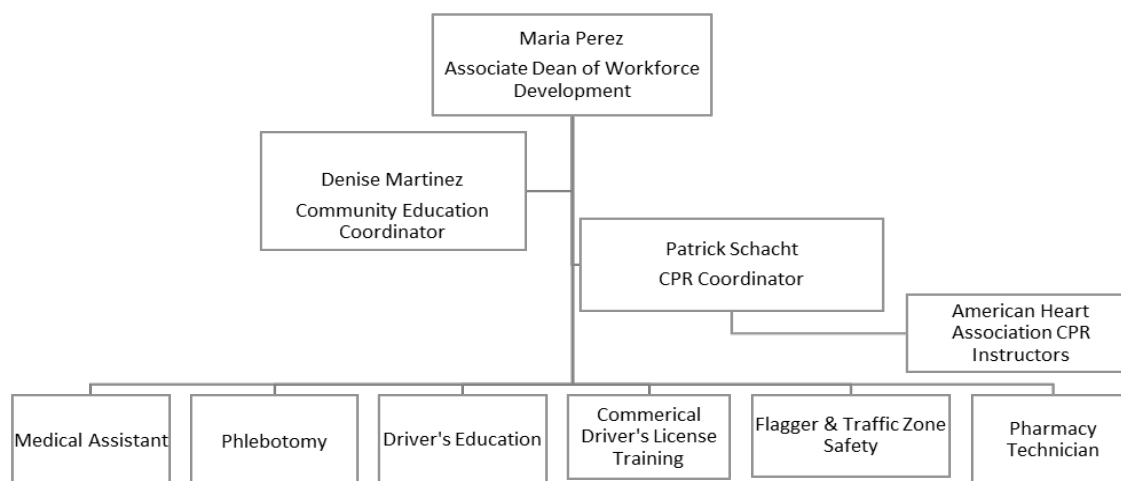
PT Admin: Patrick Schacht

PT Non-Credit Faculty: Alexis Dow, Kelli Tompkins, Eric Freitas, Paul West, Jerry Shearer, Michael Mondale, Michael Kesinger, and others.

There are 35+ instructors active yearly teaching one of the following: programs, (PT) Supplementary, Hobby, and ACE courses.

Please see the chart below.

Klamath Community College Instructional Program Review:



3A.II. DESCRIBE FACULTY DEGREE ATTAINMENT. WHAT ARE THE MINIMUM DEGREE QUALIFICATIONS? WHAT PERCENT OF FACULTY EXCEED MINIMUM DEGREE QUALIFICATIONS?

All Community Education & Workforce instructors have certification and degrees in related fields they teach.

The department ensures all instructors stay up to date with continuing education units (CEU) and certification renewals (See [Appendix 7.D](#) for link of full list).

3A.III. LIST THE SPECIFIC PROFESSIONAL DEVELOPMENT PROGRAM FACULTY ATTENDED INCLUDING BOTH ON-SITE AND OFF-SITE TRAININGS; HOW DID THE PROFESSIONAL DEVELOPMENT IMPACT INSTRUCTION, DESIGN, AND DELIVERY?

FT Administration Staff - Denise Martinez, Maria Perez

- Keys to a Banner Year in Workforce Development Conference - National Council for Workforce Education
- WORKing Together Conference – Oregon Workforce Partnership

Professional development gives us the opportunity to learn and apply new ideas, perspectives and standards to the Workforce and Community Education Department. It also allows us to network and make partnerships with individuals we meet at these conferences.

Driver's Education Instructors – Chris Chandler, Jerry Shearer, Mike Mondale

Klamath Community College Instructional Program Review:

- PacNW – Driver and Traffic Safety Conference
- Improving Instruction Practice Training
- Understating the Teen Driver Training
- Formative Assessment in Driver Education

These trainings and conference are used for CEUs to keep Driver's Education instructor certification updated.

Medical Assistant & Phlebotomy – Alexis Dow

- National Healthcare Association offers classroom seminars for instructors to stay update to date latest industry standards

3A.IV. ARE FACULTY COMPOSITION, QUALIFICATIONS, AND PROFESSIONAL DEVELOPMENT MEETING INSTRUCTIONAL NEEDS? IF NOT, DESCRIBE ANY PLANS THAT WILL ADDRESS THIS.

- ☐ Yes
- ☐ No
- ☒ Somewhat

The department is currently meeting instructional needs. There are areas that need additional adjunct faculty to meet the community demand.

The Driver's Education program needs more instructors to get through the current waitlist. The CE department receives approximately ten inquiries a day regarding driver's education. To address this, we have a job posting on the KCC website and partnered with WorkSource Oregon — Klamath Falls to get the job posted on Indeed, which led to a hire. When we fill the position, the demand should be met.

The Workforce Community Education would also like to continue receiving funds for our travel, continuing education, and training budgets. These funds allow all adjunct instructors to keep up with CEUs, certifications, and professional development, this also includes Driver's Education.

3B. DESCRIBE THE SPECIFIC FACILITIES, EQUIPMENT, AND MATERIALS USED BY THE PROGRAM.

3B.I. ARE FACILITIES MEETING INSTRUCTIONAL NEEDS? IF NOT, DESCRIBE ANY PLANS THAT WILL ADDRESS THIS.

- ☐ Yes
- ☐ No
- ☒ Somewhat

Klamath Community College Instructional Program Review:

The Workforce Community Education adjunct instructors, including driver's education instructors, use office 841, and want to keep having access, to have a place for instructors to work. There are also shared academic spaces for CE adjunct faculty use, such as auto diesel and building 10.

Workforce students from programs such as Phlebotomy and Medical Assistant use Sky Lakes Medical Center and Klamath Open Door's facilities for blood draws.

As the Workforce Community Education department expands a new space was provided, there is hope to have more of a storefront for students and the community, since the administration staff enrolls 1000+ students every academic year. The department would also like a storage closet to store program supplies, equipment, and outreach materials as they are currently being stored in office 821.

3B.II. IS EQUIPMENT MEETING INSTRUCTIONAL NEEDS? IF NOT, DESCRIBE ANY PLANS THAT WILL ADDRESS THIS.

☐ Yes

☐ No

☒ Somewhat

Most programs have functioning equipment to provide instruction.

The department purchased a CDL simulator, currently stored in 6138, for the CDL program, but needs to buy new trucks due to aging equipment and program expansion. The CDL program only delivers a five-week, Monday-Friday, 8 am-5 pm Class A instruction course. The department would like to be more flexible with the class offering, expanding even more to evening classes to meet community needs.

Other programs that have similar issues are CPR and Dental Radiology.

The CPR program currently uses Mankins that were donated to Klamath Community College in 2020 when the college took over Sky Lakes in being the Training Site Center for the community. Equipment is functional for now, but new replacement equipment will need to be purchased in the future.

The Dental Radiology program currently needs updated equipment, such as Dental Scanners, to keep up with industry standards. Once the equipment is upgraded. Workforce CE will begin to offer classes every term, since classes have not been offered since 2022.

3B.III. ARE INSTRUCTIONAL MATERIALS MEETING PROGRAM NEEDS? IF NOT, DESCRIBE ANY PLANS THAT WILL ADDRESS THIS.

☐ Yes

☐ No

☒ Somewhat

Canvas and Zoom are the two platforms that non-credit students utilize the most. Right now, the only programs that use Canvas are Medical Assistant, Phlebotomy, and Pharmacy Technician. In the future, we want all instructors and students to use Canvas for better instruction and allow access to classroom material after the course is over. To help with this, we need additional support from Student Services or more administrative personnel to be added to the team. At the moment, all student program registrations are done by our Community Education Coordinator.

All books and instruction materials are up to industry and state standards.

3C. DESCRIBE THE INSTRUCTIONAL SUPPORT SERVICES THE PROGRAM USES.

Now, that non-credit programs have been approved by the state and will be on student transcripts, the Workforce CE department will work with different support services to ensure students have all the support needed to earn their certificate.

3C.I. REVIEW LRC HOLDINGS FOR RELEVANCY AND CURRENCY TO PROGRAM.

Consortium: The library belongs to the Sage Library System, which consists of over 70 libraries including public and academic libraries. Students are able to interlibrary loan materials from all of these libraries. The library holds over 7000 print materials and contains multiple databases to support research and learning. The library also has a regularly maintained Library Guides website, which includes resources that supplement credit courses and continuing education support.

Electronic Database Resources:

Main

1. EBSCOhost
2. CQ Researcher
3. Credo Reference
4. Films on Demand
5. Gale Cengage Learning
6. ERIC
7. EBSCO LearningExpress Library
8. DOAJ – Directory of Open Access Journals
9. ProQuest Ebook Central

3C.II. REVIEW PROGRAM STUDENT USE OF TUTORING AND E-TUTORING.

All Workforce, Community & Contract Education programs and courses run between 1 day and 20-weeks resulting in less than 1% of CE students using the tutoring and e-tutoring services.

When CE students use the tutoring services it is for construction and pharmacy technician math.

As stated above, the department will work with support services to ensure students know those services are there to help if they need it.

3C.III. REVIEW PROGRAM STUDENT USE OF TESTING SERVICES.

All students testing for national certification, such as Medical Assistant, Phlebotomy, and Pharmacy Technician, take their exam at the Klamath Community College testing center.

Students also use the testing center if they need to complete a proctored assignment.

3C.IV. REVIEW OTHER INSTRUCTIONAL SUPPORT SERVICES (STUDENT CLUBS, ADVISING, TRIO, VETERANS SERVICES, ETC.) IF APPLICABLE.

The Workforce Community Education Department has continuously been granted funding by the U.S Department of Transportation. The Commercial Motor Vehicle Operator Safety Training (CMVOST) helps funds current and former members of the U.S. Armed Forces, this includes National Guard members, Reservists, and certain military family members. Since receiving this grant, the department has worked closely with Veterans Services to ensure they know about our services and the programs we offer.

The students enrolling in non-credit courses and programs rarely use instructional services. All services students need/ use are provided by the Community Education Coordinator, CPR Coordinator, and Associate Dean. In the past year it was a goal to have our non-credit students enrolled by the Admissions/Advising department to guarantee all students could use Building 9 as a storefront for all KCC's programs, credit or non-credit. In the past year the Workforce CE department has realized this would not work since the Student Success Representatives do not have the proper knowledge of the programs and non-credit processes.

3D. DESCRIBE TO WHAT DEGREE THE PROGRAM USES THE COLLEGE'S LEARNING MANAGEMENT SYSTEM (CANVAS) FOR ALL METHODS OF DELIVERY (FACE-TO-FACE, ONLINE, SYNCHRONOUS, HYBRID).

Since various offerings are given through Workforce CE, delivery methods differ.

A third of the Workforce programs have instruction on Canvas, for example, Medical Assistant, Phlebotomy, and Pharmacy Technician.

Another third of the Workforce programs do all their instruction face-to-face, and the remaining third have all their instruction online via Canvas, Zoom, etc.

The department is dedicated to providing all methods of delivery where it can meet community needs.

4. EFFECTIVENESS

4A. OUTCOMES / PROFICIENCY / EVIDENCE

As stated above, there are multiple programs and courses that create the Workforce Contract and Community Education Department. This section will only focus on programs that have been approved by the state and courses where students received industry and/or state certificates.

Klamath Community College Instructional Program Review:

Since these are non-credit programs and courses the outcomes will look different. Below you will find snippets of the program outlines that were submitted to the Oregon Higher Education Coordinating Commission for approval.

PROGRAMS:

Commercial Driver's License Training:

To be enrolled in the CDL program a complete application must be turned in, along with all required documents. This program has a 90% pass rate.

Please see our current application in [Appendix 7E](#).

The CDL program outcomes are measured by completing the 200-hour program training and passing the Department of Motor Vehicles Commercial Driver's License Class A exam.

Course Number: DSTX 700
Title: Commercial Driver's License
Hours: 200
Date(s) Offered: 2022-23
Workshop Approval: 211 CIP 49.0205 Truck and Bus Driver/Commercial Vehicle Operation
Targeted Industry: People interested in Commercial Driving
Instructor: Noel Williams
Department: Community Education

Description:

This Commercial Driving course provides training to help students gain the qualifications to obtain a commercial driver's license (CDL) and job in the industry. The course covers all of the aspects needed to safely operate a vehicle and complete a CDL drive test. Applicants will need to obtain and submit a copy of their DMV driving record showing their history of traffic accidents, violations, and or convictions (including DUI, license suspensions, etc.)

Student Learning Outcomes:

Upon successful completion of this workshop, students should be able to:

1. Pass the written knowledge
2. Pass the driving skills test
3. Know how to perform a vehicle and load inspection

- 146 students have received their Commercial Driver's License certification from the Department of Motor Vehicles in the last three years.

Medical Assistant:

To be enrolled into the Medical Assistant program a complete application must be turned in, along with all required documents and vaccines. This program has an 83% pass rate.

Please see MA application in [Appendix 8F](#).

The Medical Assistant program outcomes are measured by completing the 200-hour program training, an internship, and passing the National Healthcare Association Medical Assistant exam.

Klamath Community College Instructional Program Review:

Course Number: HEAX 743
Title: Certified Clinical Medical Assistant
Hours: 200
Date(s) Offered: 2022-23
Workshop Approval: 211 CIP 51.0801 Medical/Clinical Assistant
Targeted Industry: People interested in Healthcare
Instructor: Alexis Dow
Department: Community Education

Description:

The Medical Assistant course covers medical terminology, phlebotomy, EKG, and other procedures correlating with the Medical Assistant scope of practice. Students are taught critical thinking skills, and professional behavior necessary to be effective in the medical assistant profession including physical examinations, take medical histories, perform successful phlebotomies, or administrative tasks in a primary care office, and prepare students to successfully pass the national required exam for licensure.

Student Learning Outcomes:

Upon successful completion of this workshop, students should be able to:

1. Learn how to manage and care for patients
 2. Know ethical and legal responsibilities
 3. Perform clinical procedures
 4. Sit for the Certified Medical Assisting exam
- Sixty-three students have received their Certified Clinical Medical Assistant certification from the National Healthcare Association in the last three years.

Phlebotomy:

To be enrolled into the Phlebotomy program, a complete application must be turned in, along with all required documents and vaccines. This program has a 91% pass rate.

Please see our Phlebotomy Application in [Appendix 7.G](#).

The Phlebotomy program outcomes are measured by completing the 130-hour program training, an internship and passing the National Healthcare Association Phlebotomy exam.

Klamath Community College Instructional Program Review:

Course Number: HEAX741

Title: Phlebotomy Technician

Hours: 130

Date(s) Offered: Fall Term

Workshop Approval: 211 CIP 51. 1009 – Phlebotomy Technician/Phlebotomist

Targeted Industry: Healthcare

Instructor: Alexis Dow

Department: Community Education & Workforce

Description: The focus of this course is on acquiring proficiency needed to carry out successful blood draw and specimen processing for the purposes of clinical laboratory analysis in preparation for national certification. Principles of communication, quality control, safety and caring interventions will be included.

Student Learning Outcomes:

Upon successful completion of this workshop, students should be able to:

1. Demonstrate the learned skills for proper site preparation and collection of venous and capillary specimen
2. Demonstrate the learned skills to properly label and specimen processing of patient specimens

- Fifty-one students have received their Certified Phlebotomy Technician certification from the National Healthcare Association in the last three years.

Pharmacy Technician:

To be enrolled into the Pharmacy Technician program a complete application must be turned in, along with all required documents and the math test (attached to application). This program has an 87% pass rate.

Please see Pharmacy Technician application in [Appendix 8H](#).

The Pharmacy Technician program outcomes are measured by completing the 209-hour program training and passing the National Healthcare Association Pharmacy Technician exam.

Klamath Community College Instructional Program Review:

Course Number: HEAX 744
Title: Pharmacy Technician
Hours: 209
Date(s) Offered: Winter 2023
Workshop Approval: 211 CIP 51.0805
Targeted Industry: Anyone that wants to be pharmacy tech
Instructor: Kelli Tompkins
Department: Community Education

Description:

At the end of this course students will show proficiency in: applying quality assurance techniques; entering medical insurance billings; interpreting prescriptions; labeling and storing pharmaceutical supplies; obtaining information from clients, customers, patients or others; preparing medications, typing and affixing labels under the direction of a pharmacist; processing records and maintain forms and files; providing customer service; providing customer service using telephone; understanding, using, and communicating technical information; using basic mathematics; using cash registers; using computers to enter, access and retrieve data; Verifying that information is complete and accurate; working as a team member.

Student Learning Outcomes:

Upon successful completion of this workshop, students should be able to:

1. Labeling and storing pharmaceutical supplies
 2. applying quality assurance techniques; entering medical insurance billings; interpreting prescriptions
- Twenty-nine students have received their Certified Pharmacy Technician certification from the National Healthcare Association in the last three years.

CNA:

This program works differently than the rest of the non-credit programs. To be enrolled into the CNA program on the non-credit side a complete application must be turned in from Sky Lakes Medical Center directly, along with all required documents. This course fulfills the MOU Workforce CE & Nursing has with SLMC.

The Certified Nursing Assistant program outcomes are measured by passing the certified CNA exam.

Klamath Community College Instructional Program Review:

Course Number: HEAX 714P 01

Title: Certified Nursing Assistant (CNA)

Hours: 159

Date(s) Offered: 2022

Workshop Approval: 211/220-CTE Supplementary

Targeted Industry: Students that want to start a career in the medical/ healthcare field.

Instructor: Marylin Culp

Department: Community Education

Description: This course provides the foundation for student success with state certification testing, workforce training aimed at entry-level positions. Oregon State Board of Nursing curriculum covering knowledge, skills, and abilities that endorse optimal person's independence and support behaviors that promote positive healing within acute, rehabilitation, and dementia setting. Students will practice learned techniques in personal care, dining, emergency care, rehabilitation and interpersonal skills with emphasis on safety, infection control, legal and ethical considerations while in the acute and sub-acute facilities. Successful course completion does not guarantee state certification.

Student Learning Outcomes:

Upon successful completion of this workshop, students should be able to:

1. Students will be able to pass the state certification test
2. Students become certified CNA

- Forty-eight CNA students from Sky Lakes Medical Center were enrolled in the non-credit Certified Nursing Assistant class.

Core – Skilled Trades:

To be enrolled into the Core-Skilled Trades program a complete application must be turned in, along the National Center for Construction Education and Research (NCCER) Application filled out.

Please see application in [Appendix 8I](#)

The Core – Skilled Trades program outcomes are measured by passing the NCCER exam.

Course Number: BCTX 700

Title: Core – Skilled Trades Curriculum

Hours: 200

Date(s) Offered: Starting 2016-17

Workshop Approval: 211 CIP 46.0000 Construction Trades, General.

Targeted Industry: **Construction**

Instructor: David Larson

Department: Community Education



Description:

Course presents basic jobsite safety information to prepare workers for the construction environment. Describes the common causes of workplace incidents and accidents and how to avoid them. Introduces common PPE, including equipment required for work at height, and its proper use. Information related to safety in several specific environments, including welding areas and confined spaces, is also provided.

Student Learning Outcomes:

Upon successful completion of this workshop, students should be able to:

1. Basic Safety on Construction Site
2. Basic understanding of construction industry
3. Passing the NCCER exam

- Fifty-three students have received their construction certification from the National Center for Construction Education and Research.

Klamath Community College Instructional Program Review:

COURSES:

CPR:

To sign up for a CPR class a Community Education registration form must be filled out.

Course Number: HEAX703P.01
Title: First Aid/ CPR
Hours: 8
Date(s) Offered: 2021-2022
Workshop Approval: 363-Workforce
Targeted Industry: Anyone needing certification in First aid and CPR
Instructor: Patrick Schacht
Department: Community Education

Description:

The American Heart Association Heart Saver First Aid with CPR and AED training are included in this course designed for individuals that seek First Aid and CPR certification. Student materials include adult, child and infant CPR and AED information. Satisfactory completion of all skills testing is required to receive the AHA FIRST AID and CPR card which will be mailed to the student within 2 weeks.

Student Learning Outcomes:

Upon successful completion of this workshop, students should be able to:

1. Perform CPR
2. Basic First Aid Skills
3. Receive CPR Certificate

- The CPR course outcome is measured by passing the American Heart Association CPR skills and lecture exam.

Flagger & Work Zone Traffic Control

To sign up for the Flagger class a Community Education registration form must be filled out.

Course Number: TEXX 702P
Title: Flagger & Work Zone Traffic Control
Hours: 6
Date(s) Offered: Winter 2023
Workshop Approval: 211 CIP 36.0101
Targeted Industry: Anyone needing Flagger certification for employment.
Instructor: Paul West
Department: Community Education

Description:

Flagger and Work Zone Traffic Control covers the fundamental principles of traffic control, the five parts of temporary traffic control zones, and regulations regarding the primary traffic control devices and their proper placement. Correct flagging techniques will also be taught and demonstrated. This course meets the requirements of the Oregon Department of Transportation construction specifications. Students will receive a certification card, valid for three years, that verifies completion of safety training that meets ODOT requirements.

Student Learning Outcomes:

Upon successful completion of this workshop, students should be able to:

1. Meet the requirements of the Oregon Department of Transportation construction specifications
2. Receiving Flagger Certification

Klamath Community College Instructional Program Review:

- The course outcome is measured by passing the Oregon Department of Transportation Flagger Training.

The Workforce department measures program outcomes by how many students receive a certification in their course. The department has been successful in increasing the number of students who get certified in a year in the following courses: CDL, Core, Pharmacy Tech., and Nursing Assistant.

The department has also seen a drop in Phlebotomy and Medical Assistant numbers due to instructor replacements, department leadership changes, not wanting to saturate the market, and difficulty access of WIOA funding at Klamath Works.

Students certified from 2021-2023:

PROGRAM	2021	2022	2023
Commercial Driver's License - 146	37	53	56
Medical Assistant - 63	35 (2020-21)	13	15
Nursing Assistant - 65	17	20	28
Core Skill Trades – Construction - 53	4	22	27
Pharmacy Technician - 29	8	11	10
Phlebotomy - 51	18	18	15 (Current Class in Progress)

The only instructional change to students is the following:

- Students receive a Pass/ Fail for programs
- Students will have the non-credit program listed on their transcript
- Student will receive a Non-Credit Training Certificate from KCC

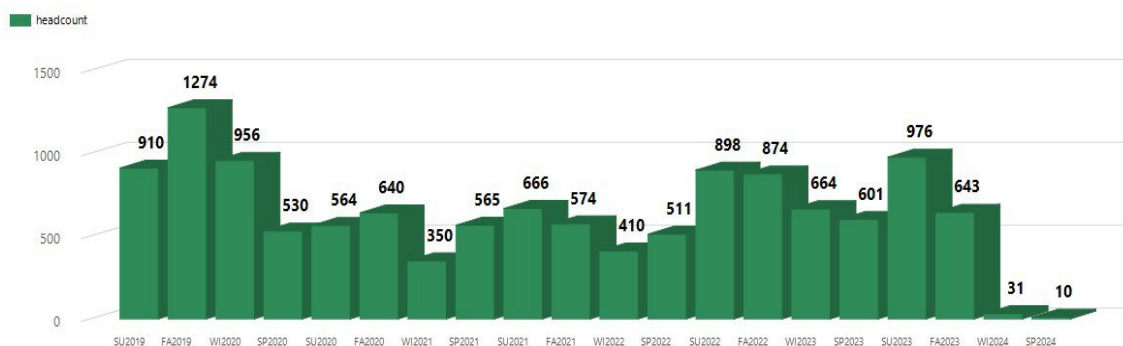
4B. STUDENT SUCCESS

4B.I. DESCRIBE ENROLLMENT TRENDS AND PLANS TO ADDRESS THEM.

The Workforce CE Department went through an enrollment decline in 2020-2021; COVID-19 is the primary reason for low enrollment in those years.

Klamath Community College Instructional Program Review:

As the department continues to add more programs and expand the charts below demonstrate increasing enrollment numbers, almost reaching post-covid enrollment numbers.



5 Year Headcount Comparison		
Academic Year	Term Year	Headcount
AY 2019-20	SU2019	910
	FA2019	1274
	WI2020	956
	SP2020	530
	Total	3670
AY 2020-21	SU2020	564
	FA2020	640
	WI2021	350
	SP2021	565
	Total	2119
AY 2021-22	SU2021	666
	FA2021	574
	WI2022	410
	SP2022	511
	Total	2161
AY 2022-23	SU2022	898
	FA2022	874
	WI2023	664
	SP2023	601
	Total	3037
AY 2023-24	SU2023	976
	FA2023	643
	WI2024	31
	SP2024	10
	Total	1660
Total		12647

4B.II. CERTIFICATES AND CONNECTIONS

As mentioned above, we have multiple workforce certificates that are industry and nationally recognized. These non-credit programs are now paired with Non-Credit Training Certificate to meet the student, community, state, and KCC's need.

Klamath Community College Instructional Program Review:

- CDL, Pharmacy Technician, Medical Assistant, Phlebotomy...

When these courses became programs, Credit for Prior Learning (CPL) was available to any student enrolled in a non-credit program.

For example, Commercial Driver's License Training can equal to 10 credits in the Auto Diesel program. So, although all courses and programs are non-credit, implementing CPL helps students have transferability if they seek too.

4C. STUDENT ENGAGEMENT AND SATISFACTION

4C.I. COURSE EVALUATIONS DATA AND ANALYSIS

<https://survey.klamathcc.edu/etw/etalus.htm>

4C.I.1 DESCRIBE CHANGES MADE IN INSTRUCTIONAL METHODS BASED ON STUDENT COURSE EVALUATION DATA. IF THIS HAS NOT OCCURRED, DESCRIBE PLANS TO ADDRESS THIS.

There is not enough evidence to make calculated changes to the non-credit instructional methods. In the future there will be more data to address issues, if any.

4C.I.2 DESCRIBE CHANGES MADE TO THE COURSE BASED ON STUDENT COURSE EVALUATION DATA.

Same as above, there is not enough data to make course-based changes to curriculum and programs.

4C.II JOB PLACEMENT DATA AND ANALYSIS (IF AVAILABLE)

The Associate Dean manually tracks job placement for students that have enrolled in a program since 2021 on an Excel spreadsheet located on their desktop.

The numbers below do not show an accurate or formal analysis of job placements for non-credit students.

2021-2023

CDL – 67 students placed between Pepsi, Knife River, C3 construction, New Earth, Swift Transportation Co. (out of state)

Phlebotomy – 27 students placed at Interpath, SLMC, Best Care, or Klamath Open Door,

Medical Assistant – 28 students placed at SLMC, Best Care, or Klamath Open Door

Pharmacy Technician- 13 students placed at Fred Meyer, Albertsons, SLMC, or Klamath Open Door- Pharmacies

5. BUDGET

5A. PROVIDE FIVE-YEAR COST MARGIN DATA AND ANALYSIS.

The Workforce department started to work with the Institutional Research department in 2022 on the Cost Margin Data and Analysis. Excel sheets were made for each term and were manually worked on since there is no current report CMA for non-credit. Due to having no reports, the only available information goes back three years to 2020. Below are two charts for the years 2020-2023 (please note CE is not done with 2023 and will be bringing in more enrollment, FTE, and revenue.

2020-2021

Enrollment: 2119

Course costs		
	Materials purchases all	\$ 114,836
	Adjunct Pay	\$ 49,273
	Total	\$ 164,109
Revenue		
	Fees all	\$ 319,662
Margin		\$ 155,553
FTE		84.1

2022-2023

Enrollment: 3036

Klamath Community College Instructional Program Review:

Course costs		
	Materials purchases all	\$ 290,318
	Adjunct Pay	\$ 94,128
	Total	\$ 384,446
Revenue		
	Fees all	\$ 522,211
Margin		\$ 137,765
FTE		138.6

5B. SUMMARIZE PREVIOUS ANNUAL PROGRAM VIABILITY STUDY RESULTS AND EXPLAIN HOW CHANGES IMPACTED STUDENT LEARNING OUTCOME PROFICIENCY. IF THIS HAS NOT OCCURRED, DESCRIBE PLANS TO ADDRESS THIS.

N/A

5C. EXPLAIN ANY BUDGETARY CHALLENGES AND ANY PLANS TO ADDRESS THEM.

To track and use course fees for our programs and courses, a course fee budget would be helpful.

6. CONCLUSION

6A. DESCRIBE PROGRAM STRENGTHS.

The Workforce Contract and Community Education Departments' strengths lie in many different areas, such as flexibility, dedication, and determination. As stated above, the department has gone through leadership, instructional, and admission changes; due to these changes, the department has been impacted in a positive way through enrollment growth and collaborating with academic credit programs. Being able to collaborate with academic credit programs has led to co-listing courses.

For example, Mechanical Design 241 & Manufacturing 120

The department was also provided a new office space for the Community Education Coordinator and Associate Dean. This new space has allowed for more in-person appointments and registrations, which leads to more enrollments.

CE also has knowledge about student grants for non-credit classes and manages the CMVOST grant (which has been refunded twice).

6B. DESCRIBE PROGRAM WEAKNESSES.

The department has experienced many challenges, but a weakness we need help with is we are expanding faster than we can keep up with. Workforce CE will soon need to replace the aging equipment as more classes are run. We will need more administrative personnel to keep up. The department has been looking for two additional Driver's Education Instructors to meet community demands.

There is also a need to upgrade Dental Radiology equipment to relaunch the program.

Lastly, finding funding for our students enrolling in programs; when WIOA was moved over to Klamath Works, the primary funding source for non-credit students became more difficult to access.

6C. DESCRIBE SUPPORT NEEDED.

The department needs support from Student Services to keep up with student enrollment or an additional person to do specific work for non-credit admissions.

Find additional support to help run our Driver's Education school.

Find funding for our non-credit students that do not qualify for other services on campus.

Find a way to upgrade aging equipment.

6D. CREATE NEW GOALS AND LINK THEM TO THE STRATEGIC PLAN.

Student Success, Future-focused education and services, Organizational viability, Community engagement, Advanced planning and strategy.

1. Create and implement student evaluations for programs receiving NCTC to ensure the department is gathering the proper feedback to make changes. - Organizational viability
2. Relaunch Dental Radiology or add a new program to the non-credit curriculum to ensure we keep up with industry standards. - Future-focused education and services
3. Maintain good pass rates for CDL and Medical Assistant programs to ensure students get their certifications. - Student Success

7.A. APPENDICES – CLASS PROPOSAL FORM

7.A. Class Proposal Form



541.880.2243 ce@klamathcc.edu

CLASS/TRAINING PROPOSAL

Thank you for your interest in KCC's Community Education program. Our goal is to offer the community various opportunities for quality educational and lifelong learning experiences.

We will use this form to determine the viability of a proposed course. Please answer all questions. The more information we have about your course, the better we will be able to determine its feasibility as a KCC Community Education course. If your proposal is considered, we will contact you to set up an in-person meeting.

Last Name: _____ First: _____ MI: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Business Name (if applicable): _____ Bus. Phone: _____

Instructor Biography

Minimum Requirements to Teach – Check Applicable Boxes

☐ College Degree ☐ 2 Years Work Experience ☐ 2 Years as Hobbyist ☐ Credential/Certificate ☐ Other (attach statement)

Qualifications related to this course:

Suggested Class Title: _____

Total Class Hours: _____ Maximum Class Size: _____ Minimum Age Requirement: _____

List your preferred dates and times that you would like to teach this class.

Start Date	End Date	Days of the Week	Class Start Time	Class Finish Time
		<input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed		
		<input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat	<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM

Classroom Type: ☐ Regular Classroom ☐ Computer Lab

Required Books (if any)

Book Title:	ISBN-13
Book Title:	ISBN-13

Course Description:

Please write a brief description of the course you will be teaching:

Student Learning Outcome:

By the end of this class, participants will know how to:

Who is the target audience for this class? Describe this in as much detail as possible. If you cannot identify the target audience, chances are we will not be able to fill (thus offer) the class.

Target Audience:

Teaching Methods:

Klamath Community College Instructional Program Review:

7.B. APPENDICES - COST ANALYSIS FORM

Community & Contract Education									
Non-Credit									
Budget Sheet									
Date	2/24/2023								
Instructor	Michelle Fuquay								
Instructor Contact Info					Term	Winter 2023			
	New or Returning Instructor		New:		Returning:	x			
Training/Course Title	Excel I								
Maximum Class Size	10								
Dates	05/30/2023 - 07/11/2023		Days	Tuesday & Thursday					
Times	5:30 p.m. - 7:00 p.m.								
Total Training Hours	60		<- course clock hours						
Location of Training									
Cost of Training									
Number of meeting days									
Instruction Hours	Hours	60	Hourly Pay	\$ 35.00	\$ 2,100.00				
Prep-Time	Hours		Hourly Pay	\$ -	\$ -				
				Total Instructor Salary:	\$ 2,100.00				
Benefits	w/o PERS - 9%	\$ 189.00	\$ 189.00						
Instructor Travel	Miles		\$0.56/mile	\$ 0.56	\$ -				
Training Facility Costs	Per Class		Per Hour		\$ -				
Special Equipment Costs									
				Other Costs					
				Subtotal Cost of Training	\$ 2,289.00				
Administration Fee	30%		\$ 686.70						
				Total Cost of Training	\$ 2,289.00				
				Administrative Overhead	\$ 686.70				
Instructional Supply Costs	Cost Per Student	\$ 10.00	\$ (10.00)						
Book Fees	Cost Per Student	\$ 40.00	\$ (40.00)						
	ation Charge per student		\$ -						
	Fees per student	\$ 17.00	\$ 17.00						
				Revenue per student	\$ (33.00)				
FTE Generated per student	0.118								
				Number of students required to cover cost of instruction	-70				
increment	Enrolled	Revenue	Inst. Cost	Profit	Admin	Net	FTE		
5	10 max	\$ (330.00)	#####	\$ (2,619.00)	\$ (686.70)	\$ (3,305.70)	1.176		
	5	\$ (165.00)	#####	\$ (2,454.00)	\$ (686.70)	\$ (3,140.70)	0.588		
	0	\$ -	#####	\$ (2,289.00)	\$ (686.70)	\$ (2,975.70)	0.000		
	-5	\$ 165.00	#####	\$ (2,124.00)	\$ (686.70)	\$ (2,810.70)	-0.588		

Klamath Community College Instructional Program Review:

7.C. APPENDICES – KCC ONLINE INSTRUCTION CENTER

7.C. <https://www.ed2go.com/klamathcc/>

7.D. INSTRUCTOR CERTIFICATIONS AND DEGREES

7.D. [Instructor Certifications & Degrees](#)

7.E. CDL APPLICATION & REGISTRATION FORM

8E. [CDL Application & Registration Form](#) (complete application here)



CDL

Application & Registration Form

541.880.2243 | ce@klamathcc.edu

Program Mission:

Commercial Driving Program provides training to help students gain the qualifications to obtain a commercial driver's license (CDL) and job in the industry. Students will be able to earn a non-credit certificate from Klamath Community College.

Course Description:

This 5-week course has 40 hours of classroom instruction per week. Participation and attendance are mandatory. The course covers all of the aspects needed to safely operate a vehicle and complete a CDL drive test. Applicants will need to obtain and submit a copy of their DMV driving record showing their history of traffic accidents, violations, and/or convictions (including DUI, license suspensions, etc.).

This course has a student cap of 12 students. Students will be entered into the program on a first come, first serve basis.

Prerequisites & Program requirements:

- High school graduate or GED equivalent
- Must be at least 18 years old, must be 21 years old to drive intrastate
- Have or meet the qualifications for an Oregon Driver License (non-commercial Class C)

Requirements to be completed during training:

- Pass a random Drug Screen & Background check (No refunds due to inability to pass background check/drug screen)

*Disclaimer: Although marijuana may be legal in the state of Oregon for adults over the age of 21, most providers do not allow it and therefore we cannot accept any student into the internship that tests positive for marijuana on their drug screen.

Schedule:

Our Commercial Driver's Training program is offered every term.

Monday-Friday, 8am-5pm

Course Supplies:

All supplies including a textbook is provided to all students.

Course Topics:

1. Entry-Level Driver Training

2. Pre-trip, Post trip inspections & Pre-test
3. Straight Line, Angles, and Offset Backing
4. Couple uncouple tractor trailer practice
5. Sliding Tandems and 5th wheels
6. Brake Adjustments and slack adjusters
7. Tire Chain Installations
8. All back maneuvers
9. Pre-test and Pre-trip
10. Shifting, turning, braking, acceleration, off tracking
11. Intersections, beginning traffic navigation
12. Uphill/ downhill shifting
13. Railroad crossing and safety zones
14. Driving through urban areas
15. Freeway driving on & off ramps
16. Mountain grades
17. City driving, weight stations

Course Cost: \$5,795

Hazmat Endorsement: \$86.95

Payment is due the first week of class. This class is not eligible for financial aid. A payment plan is available in installments of three. *Please inquire with the Cashier's Office in Building 9.*

Student Grant Options:

• **Community Benefits Navigator** Contact: Lalo Barraza, 971-380-5120, barraza@klamathcc.edu. Provides support and assistance to KCC students regarding food and housing, mental/physical health, childcare, employment, and funding.

• **Commercial Motor Vehicle Operator Safety Training (CMVOST) Grant**
Veterans, Active Duty, and their families are eligible for full tuition support. Must have DD-214 or Military ID. Contact: Denise Martinez, CE Coordinator, 541-880-2243, ce@klamathcc.edu

• STEP Program at Klamath Community College

Must be receiving SNAP benefits (food stamps).

Contact: Reynda Scobee, STEP Coordinator, 541-880-2343, Scobee@klamathcc.edu

• STEP Program at Worksource

Must be receiving SNAP benefits (food stamps). 30-day eligibility period

Contact: Tangie, Lead STEP Coordinator, Tangie.M.MCREYNOLDS@employ.oregon.gov or visit Worksource to make an appointment.

• Workforce Innovation Opportunity Act (WIOA) Federal Program at Worksource & Klamath Works

Must be receiving SNAP, TANF, SSI, Dislocated worker/displaced homemaker or low-income. 30-day eligibility period

7.E. APPENDICES – CDL APPLICATION & REGISTRATION FORM

7.E. [CDL Application & Registration Form](#) (complete application here)



CDL

Application & Registration Form
541.880.2243 | ce@klamathcc.edu

Name _____
(Last) (First) (Middle)

Phone Number _____

Email Address _____

Mailing Address Line 1 _____

City _____ State _____ ZIP _____

Date of Birth _____ Gender ☐ Male ☐ Female
MM/DD/YYYY

Marital Status ☐ Married ☐ Single Ethnicity ☐ Hispanic/Latino ☐ Not Hispanic/Latino

Race (check all that apply) ☐ African American/Black ☐ American Indian/Alaska Native
☐ Asian ☐ Pacific Islander ☐ White

Social Security Number _____

Providing your social security number is not required for Community Education. If you plan to take credit classes and apply for Federal Financial Aid, it will be required.

In order to receive a refund, students must fill out an Add/Drop Form. Refunds are based on the following criteria: Students must drop prior to first class in order to receive refund.

Payment Options: (check one)

Total Cost \$5795

☒ Credit Card ☒ Enclosed Check ☐ Enclosed Cash ☐ I will make payment prior to first class

Card Number _____ Expiration Date _____

Name as it appears on card _____ ☐ Visa ☐ MasterCard ☐ Discover

I hereby certify that I have provided complete and accurate information on this form, and I understand that if it is found to be otherwise, it is sufficient cause for rejection or dismissal. Signature also confirms credit card payment.

Student Printed Name _____ Student Signature _____ Date _____

Signature confirms credit card payment.

KCC is required to collect some of the data for institutional compliance. We appreciate your cooperation. Non-Discrimination Policy: Klamath Community College is an equal opportunity educator and employer.

CDL

Course Application

Name _____
(Last) (First) (Middle)

Email _____

Phone _____

Do you now or have you ever held a CDL? Y N

Do you plan to finance all or part of your education with VA benefits? Y N

The CDL course costs are about \$5795.00 but scholarships may be available. Do

you have funding source now? Y N

If Yes, funding source to be used?

1. Requirements:

Fill out a paper KCC Community Education Registration Form (attached).
HS Diploma/ GED

2. Complete the Following:

Complete CDL Questionnaire.

Provide a copy of your Driver's License and Driver's Record.

*We request a 3-year non-employment driving record (\$1.50) can be found online at: <https://dmv2u.oregon.gov/eServices/>

Sign the Attendance/ Testing Policy Consent Form. Sign

the Drug Screening Consent Form.

Sign the Student Code of Conduct and Respectful Behavior

3. Acceptance

Schedule an appointment with Denise Martinez at KCC. By email at ce@klamathcc.edu or by phone 541-880-2243

Bring all completed documents, including a copy of your Driving Record and Driver's License.

7.F. APPENDICES – MEDICAL ASSISTANT APPLICATION & REGISTRATION FORM

7.F. [Medical Assistant Application & Registration Form](#) (complete application here)



Medical Assistant

Application & Registration Form
541.880.2243 | ce@klamathcc.edu

Program Mission:

Students will be eligible to take the NHA(National Healthcare Association) certification exam to become a certified medical assistant. Students will be able to earn a non-credit training certificate from Klamath Community College.

Course Description:

This 20-week course has 6 hours of classroom instruction per week and a 90-hour internship with a local provider to practice providing patient care on real patients. Clinical Medical Assistant is a medical support professional that performs a variety of tasks to assist physicians in providing patient care. This course will provide the student the skills needed to sit for the NHA (National Healthcare Association) certification exam.

Participation and attendance are mandatory to be placed in an internship and to take the national certification exam.

This course has a student cap of 15 students. Students will be entered into the program on a first come, first serve basis.

Prerequisites & Program requirements:

- High school graduate or GED equivalent
- Must be 18 years or older before class starts.
- Up to date on all vaccinations (Provide copy)
- Hepatitis B vaccine series & Tuberculin (TB) skin test (Provide copy)
- COVID-19 vaccination is required by Oregon Health Authority to participate in clinical internship.

Requirements to be completed during training:

- BLS American Heart Association card
- Bloodborne Pathogens training

- Completion of agreement & internship orientation with clinic prior to internship
- Completion of 90- hour internship
- Start online application for Medical Assistant Certification on NHA website
- Schedule time and date to take Exam (cost of exam is included in the cost of the program if the student takes the exam within 6 months of completing the course)
- Pass a random Drug Screen & Background check (No refunds due to inability to pass background check/drug screen)
- Attend resume workshop

*Screening can be conducted any time prior to the start of internship. All applicants understand that inability to pass the drug screen and/or background check will affect their ability to complete internship and program requirements.

*Disclaimer: Although marijuana may be legal in the state of Oregon for adults over the age of 21, most providers do not allow it and therefore we cannot accept any student into the internship that tests positive for marijuana on their drug screen.

If you have any questions about your ability to meet these requirements, please contact the Workforce/Community Education Department Coordinator at 541-880-2243.

Course Topics:

1. Foundational Knowledge and Basic Science
2. Anatomy and Physiology
3. Patient Care Coordination, and Education
4. Administrative Assisting
5. Communication and Customer Service
6. Medical Law and Ethics
7. Clinical Patient Care
 - Patient Intake and Vitals (14 items)
 - General Patient Care (28 items)
 - Infection Control and Safety (15 items)
 - Point of Care Testing and Laboratory Procedures
 - Phlebotomy
 - EKG and Cardiovascular

Schedule:

Our Medical Assistant program is offered once a year during the Winter term. It is two days a week, Tuesday and Thursday, 6pm-9pm. Saturday scheduled labs are mandatory.
Dates: 01/09/2024-05/30/2024

Course Supplies:

Klamath Community College Instructional Program Review:



HEPATITIS B VACCINATION HEALTH PROFESSION STUDENTS

HEPATITIS B VIRUS (HBV) causes a viral infection, which involves the liver. The spectrum of disease ranges from asymptomatic infection to fulminant disease, which may lead to death. Six to ten percent of infected young adults become carriers of the infection. Over 25 percent of these carriers develop chronic active Hepatitis, which often progresses to cirrhosis. There has been an association demonstrated between the Hepatitis B carrier state and the occurrence of liver cancer. The disease is spread by introducing infected blood or body fluids into the body by percutaneous or permucosal routes, i.e. sharps injury, getting infected blood or body fluids into non-intact skin or on mucous membranes, and by sexual contact and intravenous drug use. There is evidence that there is increased risk of HBV infection for health care workers who have frequent contact with blood and body fluids. In addition, more virulent form of Hepatitis is associated with superinfection or coinfection by Delta virus. Delta virus can only infect and cause illness in persons with Hepatitis B infection. Therefore, persons immune to HBV infection are also immune to Delta virus infection.

HEPATITIS B VACCINE immunizes against infection caused by all known subtypes of HBV. It is a vaccine prepared from cultures of a recombinant strain of yeast *Saccharomyces cerevisiae*. The vaccine contains thimerosal (a mercury derivative) and as preservative.

INDICATIONS FOR USE: Hepatitis B vaccine is indicated for persons at increased risk for developing HBV infection and who are demonstrated to be susceptible to HBV. Risk is based on frequency of contact with blood or body fluids.

Healthcare workers without occupational exposure to blood or body fluids are at no greater risk of infection than the general population.

PRIMARY ADULT VACCINATION consists of a series of three intramuscular injections of one ml. each. The first dose is given at the selected date. The second and third doses follow the first by one and six months, respectively.

Administration of doses at longer intervals may be equally protective but optimal protection is not achieved until after the third dose. Vaccination of carriers will not cause harmful or beneficial effects.

ANTIBODY TESTING prior to receiving Hepatitis B vaccine is recommended to determine the immune status of the individual. Post-vaccine antibody testing is also recommended to determine immunity induced by the vaccine.

REVACCINATION NONRESPONDERS: When persons who do not respond to the primary vaccine series are revaccinated, 15%-25% produce an adequate antibody response after one additional dose and 30%-50% after three additional doses.

BOOSTER DOSES for adults with normal immune status, booster doses of vaccine are not recommended, nor is routine serologic testing to assess antibody status after the primary post-vaccine antibody screening.

SIDE EFFECTS consist mostly of pain at the injection site (3%-29%) and a slight fever (1% to 6%).

7.G. APPENDICES – PHLEBOTOMY APPLICATION & REGISTRATION FORM

7.G. [Phlebotomy Application & Registration Form](#) (complete application here)



Phlebotomy

Application & Registration Form

541.880.2243 | ce@klamathcc.edu

Course Description:

Phlebotomy is the practice of drawing blood from patients and taking the blood specimens to the laboratory to prepare for testing. During this course, you will be shown how to draw blood, known as a venipuncture. You will practice your venipuncture skills in the classroom on fellow students so you are prepared and confident before you begin your internship.

This course will be 10 weeks long, with 9 hours of classroom instruction per week as well as a 40-hour internship with a local provider to practice phlebotomy on real patients. Participation and attendance are mandatory to be placed in an internship and to take the national certification exam. At the end of the course, students will be eligible to take the NHA (National Healthcare Careers) Phlebotomy certification exam to become a certified phlebotomist.

This course has a student cap of 15 students. Students will be entered into the program on a first come, first serve basis. 1/3 of course tuition is due at registration and fees must be paid in full prior to testing for certification. Payment plans are available. Inquire with cashier in Building 9.

Program requirements:

- High school graduate or GED equivalent
- Up to date on all vaccinations
- 40 hour internship
- BLS American Heart Association card (done in class)
- Bloodborne Pathogens training (done in class)
- Must be 18 years or older before class starts.
- Hepatitis B vaccine series & Tuberculin (TB) skin test
- Drug Screen (CastleBranch)
- Background Check (CastleBranch)

Requirements to be completed during course:

- Completion of agreement & internship orientation with clinic prior to internship (Students will not be eligible to sit for national exam until a 40-hour internship is completed)
- Completed orientation packet and signed Confidentiality Agreement form submitted to Human Resources at Sky Lakes Medical Center 30 days prior to internship start date (these will be provided in class)
- Start online application for Phlebotomy Certification on NHA website
- Schedule time and date to take Exam (cost of exam is included in the cost of the program if the student takes the exam within 6 months of completing the course)
- Pass a random drug screen and background check (No refunds due to inability to pass background check/drug screen)
- Screening can be conducted any time prior to the start of internship. All applicants understand that inability to pass the drug screen and/or background check will affect their ability to complete internship and program requirements.

*Disclaimer: Although marijuana may be legal in the state of Oregon for adults over the age of 21, most providers do not allow it and therefore we cannot accept any student into the internship that tests positive for marijuana on their drug screen.

BOOSTER DOSES for adults with normal immune status, booster doses of vaccine are not recommended, nor is routine serologic testing to assess antibody status after the primary post-vaccine antibody screening.

SIDE EFFECTS consist mostly of pain at the injection site (3%-29%) and a slight fever (1% to 6%).

PRECAUTIONS: Persons with hypersensitivity or allergic reaction to yeast or any other vaccine components should not be given recombinant Hepatitis B vaccine. Neither pregnancy nor lactation should be considered a contraindication to vaccination.

☐ I request Hepatitis B vaccine.

I have read the above information about Hepatitis B and Hepatitis B vaccine. I had a chance to ask questions which were answered to my satisfaction. I understand the benefits and risks of Hepatitis B. I can contact my health care provider for the vaccination series at a cost to me at the time of the vaccinations.

Student Signature _____ Date: _____

☐ I decline Hepatitis B vaccine.

I understand that due to my occupational exposure to blood and other potentially infectious materials, I may be at risk of acquiring Hepatitis B virus infection. I have been given the opportunity to be vaccinated for the Hepatitis B vaccine, at no charge to myself. However, I decline Hepatitis B vaccine at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B a serious disease. If in the future I continue to have occupational exposure to blood or potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine. I can contact my health care provider for the vaccination series at a cost to me at the time of the vaccinations.

Student Signature _____ Date: _____

☐ I received the Hepatitis B vaccination series in the past at _____ (facility)
on _____ (approximate date)

Student Signature _____ Date: _____

Date	Site	Manuf/Lot # / exp. date	Given by
1.			
2.			
3.			

7.H. APPENDICES – PHARMACY TECHNICIAN REGISTRATION & APPLICATION

7.H. [Pharmacy Technician Registration & Application](#) (complete application here)



Pharmacy Tech

Application & Registration Form

541.880.2243 | ce@klamathcc.edu

Program Mission:

Students will be eligible to take the NHA (National Healthcare Association) certification exam to become a certified pharmacy technician. Students will be able to earn a non-credit training certificate from Klamath Community College.

Course Description:

This 20-week course has 16 evening labs, practice exams, and lectures. This course will provide the how a pharmacy technician assists in the day-to-day pharmacy operations which do not require the professional judgement of a pharmacist. These operations include: entering prescription orders, packaging and labeling prescriptions, operating automated dispensing devices, maintaining inventories, processing insurance claims, compounding sterile medications, reconciling medications, assisting with medication therapy management, and using mathematics to solve various calculations including flow rates, days supplies, and individual and daily doses.

Participation and attendance are mandatory to be placed in an internship and to take the national certification exam. You are allowed two absences during this program, which you should save for illness and emergencies that prevent you from attending class.

This course has a student cap of 15 students. Students will be entered into the program on a first come, first serve basis.

Prerequisites & Program requirements:

- High school graduate or GED equivalent
- Must be 18 years or older before class starts.
- Math test (at end of document)

Requirements to be completed during training:

- BLS American Heart Association card
- Start online application for Licensure Pharmacy Technician**
- Start online application for Pharmacy Tech Certification on NHA website
- Schedule time and date to take Exam (cost of exam is included in the cost of the program if the student takes the exam within 6 months of completing the course)
- Pass a random Drug Screen & Background check* (No refunds due to inability to pass background check/drug screen)
- Attend resume and interview workshop

**To be eligible for licensure with the Oregon Board of Pharmacy, you must complete a national fingerprint-based background check. Results are valid for a period of 12 months. If you have not completed the background check process within the past 12 months, you will be sent the instructions to obtain your fingerprints after your application; \$41.25 fingerprint background processing fee and \$100.00 application fee have been received by the Oregon Board of Pharmacy. There is an additional \$12.50 fee that is required when you schedule your fingerprint appointment at a Field print facility near you. Your fingerprints will be electronically submitted to the Oregon State Police and the results will be sent to the Oregon Board of Pharmacy. Please allow an average of 30 days for the Oregon State Police to process your fingerprints.

*Screening can be conducted any time prior to the start of internship. All applicants understand that inability to pass the drug screen and/or background check will affect their ability to complete internship and program requirements.

*Disclaimer: Although marijuana may be legal in the state of Oregon for adults over the age of 21, most providers do not allow it and therefore we cannot accept any student into the internship that tests positive for marijuana on their drug screen.

If you have any questions about your ability to meet these requirements, please contact the Workforce/Community Education Department Coordinator at 541-880-2243.

Course Topics:

1. Managing inventory
2. Receiving prescription requests from patients and doctors' offices
3. Accurately measuring medication amounts
4. Establishing and maintaining patient records
5. Accepting payment for prescriptions and processing insurance claims

Schedule:

Our Pharmacy Tech program is offered once a year during the Winter term. It is three days a week, Mondays, Tuesdays, and Thursdays, 05:30pm-8:30pm.
Dates: 01/15/2024-06/06/2024

Course Supplies:

All supplies including a textbook is provided to all students. Students will need to purchase solid colored scrub top to wear to class.

Course Cost: \$2,820

Payment is due the first week of class. This class is not eligible for financial aid. A payment plan is available in installments of 3. Please inquire with the Cashier's Office in Building 9.

Klamath Community College Instructional Program Review:

Student Grant Options:

- **Community Benefits Navigator**
Contact: Lalo Barraza ,971-380-5120, barraza@klamathcc.edu. Provides support and assistance to KCC students regarding food and housing, mental/physical health, childcare, employment, and funding.
- **STEP Program at Klamath Community College**
Must be receiving SNAP benefits (food stamps).
Contact: Reyna Scobee, STEP Coordinator, 541-880-2343, Scobee@klamathcc.edu
- **STEP Program at Worksource**
Must be receiving SNAP benefits (food stamps). 30-day eligibility period
Contact: Tangie, Lead STEP Coordinator,
Tangie.M.MCREYNOLDS@employ.oregon.gov or visit Worksource to make an appointment.
- **Workforce Innovation Opportunity Act (WIOA) Federal Program at Worksource & Klamath Works**
Must be receiving SNAP, TANF, SSI, Dislocated worker/displaced homemaker or low-income. 30-day eligibility period
Contact: Cristy Rodriguez, WIOA Manager, 541-591-1881,
cristy@klamathworks.com
- **Vocational Rehabilitation training funds**
Voc. Rehab assists individuals with disabilities for job placement that matches their skills, interest, and abilities.
Contact: Tammi 541-883-5614

Job Placement:

- A resume and interview class are included in this course. KCC also has a Career Center located in Building 4. They are able to provide job search assistance, resume, cover letter, and interviewing techniques.

Application/Registration Process:

- Please scan all documents in PDF version to ce@klamathcc.edu or make an appointment to submit your documentation in person.
- You will receive a letter of admissions to your email with next steps.

Contact:

Workforce/Community Education Coordinator
ce@klamathcc.edu
541-880-2243 (text/call)

$$9. \frac{1}{3} \div \frac{1}{3} =$$

10. Given the value of y, use the equation $5x=9y+160$ to solve for x. $Y=10$

Did you use any outside resources to complete the math test?

☐ YES ☐ NO

7.I. APPENDICES – SKILLED TRADES REGISTRATION & APPLICATION

7.I. [Skilled Trades Registration & Application](#) *(complete application here)*



Skilled Trades

Application & Registration Form

541.880.2243 | ce@klamathcc.edu

Program Mission:

Students will have the opportunity to earn a total of five certificates including: OSHA 10 safety, forklift operation, National Center for Construction Education and Research (NCCER), First Aid/CPR, and flaggers certification.

Course Description:

This 11-week course has 6 hours of classroom instruction per week. This includes classroom instruction and hands-on skills labs where students learn how to operate power tools and machinery, read blue prints, basic rigging and knot tying, and how to perform basic construction math.

This course has a student cap of 20 students. Students will be entered into the program on a first come, first serve basis.

Prerequisites & Program requirements:

- High school graduate or GED equivalent
- Must be 18 years or older before class starts.

Requirements to be completed during training:

- CPR American Heart Association card
- Attend resume workshop

Course Topics:

1. Basic safety
2. Introduction to construction math
3. Introduction to hand tools
4. Introduction power tools
5. Introduction to construction
6. Basic communications skills
7. Basic employability skills

8. Introduction to material handling

Schedule:

Our Skilled Trades program is offered every term. It is two days a week, Tuesday and Thursday, 4pm-7pm.

Course Supplies:

No textbook purchase is necessary.

Supply list for Core:

- Framer's Tool Bags
- Framing Hammer
- 25' Tape Measure (Standard American)
- Speed Square
- Carpenter's Pencils
- Safety Glasses
- Ear Protection
- Hard Hat
- Cat's Paw (Nail Puller)
- Flat bar pry bar
- Utility Knife
- Work gloves
- Dust masks
- Proper footwear, preferably a work boot. Steel toe or composite toe boot optional but recommended.

Course Cost: \$1,975

Payment is due the first week of class. This class is not eligible for financial aid. A payment plan is available in installments of three. Please inquire with the Cashier's Office in Building 9.

Student Grant Options:

- **Community Benefits Navigator**
Contact: Lalo Barraza ,971-380-5120, barraza@klamathc.edu. Provides support and assistance to KCC students regarding food and housing, mental/physical health, childcare, employment, and funding.
- **STEP Program at Klamath Community College**

8. INSTRUCTIONAL PROGRAM REVIEW RUBRIC

	Highly Developed	Developed	Emerging	Initial
1—Accomplishments in Achieving Goals	Exhibits ongoing and systematic evidence of goal achievement.	Exhibits evidence of goal achievement.	Exhibits some evidence that some goals have been achieved.	Minimal evidence that progress has been made toward achieving goals..
2—Labor Market Projection	Thoroughly explains projected market demand and potential effects on program; presents highly developed plan to address projection.	Explains projected market demand and discusses several possible actions to address projection.	Minimally explains projected market demand and lists one or two actions to address projection.	Presents labor market demand without analysis/explanation and fails to list possible actions to address projection.
3—Resources				
Professional Development	Exhibits ongoing and systematic support of professional development opportunities.	Exhibits support of regular professional development opportunities.	Evidence of intermittent professional development opportunities.	Minimal evidence of professional development opportunities.
Faculty Meeting Instructional Needs	Employs a sufficient number of highly qualified faculty to meet instructional needs.	Employs an adequate number of qualified faculty to meet instructional needs.	Has a plan to employ an adequate number of qualified faculty to meet instructional needs.	Faculty numbers and/or qualifications are insufficient to meet instructional needs.
Facilities and Equipment	Facilities and resources meet current and future needs.	Facilities and resources meet current needs.	Evidence of a plan to have facilities and resources meet current and future needs.	Minimal evidence that facilities and resources meet current and future needs.
4—Effectiveness				

Student Learning Outcomes Assessment	Exhibits ongoing and systematic SLO assessment to adjust instruction.	Exhibits student learning outcomes assessment and uses results to change instruction.	Has a plan to engage in ongoing and systematic SLO assessment, including using results to change instruction.	Minimal evidence of SLO assessment.
Student Success	Thoroughly analyzes trends in enrollment, degrees awarded, time-to-completion rates, and formulates comprehensive plans to address them.	Describes trends in enrollment, degrees awarded, time-to-completion rates, and formulates plans to address them.	Describes trends in enrollment, degrees awarded, time-to-completion rates, and makes an attempt to plan to address them.	Minimal description of trends and/or fails to formulate plan to address them.
5—Budget	Financial resources meet current needs and are projected to meet future needs.	Financial resources meet current needs.	Evidence of a plan to acquire financial resources to meet current needs.	Minimal evidence that financial resources meet current needs.
6—Strengths and Weaknesses	Strengths and weaknesses are described accurately and thoroughly.	Most strengths and weaknesses are described accurately and thoroughly.	Some strengths and weaknesses are described accurately and thoroughly.	Minimal evidence that strengths and weaknesses are described accurately and thoroughly.
7—New Goals and Plan	Multiyear planning process with evidence of use of assessment data in planning.	Multiyear planning process with some assessment data.	Short-term planning process recently implemented.	Minimal evidence of planning process.
8—Overall Evaluation	Evidence of ongoing systematic use of planning in selection of programs and services.	Exhibits evidence that planning guides program and services selection that supports the college.	There is evidence that planning intermittently informs some selection of services to support the college.	Minimal evidence that plans inform selection the of services to support the college.
	Highly Developed	Developed	Emerging	Initial

