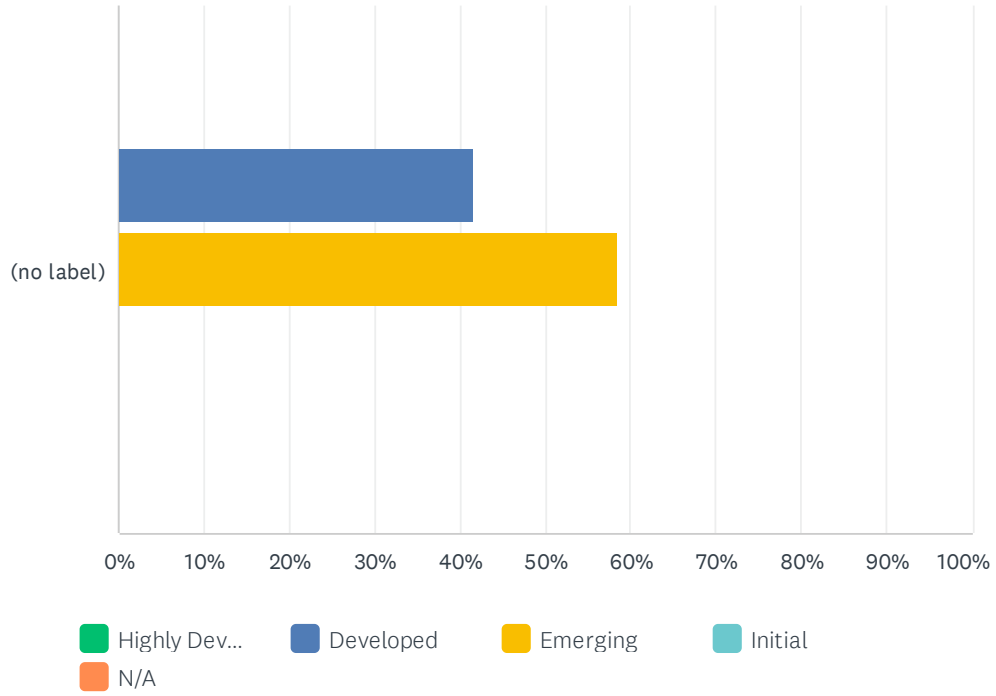
Q1 ACCOMPLISHMENTS IN ACHIEVING GOALSHighly Developed: Exhibits ongoing and systematic evidence of goal achievement.Developed: Exhibits evidence of goal achievement.Emerging: Exhibits some evidence that some goals have been achieved.Initial: Minimal evidence that progress has been made toward achieving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

Answered: 12 Skipped: 0



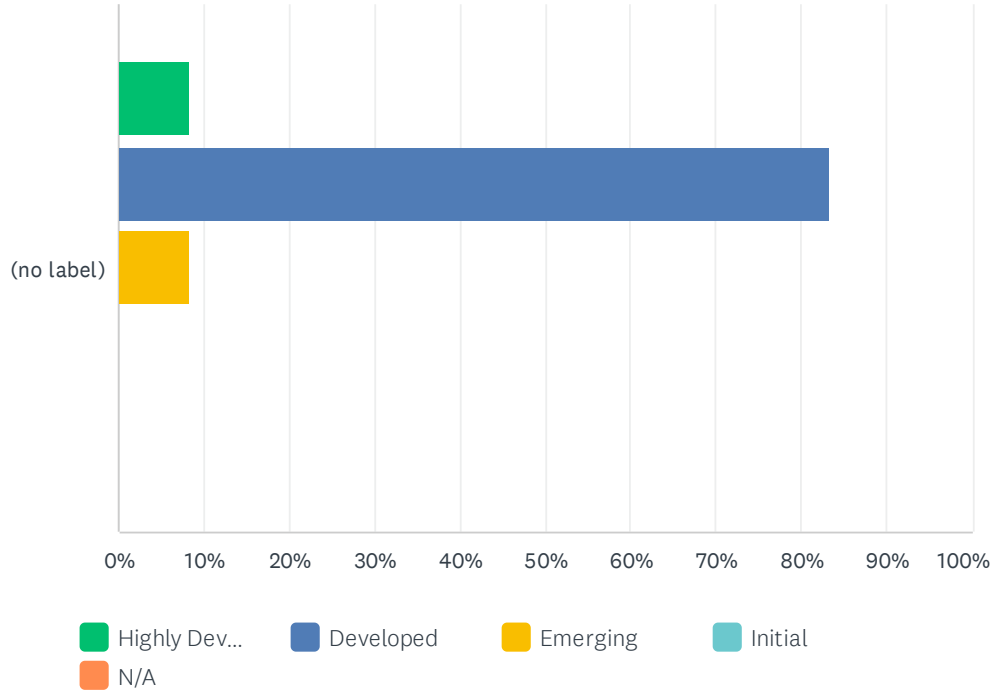
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	41.67% 5	58.33% 7	0.00% 0	0.00% 0	12	2.42

#	COMMENTS/FEEDBACK:	DATE
1	Current goals are a very good start since undergoing reorganization. To be considered highly developed, and achievable goals, a specific measure of achievement within a timeframe will need to be established, such as "100% of instructors utilize Canvas in fiscal year XXXX-XX."	1/16/2024 4:17 PM
2	Goals 1-4 are clearly defined. Some outcomes have been completed. I do not see future outcomes or goals beyond what is in progress to be completed by Fall 2024 and continue as it is running.	1/11/2024 4:53 PM
3	Understandably, goals have changed and the program appears to be on tracking making progress toward new and updated objectives.	1/2/2024 12:48 PM
4	Emerging only because of the provided context for past goals and any achieved benchmarks against those (not reflective of current width and breadth of activity/impact)	12/21/2023 12:21 PM
5	Transitioning from old strategic plan goals to new 3.0 goals.	12/14/2023 1:42 PM
6	This department demonstrates strong indicators that they are working toward achieving the new goals that were established (per the reference that the previous ones were not relevant),	12/11/2023 1:12 PM

	though timelines and metrics were not identified and limited detail was provided.	
7	It would be helpful if the goals are more specific with metrics for enhanced progress tracking.	12/11/2023 12:05 PM
8	This section is current, but does not match section 10 "new" goals.	12/11/2023 11:50 AM
9	Based on the response to 1B in the review this is a work in progress under the new strategic goals. The information shared in the review indicates the program is on a path to meet the new goals set in the past two years. Excellent work is taking place in achieving goals.	12/9/2023 9:47 AM
10	Great start on goals. It is acknowledged the division has not had much time to meet the goals they developed when the transitioned to academics.	12/6/2023 5:22 PM

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

Answered: 12 Skipped: 0



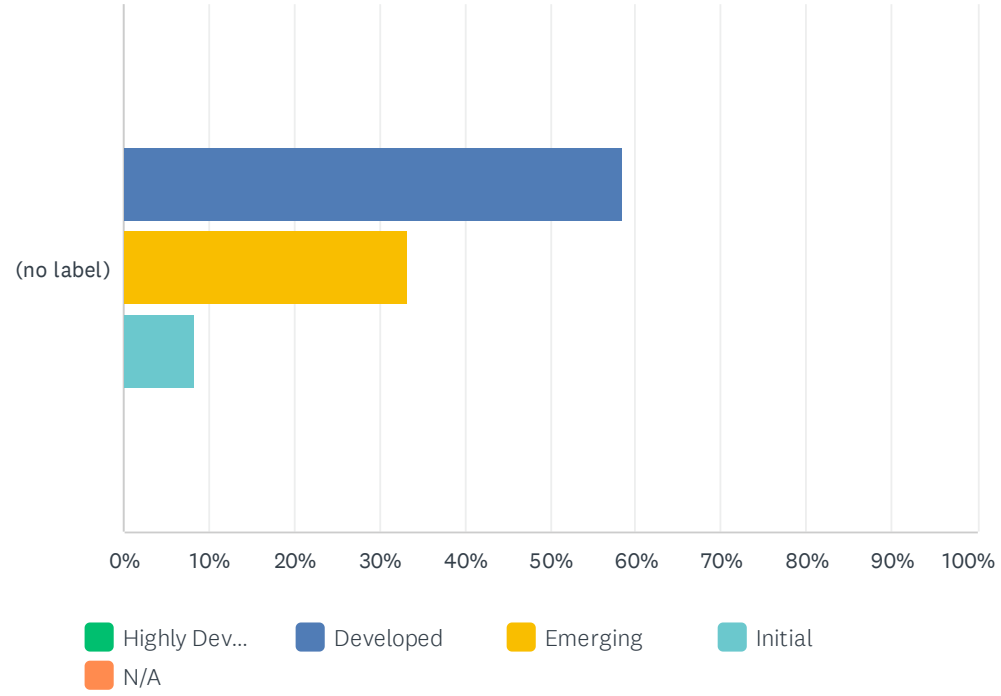
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	8.33% 1	83.33% 10	8.33% 1	0.00% 0	0.00% 0	12	3.00

#	COMMENTS/FEEDBACK:	DATE

1	For this program, the data would span volumes, but it is evident that they add courses to meet the needs of industry and the community.	1/18/2024 11:21 AM
2	Employment projections are monitored, and class availability adjusted to meet the local and state market needs.	1/16/2024 4:17 PM
3	Labor market report provided was for Oregon and East Cascades. Our region is Southeastern, so no local labor market projections were provided.	1/11/2024 4:53 PM
4	Being able to show near double digit demand and nearly all with starting salary ranges nearing 40k per year is a great indicator of the collective programming's potential impacts for students served.	12/21/2023 12:21 PM
5	Snapshot of labor market needs provided.	12/14/2023 1:42 PM
6	This department's training programs rely specifically on the need for qualified individuals in a variety of workforce areas. Information provided indicates that they are aware of the growing needs of the labor market and are attempting to have plans in place to address those needs.	12/11/2023 1:12 PM
7	The labor market projections tables are very helpful! Are the CE programs not tied to the workforce (for example, hobby classes like knitting) distinguished from CDL, Medical Assistant, and other ones? Labeling them differently would be helpful for tracking.	12/11/2023 12:05 PM
8	This is a good section	12/11/2023 11:50 AM
9	The program is making good use of the available market projections and is focused on meeting the future needs of the region in training offerings.	12/9/2023 9:47 AM
10	Good data that demonstrates the programs offered are needed and lead to living wage jobs.	12/6/2023 5:22 PM

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

Answered: 12 Skipped: 0

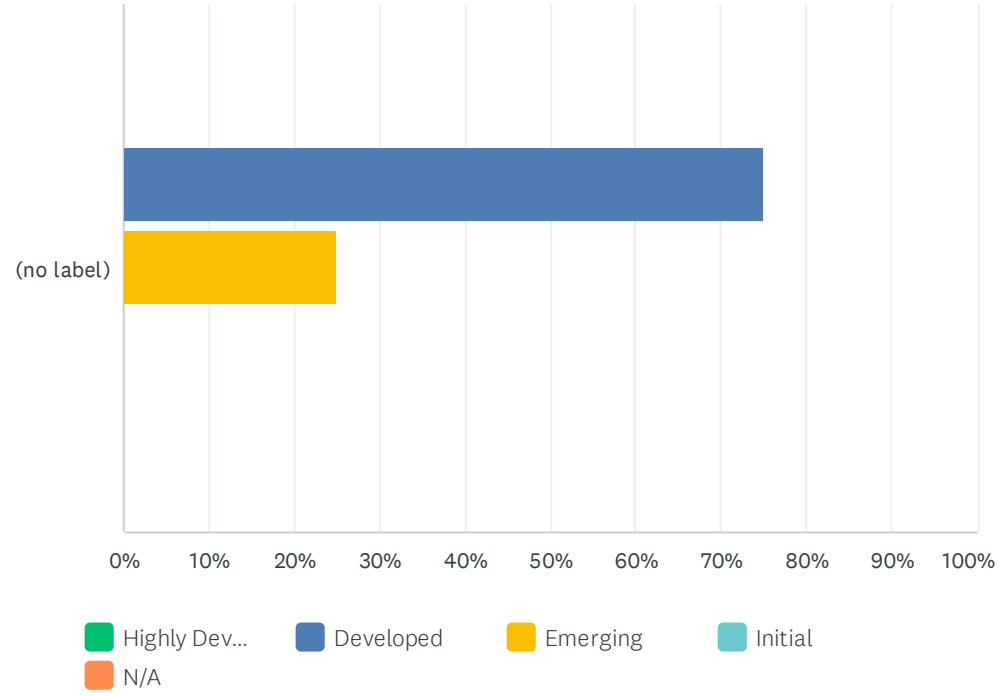


	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	58.33% 7	33.33% 4	8.33% 1	0.00% 0	12	2.50

#	COMMENTS/FEEDBACK:	DATE
1	Good to see professional development is prioritized and ongoing. It could have been helpful to know what year the listed trainings were received. Is there a way to ensure all instructors and non-credit faculty (there are a lot!) are being supported in professional development?	1/16/2024 4:17 PM
2	I saw no mention of professional development, outside of instructors keeping up on their certifications.	1/11/2024 4:53 PM
3	Some professional development provided.	12/14/2023 1:42 PM
4	Limited information was provided here, though it appears that staff stay current on the CEU's required for their certifications.	12/11/2023 1:12 PM
5	PD seems adequate for the past but not for a rapidly growing future especially if staff are added.	12/11/2023 11:50 AM

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

Answered: 12 Skipped: 0



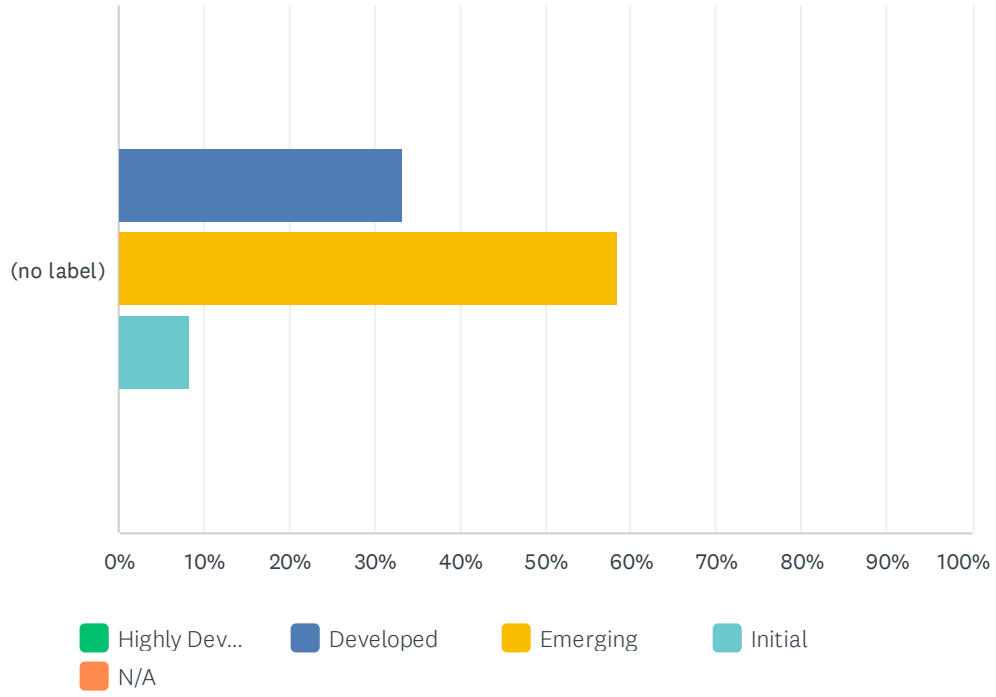
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	75.00% 9	25.00% 3	0.00% 0	0.00% 0	12	2.75

#	COMMENTS/FEEDBACK:	DATE
1	Having enough qualified instructors would always be a challenge.	1/18/2024 11:21 AM
2	There is a wide variety of very talented instructors providing education and training. The program is proactive in seeking out new instructors as demand for courses increase.	1/16/2024 4:17 PM
3	There appears to be a need in some areas for more instructors, this could be an issues of meeting the demand locally. The list of instructor and their certifications is being maintained by the department, there is a way to manage this in the system.	1/11/2024 4:53 PM
4	Broad range of degrees, training, and practical experience	12/21/2023 12:21 PM
5	Credentials were provided in the appendix link. A plan should be developed to address the driver's education waitlist.	12/14/2023 1:42 PM
6	There is a strong reference that additional faculty are needed to support the Driver's Ed program, while it is noted that the department is currenting meeting other instructional needs.	12/11/2023 1:12 PM
7	Good, but not meeting the current demand from customers. A backlog seems like a good problem to have, but not from a customer service standpoint.	12/11/2023 11:50 AM
8	Thoughtful work being done in this area. The Associate Dean seems to have a good feel for where instructors are needed and the kinds of certifications required to provide instruction.	12/9/2023 9:47 AM
9	Faculty numbers seem adequate but administrative personnel appear inadequate, especially if Student Services is unable to take on registration. That has been a goal for more than 5 years but does not appear it is going to happen.	12/6/2023 5:22 PM

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

to have facilities and resources meet current and future needs.Initial: Minimal evidence that facilities and resources meet current and future needs.

Answered: 12 Skipped: 0



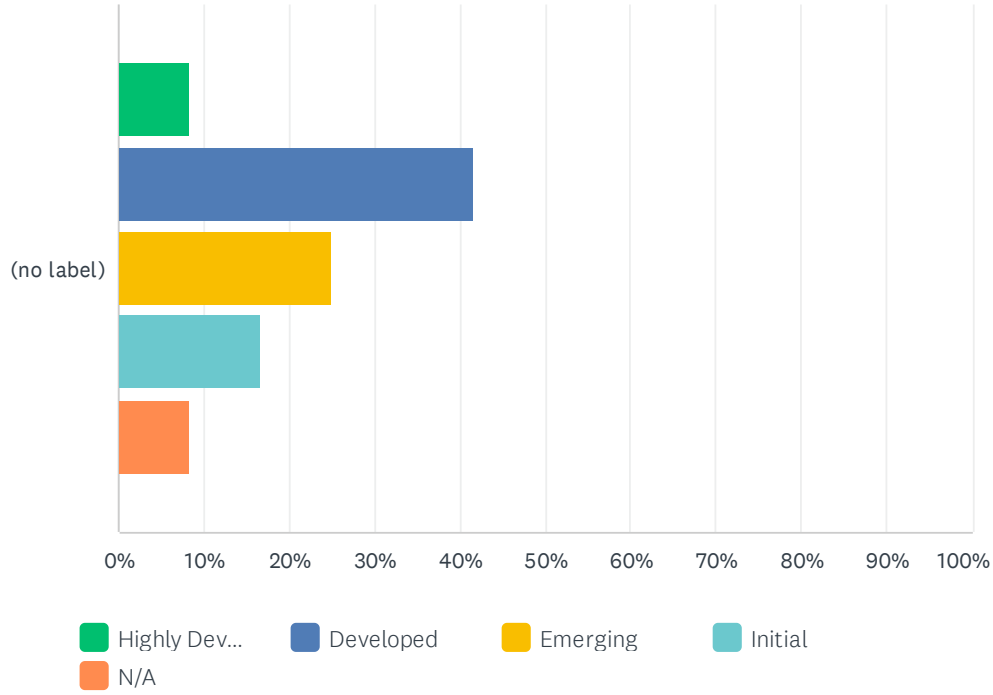
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	33.33% 4	58.33% 7	8.33% 1	0.00% 0	12	2.25

#	COMMENTS/FEEDBACK:	DATE
1	Developed using interesting strategies, but limited by aging equipment.	1/18/2024 11:21 AM
2	The program is feeling the growing pains of success and needs support for personnel (registration and instructors), space (registration), updated equipment, equipment storage, adjunct workspaces, as well as a solution for timely WIOA funding availability, or alternate funding.	1/16/2024 4:17 PM
3	Classroom equipment is mentioned as needing to be updated for Dental but we have not offered courses in almost 2 years. How often do we offer courses, will there be a credit option as well? (unrelated but Manikins is spelled wrong in the document)	1/11/2024 4:53 PM
4	Collectively, programs are working with what they have in the moment, but anticipating future needs for various equipment (i.e. new tractor/trailers for CDL). Is there a centralized list of these items that is being shared with KCC Foundation/Grants Resource to inform potential public/private efforts, general fund-raising and/or potential federal grant asks?	12/21/2023 12:21 PM
5	Storage concerns were expressed. It would be helpful if student services took over the admissions and registration processes since they have a public storefront built to do this work.	12/14/2023 1:42 PM
6	While space is currently being used as efficiently as possible, it is clear that additional facilities are necessary. It was not noted whether or not actual conversations and/or requests have been made with leadership over their department to specifically pursue additional space.	12/11/2023 1:12 PM
7	It appears that CE programs have or will soon have unmet facility needs, considering growing	12/11/2023 12:05 PM

	enrollments.	
8	1. At least you know about the end-of-life or obsolete equipment. But really, an equipment management/replacement plan similar to what IS has is needed so there are no surprises. Save the surprises for new and exciting opportunities. Software or hardware updates should not be a surprise. 2. Equipment storage. This is not a new song around here. Please work with Facilities to develop a plan for equipment needs and storage. Under the desk or in a closet is not sufficient.	12/11/2023 11:50 AM
9	The team is gaining understanding of the coming needs as the programming expands and is identifying facility and equipment needs to support expansion.	12/9/2023 9:47 AM
10	Needs new equipment and dedicated storage areas.	12/6/2023 5:22 PM

Q6 EFFECTIVENESS: STUDENT LEARNING OUTCOMES ASSESSMENTHighly Developed: Exhibits ongoing and systematic SLO assessment to adjust instruction.Developed: Exhibits student learning outcomes assessment and uses results to change instruction.Emerging: Has a plan to engage in ongoing and systematic SLO assessment, including using results to change instruction.Initial: Minimal evidence of SLO assessment.

Answered: 12 Skipped: 0



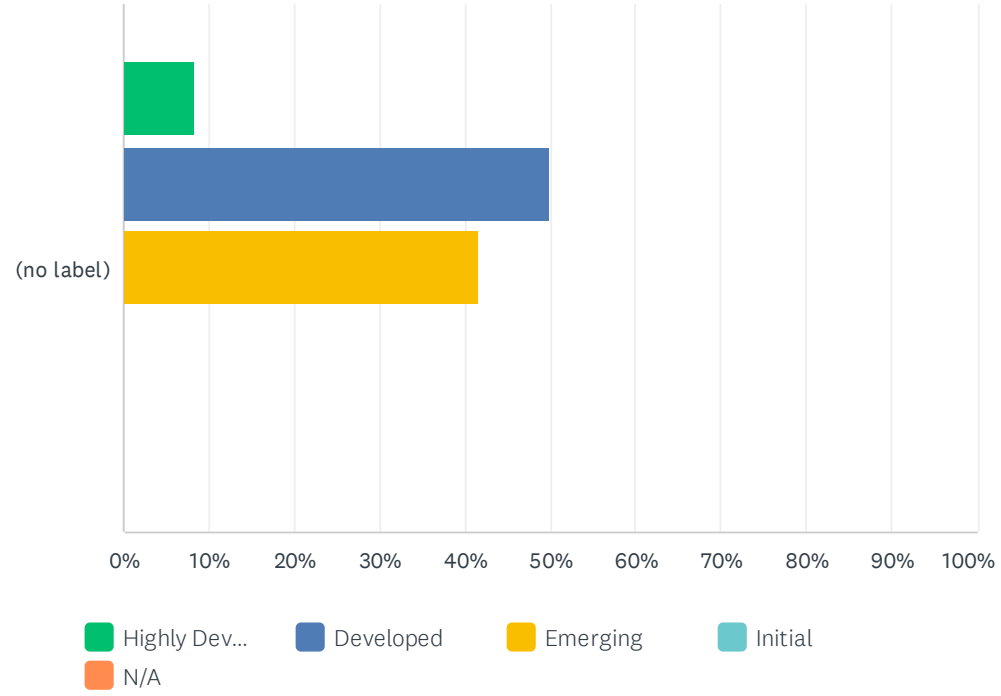
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	8.33% 1	41.67% 5	25.00% 3	16.67% 2	8.33% 1	12	2.45

#	COMMENTS/FEEDBACK	DATE
1	Not assessed in the same way as academic courses, by evidence of great	1/18/2024 11:21 AM

	completion/certification numbers.	
2	Not enough data for a beneficial assessment.	1/16/2024 4:17 PM
3	Capture pass rates for some programs submitted to HECC. I was not sure if all the programs listed were submitted or not to HECC. CNA did not list pass rate or number of those who passed their exam, in that area but was included in the end of the section Core - Skill Trades list number of students who have received certifications where previous numbers were listed by pass rate.	1/11/2024 4:53 PM
4	All programs are required to submit learning outcomes and assessment for approval in the state webforms.	12/14/2023 1:42 PM
5	Strong support was provided that a significant number of students successfully complete their trainings and/or certifications.	12/11/2023 1:12 PM
6	This is a very good section of the report.	12/11/2023 11:50 AM
7	This element is not specifically addressed in the review.	12/9/2023 9:47 AM
8	There is little evidence that the programs are being assessed in a organized manner for effectiveness, student satisfaction and job placement/employer satisfaction. Workforce training is different than academics but all good teaching starts with identifying the desired student learning outcomes and assessment to evaluate if students are meeting them. At the very least the healthcare related programs should be assessed beyond certification exams, which are generally limited to and focused on safety.	12/6/2023 5:22 PM

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

Answered: 12 Skipped: 0

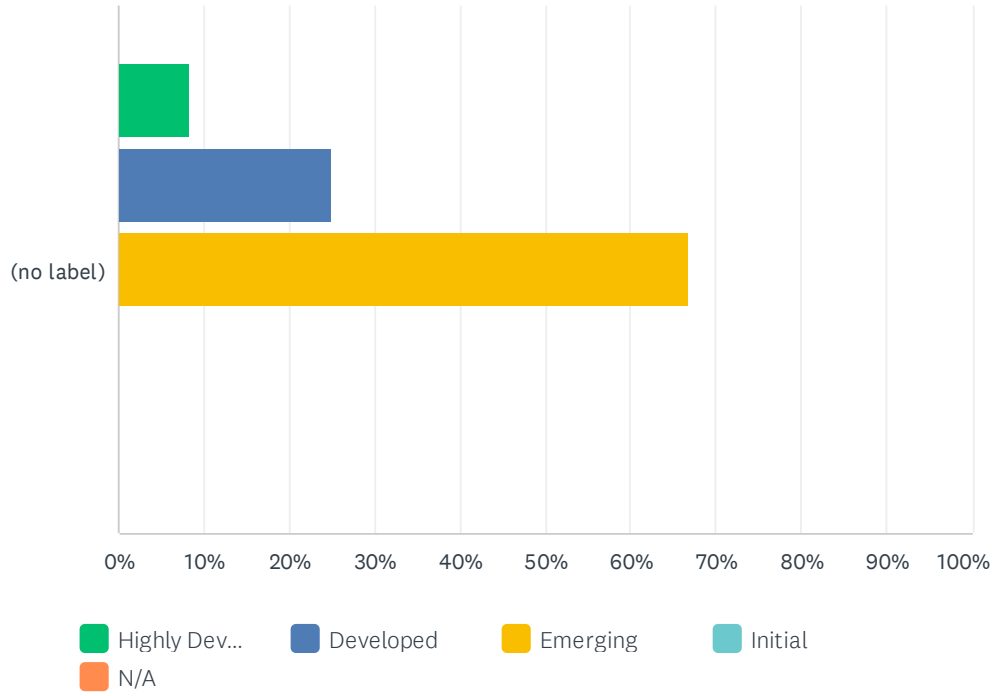


	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	8.33% 1	50.00% 6	41.67% 5	0.00% 0	0.00% 0	12	2.67

#	COMMENTS/FEEDBACK:	DATE
1	Good completion.	1/18/2024 11:21 AM
2	The program shows an impressive pattern of student success. A deeper analysis of enrollment and student trends for failures and successes could increase achievement levels and improve efficiencies.	1/16/2024 4:17 PM
3	Has survey but not enough data per page 24. I would recommend putting date the data pulled for the enrollment graphs as someone would not know that the data was captured before the end of Fall term and the number do not represent the total for Fall accurately.	1/11/2024 4:53 PM
4	Basic stats provided.	12/14/2023 1:42 PM
5	Enrollment trends were listed, and a general reference to several certifications was provided, which seem to indicate that enrollment has been increasing substantially. The connection to CPL and credit for the CDL for the Auto Diesel students are great strategies. Limited additional information was provided in this section.	12/11/2023 1:12 PM
6	This is a very impressive section of the report. The system this department has developed to follow up on student job attainment is outstanding and should be implemented across a variety of departments in the college. Workforce should be commended for their attention to this information.	12/11/2023 11:50 AM
7	Increasing enrollment is taking place, certification pathways are identified and expanding, job placement is being tracked in an ad hoc manner and shows the industry outreach and connection to KCC Career Services is gaining traction. In future reviews I'd like to see student completion/certification data. I believe, anecdotally, the certification and completion percentages of students in workforce programming is generally very high.	12/9/2023 9:47 AM
8	This area can be further developed beyond the various certificate pass rates. How many of your non-credit training students are getting and retaining jobs and how satisfied are their employers with their technical and soft skills?	12/6/2023 5:22 PM

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

Answered: 12 Skipped: 0



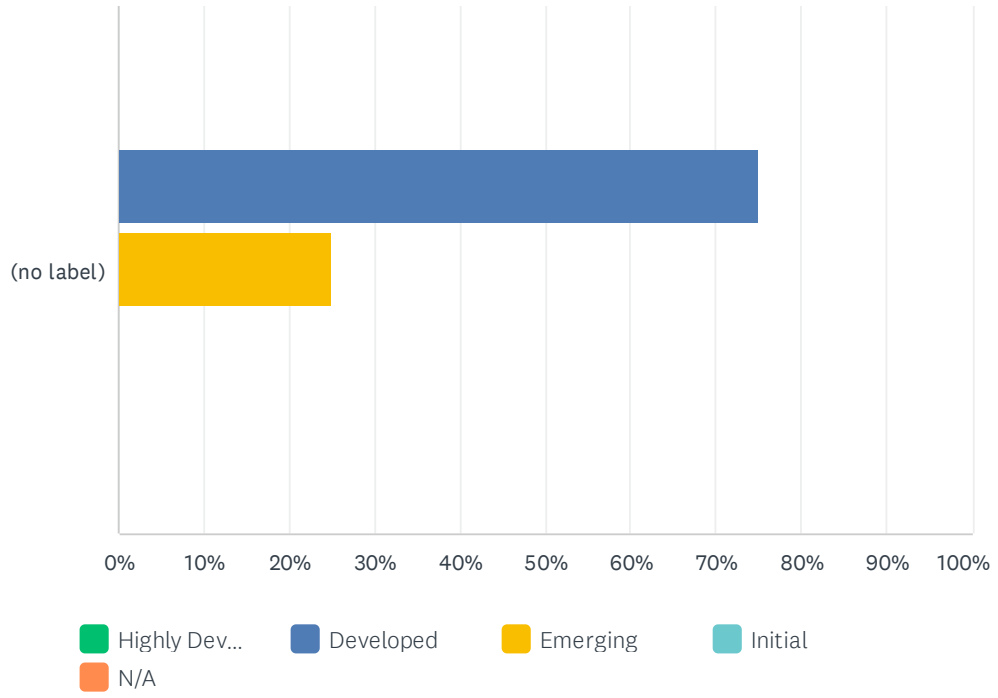
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	8.33% 1	25.00% 3	66.67% 8	0.00% 0	0.00% 0	12	2.42

#	COMMENTS/FEEDBACK:	DATE
1	Potential need for additional administration.	1/18/2024 11:21 AM
2	CMA reports could be very useful. Course fee reports for NC are unique and it would be have reports showing the revenue to see if adjustments are needed.	1/11/2024 4:53 PM
3	Opportunity for an ask in the budget cycle; replace aging equipment and staff appropriately to keep up with growth	1/2/2024 12:48 PM
4	Positive CMA. Growing enrollment trends.	12/14/2023 1:42 PM
5	It was noted that work on the CMA primarily began in 2022, and very basic information was provided. There was no reference to additional funding needed for space, etc. and while FTE was substantial, it was not clear if this department feels that their budget meets their needs.	12/11/2023 1:12 PM
6	What are the dropout rates for these classes?	12/11/2023 12:05 PM
7	While the financials are very well done in this report Section 5, the department is in a situation where they are poised for rapid growth but constrained by staffing and sources of	12/11/2023 11:50 AM

	scholarships/funding for students. (See section 6c) A CMA may be necessary (?) but the financial needs in order to grow are compelling.	
8	Still work to do in this area.	12/9/2023 9:47 AM
9	Appears the programs are generating robust FTE and tuition, and can afford to add staff, and new supplies.	12/6/2023 5:22 PM

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

Answered: 12 Skipped: 0



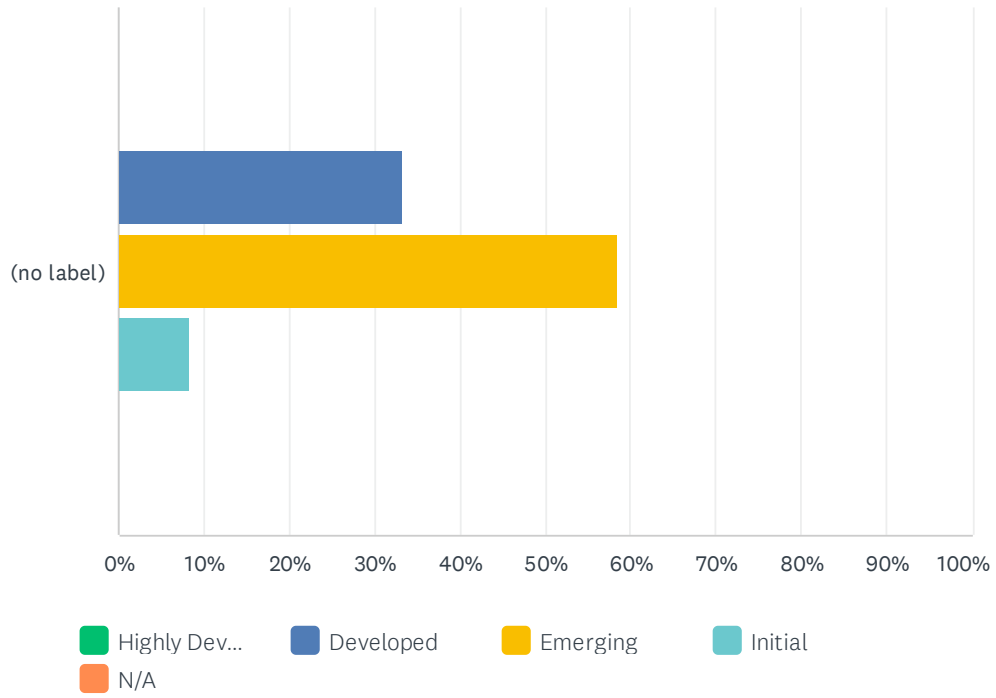
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	75.00% 9	25.00% 3	0.00% 0	0.00% 0	12	2.75

#	COMMENTS/FEEDBACK:	DATE
1	Breadth of the offerings is both a strength and a weakness. Course fee budget is a great idea.	1/18/2024 11:21 AM
2	This rapidly expanding program shows adaptability to change, ability to collaborate, determination, and is forward thinking. Weaknesses are related to rapid growth and high demand for courses.	1/16/2024 4:17 PM
3	I know it is listed as a strength but due to the changes in not only staff but structurally, many significant adjustments have been made in this department. I think not pointing out some areas of weakness that come with this is a miss. Like how it was unknown if an goal were	1/11/2024 4:53 PM

	completed from the 2018 program review. One of the strengths mentioned was that there are many different areas. While being diverse and covering many areas can serve us well, it can also spread us too thin. I just want to make sure we are not doing that in this area.	
4	Enrollment growth, space for walk in assistance/enrollments, and student grants are strengths--as is the continuity of leadership with Maria and Denise. Ongoing challenges seem solvable, mostly resources (equipment, instructors, and admin staff and/or support from Student Services).	1/2/2024 12:48 PM
5	Diversified enrollment streams stabilize enrollment but tax the CE/Workforce team.	12/14/2023 1:42 PM
6	Several valid strengths and weaknesses were identified, though limited information was provided.	12/11/2023 1:12 PM
7	CE is unique in its diversity of programming. The breadth is impressive. The support staff are accomplishing sometimes impossible tasks, considering the hands-on nature of the population they serve...for funding moving to Klamath Works, what is our relationship with them?	12/11/2023 12:05 PM
8	Section 6 is well written and accurately describes the situation.	12/11/2023 11:50 AM
9	I believe there are strengths beyond what was shared in the review. The weaknesses shared are direct and can be addressed.	12/9/2023 9:47 AM
10	This area could be much more detailed.	12/6/2023 5:22 PM

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

Answered: 12 Skipped: 0

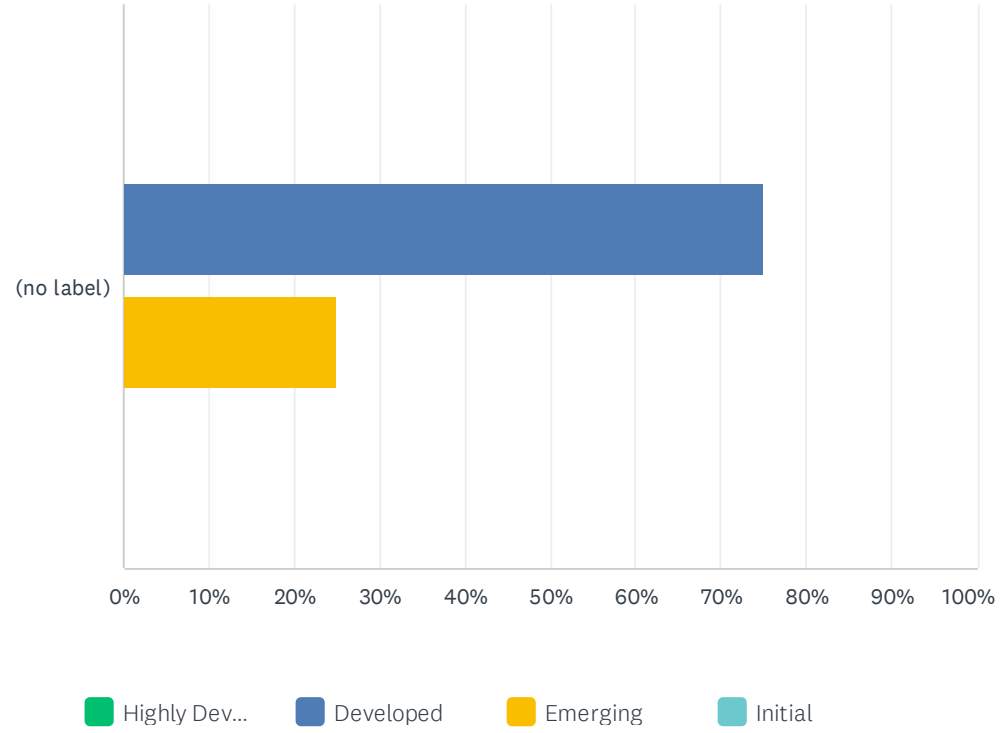


	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	33.33% 4	58.33% 7	8.33% 1	0.00% 0	12	2.25

#	COMMENTS/FEEDBACK:	DATE
1	Good.	1/18/2024 11:21 AM
2	Goals are student focused. Goals should also implement specific time frames, and qualifiers for accomplishments. For example, what is considered "good pass rates"? 98%?	1/16/2024 4:17 PM
3	I am not sure dental radiology would be worth the investment, there was not no job	1/11/2024 4:53 PM
4	Good linkage to KCC Strat. Plan 3.0. This said, there's a distinct lack of associated metrics. As an example, Maintain Good Pass Rates for CDL/Medical Assistance....against what benchmark, against what kind of goals in what kind of timeline (i.e. 70% average completion move to 80% average completion by 2027?	12/21/2023 12:21 PM
5	Goals should be SMART goals-Specific, measurable, attainable, realistic and have a time reference.	12/14/2023 1:42 PM
6	The three new goals sound valid, and are linked to the KCC Strategic Initiatives, though unfortunately there were no details regarding timelines, specific detailed outcomes, or metrics to assess these goals.	12/11/2023 1:12 PM
7	What does success look like? How about success in terms of staffing and enrollments across the board? Student and community surveys?	12/11/2023 12:05 PM
8	The "NEW" goals as stated in this document do not match the needs expressed in writing and/or in the presentation. They also do not match the goals currently listed in the department's strategic plan in SharePoint. **Note - the goals listed in Section 1A are the current goals. Section 6D is a significant mismatch. Section 6D of this report needs to be rewritten, or the strategic plan (in SharePoint) goals should be re-visited,- or both - to address the statements made in this report, including the following: 1. Improve department efficiency and effectiveness: Current staffing levels are at maximum capacity and unlikely to cope with further growth. Improved efficiencies are needed especially with trained staffing in student advising, registration, and paper processing. As evidenced by the verbal presentation, improved staffing is also needed at the coordinator level so that CDL, Drivers Ed, and others can grow to meet the demand. The waitlist/backlog needs to be addressed. 2. Equipment upgrades to meet industry standards and promote enrollment growth. Current equipment is approaching end-of-life or is obsolete. 3. Map future program growth for three years and identify potential new services; identify associated funding needs and staffing needs.	12/11/2023 11:50 AM
9	New goals will add to program and student success.	12/9/2023 9:47 AM
10	Three goals that are not very specific or measurable seems inadequate for these rapidly expanding programs and a potential for the growth of more programs. The growth seems haphazard and not strategically planned in concert with what is going on in other areas of the college. What are the goals from your Strategic Plan?	12/6/2023 5:22 PM

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

Answered: 12 Skipped: 0

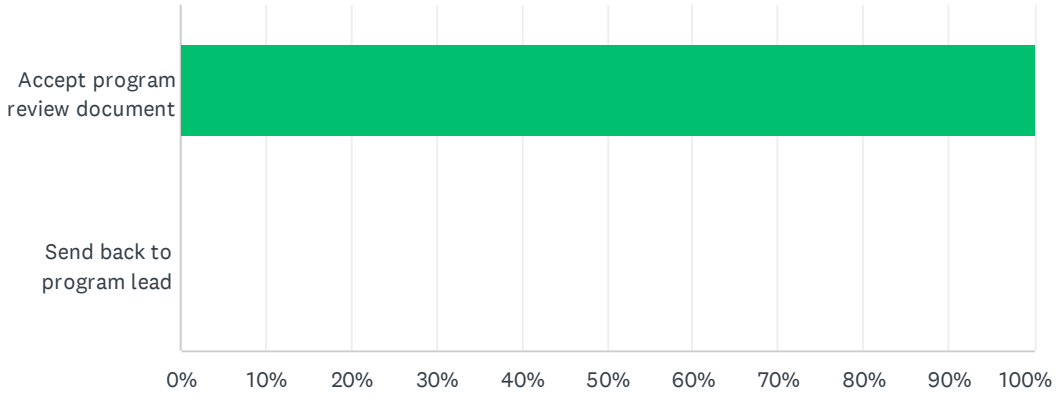


	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	75.00% 9	25.00% 3	0.00% 0	12	2.75

#	COMMENTS/FEEDBACK:	DATE
1	Great work is being accomplished through this program because of a dedicated, forward-looking staff. There are recognized growing pains, with goals to match.	1/16/2024 4:17 PM
2	The leadership and staff in this department appear strongly committed to student success and direct connections to industry needs.	12/11/2023 1:12 PM
3	Question 11 asks about evidence of systematic planning. The program appears to be currently flying by wire as fast and a hard as they can without assurance of staffing or resources to make it all happen. New opportunities are arising and demands for existing services such as driver's ed are increasing rapidly.... again without resources planned for. Everyone in this department works very hard BUT - evaluating systematic planning shows that: 1. too much time on entry-level work is being done by higher-level positions 2. a road map for front-facing staffing (registration, advising, etc), and Coordinator (for specific categories -- CPR has one, shouldn't the other areas have coordinators also?) is needed 3. Registration/advising and Coordinator positions should absolutely be asked for during budget presentations, but probably not all at once. Which coordinator positions should be requested first, and at what enrollment thresholds, should be mapped out for 2024, 2025, and 2026 budgets 4. A map of equipment life and replacement plan similar to what Information Services does, is a need for systematic planning.	12/11/2023 11:50 AM
4	The CE/Workforce programming will be ever changing and at an elevated pace. It will always be a work in progress. I think excellent work is being done and the team is on a path to sustainable growth and significant positive impact in the community.	12/9/2023 9:47 AM
5	Impressive work going on in CE! Intended growth seems haphazard and not strategically planned. Being awarded grants, not anticipated, likely adds to the what appears to be haphazard or lack of long term planning.	12/6/2023 5:22 PM

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

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Accept program review document	100.00%	12
Send back to program lead	0.00%	0
TOTAL		12

Q13 Please highlight the strengths of the program.

Answered: 12 Skipped: 0

#	RESPONSES	DATE
1	Wide coverage of courses and the ability to adapt to industry/community needs.	1/18/2024 11:21 AM
2	Program staff recognizes its needs and potential through tracking employment and community employment trends.	1/16/2024 4:17 PM
3	There are many good things in the works and that have been happening. Glad to see the certifications for the students. Many options available.	1/11/2024 4:53 PM
4	Growth in enrollment and getting people to work in the community.	1/2/2024 12:48 PM
5	Great administrative team and engagement with student populations	12/21/2023 12:21 PM
6	Staff is gaining positive momentum with diversified enrollment streams. Developing efficient systems and processes.	12/14/2023 1:42 PM
7	The change of leadership and diverse certifications that the staff in Community Education have had to work around seem to have been addressed effectively. There is strong commitment by the staff to offer a quality array of resources for their students, and they are doing this even within restraints of space and the need for additional faculty and support related to registration. The pass rates on their primary certification exams are tremendous and the co-listing of academic courses is a very effective strategy.	12/11/2023 1:12 PM
8	Passionate staff. High enrollments. Broad educational programming. High impact for workforce-related training in a short period of time (e.g. CDL, Medical Assistant, etc.).	12/11/2023 12:05 PM

9	Hard working, dedicated staff and a huge demand from the community	12/11/2023 11:50 AM
10	The team is dedicated and focused on student success. Partnerships with industry and KCC services and programming is strong. The need for this kind of education/instruction will only increase as employers seek specific skills and educational backgrounds beyond the traditional educational degree.	12/9/2023 9:47 AM
11	Flexibility, moving them under academic leadership, creating associate dean position and replacing the former leader of CE with Maria	12/6/2023 5:22 PM
12	The strength of the program is the support it receives since moving to Academic Affairs.	12/6/2023 4:48 PM

Q14 Please outline weaknesses of the program.

Answered: 12 Skipped: 0

#	RESPONSES	DATE
1	Aging equipment.	1/18/2024 11:21 AM
2	A solution (via a physical space and personnel) is needed for student registration.	1/16/2024 4:17 PM
3	Areas that can be expended should be reviewed to see what is needed for the local region, we have shortages in certain labor markets that could be met by this area. Hard to self register and get people in courses online without users intervention.	1/11/2024 4:53 PM
4	Staffing; instructors & admin staff or more support from Student Services. Replace/update equipment. Need new sources of funding to support student fees.	1/2/2024 12:48 PM
5	aging equipment infrastructure, limiting factors of external funding partner (Klamath Works), needs additional specifics/measurables for goal setting.	12/21/2023 12:21 PM
6	Offerings fall short of meeting community need for driver's education. Need more storage. Lack a store front.	12/14/2023 1:42 PM
7	They clearly need additional space, additional faculty for the Driver's Ed program, and assistance with registration and tracking of their students. They also need additional support for job placement for their students.	12/11/2023 1:12 PM
8	Facility and staffing could use some significant planning. Each program should have some evaluation. Courses, if not already, should be distinguished as "hobby-related" or "vocational," or something similar.	12/11/2023 12:05 PM
9	The program is poised for explosive growth but constrained by bottlenecks: Insufficient staff, difficulties in finding financial support for students, and a lack of an equipment lifespan and replacement plan. These are solvable.	12/11/2023 11:50 AM
10	Job placement data is hard to come by and needs to be folded in with other KCC efforts to centralize capture of information in this area. The department is expanding quickly and will struggle to keep up staffing and instructional needs. The high numbers of enrollments (mostly done by CE staff) will need a better and more inclusive process in the near future.	12/9/2023 9:47 AM
11	Assessment of program and student learning outcomes, limited student/employer satisfaction and/or assessment of student employability skills, limited job placement data, staffing.	12/6/2023 5:22 PM
12	The program is growing fast and will soon need additional personnel to handle all of the work.	12/6/2023 4:48 PM

Q15 Please make recommendations for program improvement.

Answered: 12 Skipped: 0

#	RESPONSES	DATE

1	None.	1/18/2024 11:21 AM
2	Student registration for academics, community education, and College Now would benefit from being co-located in Building 9.	1/16/2024 4:17 PM
3	This area can continue to grow and expand if the right visionary pushes forward. We need to keep moving forward and add newer options and high paying local job options, maybe non credit cyber training.	1/11/2024 4:53 PM
4	Follow up with Student Services on the training needs identified. The report says the advisors/reps do not have the knowledge about the programs to take over the process. Is there a roadblock? Can training solve this issue?	1/2/2024 12:48 PM
5	Compile and share program needs lists to other campus stakeholders to help in identification of potential external resources. More specifics (metrics, implementation timelines, et al) needed in future goal setting	12/21/2023 12:21 PM
6	Team might benefit from an enrollment specialist and on-line enrollment processes.	12/14/2023 1:42 PM
7	I recommend that they continue to enhance their relationship with the KCC Career Center for direct assistance in placement, and that they work closely with their Dean for assistance with student registration, etc., and the needs for additional space. Maria would likely benefit from more time to work with Klamath Works, etc., and other community members for additional support and assistance for students...she is very good at networking but likely has very limited time to do it!	12/11/2023 1:12 PM
8	Facility and staffing planning; new goals should reflect where the overall programming should go and what success looks like	12/11/2023 12:05 PM
9	1. Make a staffing growth roadmap to improve department efficiency and effectiveness so there are no surprises. 2. Ask for new staffing in the upcoming budget process, but be strategic about it with growth data and return on the college's investment if staffing is funded. Improved efficiencies are needed especially with trained staffing in student advising, registration, and paper processing. As evidenced by the verbal presentation, improved staffing is also needed at the coordinator level so that CDL, Drivers Ed, and others can grow to meet the demand. The waitlist/backlog needs to be addressed. 2. Equipment upgrades to meet industry standards and promote enrollment growth. Current equipment is approaching end-of-life or is obsolete. This needs to be planned for and systematic, so that there are no surprises. Surprises can be saved for exciting, compelling new opportunities. 3. Map future program growth for three years and identify potential new services; identify associated funding needs and staffing needs. 4. Get help with funding for students. We don't need to try to do everything ourselves, reach out for community, regional, and statewide partners. 5. Rewrite your "new" goals as stated in this report.	12/11/2023 11:50 AM
10	Need to develop additional staffing or other departmental support to manage enrollment in CE/Workforce trainings. While job placement tracking is important across all KCC programs, the Workforce/CE area is driven and funded based on the job placement outcomes - KCC needs to formalize job placement data capture and reporting. This will help with planning, goal setting, instruction, and enrollment.	12/9/2023 9:47 AM
11	It is concerning that CE offers programs (i.e. Medical Assisting and Phlebotomy) that directly compete with our academic program (HIM - which is struggling with enrollment), using a "canned" or prepared curriculum. Industry desires Medical Assistants that are trained in both front office and back office and the HIM program offers many courses (pharmacology, disease processes, intro to health services, legal and ethical aspects of healthcare, "mini" A&P for healthcare professionals, etc.) that provide the required knowledge for medical assistants, plus offer front office competencies and are all taught by highly qualified faculty. With the addition of one or two other courses focused on the technical skills needed, the medical assisting/phlebotomy programs could be brought into academics and we could award college credit, and/or the possibility of a college degree (if desired), while also filling some of the enrollment void currently experienced in the HIM and related courses. These students would then possess the ILOs the academic programs afford with only one additional term. This might also reduce the heavy load the CE staff communicated they experience. Most colleges that offer those programs (MA/Phlebotomy - generally combined) do so under their academic umbrella so students can use federal financial aid - also addressing the concern communicated about their student's struggle finding available funding for the costs of their	12/6/2023 5:22 PM

	programs. Also transfer admissions/registration to Student Services or hire personnel for CE to do that work.	
12	Additional personnel to handle some of the student interactions would be beneficial to the program.	12/6/2023 4:48 PM

Q16 Please enter your name.

Answered: 12 Skipped: 0

#	RESPONSES	DATE
1	David Edgell	1/18/2024 11:21 AM
2	Holly Owens	1/16/2024 4:17 PM
3	Nannette Ochoa	1/11/2024 4:53 PM
4	Gail Schull	1/2/2024 12:48 PM
5	Peter Lawson	12/21/2023 12:21 PM
6	Jamie Jennings	12/14/2023 1:42 PM
7	Linda Williamson	12/11/2023 1:12 PM
8	Sam Kauffman	12/11/2023 12:05 PM
9	Tom Nejely	12/11/2023 11:50 AM
10	Charles Massie	12/9/2023 9:47 AM
11	Allison Sansom	12/6/2023 5:22 PM
12	Rick Ball	12/6/2023 4:48 PM