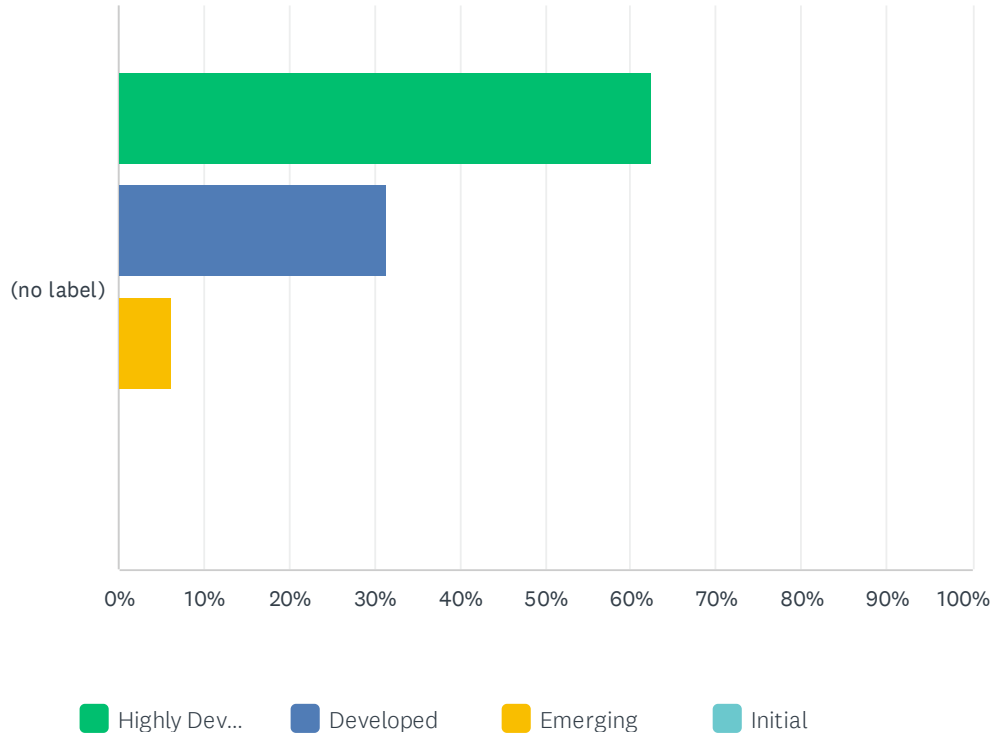
Q1 SUPPORT OF THE COLLEGE MISSIONHighly Developed: Exhibits ongoing and systematic evidence of mission achievement.Developed: Exhibits evidence that planning guides program and services selection that supports the college's mission.Emerging: Evidence that planning intermittently informs some selection 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: 16 Skipped: 0



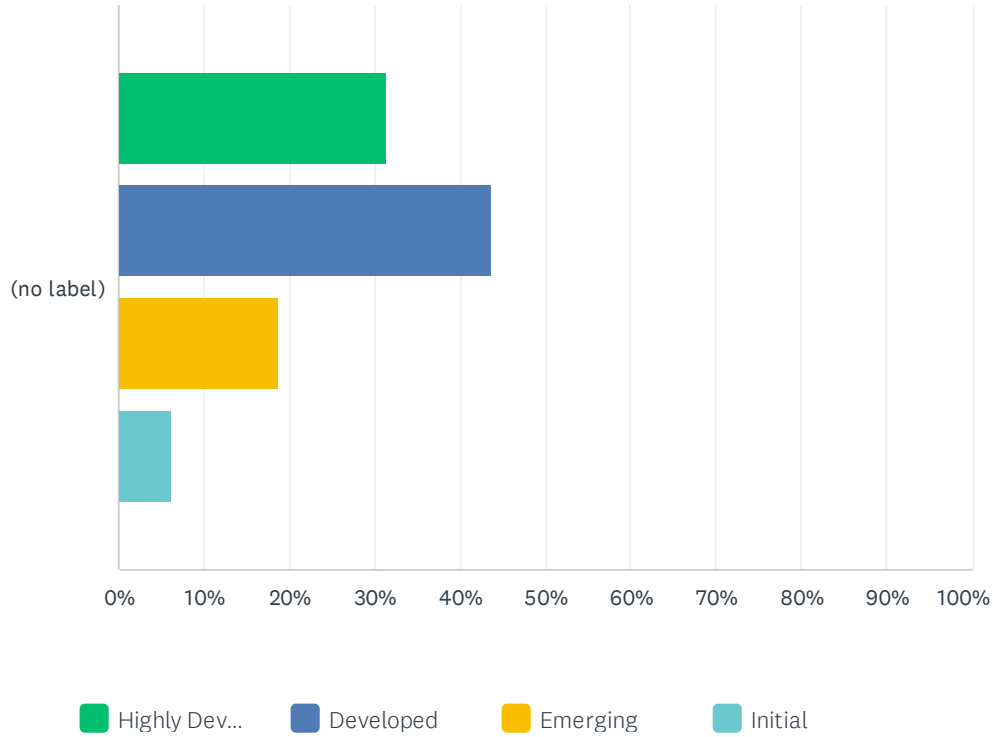
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	62.50% 10	31.25% 5	6.25% 1	0.00% 0	16	3.56

#	FEEDBACK:	DATE
1	No reference to the core themes that are supported. It references what services are supplied, but not how those support the Mission.	1/10/2022 5:32 PM
2	Value and importance to college Mission felt clearly conveyed in presentation and in documentation/ materials	1/10/2022 9:05 AM
3	Evidence to support that the Testing Center meets both KCC's mission and the needs of the surrounding community.	1/7/2022 11:41 AM
4	Well thought out key functions and responsibilities. Department exhibits a real focus on serving the college and community.	1/6/2022 4:49 PM
5	Clearly aligns work with the college's mission. Very responsive to the needs of our community.	1/6/2022 4:30 PM

6	Testing Center staff support the college's mission in serving not only academic students, but members of the Klamath Basin community, and as was seen during the pandemic, our greater "world community." Center staff provide quality services, pursue excellence through certification and training, actively engage the community through promoting testing services, and have their eye on future potential through expansion of testing offered, and staff and department capacity.	1/4/2022 9:57 AM
7	The testing center has become an integral part of the college. It is run with precision and professionalism.	12/15/2021 10:36 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: 16 Skipped: 0



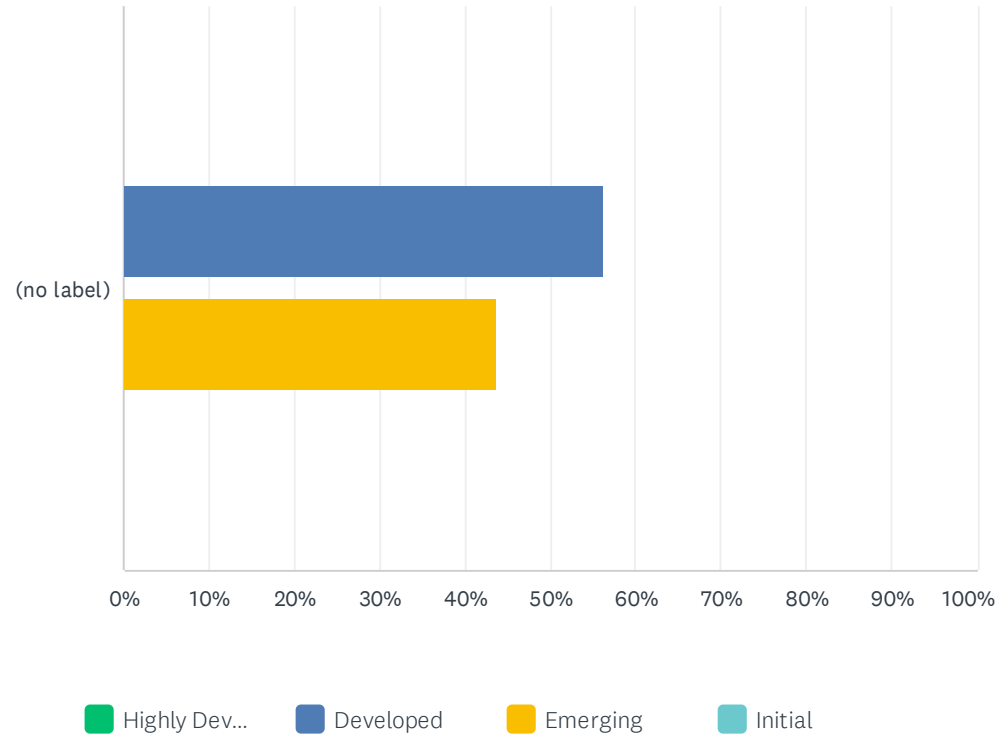
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	31.25% 5	43.75% 7	18.75% 3	6.25% 1	16	3.00

#	FEEDBACK:	DATE
1	One goal, and they say they met it.	1/10/2022 5:32 PM
2	It is admirable to have met the diverse needs of students through accessibility, but future	1/10/2022 9:05 AM

	goals should expand on this (below)	
3	Needs more than one goal. Considering the presentation of the program review, you have met a goal of providing services that meet many stakeholder's needs. NCTA membership also sounds like an achievable goal.	1/7/2022 11:41 AM
4	Not a large number of goals to be met. Did meet the most important and only goal.	1/6/2022 4:49 PM
5	Very goal driven and directed. Continually expanding services	1/6/2022 4:30 PM
6	There are likely goals that are not included in this - for example, budget, strategic plan, etc.	1/6/2022 2:13 PM
7	Were there any other goals that were met or not met according to the strategic plan? Might be useful to state either case.	1/6/2022 11:50 AM
8	Center staff, as was discussed during the presentation, have set long-term goals in anticipation of growth and succession strategies.	1/4/2022 9:57 AM
9	Testing center is open 11 hours a day or by appointment.	1/3/2022 11:02 AM
10	Only one goal was stated, but this was accomplished. I would suggest goals for the next five years aligned with stakeholder need. This may require some way to solicit stakeholder need. The new goals as presented are works already in progress and/or short term. It does not appear stakeholders were or are to be solicited.	12/20/2021 3:06 PM
11	Barb has done an amazing job at making the testing center well respected and reliable.	12/15/2021 10:36 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: 16 Skipped: 0



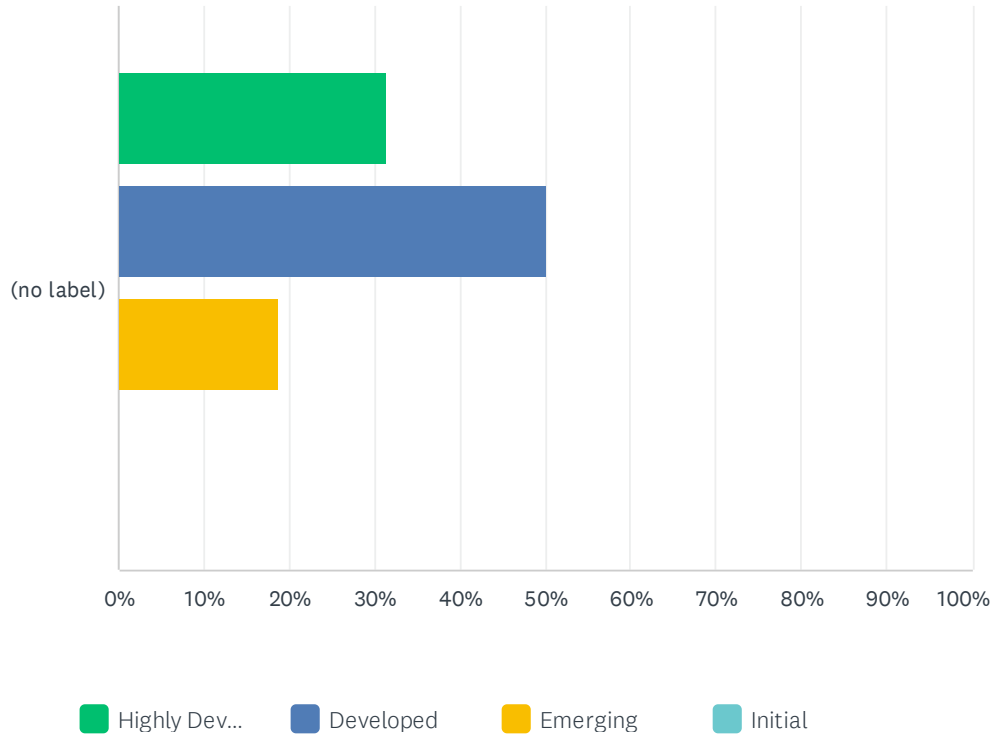
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	56.25% 9	43.75% 7	0.00% 0	16	2.56

#	OTHER (PLEASE SPECIFY)	DATE
1	in need of part time staff to be flexible to move to full time during peak times. Also, there is a need to train a new coordinator to step up when Barb retires.	1/11/2022 12:44 PM
2	Stated that they wanted to have a full time proctor, and a part-time position to answer the phone.	1/10/2022 5:32 PM
3	Kudos to the team in continuing to accomplish all that they do! As described, however, while it sounds like there are enough trained persons to manage "day to day" operations under normal circumstances, one FTE bearing the bulk of responsibilities/certifications/allied credentialing (even with good supervisory and part time support) is problematic from a long term sustainability standpoint. At least one additional FTE staffer seems like a prudent investment.	1/10/2022 9:05 AM
4	Need to account for absences, burnout, retirement, and vacations. A department can run too lean.	1/7/2022 11:41 AM
5	There is a plan to address staffing issues. The review indicates specific staffing needs and I hope these needs will be considering in the upcoming budget process.	1/6/2022 4:49 PM
6	Excellent staff and leadership	1/6/2022 4:30 PM
7	Staffing for this area continues to be problematic. Higher salaries may need to be negotiated to recruit and retain.	1/6/2022 2:13 PM
8	The testing center needs more proctors to help during peak time. Possibly have a full time proctor to give the Testing Center Coordinator more flexibility.	1/6/2022 11:50 AM
9	"it would be helpful to have one of our part-time proctors move to full time status" is hardly a recipe for improving sustainability as the testing center grows its services. Taking care of employees needs to be a bigger part of the picture	1/6/2022 10:50 AM
10	The center has an adequate number of well-qualified personnel, and although it is "very lean, efficient and well organized," it would not be able to provide the same level of service if more	1/4/2022 9:57 AM

	than one staffer was out for a prolonged period of time. This is also compounded by high staff turnover. As stated in its goals, the Center would benefit from an additional staffer to cover "surge" times when there is high demand for testing. The goal of having staffers complete one term of Spanish is commendable, but testing center customers would be best served by someone who is bilingual, and bicultural.	
11	Concern for when the coordinator is sick or retires.	1/3/2022 11:02 AM
12	There is a plan in place to provide additional employee support.	12/22/2021 12:16 PM
13	Asking for more staff with a major decrease in total numbers of exams in last two years seems to be a bit of a disconnect. It is obvious Covid has had an impact, but the numbers would indicate that staff should have more time to handle the non-testing functions of the testing center with less proctoring going on.	12/20/2021 3:06 PM
14	Barb is a wonderful testing center coordinator. But, the need to someone else to be full time and qualified is fast approaching.	12/15/2021 10:36 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: 16 Skipped: 0

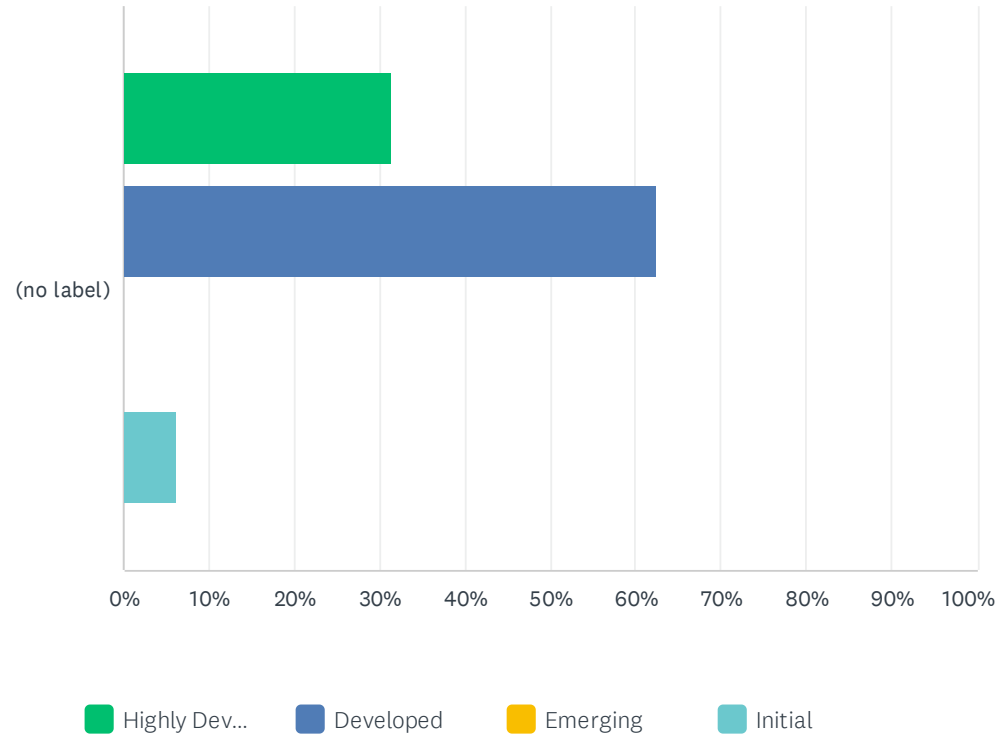


	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	31.25% 5	50.00% 8	18.75% 3	0.00% 0	16	3.13

#	FEEDBACK:	DATE
1	Proctors have to be trained to give specific exams. This is on going according to the report.	1/11/2022 12:44 PM
2	The documentation showing what staff had been trained would have been great.	1/10/2022 5:32 PM
3	Good overview of trainings and knowledge expectations. My question is: are these predominantly just responsive to what the center is testing for in the moment, or are there opportunities that the team is strategically pursuing that would draw additional students/sector partners to the college. Again, for sustainability, memberships in associations (NCTA) should be held by the institution, or at least by MULTIPLE members of staff (agreeing with the statements in the written review).	1/10/2022 9:05 AM
4	Excellent discussion of the Testing Coordinator's certifications and professional develpoment during the presentation, but a listing of these certifications would have helped the program review.	1/7/2022 11:41 AM
5	Due to the nature of the work there is rigorous training and certifying taking place. There is not a stated plan about individual professional development or succession planning at this time. This should be considered and developed.	1/6/2022 4:49 PM
6	Very intentional staff development	1/6/2022 4:30 PM
7	Lots of professional development opportunities	1/6/2022 11:50 AM
8	Rigorous trainings and webinars are necessary for center operations, seems to be a good plan. But totally lacking in stress management and wellbeing trainings, this will contribute to ongoing turnover.	1/6/2022 10:50 AM
9	Testing Center staff are required to undergo extensive, rigorous training and development.	1/4/2022 9:57 AM
10	The report does not state which employees engaged in which trainings. It is a very robust list of courses/trainings but it is not clear whether ALL staff are engaging in PD.	12/20/2021 3:06 PM
11	The staff continues to add to their list of tests they can proctor.	12/15/2021 10:36 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: 16 Skipped: 0



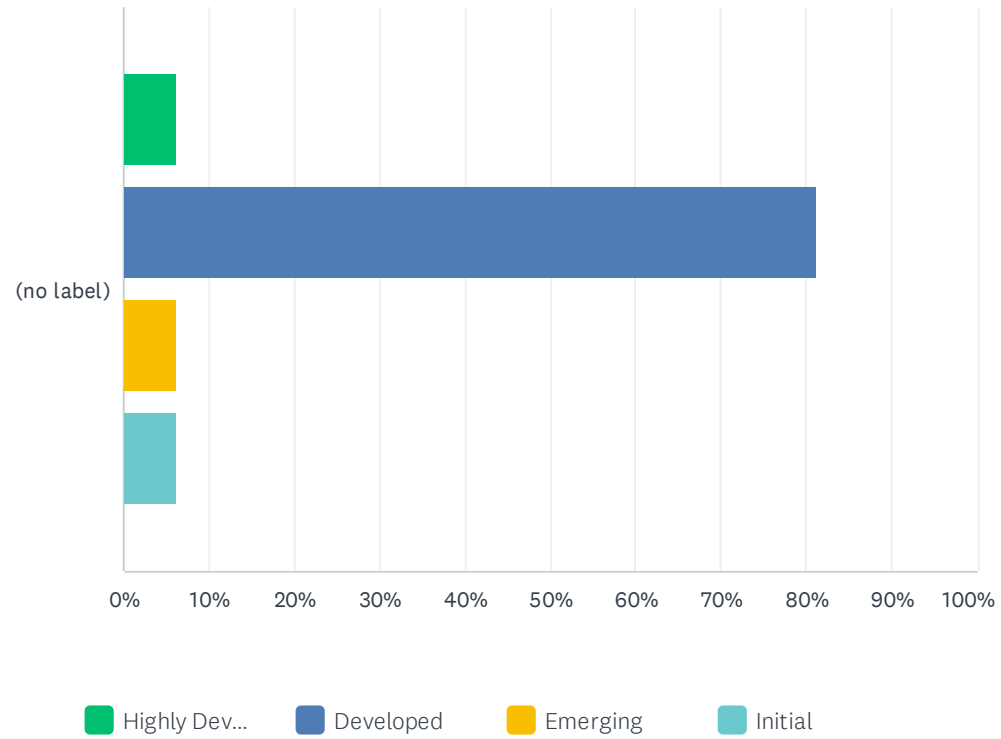
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	31.25% 5	62.50% 10	0.00% 0	6.25% 1	16	3.19

#	FEEDBACK:	DATE
1	Good use of the space now, and good plans for future development.	1/11/2022 12:44 PM
2	No explanation.	1/10/2022 5:32 PM
3	Seems to be reasonable and inexpensive equipment needs.	1/7/2022 11:41 AM
4	The physical set up is addressing department needs and there is a plan to expand in the area of technology and supportive hardware.	1/6/2022 4:49 PM
5	Well designed well thought out facilities and equipment	1/6/2022 4:30 PM
6	Has a wonderful location with lots of space and computers.	1/6/2022 11:50 AM
7	Facilities and equipment meet current needs. The Center staff is careful to keep cognizant of testing trends, technology, and client requirements and consider future need. The Center's clients could benefit from more visible signage (particularly near the lobby of Building 3). Testing Center clients, new to the campus, fairly often get lost in the hallway off the lobby while searching for the center. An electronic screen outside the Center, also could be helpful, with information about Center hours, who to contact, how to schedule a test if the Center is closed, etc.	1/4/2022 9:57 AM
8	Very clear that planning has taken place to identify what resources and/or equipment they need.	12/20/2021 3:06 PM
9	The testing center was well thought out and students' needs are met.	12/15/2021 10:36 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: 16 Skipped: 0



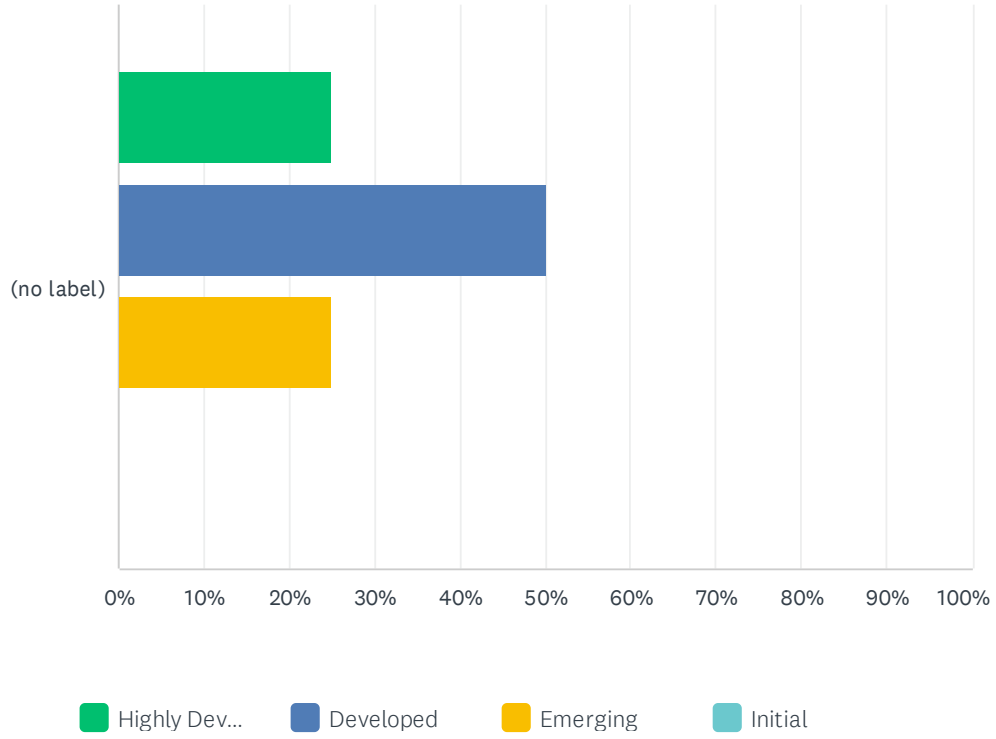
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	6.25% 1	81.25% 13	6.25% 1	6.25% 1	16	2.88

#	FEEDBACK:	DATE
1	If they are able to flex the hours of the part time staff to go to full time when needed, they might have to re-organize the budget. They do have excess now, but is $12,824 enough?	1/11/2022 12:44 PM
2	The only thing listed in the budget was some of the payroll.	1/10/2022 5:32 PM
3	Wasn't clear on where PT support $ originated? Are there elements (i.e. "supplies" or "travel") that are just folded into LRC's "master budget"? Does the LRC or Testing Center department need to establish a technology reserve? How are these needs being identified/ prioritized with IS? How are needs shared with KCC Foundation/Grants to identify potential supplemental funding?	1/10/2022 9:05 AM
4	When outlining budget items, I was curious what revenue was brought in from proctoring exams outside the college's domain.	1/7/2022 11:41 AM
5	A couple challenges were shared but no plan for addressing them was offered. I think there needs to be a strategic view on upgrading technology and equipment and preparing a multi year plan to address the budgetary needs.	1/6/2022 4:49 PM
6	Very efficient with college resources. Maximizing services minimizing costs.	1/6/2022 4:30 PM
7	Equipment and facilities are important, but employees are an equally valuable asset. Running lean is not sustainable and this needs to be addressed.	1/6/2022 10:50 AM
8	It was stated that the testing center runs very lean and there are also staffing difficulty. It may	12/15/2021 10:36 AM

	be the testing center is running too lean and needs to pay the staff for the jobs being completed.

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: 16 Skipped: 0



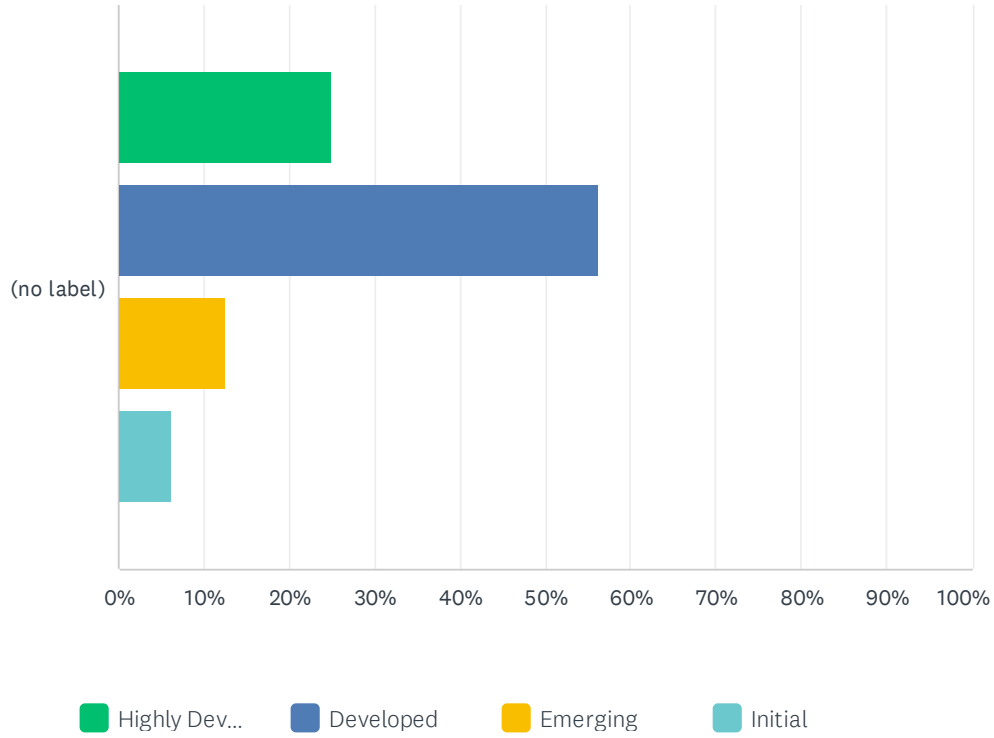
	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	25.00% 4	50.00% 8	25.00% 4	0.00% 0	16	3.00

#	FEEDBACK:	DATE
1	Adherence to standards, procedures and attention to detail. Except for the Coordinator position they is a very high turn over rate.	1/10/2022 5:32 PM
2	Need more discussion of the strenghts and weeknesses of the department.	1/7/2022 11:41 AM
3	7C. Describe Support Needed touches on the items that would help in the near term but a longer term view is important in this area too.	1/6/2022 4:49 PM
4	Amazing leadership and management. Service and access driven staff.	1/6/2022 4:30 PM
5	Having an employee take a Spanish Class with the college picking up tuition and fees is a simple process. More complex may be identifying someone to commit to the course.	1/6/2022 2:13 PM

6	Another strength is the location and size of the new testing center. Weaknesses identified were accurate and to the point.	1/6/2022 11:50 AM
7	Good description, staffing is the departments greatest challenge. Being stretched thin and high stress on a continuing basis is not sustainable and will not be fixed by thenew goals that are stated.	1/6/2022 10:50 AM
8	More staffing hours are needed. Also, a solution (not sure what that could be) for the high turnover rate would greatly benefit Testing Center staff and clients.	1/4/2022 9:57 AM
9	I agree with the need to find personnel who are able to deal with the stress and can fill the position of the coordinator.	1/3/2022 11:02 AM
10	The Testing Center has far more strengths than listed and the weaknesses listed are mostly out of their control. More thoughtful planning is required to flesh these sections out more thoroughly.	12/20/2021 3:06 PM
11	The testing center is reliable, clean, well organized, and helpful.	12/15/2021 10:36 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: 16 Skipped: 0

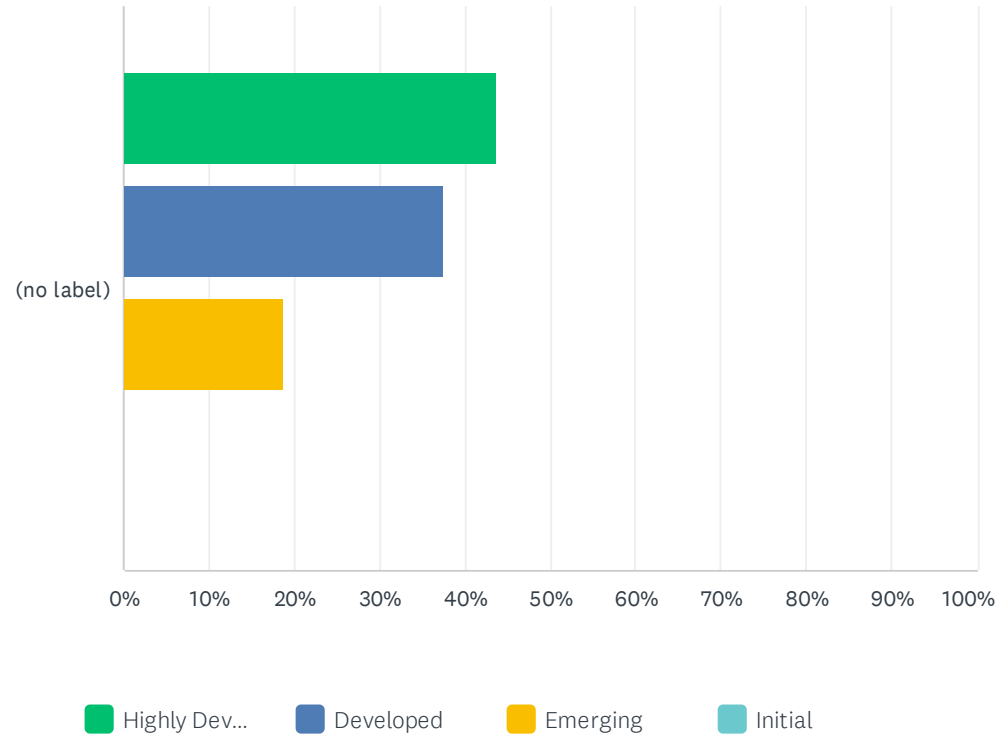


	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	25.00% 4	56.25% 9	12.50% 2	6.25% 1	16	3.00

#	FEEDBACK:	DATE
1	The goals listed were more projects than goals.	1/10/2022 5:32 PM
2	Increasing the number and specificity of goals is good, but would benefit from tie back to at least prior Strategic Initiatives: references to engaging partnerships (e.g. with USAF or with potential offerings to remote communities like Lakeview/Chiloquin as Proctor 360 is implemented), explained linkages to existing KCC courses, and additional framing around targets for student impacts (i.e. benefit to end user)	1/10/2022 9:05 AM
3	Good start on developing future goals. Hope you can use a Canvas interactive training platform.	1/7/2022 11:41 AM
4	Good goals for the coming year.	1/6/2022 4:49 PM
5	always seeking new ways to serve the community.	1/6/2022 4:30 PM
6	Has a good idea of what new and upcoming goals will be.	1/6/2022 11:50 AM
7	I'm sorry to see that the goals stated don't address the strengths and weaknesses as stated. There seems to be a disconnect between recognized needs and what the goals are. While the goals stated are checkbox type actions to increase services, would like to also see critical categories such as "improve department stability, reduce turnover, improve training and benefits to staff"	1/6/2022 10:50 AM
8	The Testing Center maintains ambitious goals, and a passion for the quality work they do, and the clients they serve.	1/4/2022 9:57 AM
9	Timelines on the new stated goals are all achieved by 2022. What will drive the testing center beyond 2022? More thoughtful, long range planning is indicated. Where does the Testing Center see itself in 2026 when their next program review is due?	12/20/2021 3:06 PM
10	I hope their plan of onboarding another full time staff comes to fruition.	12/15/2021 10:36 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: 16 Skipped: 0

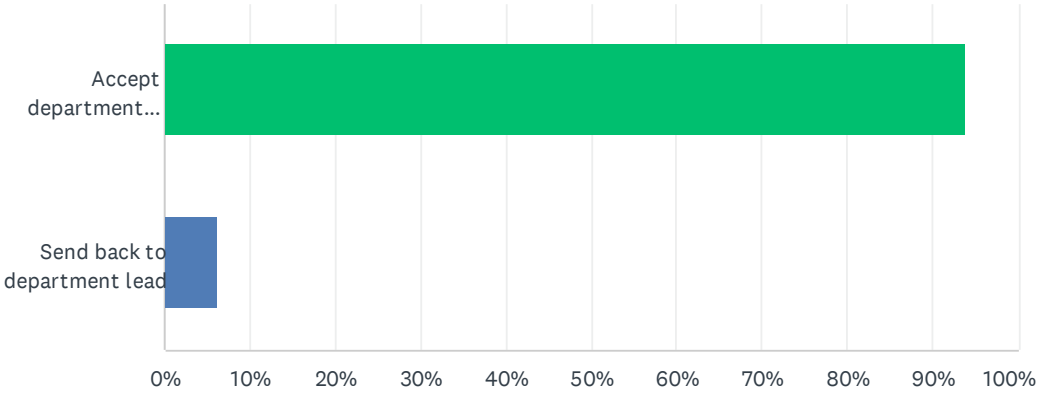


	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	43.75% 7	37.50% 6	18.75% 3	0.00% 0	16	3.25

#	FEEDBACK:	DATE
1	The Department has done exceedingly well in meeting core testing needs within its current structure/staffing model.	1/10/2022 9:05 AM
2	The presenation answered more questions about the testing center than were part of the program review.	1/7/2022 11:41 AM
3	Very impressive work taking place.	1/6/2022 4:49 PM
4	Well organized. Thorough program review.	1/6/2022 4:30 PM
5	This department serves the college and the community effectively.	1/6/2022 2:13 PM
6	Great job. The Testing Center is a valuable asset to KCC.	1/6/2022 11:50 AM
7	Timelines on the new stated goals are all achieved by 2022. What will drive the testing center beyond 2022? More thoughtful, long range planning is indicated. Where does the Testing Center see itself in 2026 when their next program review is due?	12/20/2021 3:06 PM
8	Barb has made the testing center a perfect addition to the college and a shining gem in the testing community.	12/15/2021 10:36 AM

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

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Accept department review document	93.75%	15
Send back to department lead	6.25%	1
TOTAL		16

Q11 Please highlight the strengths of the department.

Answered: 16 Skipped: 0

#	RESPONSES	DATE
1	Good plans for the future, clear picture of how to get there.	1/11/2022 12:44 PM
2	Testing is available for a variety of needs.	1/10/2022 5:32 PM
3	Current staff training, demonstrated access, dedication to students (many of whom that are experiencing high, crises level stress), and breadth/width of the general knowledge required for administration of exams	1/10/2022 9:05 AM
4	Capable, caring, and customer service oriented professionals.	1/7/2022 11:41 AM
5	The broad offerings for testing and the very dedicated staff.	1/6/2022 4:49 PM
6	Staff, new facilities, commitment to serving the community. comprehensive programming	1/6/2022 4:30 PM
7	Responsiveness to college and community needs is one of the greatest strengths of this area.	1/6/2022 2:13 PM
8	The department is well-run, organized, and provides services to our community which is essential.	1/6/2022 11:50 AM
9	Well under budget. Staff appears to be well trained and knowledgeable.	1/6/2022 11:13 AM
10	Very talented manager Awareness of new market possibilities and opportunities	1/6/2022 10:50 AM
11	Organized & efficient operations, highly trained staff	1/6/2022 10:22 AM
12	The strengths of the department is in its dedicated, passionate and talented staff.	1/4/2022 9:57 AM
13	Very responsive to supporting the needs of the students and the college.	1/3/2022 11:02 AM
14	The strengths appear to be the dedicated staff and clear procedures.	12/22/2021 12:16 PM
15	Barb Dalke is an outstanding Testing Center Coordinator. The staff is friendly and helpful. Barb will be a hard person to replace if there isn't some sort of succession planning going on in the next few years.	12/20/2021 3:06 PM

16	The testing center is reliable, clean, well organized, and helpful.	12/15/2021 10:36 AM

Q12 Please outline weaknesses of the department.

Answered: 16 Skipped: 0

#	RESPONSES	DATE
1	Need more staff, need staff to flex to full time when needed.	1/11/2022 12:44 PM
2	No evidence of supporting a more online student base. It may be there, but it was not mentioned in the review.	1/10/2022 5:32 PM
3	Definitely would benefit from additional FTE and associated staff recruitment/retention strategies.	1/10/2022 9:05 AM
4	Overworking those professionals.	1/7/2022 11:41 AM
5	Lack of a forward look to ensure the department has the resources needed to continue growing and providing services in the future.	1/6/2022 4:49 PM
6	Dependence on one amazing coordinator, need to cross training and grow staffing expertise	1/6/2022 4:30 PM
7	Staffing in a demanding position has been a long term problem	1/6/2022 2:13 PM
8	Lack of personnel, especially so that the Coordinator can time off, since they are the only one certified to give various exams.	1/6/2022 11:50 AM
9	Staff scheduling is thin at times and needs to be addressed. High turn over rate.	1/6/2022 11:13 AM
10	Succession Marketing Lack of signage outside	1/6/2022 10:50 AM
11	Recruitment of new personnel	1/6/2022 10:22 AM
12	Testing Center staff and leadership are doing such work, they need more staff hours to ensure the stability of the center.	1/4/2022 9:57 AM
13	Enough personnel to cover for the coordinator or other staff members.	1/3/2022 11:02 AM
14	The Testing Center positions are demanding, and there is limited staffing. There is a high turnover rate for proctors.	12/22/2021 12:16 PM
15	Needs more long range planning and more external and internal feedback from stakeholders to fully develop goals and plan the next 5 years. It is a big miss not to plan for Barb's replacement since she has indicated her retirement plan to us now.	12/20/2021 3:06 PM
16	The staffing issues are worrying. It's possible the pay isn't sufficient to keep staff in this current economic climate.	12/15/2021 10:36 AM

Q13 Please make recommendations for department improvement.

Answered: 16 Skipped: 0

#	RESPONSES	DATE
1	Offer adjunct faculty the opportunity to work in the center.	1/11/2022 12:44 PM
2	Establish true goals that relate to the Colleges core themes. Establish more of an online presence.	1/10/2022 5:32 PM
3	Additional investment in staffing is critical for the long term success of this vital effort. Would suggest additional intentional linkage (i.e. a quarterly check in) with natural campus partners (Career Center et al) and a continued/expanded focus on the "relational" (vs "transactional")	1/10/2022 9:05 AM

	elements of the work with both community partners and the students themselves (as an example, maybe its already happening, but connectivity to counseling services or to supplemental resources through KCC's Benefits Navigator in order to mitigate at least a few of the stressors)	
4	Continue to expand and market the department. Transition to full-time staff with a succession plan.	1/7/2022 11:41 AM
5	Focus on strategic multi year planning to set a vision for the future.	1/6/2022 4:49 PM
6	Excellent program.	1/6/2022 4:30 PM
7	Finding excellent employees that will remain and provide continuity is an issue that the department needs to address. One suggestion is to ask for budget increases to more easily attract and retain talent.	1/6/2022 2:13 PM
8	Have a full-time proctor who could also gain certification for some of the test that are provided by the testing center.	1/6/2022 11:50 AM
9	I would address the high turn-over rate. Moving a part-time proctor to full-time may fix this, or possibly hiring additional part-time staff for peak testing times.	1/6/2022 11:13 AM
10	Testing Center has grown into a vital resource for the region, not just for the campus. Even though there are succession plans in the works, especially with Barb's 3-year retirement horizon, succession planning still makes me uneasy. It seems to me that we need to budget for employing another someone with appropriate degree qualifications now, so that hire can take place in the next year. The second item of concern is that Barbara is making flyers, making copies, and hand-delivering them. Her efforts are excellent and to be applauded, but I am a bit sorry she needs to do it. To be realistic, our Testing Center is now is a good position to be a serious competitor to all those private sector testing centers on the I-5 (north-south along west coast) and I-84/I-90 (east-west) corridors. Our talented staff and excellent facilities deserve a professional grade marketing plan and marketing services/materials both in paper and online. Flyers, posters, a dedicated website - these need to rival the private sector centers in quality and distribution. She shouldn't have to say "we try to get the word out." Do a Google search for Oregon testing centers -- SOU, OIT, and COCC show up, but we do not.	1/6/2022 10:50 AM
11	POS feature for exams requiring payment.	1/6/2022 10:22 AM
12	Additional staff, a bilingual staff member, potential solutions sought in addressing the high staff turnover rate, continued work on stated goals.	1/4/2022 9:57 AM
13	Continue to search for a proctor who can cover for the coordinator and other staff.	1/3/2022 11:02 AM
14	Work closely with other departments (especially marketing) to help spread the word about the tests that are available at KCC.	12/22/2021 12:16 PM
15	Encourage PD for all staff, incrementally provide more responsibility (at least the knowledge of) to staff other than Barb so that the center isn't just reliant on the operations handbook Barb has created when she retires. Seek internal and external stakeholder input.	12/20/2021 3:06 PM
16	Making sure the budget matches the good work that is being done by the staff.	12/15/2021 10:36 AM

Q14 Please enter your name.

Answered: 16 Skipped: 0

#	RESPONSES	DATE
1	Janice Silvestri	1/11/2022 12:44 PM
2	Paul Breedlove	1/10/2022 5:32 PM
3	Peter Lawson	1/10/2022 9:05 AM
4	David Edgell	1/7/2022 11:41 AM

5	Charles Massie	1/6/2022 4:49 PM
6	Jamie Jennings	1/6/2022 4:30 PM
7	Jeanne LaHaie	1/6/2022 2:13 PM
8	Edis	1/6/2022 11:50 AM
9	Ian Kautzman	1/6/2022 11:13 AM
10	Thomas Nejely	1/6/2022 10:50 AM
11	Rick Ball	1/6/2022 10:22 AM
12	Holly Owens	1/4/2022 9:57 AM
13	Kelley Fritz	1/3/2022 11:02 AM
14	Rochelle Daniel	12/22/2021 12:16 PM
15	Allison Sansom	12/20/2021 3:06 PM
16	Joni Hansen	12/15/2021 10:36 AM