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

Answered: 15   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	46.67% 7	53.33% 8	0.00% 0	0.00% 0	15	3.47

#	FEEDBACK:	DATE
1	Terms are fairly generic and don't say specifically how the school is being served.	2/15/2019 1:28 PM
2	Linking directly to the beta Strategic Plan tools provided a lot of detail on evidence towards meeting goals. It was very helpful that the data input was up to date.	2/14/2019 7:47 AM
3	The IS Department continuously enhances the user experience through instant resolution of issues and upgrades of software and hardware.	2/13/2019 5:02 PM
4	It is unclear how what is written in Sections 1A, 1B, and 1C match the rubric provided. A bullet list of services does not constitute a thoughtful evaluation of systematic mission achievement	2/13/2019 3:41 PM
5	Summary includes examples of how the department improves access and promotes excellence. The detailed list of resources and technologies was thorough and specific.	2/12/2019 8:44 PM
6	Very well aligned with KCC Mission	2/12/2019 11:06 AM
7	Computer systems on campus are highly reliable and access to systems is well maintained. For the most part, support is adequate, but I was not aware that IS educated faculty or staff "in their use of technology". Do you have graphs of system up-time to show system availability and consistent support of the college mission? Email activity does not directly reflect system availability.	2/12/2019 10:12 AM
8	Accurately describes the mission and how IS supports the mission.	2/12/2019 8:35 AM
9	Goals a line with Mission	2/12/2019 7:03 AM

Q2 ACCOMPLISHMENTS IN ACHIEVING STRATEGIC GOALSHighly Developed: Exhibits ongoing and systematic evidence of goal achievement.Developed: Exhibits evidence that planning guides services selection that supports goal achievement.Emerging: Evidence that planning intermittently informs some selection of services to support the goal achievement.Initial: Minimal evidence that plans inform selection of services to support goal achievement.

Answered: 15   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE

(no label)	40.00%	33.33%	20.00%	6.67%		
	6	5	3	1	15	3.07

#	FEEDBACK:	DATE
1	I know from the briefing Paul gave to the committee that goals are being met; however, this question is simply answered yes with no evidence.	2/15/2019 1:28 PM
2	Linking directly to the beta Strategic Plan tools provided a lot of detail on evidence towards meeting goals. It was very helpful that the data input was up to date. (same as prior)	2/14/2019 7:47 AM
3	Although I am unable to comment on the Academic/Teaching aspect, I can confidently say that the non-Academic strategic goals are being achieved successfully and consistently. The only factor that may prevent the department from fully achieving its well-defined future goals is a budgetary restriction.	2/13/2019 5:02 PM
4	Item 2 Instructions say to describe progress made towards goals set in several different venues. No description of progress is given. A link to the Strategic Plan is not a description of progress. While progress has probably been made, no description of the progress is given. Section 2 provides minimal evidence that plans inform selection of services to support goal achievement. The problem is not in the department, but in the way the report is written.	2/13/2019 3:41 PM
5	The information on share point could easily be included in document. Goals are clear, description is clear, but may want to provide information into how the goals are in the process of attainment.	2/13/2019 11:56 AM
6	Extensive evidence that goals were achieved was included in Appendix G. I wish these achievements had been listed in the mission/goals section.	2/12/2019 8:44 PM
7	Please, do not link to external documents. How can you attest that you have met previous goals, if there has not been a previous program review? Aren't the goals listed in the strategic plan goals for the future? The department seems to meet most of the goals indicated in the strategic plan, but there is significant room for improvement in fully meeting future goals 3 & B.	2/12/2019 10:12 AM
8	Although IS clearly supports the technologies and applications, customer service for some individuals continues to be a challenge. Customer service cannot be measured fully by metrics of usage. Demonstration of the customer surveys might have been useful evidence of customer service.	2/12/2019 8:35 AM
9	It would have been helpful to have a brief summary of the strategic goals instead of having to go to an external link. Someone reading the paper form does not have the ability to click the link. In addition, when I go to the linked page, there is no information that supports any accomplishments (even though I know there is many).	2/12/2019 7:32 AM
10	Goals should be specific, measurable and have a time reference for achievement. Where is your measureable target?	2/12/2019 7:03 AM

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

Answered: 15   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	53.33% 8	40.00% 6	6.67% 1	0.00% 0	15	3.47

#	OTHER (PLEASE SPECIFY)	DATE
1	Extremely competent. Just one comment, the department could create a new position assisting the Database Administrator and Systems Optimization Manager. It appears, the number of issues (support tickets) each of these staff resolves per month is above average, not to mention the struggles with incomplete or insufficient information in the reported tickets.	2/13/2019 5:02 PM
2	References to an appendix that contains no explanation or thoughtful evaluation is difficult to navigate. Evaluators must be able to clearly and easily see how the evidence provided is part of a thoughtful analysis.	2/13/2019 3:41 PM
3	Lots of information. Might be more efficient to summarize for the reader.	2/13/2019 11:56 AM
4	Job descriptions were included. It appears that staffing is adequate. They say no changes are needed.	2/12/2019 8:44 PM
5	I am troubled by the lack of branching within the department's structure. Is there anyone in the department who is sufficiently trained to temporarily or fully take over the CIO's responsibilities?	2/12/2019 10:12 AM
6	As the school continues to grow, so will the need for technology. The department states it will review it's personnel needs each year to ensure that they will provide a high quality of support.	2/12/2019 7:32 AM
7	Thank you for including job descriptions. Explain why your staff is adequate or inadequate.	2/12/2019 7:03 AM

Q4 STAFF DEVELOPMENTHighly Developed: Exhibits ongoing and systematic support of professional development opportunities. Developed: Exhibits support of regular professional development opportunities.Emerging: Evidence of intermittent professional development opportunities.Initial: Minimal evidence of professional development opportunities.

Answered: 15   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	26.67% 4	73.33% 11	0.00% 0	0.00% 0	15	3.27

#	FEEDBACK:	DATE
1	None.	2/13/2019 5:02 PM
2	Identification of trainings attended demonstrates that such events are attended; the narrative does not provide evidence that attending such events is ongoing and systematic. It may be so, but the narrative does not show this.	2/13/2019 3:41 PM
3	Appropriate use of web classes and off campus sessions.	2/13/2019 11:56 AM
4	Demonstrates that professional development is occurring. Not sure if all team members are participating. Good to know that funds are being requested for the next year with specific trainings in mind.	2/12/2019 8:44 PM
5	Are you looking at supporting emerging technologies? Can you supply the number of hours your employees train or a percentage of time they spend in training? Are you encouraging your employees to obtain certifications or supporting them to attain additional education?	2/12/2019 10:12 AM

6	I would have like to seen explanation why there is need to have KACE and AWS training (while I understand the need, those without an IT background may not).	2/12/2019 7:32 AM
7	Staff regularly attends professional development related to job descriptions.	2/12/2019 7:03 AM
8	Some context would be valuable. Is development on par with other Community Colleges and similar sized institutions? Is there a baseline or a standard for hire? Is there an ideal level of departmental certification (i.e. 75% should be current in "x"), etc.	2/11/2019 11:06 AM

Q5 FACILITIES AND EQUIPMENTHighly Developed: Facilities and resources meet current and future needs of the college.Developed: Facilities and resources meet current needs of the collegeEmerging: Evidence of a plan to have facilities and resources meet current and future needs of the college.Initial: Minimal evidence that facilities and resources meet current and future needs of the college.

Answered: 15   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	33.33% 5	40.00% 6	20.00% 3	6.67% 1	15	3.00

#	FEEDBACK:	DATE
1	Although the plan asks for explanation, this is another area where the answer is simply yes.	2/15/2019 1:28 PM
2	Selected as yes. A list of resources is provided. During presentation it was noted that this was in reference to the IS department and not the college as a whole or the needs of each individual department receiving support from IS.	2/14/2019 7:47 AM
3	KCC's equipment and facilities appear to be more future-ready than other comparable institutions, in my opinion.	2/13/2019 5:02 PM
4	No narrative, analysis, or thoughtful evaluation is given in section 5. While it may be true that departments facilities and resources are able to meet the current and future needs of the college, there is nothing written in section 5 to indicate how that is so.	2/13/2019 3:41 PM
5	Boxes checked no explanations.	2/13/2019 11:56 AM
6	Department did not elaborate in the written report. I appreciate that they want to decrease their storage space.	2/12/2019 8:44 PM
7	The document does not discuss the current facilities and equipment or provide evidence to support your contention that they have been met.	2/12/2019 10:12 AM
8	Needs explanation even though needs are met.	2/12/2019 7:32 AM
9	Detailed list of equipment provided. IS also reviews user reports regarding current technology. IS actively participates on facilities planning committees.	2/12/2019 7:03 AM
10	This is in frame for the Department itself (as indicated by Paul during the initial presentation). I would think if assessing for Campus, I might say Emerging, because the needs are constantly evolving.	2/11/2019 11:06 AM

Q6 BUDGETHighly Developed: Financial resources meet current needs and are projected to meet future needs.Developed: Financial resources meet current needs. Emerging: Evidence of a plan to acquire financial resources to meet current needs.Initial: Minimal evidence that financial

resources meet current needs.

Answered: 15   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	20.00% 3	60.00% 9	20.00% 3	0.00% 0	15	3.00

#	FEEDBACK:	DATE
1	Some explanation rather than a link to the budget would have been appreciated.	2/15/2019 1:28 PM
2	The proposed budget by the department is modest, and should meet the current needs and perhaps most of the future needs. In reviewing the department's strategic goals and technology purchase plans, a higher budget, and approval of such, is not too unreasonable.	2/13/2019 5:02 PM
3	First-hand knowledge indicates the department is aggressive in obtaining funding to meet the costs for services and equipment now and in the future, the narrative given only partially exhibits a thoughtful examination.	2/13/2019 3:41 PM
4	Raw data is provided. Lots of it. I would like to have had more of your analysis and explanation of how priorities are set and how tech fees are incorporated into budget. Budget information does not include labor.	2/13/2019 11:56 AM
5	Preparing and managing the budget for this department must be a challenge especially since some projects span multiple fiscal years.	2/12/2019 8:44 PM
6	6B. It was my understanding that every student paid a technology fee as part of their costs at this college. How do you spend those funds? Aren't they part of the IS budget? What are the costs for the Canvas LMS? Could you include a more detailed budget (how do the supported contract services support the mission of the university?) and include a summation of costs for staff, and student workers? Has IS created a mechanism where departments could share their IS needs?	2/12/2019 10:12 AM
7	Unsure why no mention of the Student Tech fees. Why is the report only focusing on the Administration side of technology? Should both student side and administration side be separate program reviews?	2/12/2019 7:32 AM
8	List of IS priorities provided annually and reviewed during the budgetary process.	2/12/2019 7:03 AM
9	Clear identification of core costs, calls out discrepancies, and notes distinction between proposed and approved budgets. Being brand new to the institution, a bit more historical context may have been helpful in this section (recognizing the department is not a revenue center, a 5 year costs table still might have been helpful if available.	2/11/2019 11:06 AM

Q7 STRENGTHS AND WEAKNESSESHighly Developed: Strengths and weaknesses are described accurately and thoroughly.Developed: Most strengths and weaknesses are described accurately and thoroughly.Emerging: Some strengths and weaknesses are described accurately and thoroughly.Initial: Minimal evidence that strengths and weaknesses are described accurately and thoroughly.

Answered: 15   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	26.67% 4	40.00% 6	26.67% 4	6.67% 1	15	2.87

#	FEEDBACK:	DATE

1	Instead of accurately describing department weaknesses, the plan describes user weaknesses. What is the department doing to ensure users understand what kind of data is needed to resolve a problem?	2/15/2019 1:28 PM
2	Agreed as listed in 7A and 7B.	2/13/2019 5:02 PM
3	section 7B fails to describe any department weakness or challenge. The items listed are the fault of users, not of the department. this is not a thoughtful evaluation	2/13/2019 3:41 PM
4	I was able to access strategic plan information. This again is the supply of raw data and the reader has to come to conclusions. I would prefer department to summarize and identify strengths and weaknesses. Without departmental self analysis how are strengths repeated or weaknesses addressed?	2/13/2019 11:56 AM
5	This department is unified. Employees have institutional knowledge and provide reliable support. Weaknesses listed seem to be weaknesses of other departments.	2/12/2019 8:44 PM
6	7A. The strengths are described. 7B. The weaknesses discussed do not describe the weaknesses within the department. 7C. Does this fully describe the complete support needed from the college?	2/12/2019 10:12 AM
7	Strengths are described accurately; weaknesses are not. Should include discussion about customer service and customer satisfaction. Support tickets with incomplete information does not accurately describe a department weakness.	2/12/2019 8:35 AM
8	I might have missed it, but I didn't see a process for implementing improvements (7D).	2/12/2019 7:59 AM
9	What are other weaknesses for the department aside from customer issues?	2/12/2019 7:32 AM
10	Data driven decision making. Need measurable targets for goals.	2/12/2019 7:03 AM
11	Demonstrates clear knowledge of opportunities and challenges. Linked references to Strategic Plan (in terms of specific steps to offset stated challenges) were a bit difficult to follow, but as I am brand new, will own this as a personal limitation	2/11/2019 11:06 AM

Q8 NEW GOALS AND PLANHighly Developed: Multiyear planning process with evidence of use of assessment data in planning.Developed: Multiyear planning process with some assessment data.Emerging: Short-term planning process recently implemented.Initial: Minimal evidence of planning process.

Answered: 15   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	33.33% 5	33.33% 5	33.33% 5	0.00% 0	15	3.00

#	FEEDBACK:	DATE
1	Linking to the strategic is not an outline of new goals.	2/15/2019 1:28 PM
2	It is in the Strategic Plan documents and well spelled out.	2/14/2019 7:47 AM
3	Incredible supporting data, especially on the use of computers by location and KCC website's top-10 pages viewed.	2/13/2019 5:02 PM
4	Section 7D does not provide any narrative or description. The department strategic plan is complex and multi-faceted; simply providing a link to that document is not helpful to the review committee.	2/13/2019 3:41 PM
5	Appendix G PowerPoint has lots of information as a budget presentation. I am not sure it addresses the question of assessment and planning for the reader.	2/13/2019 11:56 AM
6	Would like to see further explanation within this document.	2/12/2019 8:44 PM

7	No evidence of assessment data in planning. Technology support should examine emerging and assistive technologies and extend beyond the help desk.	2/12/2019 10:12 AM
8	Again, a summary should be given in this area instead of a link, for the individual who is reading the hard-copy of the report instead of an online version. Goals have been established, but I do not see a plan to achieve those goals.	2/12/2019 7:32 AM
9	This survey question doesn't seem to be synced with the order of the survey completed by respondent (which asks for New Goals under section 7D). That said, my reflection here is the same as above...via the links to the Strategic Plan, the "Big Goals" seem easily identified, but the specific step by step and evaluative measures were more difficult to track (again with the caveat of the newer status of the evaluator so its very possible I missed something)	2/11/2019 11:06 AM

Q9 OVERALL PROGRAM EVALUATIONHighly Developed: Evidence of ongoing systematic use of planning in selection of programs and services.Developed: Program exhibits evidence that planning guides program and services selection that supports the college.Emerging: There is evidence that planning intermittently informs some selection of services to support the college.Initial: Minimal evidence that plans inform selection the of services to support the college's mission.

Answered: 15   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	26.67% 4	60.00% 9	13.33% 2	0.00% 0	15	3.13

#	FEEDBACK:	DATE
1	I was somewhat disappointed in the support provided for this report. There were a lot of attachments, but no analysis of the data provided.	2/15/2019 1:28 PM
2	The department has well-defined goals in line of KCC's mission, highly qualified staff, proof of efficient handling of user issues (support tickets), and a well-justified budget.	2/13/2019 5:02 PM
3	Only personal knowledge of the department and its plans allows section 9 a passing grade. The document as written, lacking thoughtful explanations to aid the committee, is disappointing.	2/13/2019 3:41 PM
4	It is difficult to evaluate department based on the document. There is lots of data but I think there is a need for analysis, summery, and an outline of a plan.	2/13/2019 11:56 AM
5	This department is well run and always looking to the future.	2/12/2019 11:06 AM
6	From my time working here, the IS department functions (and its systems function) better than this document would indicate. The report seems to show that there is minimal future planning and I hope that is not an accurate representation. I understand that it is often difficult to predict the path of new technology.	2/12/2019 10:12 AM
7	This was a highly developed program revue. Thorough data providing support of strategic goal fulfillment.	2/12/2019 8:25 AM
8	There is a lot of information in the report that one can glean how IS is supporting the college and the college's mission. IS is an integral part of the KCC community, and I see this program review as a time for the IS Department to shine. I would have preferred more summation of the questions and goals rather than charts and external links.	2/12/2019 7:32 AM
9	Obviously, updated and well functioning hardware, software, and access to technology in general are critical to the institution	2/11/2019 11:06 AM

Q10 Should this non-instructional department review be accepted by CIIC

or sent back to the department lead for further work?

Answered: 14   Skipped: 1

ANSWER CHOICES	RESPONSES	
Accept department review document	85.71%	12
Send back to department lead	14.29%	2
TOTAL		14

Q11 Please highlight the strengths of the department.

Answered: 15   Skipped: 0

#	RESPONSES	DATE
1	This is a very proactive department that meets the needs of the college.	2/15/2019 1:28 PM
2	There is a lot of evidence of the use of data to make decisions and set priorities.	2/14/2019 7:47 AM
3	Reliability of technology, quick resolution of issues, highly qualified staff.	2/13/2019 5:02 PM
4	the department is confident and aggressive in pursuing funding and new technology.	2/13/2019 3:41 PM
5	The department has provided and continues to provide appropriate technology to support the KCC mission.	2/13/2019 11:56 AM
6	Longevity of team members and institutional knowledge.	2/12/2019 8:44 PM
7	The staff that make up the department	2/12/2019 4:52 PM
8	Planning, work flow, commitment to mission, focus on system security.	2/12/2019 11:06 AM
9	Consistent up-time of the systems and evidence that systems that malfunction will be replaced.	2/12/2019 10:12 AM
10	Knowledge and implementation of technical support.	2/12/2019 8:35 AM
11	Strong leadership.The purpose and direction provided by the Director towards strategic goal initiatives are clear and concise.	2/12/2019 8:25 AM
12	Provides overall great tech support to college	2/12/2019 7:59 AM
13	The IS Department works hard and provides a great service to KCC.	2/12/2019 7:32 AM
14	Funding, college wide support, IS control over student fee funds, professional development opportunities, could be highlighted. IS is well funded, staffed, and supported.	2/12/2019 7:03 AM
15	Every experience with this department's Team members (from on-boarding to peripheral support), has been excellent.	2/11/2019 11:06 AM

Q12 Please outline weaknesses of the department.

Answered: 15   Skipped: 0

#	RESPONSES	DATE
1	The biggest weakness is that they don't seem to know what their weaknesses are. Every department has struggles, but none were acknowledged.	2/15/2019 1:28 PM
2	It was indicated that not all budget requests are fulfilled. How the department deals with a less than requested budget was not described.	2/14/2019 7:47 AM
3	None.	2/13/2019 5:02 PM

4	The department's reputation for responsiveness has vastly improved in recent years although this was not discussed in the report. The greatest weakness of the department as evidenced in this report is the department's inability to provide analysis of real weaknesses.	2/13/2019 3:41 PM
5	The document identifies a need to improve communication with departments to identify needs in a timely and proactive fashion.	2/13/2019 11:56 AM
6	The initiatives of many departments steer the direction of this department.	2/12/2019 8:44 PM
7	Better communications (two way), with all aspects of the college	2/12/2019 4:52 PM
8	There are times some faculty and staff struggle with the support request process i.e. not fully addressing issues in the initial support request. The department could improve communication styles to engage staff and press the importance of getting complete information the first time.	2/12/2019 11:06 AM
9	No weakness have been elaborated. Communication with users seems to be a weakness of the department.	2/12/2019 10:12 AM
10	Lack of awareness of satisfaction of the customer.	2/12/2019 8:35 AM
11	None at this time.	2/12/2019 8:25 AM
12	No systematic maintenance schedule was provided showing infrastructure/hardware/software, upgrades and replacements.	2/12/2019 7:59 AM
13	Links in the documents instead of summaries. Not everyone who will read this report will be online.	2/12/2019 7:32 AM
14	Weaknesses should address not only short comings of stakeholder communication but also should include self evaluation and reflection.	2/12/2019 7:03 AM
15	Not a weakness per se, but would encourage thinking about specific weaknesses identified in section 7B. Is this creating a template to reference so submitter can provide more accurate/actionable information?	2/11/2019 11:06 AM

Q13 Please make recommendations for department improvement.

Answered: 15   Skipped: 0

#	RESPONSES	DATE
1	Review areas of improvement honestly and openly in order to set appropriate goals.	2/15/2019 1:28 PM
2	.	2/14/2019 7:47 AM
3	Based on some instructors' comments, MyKCC grade submission process and related issues could be reviewed.	2/13/2019 5:02 PM
4	1, Always consider the needs of the audience when writing an evaluative report. 2. Pursue student input regarding the usefulness of technology and services, as aggressive as you are in pursuing funding. Anecdotal evidence suggests the department has a greater weakness than it realizes. The youngest generation of students may in fact not find our latest and greatest to actually be of use or interest.	2/13/2019 3:41 PM
5	I would like to see this document less reliant on raw data that the reader has to find and evaluate. I think you can make a stronger case for the good things the department is doing by boiling this data down and providing a clearer picture of what you do and the plan for the future.	2/13/2019 11:56 AM
6	Work with HR to improve onboarding. Perhaps new employees should be shown how to properly submit a support case?	2/12/2019 8:44 PM
7	N.A.	2/12/2019 4:52 PM
8	Some staff members still feel an adversarial relationship with the department. Improve position of being the helpful go to place for answers.	2/12/2019 11:06 AM
9	More in-depth planning to meet the needs of KCC in the future. Train your staff in being more affable and communicative regarding customer needs and issues.	2/12/2019 10:12 AM
10	Consider reevaluating the support ticket system and whether it just provides data or whether it accurately records the satisfaction of the customer.	2/12/2019 8:35 AM

11	A selfish recommendation would be to explore the feasibility of providing rolling enrollment to selected courses.	2/12/2019 8:25 AM
12	Develop maintenance schedule for hardware and software to help lessen upgrades being missed.	2/12/2019 7:59 AM
13	Be aware that not everyone reading this report is tech savvy and may not be able to understand what you are trying to say or do. Unfortunately, I surveyed this report after the CIIC calibration meeting, so my scores are based on that meeting.	2/12/2019 7:32 AM
14	Anonymous student satisfaction surveys. Anonymous stakeholder satisfaction could be helpful. Employees are fearful of providing feedback for fear of repercussions.	2/12/2019 7:03 AM
15	It is evident the Director has a grasp of the department's technological/equipment/staffing needs and a thorough understanding of the industry/trends impacting future actions/campus impacts. Continuing to provide industry peer comparisons (i.e. how does KCC compare to say, TVCC), history, and how the data provided in the report's apendicies will only enhance what's been shared with the committee.	2/11/2019 11:06 AM

Q14 Please enter your name.

Answered: 15   Skipped: 0

#	RESPONSES	DATE
1	Jeanne LaHaie	2/15/2019 1:28 PM
2	Bill Jennings	2/14/2019 7:47 AM
3	Mohammed Shabbir	2/13/2019 5:02 PM
4	Tom Nejely	2/13/2019 3:41 PM
5	Mike Homfeldt	2/13/2019 11:56 AM
6	Margot Casson	2/12/2019 8:44 PM
7	Paul Breedlove	2/12/2019 4:52 PM
8	Charles Massie	2/12/2019 11:06 AM
9	David Edgell	2/12/2019 10:12 AM
10	Joanna Lyons-Antley	2/12/2019 8:35 AM
11	Tracy Heap	2/12/2019 8:25 AM
12	Rick Ball	2/12/2019 7:59 AM
13	Edis	2/12/2019 7:32 AM
14	Jamie Jennings	2/12/2019 7:03 AM
15	Peter Lawson	2/11/2019 11:06 AM