



Lake Tahoe Community College

Non-Instructional Annual Program Review for Computer Service-Information Completed by Josh Smith

You have been identified as the lead individual in your area, responsible for completing the Annual Program Review (APR) for the 2021-22 Academic Year. It is highly recommended that you collaborate with your peers or other departments/offices where appropriate as you complete this process. Additionally, please review the following documents and any budgets or data sets you may have received prior to moving forward. Please contact your supervisor if you believe you have been incorrectly identified.

[LTCC's Vision, Mission, and Beliefs](#)

[Superintendent/President and Board of Trustees 2022-2024 Goals](#)

[Superintendent/President and Board of Trustees 2021-2023 Progress Update](#)

[LTCC's Student Equity Plan 2022-2025](#)

[Educational Master Plan 2018](#)

The Annual Program Review is to be submitted using this web-based form by all departments. If you experience problems with the form or have any other questions, please contact Elizabeth Balint (balint@ltcc.edu or ext. 101) or Mike Bangs (mhbangs@ltcc.edu or ext. 190).

As you complete each question and section, your progress will be saved, allowing you to return to the form and continue without losing your progress if you cannot complete the document in one sitting.

The process is designed to be meaningful and relevant to meeting the needs of your department and program areas. The deadline for submitting this form is Saturday, March 4th. A supervisor approved alternative annual report can be used in place of this survey.

1. Describe how your department supports the vision, mission, and beliefs of Lake Tahoe Community College.

The LTCC IT Department continues to partner with various stakeholders (students, faculty, and staff) to directly support all LTCC approved and supported technologies.

2. What are the major strengths of your department?

Customer Service oriented
Longevity of staff/institutional knowledge
Working together and caring about each other

3. In what ways could your department improve to better meet the needs of the College and support student success?

The LTCC IT department can and will improve upon:

- Efficiencies: continue improving the systematic approach to solving known issues and dealing with daily tasks.
- Proactive: Anticipating user/stakeholder needs to deliver timely products and services. Analyze trends, set thresholds, predict problems, automate repetitive tasks, etc.
- Strategic: Achieving IT operational excellence and taking a strategic role in driving business innovation.

4. What are the biggest challenges your department may face in making these improvements?

Communicate with various departments and stakeholders to align system goals and add value through technology systems/solutions. The LTCC IT Department looks to take the lead in identifying system ownership with various departments and encouraging owners/stakeholders to become more engaged in their systems.

5. Identify any other questions, comments, suggestions, or concerns you may have.

There is ongoing RFE construction and the inability to complete new data center while housing critical systems in insecure, dusty, and temp air control areas. We know that everyone is doing their best to complete the construction in the data center, but running critical IT infrastructure in the construction zone has increased risk. We look forward to the completion of the new data center very soon.

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