

OCET Council Self Assessment Survey Results

Past Reporting Period: 9/15/2019 – 12/15/2019

Current Reporting Period: 1/15/2020 – 4/15/2020



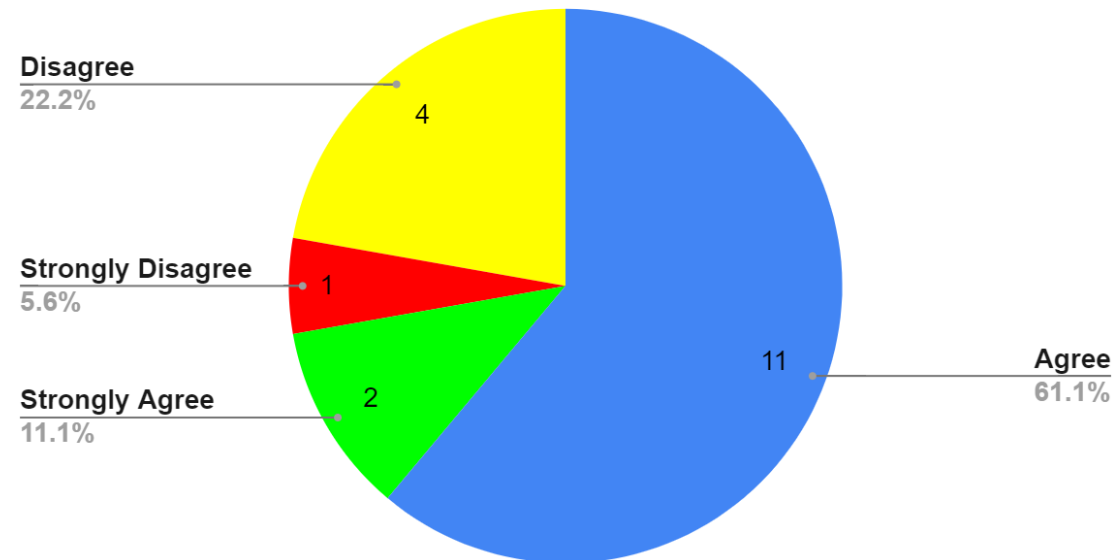


What specific, measurable goals do you want to achieve?

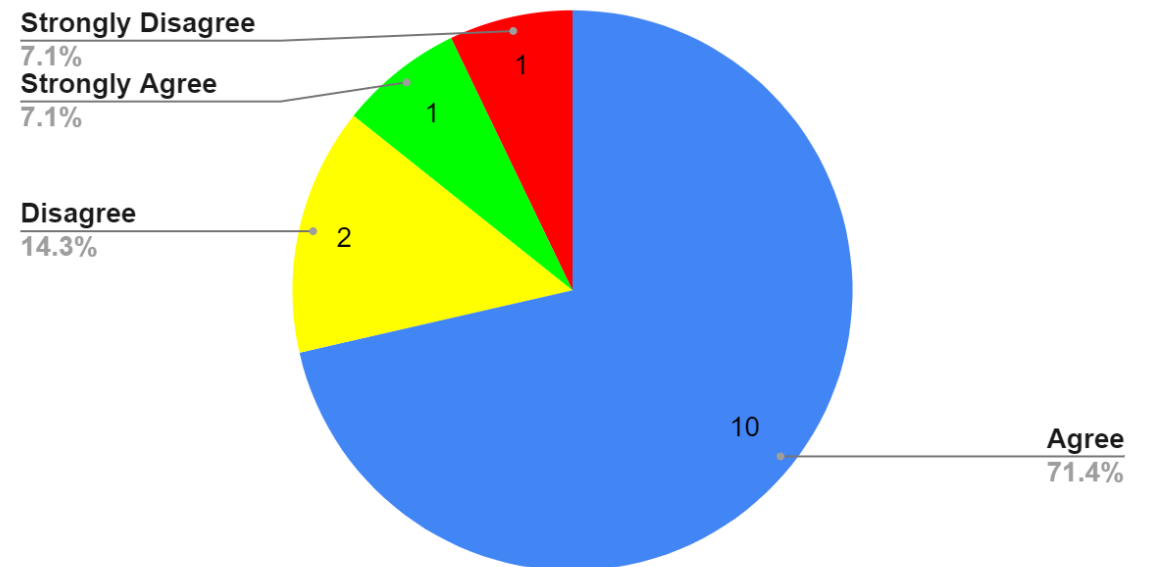
Goal: Maximize & Align Resources in OCET Programs

What Does the Data Say About Whether/How Well You are Progressing Towards Your Goal?

We have been making progress towards maximizing and aligning our resources for the OCET programs (9/15 - 12/15)



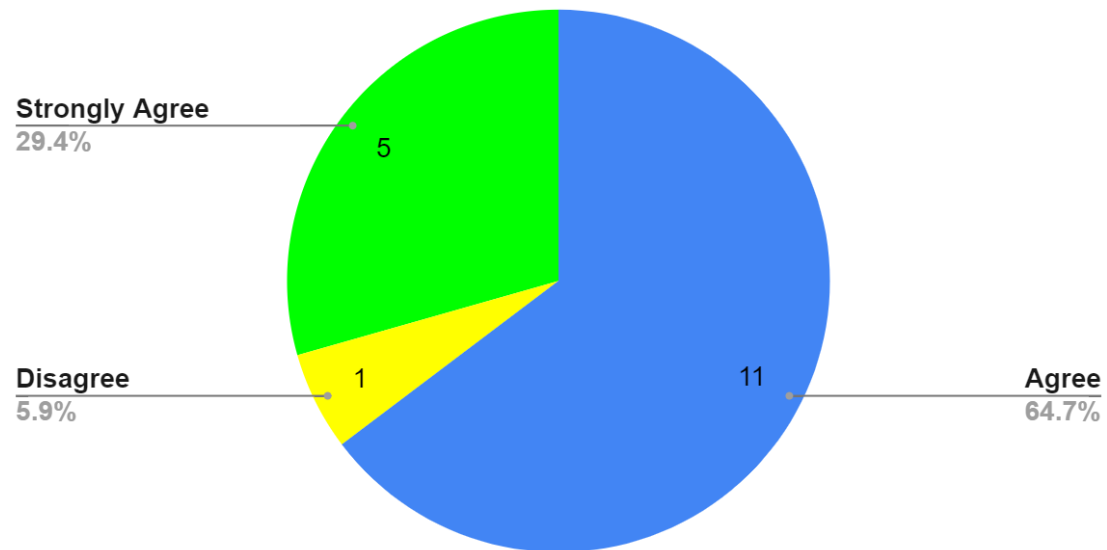
We have been making progress towards maximizing and aligning our resources for the OCET programs (1/15 - 4/15)



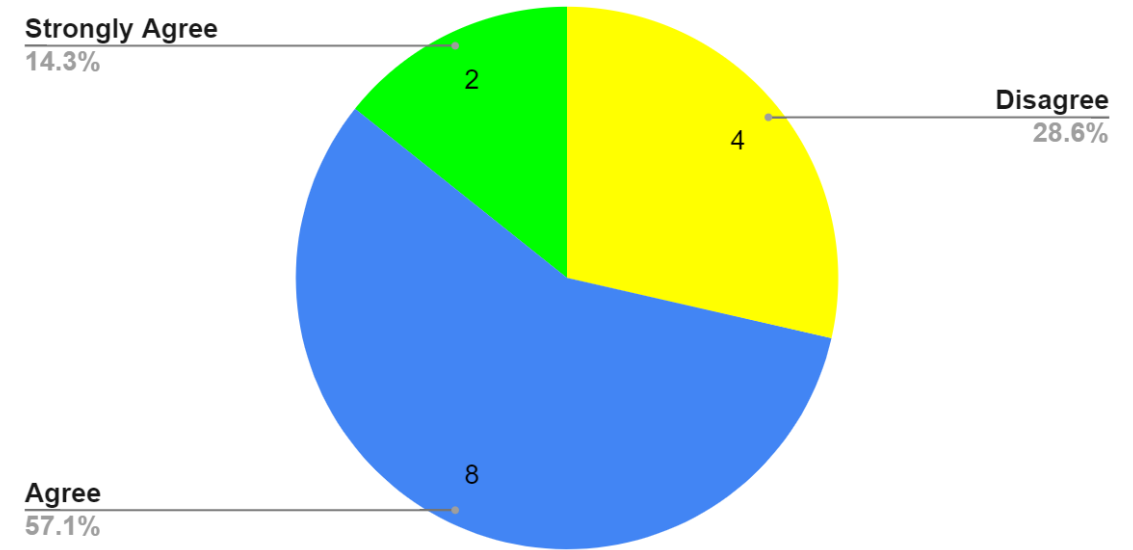
Goal: Improve Quality of OCET Courses

What Does the Data Say About Whether/How Well You are Progressing Towards Your Goal?

We have made improvements in the ability to measure the quality of our OCET courses (9/15 - 12/15)



We have made improvements in the ability to measure the quality of our OCET courses (1/15 - 4/15)

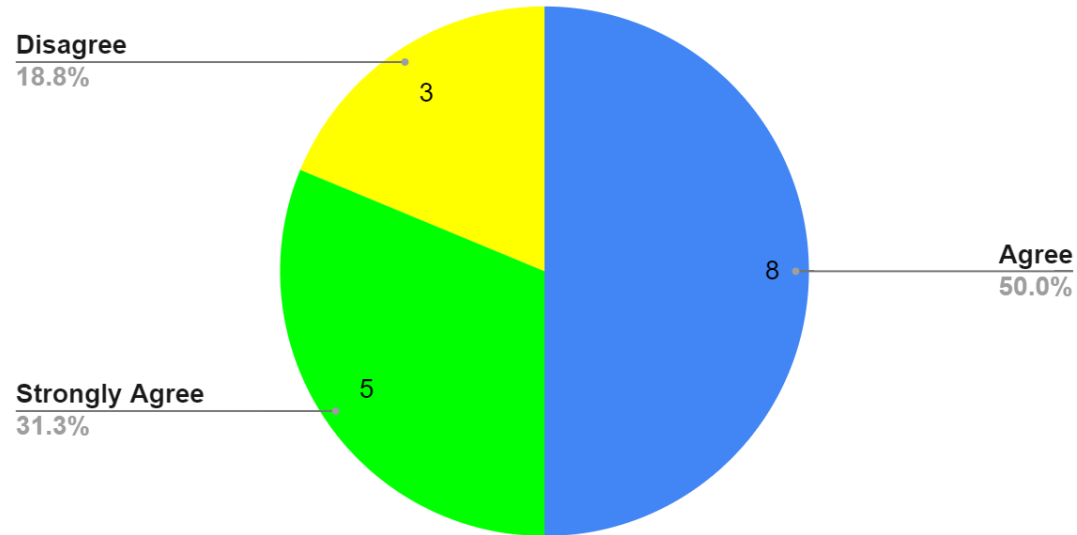


Goal:

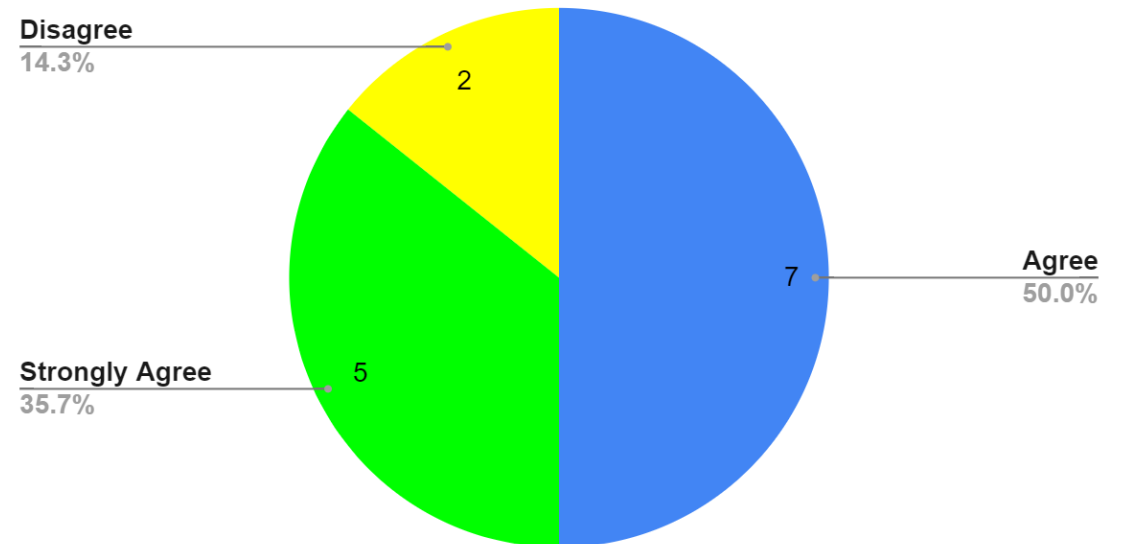
Provide Excellent, High Level Customer Service to Students

What Does the Data Say About Whether/How Well You are Progressing Towards Your Goal?

We have made improvements in providing excellent high level customer service to Students (9/15 - 12/15)



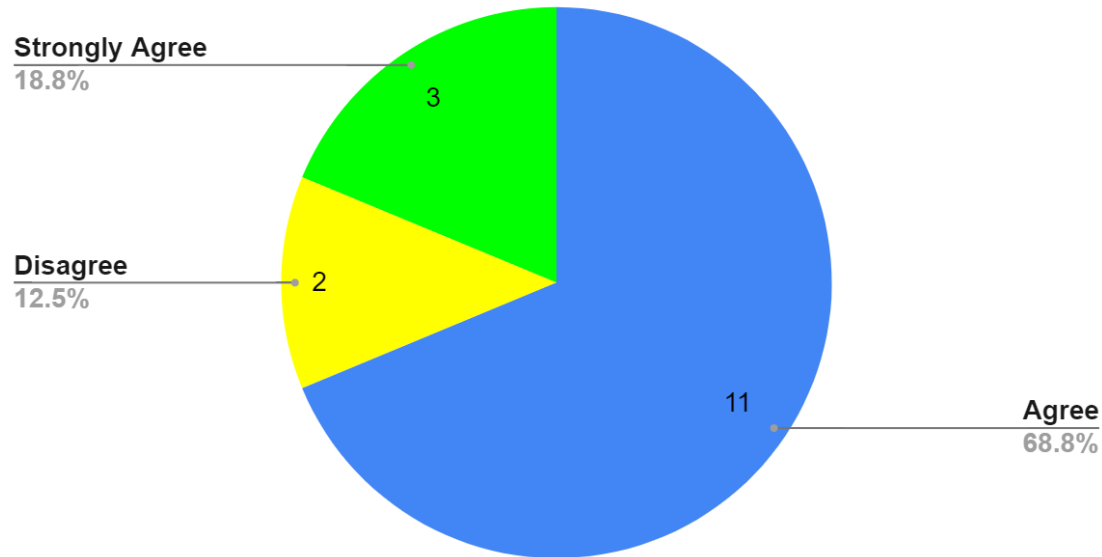
We have made improvements in providing excellent high level customer service to Students (1/15 - 4/15)



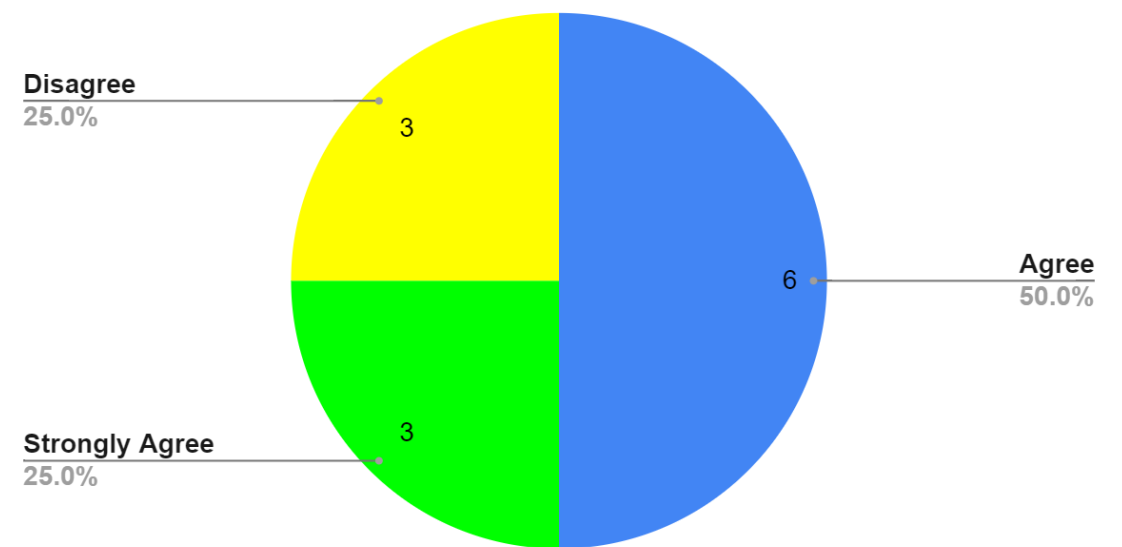
Goal: Provide Excellent, High Level Customer Service to Client Organizations

What Does the Data Say About Whether/How Well You are Progressing Towards Your Goal?

We have made improvements in providing excellent high level customer service to Client Organizations (9/15 - 12/15)



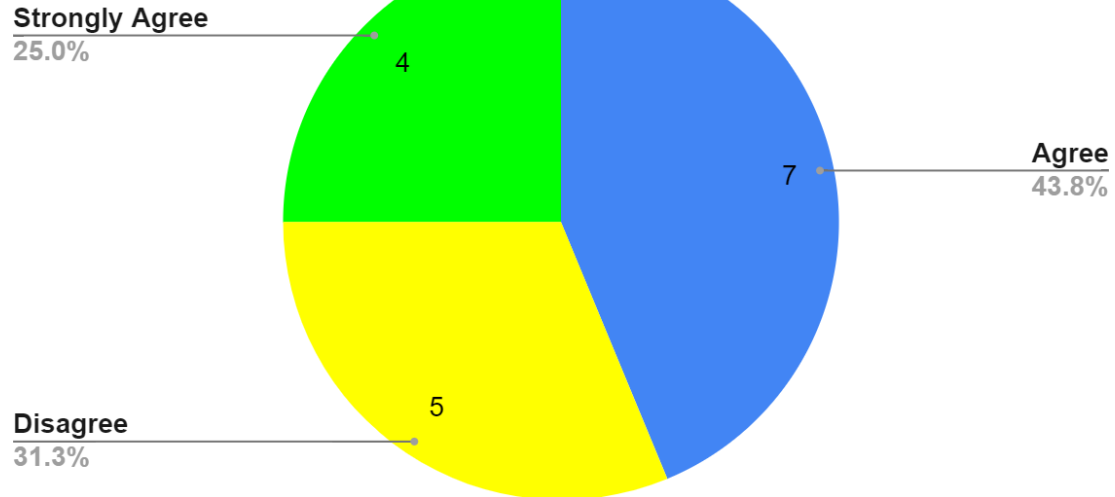
We have made improvements in providing excellent high level customer service to Client Organizations (1/15 - 4/15)



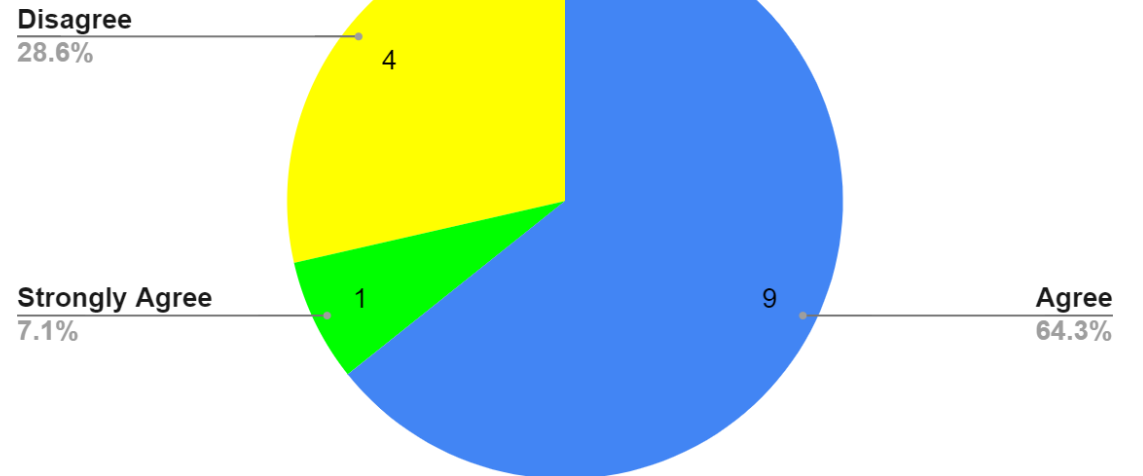
Goal: Provide Excellent, High Level Customer Service to Internal KapCC Units

What Does the Data Say About Whether/How Well You are Progressing Towards Your Goal?

We have made improvements in providing excellent high level customer service to Internal KAPCC Units (9/15 - 12/15)

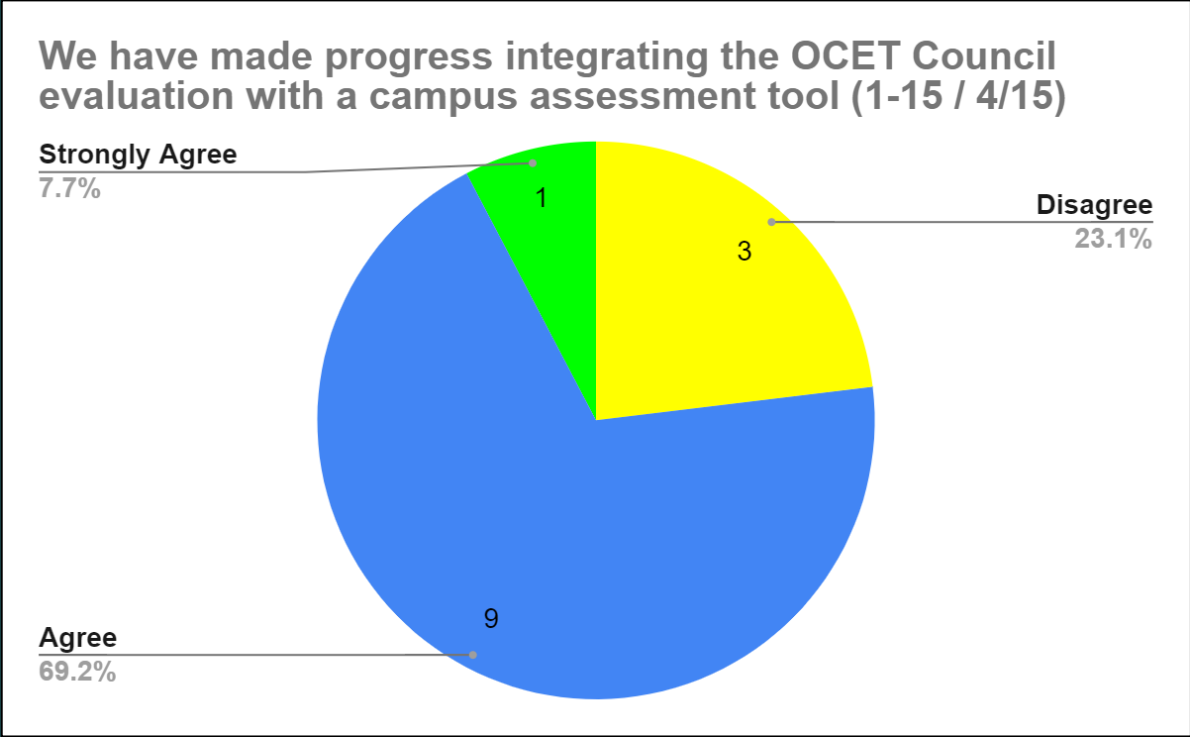
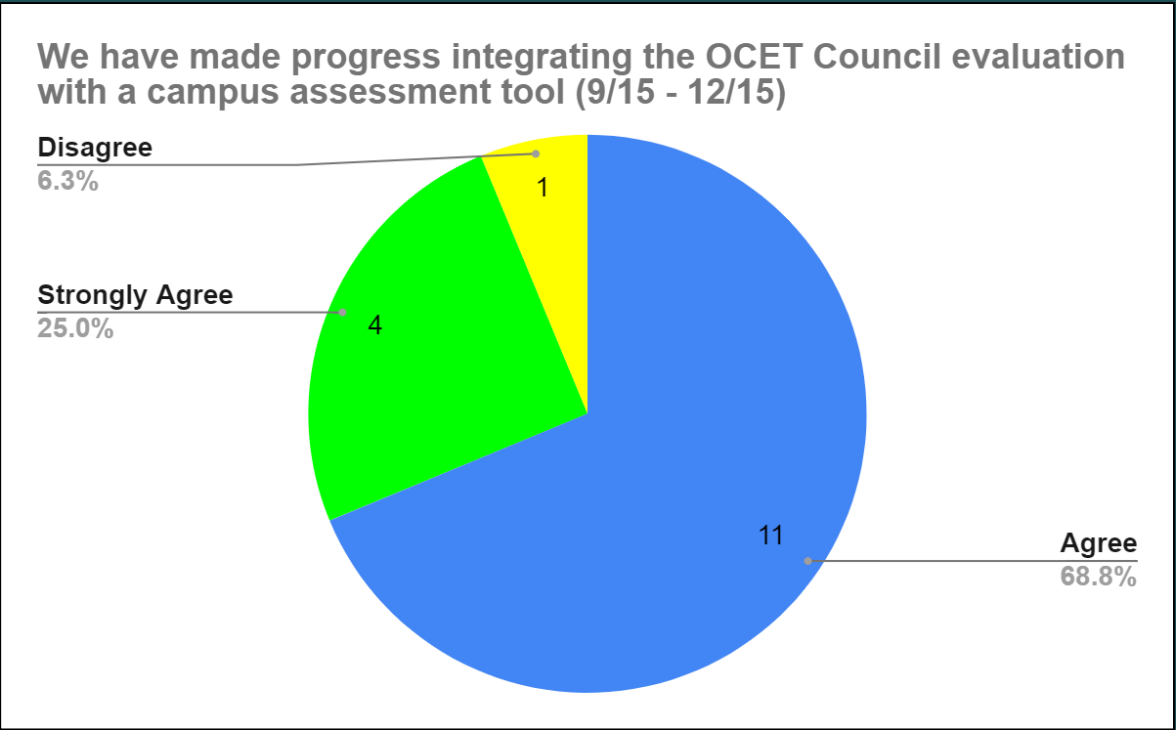


We have made improvements in providing excellent high level customer service to Internal KAPCC Units (1/15 - 4/15)



Goal: Develop Evaluation Plan for OCET Campus Council

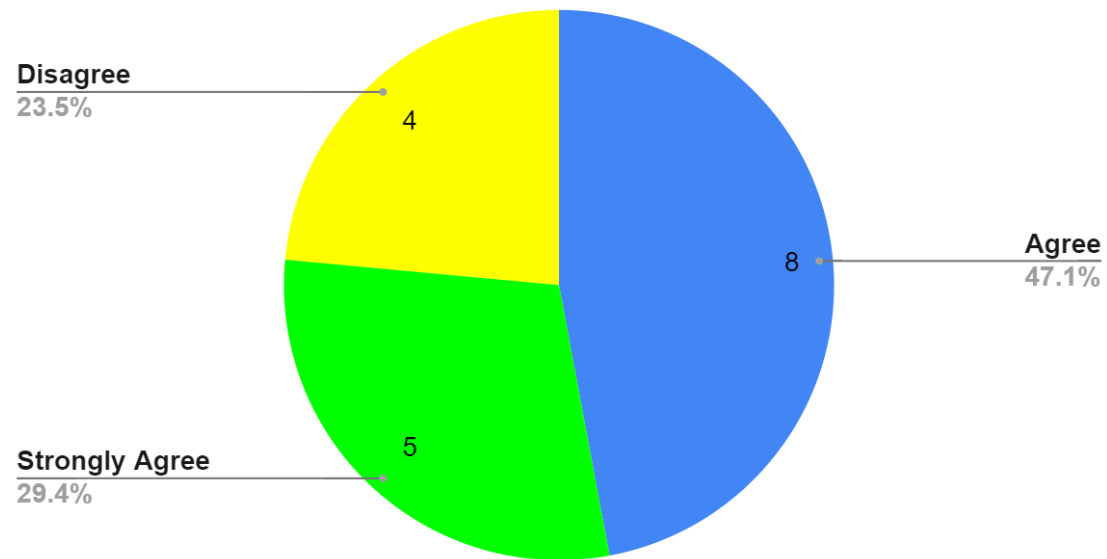
What Does the Data Say About Whether/How Well You are Progressing Towards Your Goal?



Identify & Select KPIs Relevant to Quality Control

What Does the Data Say About Whether/How Well You are Progressing Towards Your Goal?

We have made progress in utilizing Key Performance Indicators (KPI) data for measurement and decision making (9/15 - 12/15)



We have made progress in utilizing Key Performance Indicators (KPI) data for measurement and decision making (1/15 - 4/15)

