



**CENTRAL OREGON**  
community college

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## Department and Program Review Response Letter Nursing Assistant

June 6, 2025

Dear Megan:

Thank you for taking part in Department & Program Review (DPR) this year. The DPR process reveals critical connections that link your strengths, needs, values, priorities, and plans to those of the College. Further, it supports our commitment to innovation through continual improvement. We commend your dedication to empowering our students, engaging our communities, and supporting our values. This response to your report is based on what we see as your successes, what you and we identified as challenges, and guidance on how to proceed with the goals and needs you have described.

### Successes and Kudos

Your work to gain OSBN approval for online NA lectures has significantly increased access, especially for students in our new Madras High School NA program launching in 2025–26. The range of sites offering NA courses (COCC-Bend, COCC-Madras, SCHS, Ridgeview and Madras High Schools, and potentially Bend Tech Academy) is impressive and commendable.

Having Megan on the design team for the Health Careers floor in the new Madras Building has been instrumental in creating realistic learning environments. Her outreach to new Madras clinical sites has already laid the foundation for strong community partnerships.

The high number of students completing NA courses and the impressive a 95% pass rate reflects your deep commitment to student success. Integrating the IET program alongside NA is a great example of equipping students with the tools they need. We also appreciate your collaboration across the college (CHW, eLearning, ODI) and your outreach through programs like MedStars. Your recent OSBN reapproval, with the COCC-SCHS NA partnership highlighted as a model that could be used across the state, shows how valued your efforts are beyond our campus.

### Challenges

We recognize the challenges in finding qualified NA instructors. Megan's leadership at both the state and national levels to revise long-term care experience requirements has been outstanding. We're hopeful change is on the horizon. We also appreciate your proactive approach with Headmaster regarding the strict examiner, and we're glad they're investigating further. Finally, we know collecting demographic data from non-credit SCHS courses can be tough. It's encouraging that you and Chris Egertson may have found a path forward.

### Goals and needs

Expand programming to Madras

You have been thoroughly involved in the development of the facilities and program for our Madras expansion—a Strategic Plan goal. We know this has been a heavy lift, and we appreciate the work that you and your team have done to identify the space and equipment needs so that we can offer students a learning experience equal to that

of what they would get on the Bend campus. We look forward to the success of this program as it becomes established in Madras over the next few years.


### Increase community partnerships

Like the goal above, increasing your community partnerships is in line with the college's mission, goals, and values. You have already begun this work in Jefferson County, and we encourage you to work with your dean to continue this work and expand as need and capacity allows.

## Conclusion

Thank you for your ongoing dedication to student readiness. Together, we can build on our achievements, address the challenges ahead, and meet the evolving needs of our students. If you have any questions or need further clarification, please reach out. We look forward to working collaboratively to enhance the quality and impact of the Nursing Assistant program.

Sincerely yours,



Annemarie E. Hamlin  
Vice President of Academic Affairs



Julie Downing  
Instructional Dean



Tony Russell  
Instructional Dean