

2024 Non-Instructional Program Review

Reviewing 2022/23 Academic Year



Program/Department: Enrollment Services

Completed by Steve Berry

1. Please provide your position and department:

Director of Enrollment Services - Enrollment Services

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

Enrollment Services

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

Our department supports the vision, mission and beliefs of Lake Tahoe Community by providing exemplary customer services to students throughout their educational journey. We are one of the few departments who maintain touch points all throughout a student's time at LTCC and even after they have graduated. We process their initial application, we register them for courses, we track and confer their graduation as well as supply transcripts to other institutions and employers after graduation.

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?

Student centered staff
Longevity within the office
Institutional knowledge

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

Continuously seeking better technology to help support processes.
Hire another position to help with office duties but specifically more help with degree evaluations and conferrals.

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

Budgetary constraints.

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

With the increase in FTES we have seen strong growth with manual data entry programs with dual enrollment, JPA and RSP. We are at a tipping point with the ability to sustain any more growth and also meeting deadlines.