

# 2024 Non-Instructional Program Review

## Reviewing 2022/23 Academic Year



**Program/Department: Computer Services – Information and Media**

*Completed by Joshua Smith*

1. Please provide your position and department:

IT Director

2. Please identify the non-instructional program you are reviewing.

Computer Services- Information and Media Services

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

The LTCC Office of Information Systems continues to serve the institution by providing the appropriate technology and personalized support services to meet the needs of students, faculty, and staff.

4. Do you have a **supervisor approved** alternative for this Annual Program Review? If so, please be prepared to upload the approved alternative, as a PDF, in the next prompt.

No.

5. What are the major strengths of your department?

The Office of Technology and Information Systems takes pride in its service of supporting technology to meet the needs of students, faculty, and staff. The OTIS continues to increase its ability to meet the needs of technology users and looks forward to continuing the improvement of the delivery of services provided by the department.

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

The Office of Technology and Information Systems is hyper-focused on increasing the cybersecurity posture of the college to ensure that all elements of data, systems, and end-user assets are protected to allow the college to continue business daily.

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

The Office of Technology and Information Systems continues to realign systems based on the direct needs of the institution. The OTIS looks forward to the continued support from LTCC leadership and the California Community College Chancellor's Office to provide the necessary resources to support the college.

8. If there is additional information you wish to provide that wasn't addressed in this survey, please do so here.

The Office of Technology and Information Systems takes pride on servicing the technological needs of all stake holders and looks forward to a prosperous and productive future.