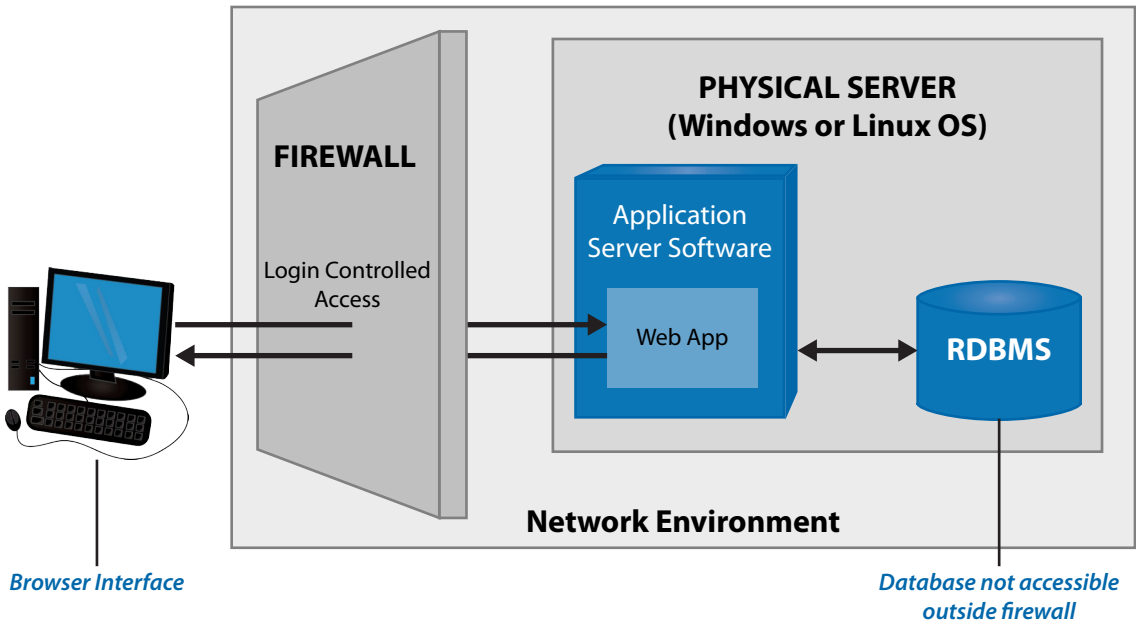


Kim J. Van Houten | **Work Samples**



# MISC GRAPHICS



# THE PROCESS

## ASSESS

Review Program  
Purpose & Design

1

## PLAN

Set Strategic  
Performance  
Targets

2

## MEASURE

Measure  
Program  
Performance

3

## ANALYZE

Evaluate Program  
Results

4

## SUSTAIN

Manage  
Program  
Effectiveness

6

5

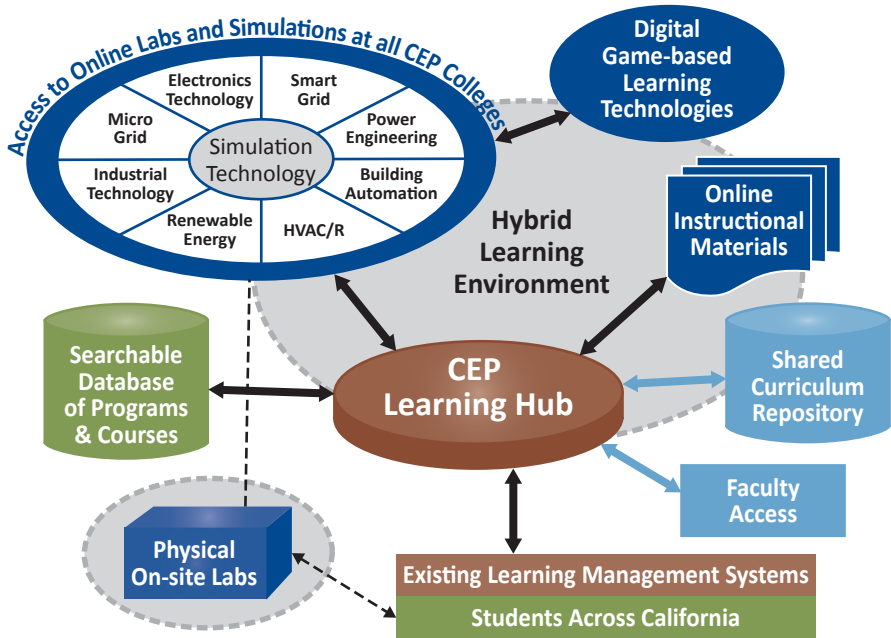
## IMPROVE

Implement  
Program  
Enhancements

# PG&E Emergency Prevention, Preparedness and Response Program

Successful Program  
Performance





**LEGEND**

Hybrid Learning Environment

Elements of the Hybrid Learning Environment

Students & Student Resources

Faculty & Faculty Resources

Learning Hub

Student Online Learning Connections

**Figure 1: CEWD Energy Industry Competency Model**

**O\*NET Very Important  
Utility/Energy Sector Skills**

