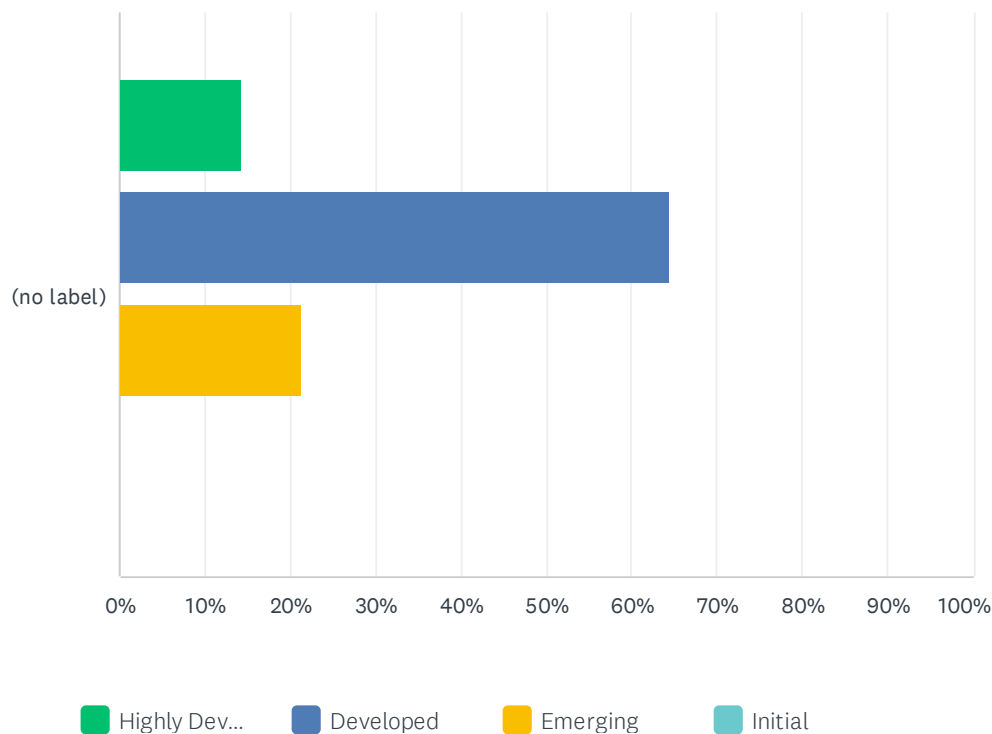


Q1 SUPPORT OF THE COLLEGE MISSION Highly Developed: Exhibits ongoing and systematic evidence of mission achievement. Developed: Exhibits evidence that planning guides program and services selection that supports the college's mission. Emerging: Evidence that planning intermittently informs some selection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

Answered: 14 Skipped: 0



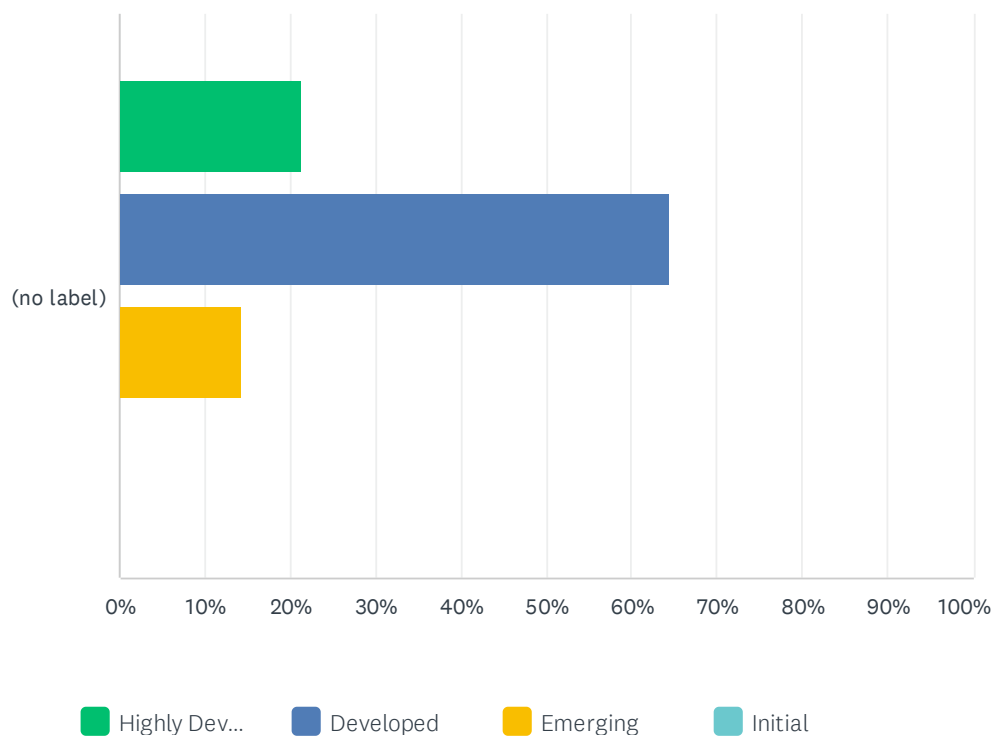
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	14.29%	64.29%	21.43%	0.00%	14	2.93
	2	9	3	0		

#	FEEDBACK:	DATE
1	My experience with the LRC is that they do more to support the mission of the college than is in the brief.	2/16/2022 4:56 PM
2	How does the LRC's responsibilities align with the core themes of the college. I would have like to have seen more information on that. The list of responsibilities was short, but I know that the LRC does much more than what was stated.	2/15/2022 11:16 AM
3	Lack of evidence of how planning is structured and implemented.	2/11/2022 3:44 PM
4	The LRC provides a wide range of adaptable, appropriate, and accessible resources, both physical and virtual, and has adjusted to ensure there is quality, consistent staffing to assist library patrons.	2/11/2022 2:40 PM

5	I would like to know how the LRC is supporting the Mission. What is the physical use of the LRC (daily counts) and programs. What are the trends in mission support as traditional Library is changing.	1/26/2022 2:24 PM
6	The LRC is developing to need the changing needs of students.	1/19/2022 10:17 AM

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

Answered: 14 Skipped: 0



	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	21.43%	64.29%	14.29%	0.00%	14	3.07
	3	9	2	0		

#	FEEDBACK:	DATE
1	More context of meeting goals would be helpful.	2/16/2022 4:56 PM
2	Would benefit from more context. How many policies and procedures. What needed updating. How often does the analysis happen? When will the next cycle be for these processes? Is there a way to quantify increased access (and, more importantly, maybe utilization) of the online trainings? I think that was spoken to a little bit in the presentation.	2/15/2022 7:33 PM
3	Recently queried about the sufficiency of the collection but I don't recall this as a general	2/11/2022 3:44 PM

standard of practice on an ongoing basis. Goals were poorly measurable.

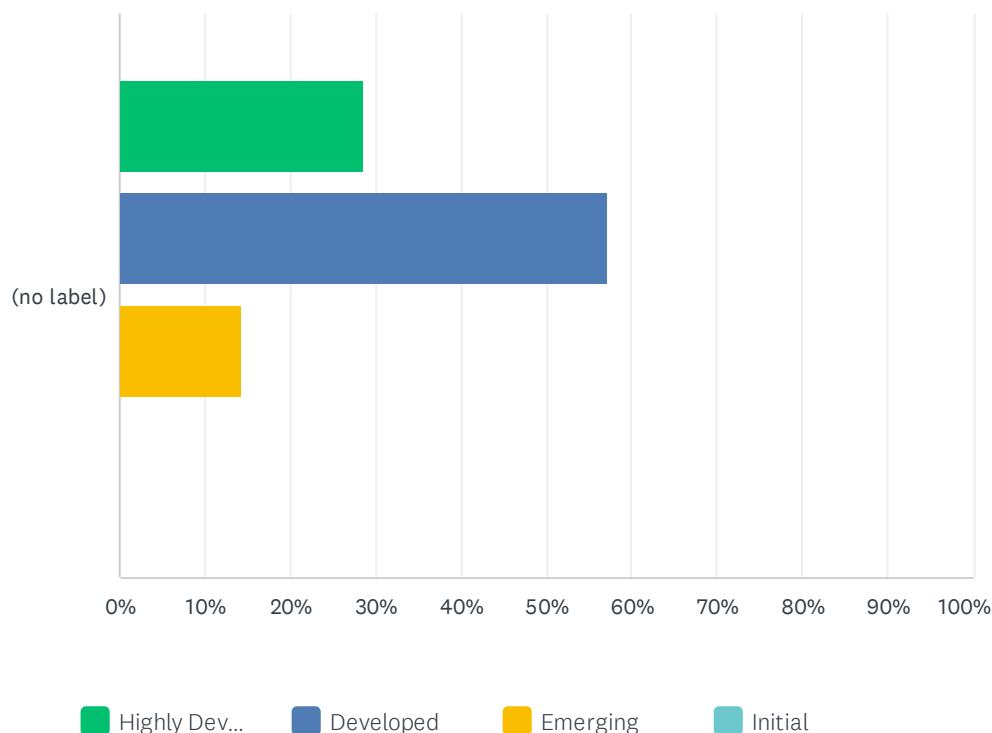
4

Goals seem to be met.

1/19/2022 10:17 AM

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

Answered: 14 Skipped: 0



	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	28.57%	57.14%	14.29%	0.00%		
	4	8	2	0	14	3.14

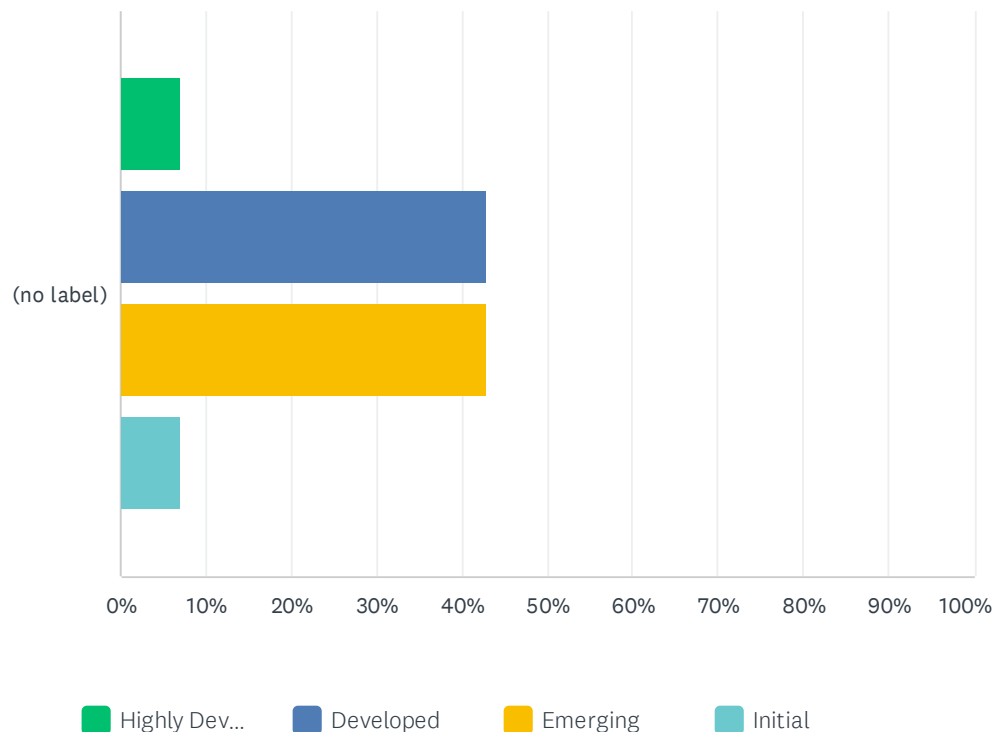
#	OTHER (PLEASE SPECIFY)	DATE
1	Needs are met at this time.	2/15/2022 11:16 AM

Learning Resource Center Program Review Feedback

2	It is not clear what the LRC director does and there is no explanation or evidence of his role or value in the services of the library. The Librarian is charged with supervising the clerks.	2/11/2022 3:44 PM
3	Org chart is sensible. Staff appropriate.	1/26/2022 2:24 PM
4	Permanent part-time staff helps with consistency and department knowledge.	1/19/2022 10:42 AM
5	There is a brand new librarian. After they are knowledgeable in the policies of KCC, this will be developed.	1/19/2022 10:17 AM

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

Answered: 14 Skipped: 0



	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	7.14%	42.86%	42.86%	7.14%	14	2.50
	1	6	6	1		

#	FEEDBACK:	DATE
1	It appears opportunities exist for professional development.	2/16/2022 4:56 PM
2	Speaks to good things happening at an operational level, but it feels like there are opportunities to continue to identify staff specific supports beyond onboarding, basics, and required annual updates (i.e. FERPA) and training for part time clerks. Are there professional certifications for the field? Is there internal training (i.e. in budget management/presentation) that add	2/15/2022 7:33 PM

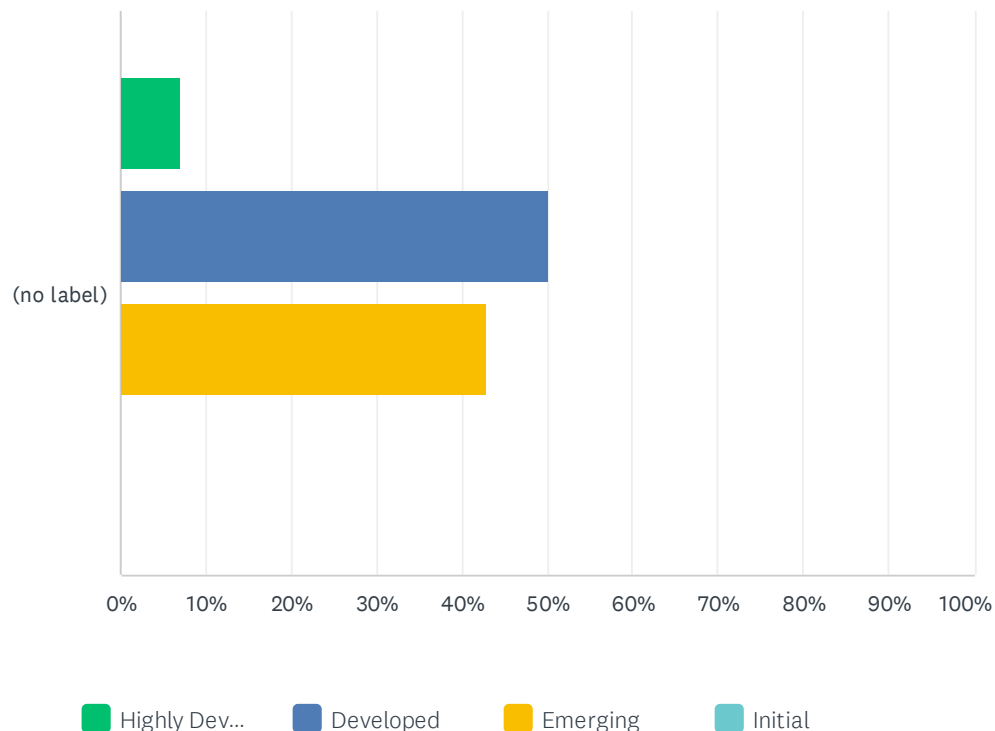
Learning Resource Center Program Review Feedback

sustainability to the department? Is there cross training between Library, Tutoring, and Testing that adds any capacity? etc.

3	Good onboarding procedures. Specific trainings provided.	2/15/2022 4:54 PM
4	Unclear what professional development was completed in the last year.	2/15/2022 11:16 AM
5	There does not seem to be evidence that all LRC staff participate in regular, scheduled professional development.	2/11/2022 4:38 PM
6	I see KCC required trainings and membership in professional affiliations, but no other specific professional development activities.	2/11/2022 3:44 PM
7	Planned professional development activities to further staff members' abilities, beyond general KCC employee, will benefit the LRC, faculty and students.	2/11/2022 2:40 PM
8	I think this section was misunderstood by the authors, they may have reported on professional development services offered by the LRC, rather than trainings participated in by staff?	1/28/2022 3:36 PM
9	Development options identified.	1/26/2022 2:24 PM

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

Answered: 14 Skipped: 0



Learning Resource Center Program Review Feedback

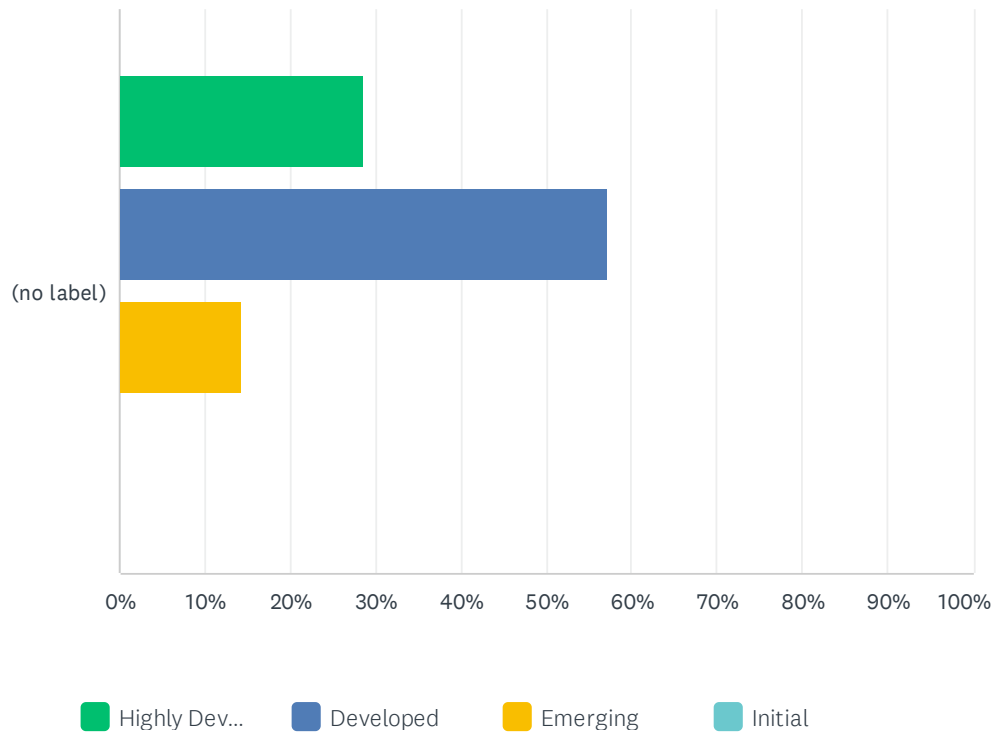
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	7.14%	50.00%	42.86%	0.00%		
	1	7	6	0	14	2.64

#	FEEDBACK:	DATE
1	Appears to be meeting the needs with one exception.	2/16/2022 4:56 PM
2	I concur with completer's assessment	2/15/2022 7:33 PM
3	New facilities. Description provided.	2/15/2022 4:54 PM
4	Has minimal needs for equipment that can be quickly remedied.	2/15/2022 11:16 AM
5	A laptop cart, laptop and software is needed for inventory and off-site new student registration is needed. These are modest requests and should be easily met.	2/11/2022 3:44 PM
6	Equipment and software to provide "mobile" student registration is forward thinking, and will promote student success.	2/11/2022 2:40 PM
7	very narrow focus in this area of facilities and equipment	1/28/2022 3:36 PM
8	Facility wise brand new. All software and programs current?	1/26/2022 2:24 PM
9	Need laptop cart, laptop and software for inventory.	1/19/2022 10:42 AM
10	The library is a wonderful environment for students.	1/19/2022 10:17 AM

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

Answered: 14 Skipped: 0

Learning Resource Center Program Review Feedback



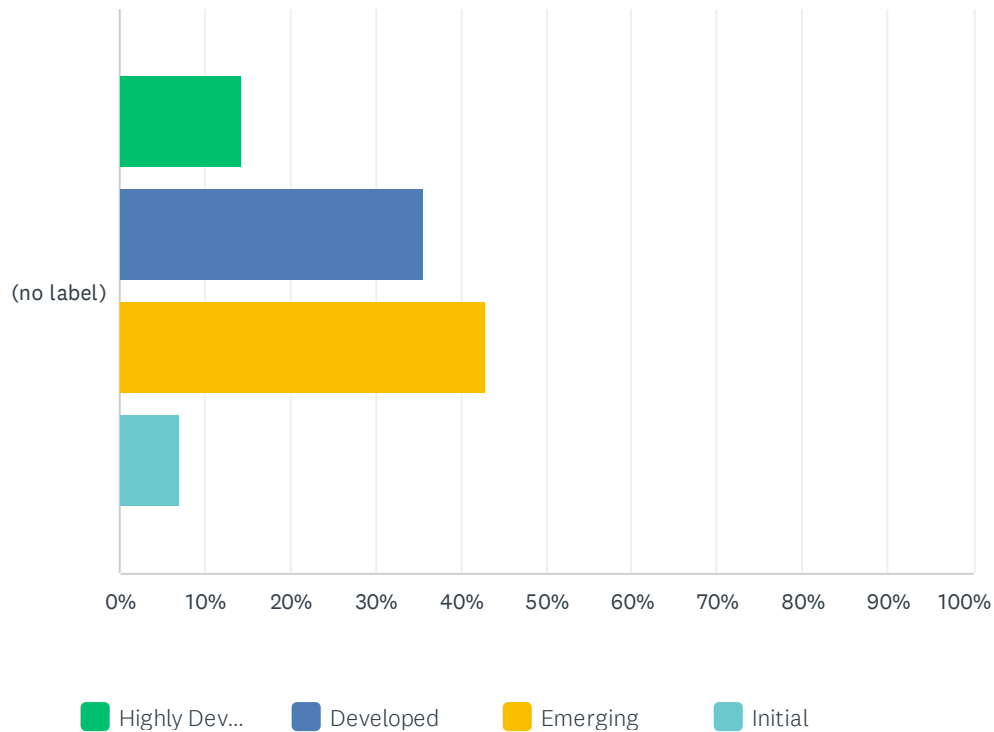
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	28.57%	57.14%	14.29%	0.00%	14	3.14
	4	8	2	0		

#	FEEDBACK:	DATE
1	Ability to stay inside of budget is strong.	2/16/2022 4:56 PM
2	No budgetary needs identified.	2/15/2022 4:54 PM
3	significant mismatch between budget and usage. This may or may not suggest better planning is needed	1/28/2022 3:36 PM
4	Curious \$15 k in books \$66 k in subscriptions and 10K in contracted services. I assume this is the digital needs of the LRC are you getting good value ie: utilization?	1/26/2022 2:24 PM

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

Answered: 14 Skipped: 0

Learning Resource Center Program Review Feedback



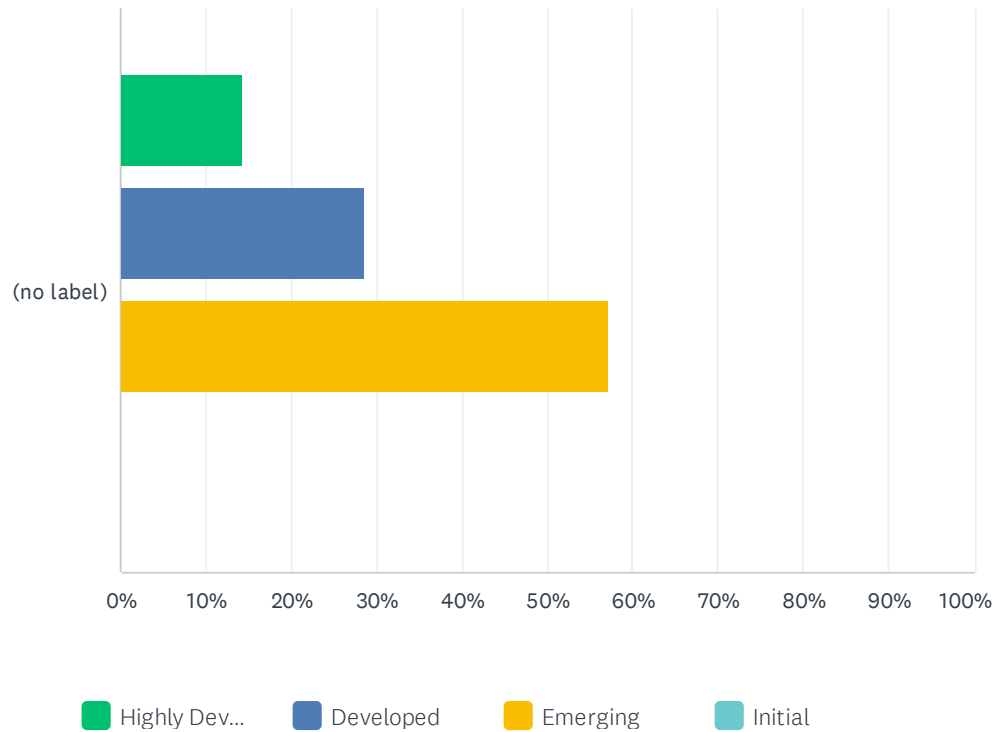
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	14.29%	35.71%	42.86%	7.14%		
	2	5	6	1	14	2.57

#	FEEDBACK:	DATE
1	Provided explanation could be more in depth.	2/16/2022 4:56 PM
2	completer was responsive to this section	2/15/2022 7:33 PM
3	Needs further development.	2/15/2022 4:54 PM
4	It appears little evidence beyond opinion was gathered to document this area. The budget is robust and offers a level of administration with the LRC director that exceeds that of other small community colleges. How does this benefit KCC students and library services?	2/11/2022 3:44 PM
5	Overcoming Covid challenges, and returning to in-person services are opportunities the LRC is embracing with planned activities and partnerships.	2/11/2022 2:40 PM
6	evaluation of strengths and weaknesses is not very in depth	1/28/2022 3:36 PM
7	Covid statistics on actual physical use. Wow. It is going to take some effort for LRC to be a study space again if ever.	1/26/2022 2:24 PM
8	The department is well organized. New challenges are developing at a daily rate.	1/19/2022 10:17 AM

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

Answered: 14 Skipped: 0

Learning Resource Center Program Review Feedback



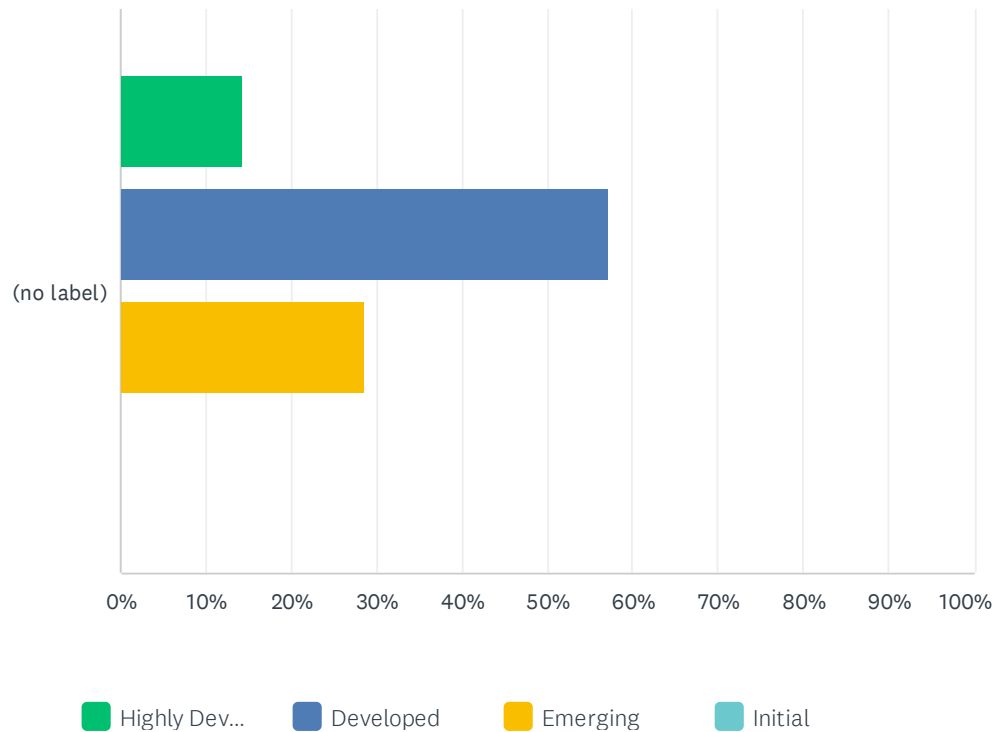
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	14.29%	28.57%	57.14%	0.00%		
	2	4	8	0	14	2.57

#	FEEDBACK:	DATE
1	Measurable outcomes would be helpful.	2/16/2022 4:56 PM
2	would benefit from better alignment with existing data, specific measurables (i.e. increase in person use by 20% by 2023 through proactive promotion and targeted user recruitment strategy)	2/15/2022 7:33 PM
3	Needs further development but we are currently transitioning to new strategic planning processes.	2/15/2022 4:54 PM
4	Only short-term goals were identified.	2/15/2022 11:16 AM
5	All goals are poorly measurable, vague and will be completed in 2022. Lack of evidence that long range and deliberate planning is involved when establishing goals. With the level of administrative support by the LRC director I would think this area should be more robust. KCC is fortunate to have the level of administrative oversight by a dedicated LRC director in the library and therefore have robust and far reaching goals to achieve over the next 5 years..	2/11/2022 3:44 PM
6	description of goals indicates an incremental approach to holding the line. No evidence is given of ambitions to serve additional underrepresented or remote populations aside from instructional videos. No connection to usage statistics is used to indicate new directions..	1/28/2022 3:36 PM
7	Would like to see specific plan of how to bring people back into the LRC for study, and plan B if new habits mean the old way of doing things and its not coming back.	1/26/2022 2:24 PM
8	They have three time consuming goals to complete.	1/19/2022 10:17 AM

Q9 OVERALL PROGRAM EVALUATION Highly Developed: Evidence of ongoing systematic use of planning in selection of programs and

services.Developed: Program exhibits evidence that planning guides program and services selection that supports the college.Emerging: There is evidence that planning intermittently informs some selection of services to support the college.Initial: Minimal evidence that plans inform selection the of services to support the college's mission.

Answered: 14 Skipped: 0



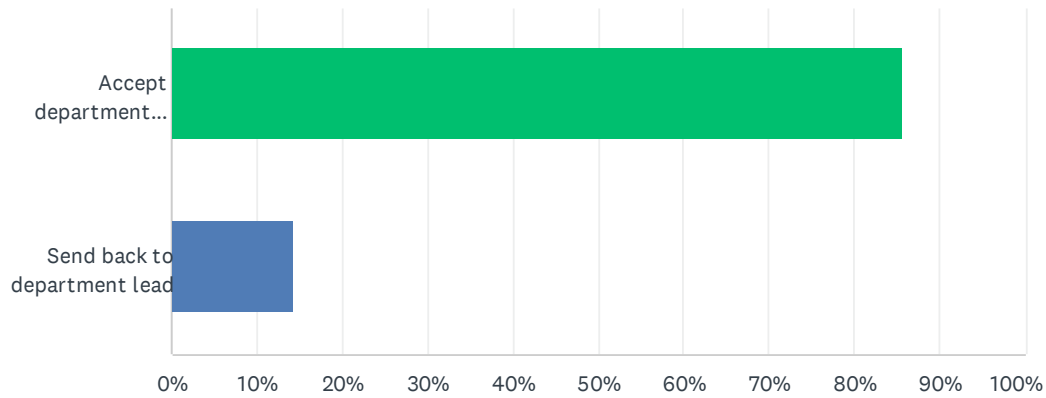
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	14.29% 2	57.14% 8	28.57% 4	0.00% 0	14	2.86

#	FEEDBACK:	DATE
1	Great team overall, and incredibly important for students-even in an "internet age"	2/15/2022 7:33 PM
2	Evidence of thoughtful planning is largely absent in the report.	2/11/2022 3:44 PM
3	Goal setting for the future appears from this report to be primarily small improvements rather than development of substantial improvements.	1/28/2022 3:36 PM
4	Some proactive thoughts about the changing of study, habits and effectiveness, technology and other factors that are going to impact LRC now and in future	1/26/2022 2:24 PM
5	The LRC seems to be running well and needs of the students are being met.	1/19/2022 10:17 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: 0

Learning Resource Center Program Review Feedback



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: 14 Skipped: 0

#	RESPONSES	DATE
1	I think the LRC serves the students very well.	2/16/2022 4:56 PM
2	Staff, commitment to students	2/15/2022 7:33 PM
3	New facilities. Excellent on-line resources. High utilization of electronic resources.	2/15/2022 4:54 PM
4	Highly developed staff.	2/15/2022 11:28 AM
5	Cohesive team.	2/15/2022 11:16 AM
6	The LRC meets the needs of students and staff and readily adapts to changing environments.	2/11/2022 4:38 PM
7	Budgetary allocation to afford a stand alone LRC director. Qualified new hire as librarian with enthusiasm and new ideas. Sufficient collection to meet the needs of current students.	2/11/2022 3:44 PM
8	The needs of students and faculty are top priorities in considering services and resources.	2/11/2022 2:40 PM
9	Very conscious of cost, very conservative.	1/28/2022 3:36 PM
10	Established leadership. Systems in place and operates efficiently.	1/26/2022 2:24 PM
11	Library staff are organized and maintain an orderly environment.	1/25/2022 11:33 AM
12	Well trained permanent staff. New full-time credentialed librarian.	1/19/2022 10:42 AM
13	The department is well organized.	1/19/2022 10:17 AM
14	Well organized and efficient, supports students and instructors.	1/18/2022 6:07 AM

Q12 Please outline weaknesses of the department.

Answered: 14 Skipped: 0

Learning Resource Center Program Review Feedback

#	RESPONSES	DATE
1	Identifying the headcount of service is a tough lift. Many online resources are used. Expansion into reaching and maintaining the virtual reach will be important.	2/16/2022 4:56 PM
2	Opportunity to expand on data driven departmental goals and additional professional development for full time staff?	2/15/2022 7:33 PM
3	May want to survey stakeholders to assess current and future needs of students.	2/15/2022 4:54 PM
4	Need bilingual speaking tutors on staff.	2/15/2022 11:28 AM
5	Covid	2/15/2022 11:16 AM
6	The Library, like all areas of campus, is struggling to bring students back to in-person learning.	2/11/2022 4:38 PM
7	It is not evident how long range planning and needs are determined. Lack of long range and measurable goals.	2/11/2022 3:44 PM
8	Need more bilingual staff.	2/11/2022 2:40 PM
9	Appears to lack a vision to address the post-covid world	1/28/2022 3:36 PM
10	Physical in LRC engagement. Do to covid and changing technology.	1/26/2022 2:24 PM
11	Reduced in-person library usage.	1/25/2022 11:33 AM
12	Need for mobile technology for inventory and student registration.	1/19/2022 10:42 AM
13	Their goals are time consuming and may be hard to meet by the summer term.	1/19/2022 10:17 AM
14	Working to realize pre-covid in-person usage	1/18/2022 6:07 AM

Q13 Please make recommendations for department improvement.

Answered: 14 Skipped: 0

#	RESPONSES	DATE
1	A review of the goals to ensure they match strategic initiatives and future needs of students.	2/16/2022 4:56 PM
2	see above	2/15/2022 7:33 PM
3	Develop an event calendar to attract student traffic.	2/15/2022 4:54 PM
4	No suggestion at this time.	2/15/2022 11:28 AM
5	None. It appears that the department has identified areas that need extra help and are taking steps for that improvement.	2/15/2022 11:16 AM
6	Now that the LRC is fully staffed, creating a plan of professional development will keep them up-to-date and ready to serve students.	2/11/2022 4:38 PM
7	Demonstrate the over-all value to the org structure in the department, i e. having a stand alone LRC director. Evidence of what the LRC director does and how the LRC director is engaged in daily operations. Perhaps, instead of a stand alone LRC director - this position and personnel are moved into Student Services as a Director of Student Services with additional responsibilities/oversight would be a more a more responsible and effective use of this resource.	2/11/2022 3:44 PM
8	Keep up the good work of looking ahead for answers in the ever-changing library and learning resources world.	2/11/2022 2:40 PM
9	Improvement plan should address adding value to a variety of student populations	1/28/2022 3:36 PM
10	Times are changing. What will LRC support look like in a few years? All on line with a physical	1/26/2022 2:24 PM

Learning Resource Center Program Review Feedback

destination obsolete? Plan

11	Consider expanding goals (all three new goals have Summer Term 2022 listed for the completion timeline).	1/25/2022 11:33 AM
12	Technology	1/19/2022 10:42 AM
13	This department is well organized and I am excited to see what the new librarian will be able to accomplish.	1/19/2022 10:17 AM
14	Increase faculty engagement.	1/18/2022 6:07 AM

Q14 Please enter your name.

Answered: 14 Skipped: 0

#	RESPONSES	DATE
1	Bill Jennings	2/16/2022 4:56 PM
2	Peter Lawson	2/15/2022 7:33 PM
3	Jamie Jennings	2/15/2022 4:54 PM
4	Ian Kautzman	2/15/2022 11:28 AM
5	EW	2/15/2022 11:16 AM
6	Jeanne LaHaie	2/11/2022 4:38 PM
7	Allison Sansom	2/11/2022 3:44 PM
8	Holly Owens	2/11/2022 2:40 PM
9	Tom Nejely	1/28/2022 3:36 PM
10	Mike Homfeldt	1/26/2022 2:24 PM
11	Rochelle Daniel	1/25/2022 11:33 AM
12	Kelley Fritz	1/19/2022 10:42 AM
13	Joni Hansen	1/19/2022 10:17 AM
14	Rick Ball	1/18/2022 6:07 AM