#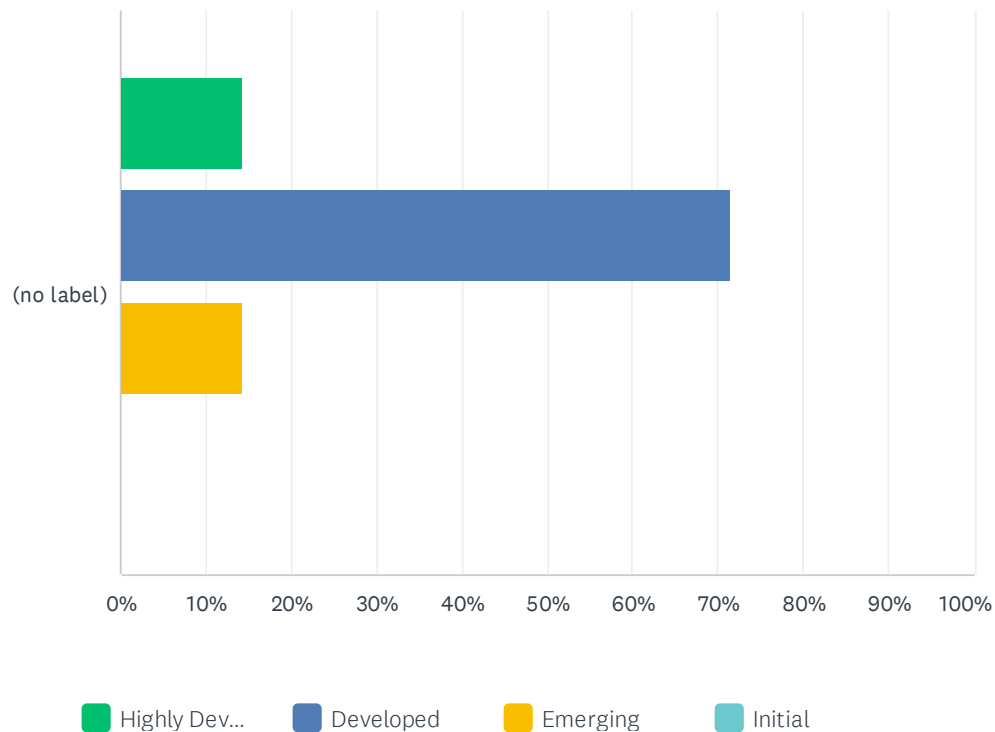 Q1 SUPPORT OF THE COLLEGE MISSIONHighly Developed: Exhibits ongoing and systematic evidence of mission achievement.Developed: Exhibits evidence that planning guides program and services selection that supports the college's mission.Emerging: Evidence that planning intermittently informs some selection 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: 14   Skipped: 0

🟩 Highly Dev...   🟦 Developed   🟨 Emerging   🟦 Initial

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	14.29% 2	71.43% 10	14.29% 2	0.00% 0	14	3.00

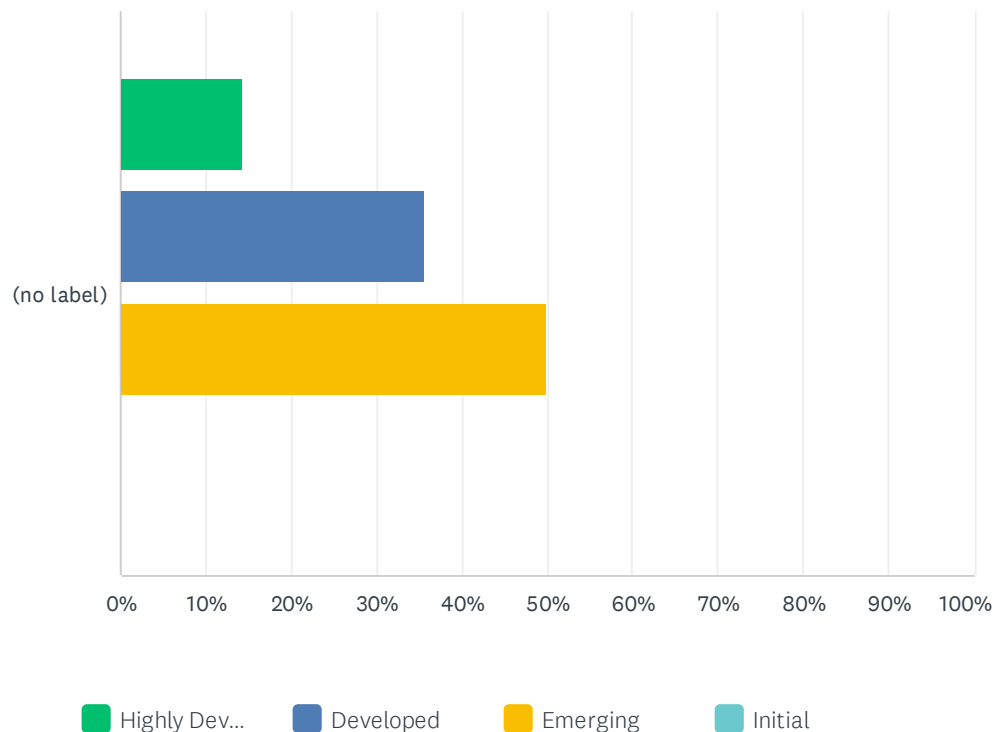| #	FEEDBACK:	DATE
1	Interesting statistics about the county in 1C, but can anyone in the county use the Tutoring Center, even if they are not taking classes at KCC? Nice statistics on student usage.	2/17/2022 10:53 AM
2	Clear linkage to Mission, strategic initiatives (access) and impacts for those served by the institution.	2/15/2022 6:56 PM
3	I would have liked to have seen alignment with KCC's core themes, which in turn would show alignment with the mission. The tutoring center does a great deal of access and works with diverse communities, which is essential for success.	2/15/2022 11:26 AM
4	The Tutoring Center serves the diverse needs of students and faculty through a variety of accessible services, and has adapted to Covid challenges.	2/11/2022 5:40 PM

5	The 2 goals were not measurable so it is difficult to ascertain whether they were actually met or not. Planning is not evident, and there is concern that ESL students may not necessarily be accommodated for their unique needs. How do the number of the demographics served compare with the over-all demographics of the students of the college. How are you measuring whether the services provided are actually positively impacting students. Planning needs to become more evident.	2/11/2022 3:15 PM
6		1/26/2022 2:47 PM
7	The tutors are trying to be available to the students in any way they can be.	1/19/2022 10:37 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: 14   Skipped: 0

🟢 Highly Dev...   🔵 Developed   🟡 Emerging   🔵 Initial

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	14.29% 2	35.71% 5	50.00% 7	0.00% 0	14	2.64

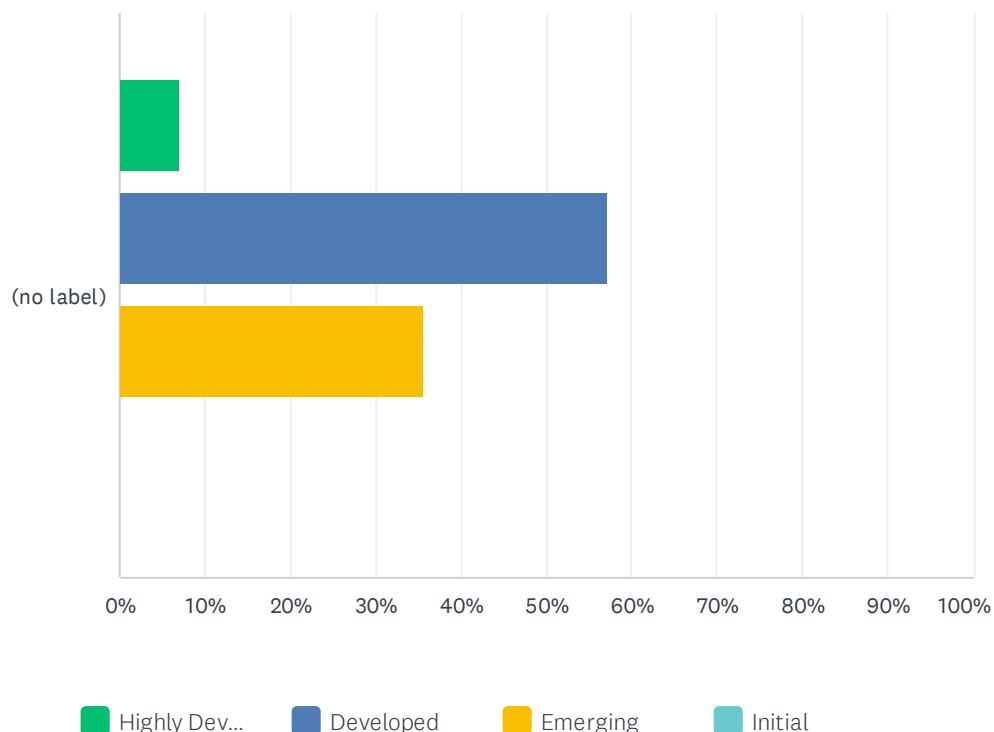| #	FEEDBACK:	DATE
1	Goal 1 (Accommodate students) is a bit vague and difficult to measure. Nice work on goal 2, but needs some data for specific proof.	2/17/2022 10:53 AM

2	These goals are difficult to measure.	2/17/2022 7:37 AM
3	I don't think there's a question efforts have met goals as stated, but goals lack specificity and would benefit from expansion. What does high quality tutoring consist of, what are the benchmarks being measured against? Are there comparable metrics that other institutions are applying to this work? Is there a different applied metric for those utilizing online services (Tutor-me.com) and those getting in person assistance?	2/15/2022 6:56 PM
4	Did the tutoring center only have two goals? If so, are there plans to have additional goals in the future? If not, what is the status of the rest of the goals?	2/15/2022 11:26 AM
5	Adaptation to online tutoring is providing for students where they are at, and when they need assistance. Degree and certification requirements for campus-based tutors ensures quality, personalized one-on-one instruction.	2/11/2022 5:40 PM
6	The 2 goals were not measurable so it is difficult to ascertain whether they were actually met or not. Planning is not evident, and there is concern that ESL students may not necessarily be accommodated for their unique needs. How do the number of the demographics served compare with the over-all demographics of the students of the college? Has that been considered? How are you measuring whether the services provided are actually positively impacting students? Planning needs to become more evident.	2/11/2022 3:15 PM
7	A more in-depth goal setting and specific outcome evaluations could be utilized. This section "thin"	1/26/2022 2:47 PM
8	The tutors are available, but they are not being used. Maybe better marketing would help.	1/19/2022 10:37 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: 14   Skipped: 0
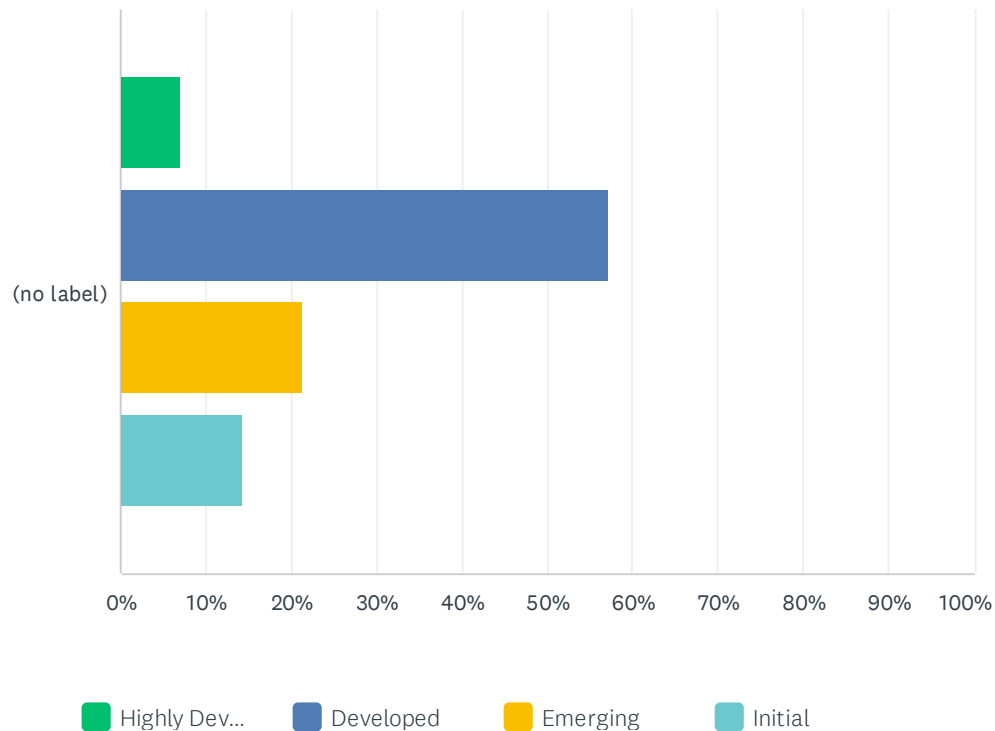
Tutoring Center Program Review Feedback

Legend: Highly Dev... / Developed / Emerging / Initial

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	57.14% 8	35.71% 5	0.00% 0	14	2.71

#	OTHER (PLEASE SPECIFY)	DATE
1	These are the PD courses offered at KCC, but which of your tutors have taken these courses?	2/17/2022 10:53 AM
2	I did not realize there were that many 3/4 time tutors on staff.	2/17/2022 7:37 AM
3	I am in consensus with the statement that there could be another level of daily management and increased in person capacity	2/15/2022 6:56 PM
4	Link personnel request to tutoring usage. Seems like usage is down but request for more personnel is up.	2/15/2022 4:41 PM
5	There is a need for a lead tutor to help with department responsibilities and perhaps a bilingual tutor (Ref: 4b, 7b)	2/15/2022 11:26 AM
6	Plans for reorganization with a lead tutor, and two additional part-time tutors will help the Center run more efficiently. As more students return to campus post-Covid, this organizational structure, and additional tutors, will benefit students. A focus on hiring bilingual tutors would also help meet student needs.	2/11/2022 5:40 PM
7	What evidence is there to support the request for additional staff? IN most colleges our size the Librarian position also manages the LRC. No evidence was provided that would indicate the LRC director can't provide the service that is being requested of a "Lead Tutor"? There is no mention of what the LRC Director does and how he contributes to the LRC services.	2/11/2022 3:15 PM
8	Is org chart adequate and meeting KCC student needs?	1/26/2022 2:47 PM
9	The staff seem very helpful.	1/19/2022 10:37 AM
10	Permanent part-time staff helps improve the quality of services provided.	1/19/2022 10:32 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.
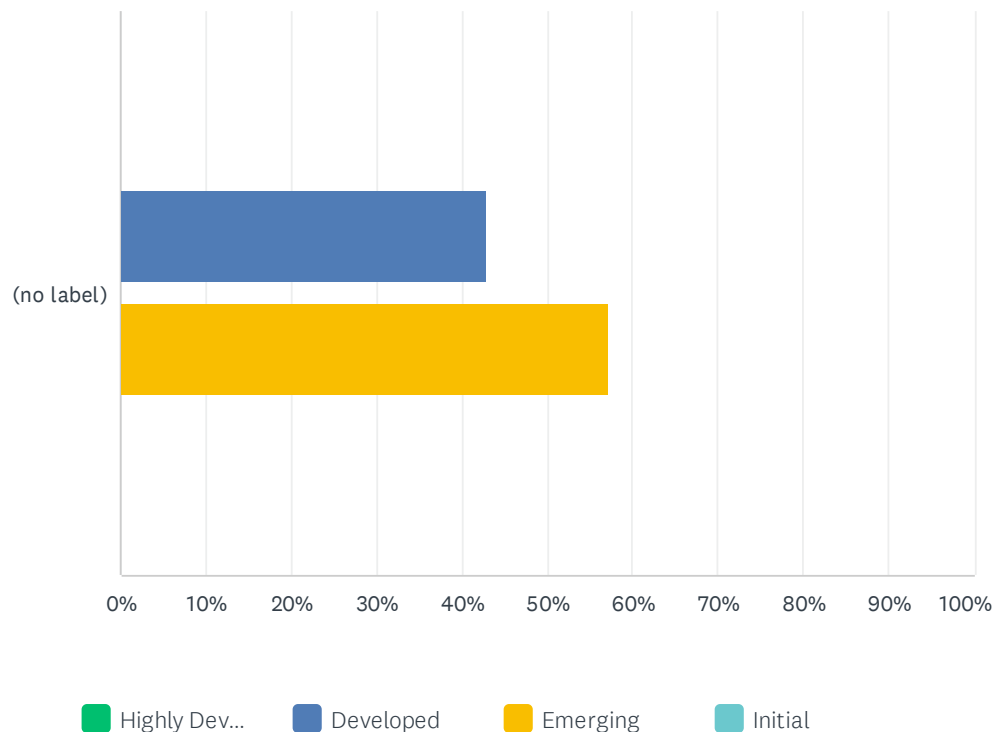
Answered: 14   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	57.14% 8	21.43% 3	14.29% 2	14	2.57

#	FEEDBACK:	DATE
1	Good choice to include Spanish Language training.	2/17/2022 10:53 AM
2	There looks to be a good "core" of onboarding basics, existing degrees, and opportunity for expanded learning. This said, I'm curious to know how much is informed by student identified needs. If the Center sees more students struggling in say, developmental math courses, is there bandwidth to add responsive capacity in that area, and would there be an impact in that scenario, on availability for physics tutoring?	2/15/2022 6:56 PM
3	You may want to mention that your tutors attend discipline meetings, work regularly with faculty and even take discipline classes to develop proficiencies.	2/15/2022 4:41 PM
4	Other than trainings required by KCC there is little specific evidence that the staff or director is engaging in specific PD that would improve their actual services.	2/11/2022 3:15 PM
5	Items listed do not appear to be Professional Development that would benefit tutors at	2/11/2022 3:01 PM

	improving their craft	
6	basics covered. Spanish may be a good thing to develop.	1/26/2022 2:47 PM
7	Consider providing a more detailed record of who is participating in professional development activities and when they take place.	1/25/2022 11:49 AM
8	There may be online conferences the tutors could participate in now that the numbers of students is low.	1/19/2022 10:37 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: 14   Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	42.86% 6	57.14% 8	0.00% 0	14	2.43

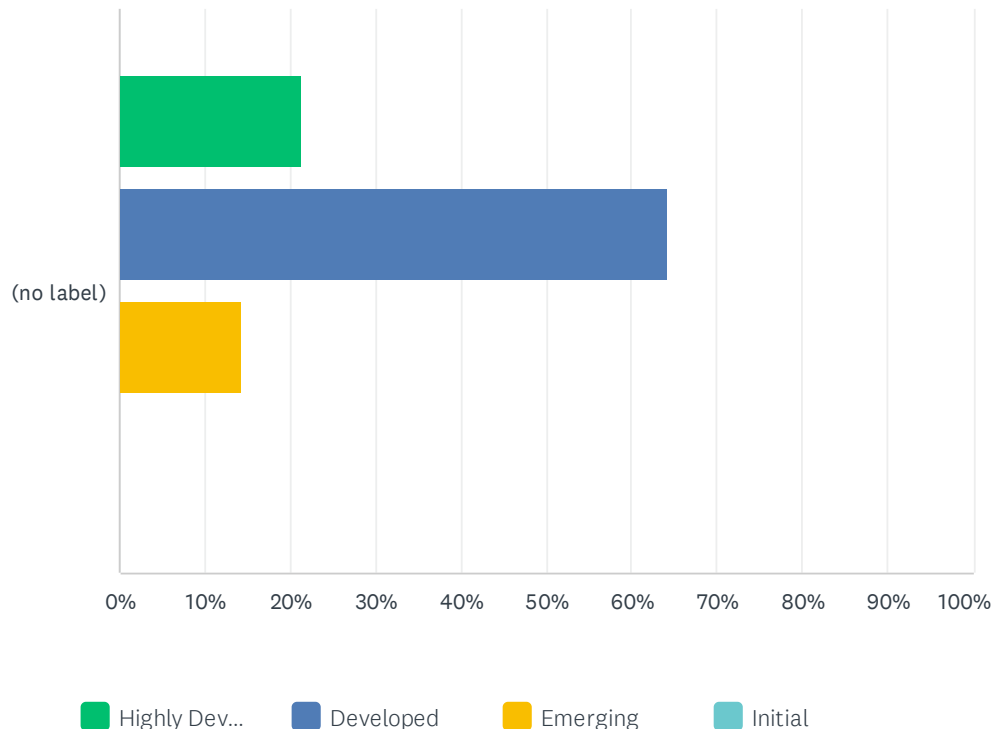| #	FEEDBACK:	DATE
1	Please see the CTL for more information about an easy check-in system for your department. Do you have estimated costs for these facilities and equipment?	2/17/2022 10:53 AM
2	The plan to update equipment needs seems well articulated. There is no mention of physical space sufficiency(?).	2/15/2022 6:56 PM

3	Should provide a description of current facilities and equipment as background information	2/15/2022 4:41 PM
4	Need for technology to help with remote tutoring services.	2/15/2022 11:26 AM
5	It would be beneficial for the center to acquire an electronic check-in system, to reduce "static" time for students when they enter the center. More time for instruction. The transition to college-owned computers for Zoom tutoring sessions is necessary.	2/11/2022 5:40 PM
6	They could use an electronic check in system. How are equipment needs being determined, other than opinion?	2/11/2022 3:15 PM
7	Seems like KCC has tried multiple ways to reach out to students in covid. Multiple locations etc It appears engagement 1 on 1 in person is still a challenge.	1/26/2022 2:47 PM
8	Having the tutors together again and in building 9 is better than having them separated. The department stated they could use more equipment.	1/19/2022 10:37 AM
9	A laptop cart, laptop and software are needed for inventory.	1/19/2022 10:32 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: 14   Skipped: 0

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

#	FEEDBACK:		DATE

1	This is the LRC's budget. Does the tutoring center have its own budget?	2/17/2022 10:53 AM
2	It would have been helpful to see how the LRC Director contributes to the daily services being offered and why as a college we need both an LRC director and a Librarian.	2/11/2022 3:15 PM

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: 14   Skipped: 0

🟢 Highly Dev...   🔵 Developed   🟡 Emerging   🟦 Initial

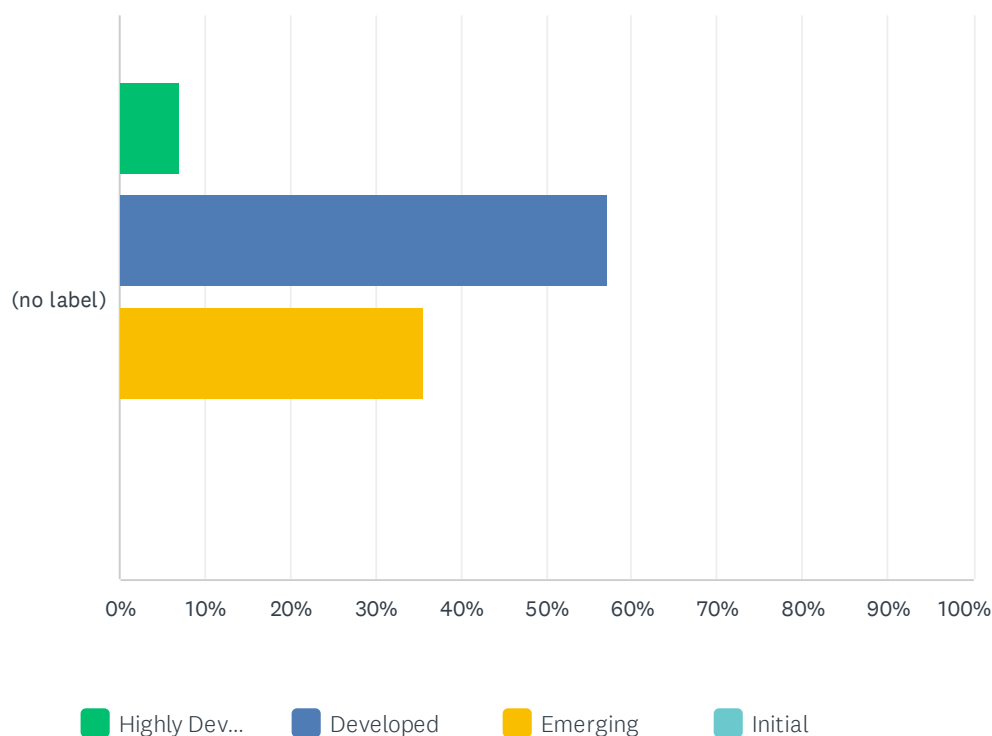|	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	71.43% 10	14.29% 2	7.14% 1	14	2.79

#	FEEDBACK:	DATE
1	statement is responsive.	2/15/2022 6:56 PM
2	The center's strengths reflect the outcomes of prior accomplished goals. The center's weaknesses can be seen as new goals, particularly in hiring bilingual instructors.	2/11/2022 5:40 PM
3	The tutors seem very well qualified for their content areas. It is not evident that any inquiry into their quality of services is being assessed, and the lack of specific professional development indicates their is room to grow in many other areas than content expertise. Being a content expert is just one aspect of being an effective tutor. Are students who use the services asked to fill out an evaluation of the effectiveness of services?	2/11/2022 3:15 PM

| 4 | Staff consistency I see as a good thing. I would say it is hard to evaluate if tutoring is getting the student to completion or not. | 1/26/2022 2:47 PM |
| 5 | The tutoring center is under used at the moment. The tutors have many hours of down time. I would have added that as a weakness. | 1/19/2022 10:37 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: 14   Skipped: 0

Highly Dev...   Developed   Emerging   Initial

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	57.14% 8	35.71% 5	0.00% 0	14	2.71

| #	FEEDBACK:	DATE
1	Sound like great goals.	2/17/2022 10:53 AM
2	Like the prior goals, those listed relevant to this section would benefit from specificity, data informed targets (i.e. ratios of LatinX students being served to current tutors with bilingual skill sets), cross reference to the student benefit (i.e. is there informed demand that demonstrates the investment in equipment will maximize efficiency/ minimize student wait time to get assistance). Are there contrast/comparisons for the value of KCC human tutor interaction (who presumably know the region and campus resources as well as the material) and Tutor.me? Alternately, since Tutor.me has a bi-lingual element, does that mitigate the need for hiring to those skills any (my guess would be no, but take the opportunity to make the case)? The section just needs some expansion. There could also be goals set around addressing tutoring	2/15/2022 6:56 PM

culture generally (students shouldn't ever feel like asking for help is an indication they are a "failure", more that they are investing time in understanding subject matter that will ultimately benefit their chosen academic or career track). Set some numbers around connectivity times or resulting outcomes (i.e. 80% of surveyed KCC students who receive tutoring assistance will report course/grade improvement by the subsequent term or 75% surveyed participants indicate tutoring as a factor in retention from Fall to Winter Term")

3	Identifies short term goals. What are the long-term goals?	2/15/2022 11:26 AM
4	All goals are to be completed in 2022. There appears to be a lack of systematic planning for long range goals and a desire to address whether the services are actually effective.	2/11/2022 3:15 PM
5	New goals as stated are very narrow focus, one-and-done items	2/11/2022 3:01 PM
6	More specific goals in place. These all seem short term tho.	1/26/2022 2:47 PM
7	Adding zoom to the tutoring options and having the tutors have laptops to do so is a great goal.	1/19/2022 10:37 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.
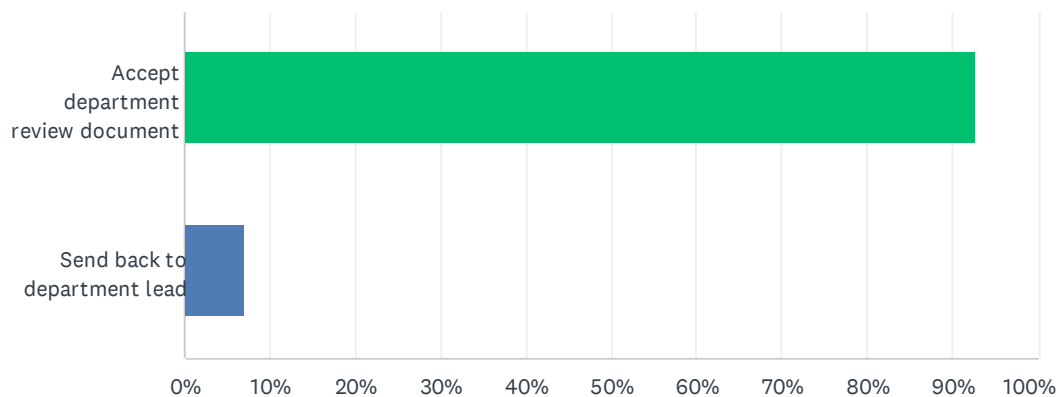
Answered: 14   Skipped: 0
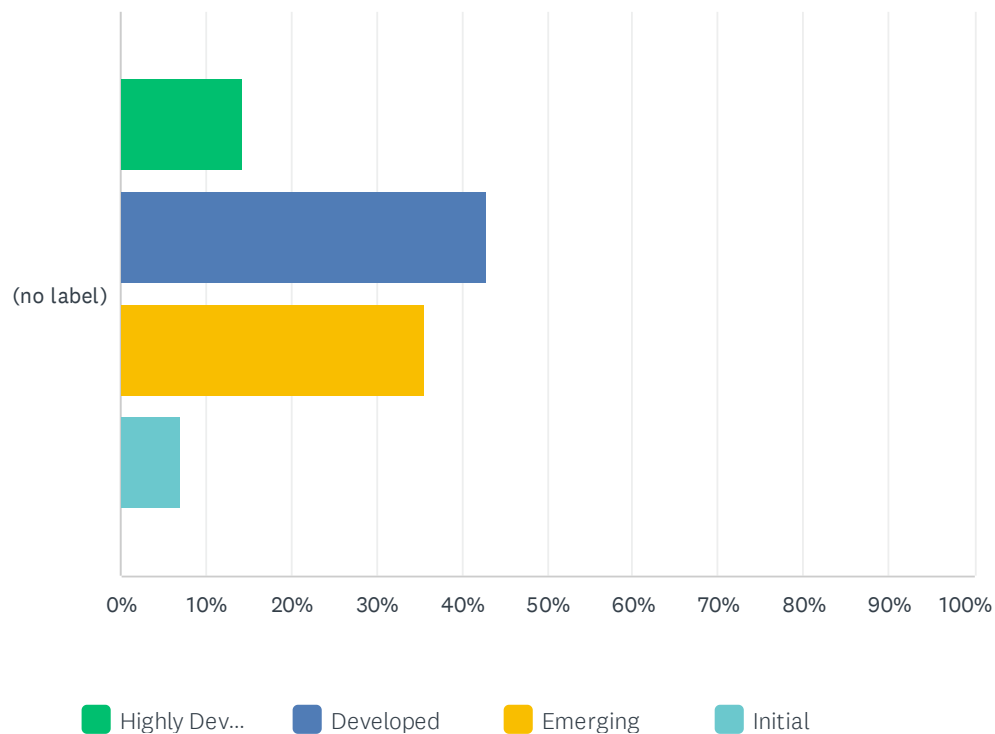
Highly Dev...   Developed   Emerging   Initial

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	14.29%	42.86%	35.71%	7.14%		
	2	6	5	1	14	2.64

#	FEEDBACK:	DATE
1	Very little proof to reinforce the statements made.	2/17/2022 10:53 AM
2	Planning appears to be more of a "by the seat of their pants" approach. The report does not indicate the value of a stand alone LRC director rather than combining this position with the Librarian as is more common place in small community colleges across Oregon. In fact the report actually indicates there is an opportunity for cost saving s for KCC by the elimination of the administration position, especially since we now have a "lead tutor".	2/11/2022 3:15 PM
3	Is tutoring making a difference in student success? That question is hard to evaluate and is not addressed.	1/26/2022 2:47 PM

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

ANSWER CHOICES	RESPONSES	
Accept department review document	92.86%	13
Send back to department lead	7.14%	1
TOTAL		14

Q11 Please highlight the strengths of the department.

Answered: 14   Skipped: 0

#	RESPONSES	DATE
1	It employs tutors with degrees.	2/17/2022 10:53 AM
2	Highly qualified tutors are on staff.	2/17/2022 7:37 AM
3	Depth of knowledge	2/15/2022 6:56 PM

4	Seasoned tutors and appropriate onboarding	2/15/2022 4:41 PM
5	Knowledgable tutors on staff	2/15/2022 11:32 AM
6	Professional tutors. 24/7 service.	2/15/2022 11:26 AM
7	The tutoring center is adaptable, keeps current with the needs of our students and is open to using both people, and technology to enhance services.	2/11/2022 5:40 PM
8	Content expert tutors	2/11/2022 3:15 PM
9	Has made many positive changes	2/11/2022 3:01 PM
10	Consistency in leadership and staff.	1/26/2022 2:47 PM
11	The tutors are experienced and dedicated to students.	1/25/2022 11:49 AM
12	The tutoring center has tried to face the pandemic with flexibility and inventiveness.	1/19/2022 10:37 AM
13	Very organized. Just hired a permanent full-time credentialed librarian.	1/19/2022 10:32 AM
14	Highly trained personnel able to provide supplemental instruction in multiple disciplines.	1/18/2022 6:16 AM

Q12 Please outline weaknesses of the department.

Answered: 14   Skipped: 0

#	RESPONSES	DATE
1	Assessment data of improved student performance. Have you tracked if the tutoring center has raised student grades or improved completion or retention?	2/17/2022 10:53 AM
2	The need for bilingual tutors is stated and is a valid statement.	2/17/2022 7:37 AM
3	Need more specific goals and clarity around long term staff development beyond initial onboarding/training	2/15/2022 6:56 PM
4	Needs more diversity in the tutoring pool. Need to develop long and short term goals that address the diverse needs of the stakeholders.	2/15/2022 4:41 PM
5	The tutoring center needs bilingual tutors.	2/15/2022 11:32 AM
6	Need of technology and bilingual tutor(s)	2/15/2022 11:26 AM
7	The center needs bilingual tutors, and post-Covid, as students return to campus and return to using the center more, staffing levels may need to be adjusted.	2/11/2022 5:40 PM
8	Deliberate and thoughtful planning and assessing the effectiveness of services. The value of an LRC director is not evident in the report.	2/11/2022 3:15 PM
9	This report did not explain a longer term vision or goals	2/11/2022 3:01 PM
10	Covid has destroyed one on one engagement.	1/26/2022 2:47 PM
11	The Tutoring Center finds it difficult to recruit desired personnel.	1/25/2022 11:49 AM
12	Making the students aware of all tutoring options is falling onto the shoulders of the teachers. There should be other marketing options.	1/19/2022 10:37 AM
13	Technology needs to aid in inventory and student library registration are needed.	1/19/2022 10:32 AM
14	Lack of bilingual tutors	1/18/2022 6:16 AM

Q13 Please make recommendations for department improvement.

Answered: 14   Skipped: 0

#	RESPONSES	DATE
1	Please assess the performance of students who have used the testing center.	2/17/2022 10:53 AM
2	With many of the student moving to online over the impact of Covid, the usage metric in the first table of section 1D scare me. I don't think the need for help has diminished, but the usage has. Finding a way to connect with students in todays learning environment will be important.	2/17/2022 7:37 AM
3	The department and its team are hugely important to the institution, and are a critical part of the student supporting infrastructure. Attempting to fulfill equipment and staffing recommendations should be a priority, but department also needs to be informing strategic goals by its own collected data points with measurable and ambitious targets that speak more to student outcomes	2/15/2022 6:56 PM
4	Provide more usage data and analysis. Develop a survey to review customer satisfaction with services.	2/15/2022 4:41 PM
5	None at this time	2/15/2022 11:32 AM
6	Hire a F/T tutor lead, increase the tutor pool, and hire a bilingual tutor.	2/15/2022 11:26 AM
7	Set annual goals for professional development for each center tutor.	2/11/2022 5:40 PM
8	Define and clarify the role /value of a stand alone LRC director. Deliberate and long range planning for the department. Recruitment of more diverse tutors who can better meet the needs of an ESL student. Professional credentials may not be what that population needs, specifically. Specific outreach to our students who transition form K-Cet/HEP since we know they have unique challenges coupled by poor academic transition rates. Develop student feedback opportunities to assess effectiveness of services provided.	2/11/2022 3:15 PM
9	better long term vision and improved professional development (systematic)	2/11/2022 3:01 PM
10	Plan to get number of sessions up? Numbers of student served?	1/26/2022 2:47 PM
11	Consider creating a long-term professional development plan to help tutors enhance their abilities to support diverse student populations.	1/25/2022 11:49 AM
12	Marketing and continuing to be flexible with the times are my recommendations.	1/19/2022 10:37 AM
13	Technology-laptop cart, laptop & software	1/19/2022 10:32 AM
14	Recruit bilingual tutors	1/18/2022 6:16 AM

Q14 Please enter your name.

Answered: 14   Skipped: 0

#	RESPONSES	DATE
1	David Edgell	2/17/2022 10:53 AM
2	Bill Jennings	2/17/2022 7:37 AM
3	Peter Lawson	2/15/2022 6:56 PM
4	Jamie Jennings	2/15/2022 4:41 PM
5	Ian	2/15/2022 11:32 AM
6	EW	2/15/2022 11:26 AM
7	Holly Owens	2/11/2022 5:40 PM
8	Allison Sansom	2/11/2022 3:15 PM
9	Tom Nejely	2/11/2022 3:01 PM

10	Mike Homfeldt	1/26/2022 2:47 PM
11	Rochelle Daniel	1/25/2022 11:49 AM
12	Joni Hansen	1/19/2022 10:37 AM
13	Kelley Fritz	1/19/2022 10:32 AM
14	Rick Ball	1/18/2022 6:16 AM