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**Navigating Open Forums**

1. **When you have a good answer/response:**
	1. Respond in a reasonable amount of time.
	2. Introduce yourself (name and title).
	3. Give a detailed response and explain acronyms (e.g., CTC, ADHE, WIOA, etc.).
2. **When there is uncomfortable silence:**
	1. Ask for the question to be repeated.
		1. “Can you please repeat the question?”
	2. Ask for an explanation of unfamiliar words.
		1. “I’m not sure I understand what you mean by \_\_\_. Can you please clarify?”
		2. “Before I respond, I want to make sure we are on the same page. We define \_\_\_ as \_\_\_ at BRTC, and here’s what that looks like for us. . .”
	3. Punt to someone you are certain has a good response.
		1. “I don’t have much experience with that, but I think \_\_\_ does. . .”
3. **When you know someone else has a good response:**
	1. Punt to that person (or department)
		1. “I believe that process is overseen by our \_\_\_ department. Is there someone here from that department who can speak to it?”
4. **When someone has given a not-so-good answer:**
	1. “I think they may have misunderstood your question. You’re asking about \_\_, right?”
	2. “My experience is actually somewhat different. . .”

**Other tips:**

1. Write down the questions. This helps keep you on topic.
2. Start with the big picture and funnel down to specific examples (see next page).
3. You can refer to your notes.
4. If someone else has answered and you agree, you can reiterate their response. (For example: “Yes, I agree with Joe. We do that in my office, too. . .”)
5. Confirm you answered the question.

**Examples:**

Assessment Templates

Annual Plans

Operational Plans

Annual Reports

**Examples:**

Policies & Procedures Manual

Integrated Guidebooks

Strategic Plan

***REVIEWER: Tell me about assessment at BRTC.***

**Big Picture:** BRTC takes assessment very seriously. We have several policies in our policy and procedure manual that require assessment. In addition, we have the Assessment Guidebook that describes all formal assessment processes. We have assessment processes for academic courses and programs, and we assess operations through the Administrative and Support Unit Review.

**Supporting Evidence:** We also have templates for our assessment reports and rubrics for the peer review process. An annual Assessment Progress Report provides a summary of recent assessment data.

**Specific Examples:**

1. This year, my program submitted an annual program report, and next year, I am scheduled to complete an external program review for ADHE. Recent assessment results have shown . . .
2. My unit is in Year 2 of the ASUR process. Over the past couple of years, our assessment has shown that my area is good at \_\_\_. We have been working to improve \_\_\_.
3. My CLADR revealed a challenge with \_\_\_, so I addressed that challenge by \_\_\_.

***REVIEWER: What does BRTC’s budgeting process look like?***

**Big Picture:** BRTC’s budget process involves most everyone on campus. The process is described in detail in the Budget Guidebook and is overseen by the Budget Committee.

**Supporting Evidence:** The college holds Budget Hearings each spring. Budgets for all departments are reviewed in public hearings by the Budget Committee.

**Specific Example:**

1. In my position, I serve as a budget manager for the \_\_ department. I consulted with \_\_\_ in the preparation of my budget before submitting it to the Budget Committee for review. . .