

2024 Non-Instructional Program Review

Reviewing 2022/23 Academic Year



Program/Department: Fiscal Services

Completed by Ryan Philpot

1. Please provide your position and department:

Director, Fiscal Services

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

Fiscal Services

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

Fiscal Services puts students' education first and does everything possible to remove financial obstacles from preventing them from achieving their educational goals. We are a service-oriented department, and take a problem-solving approach to help the students.

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?

Fiscal services is solution-oriented when it comes to serving students' needs. The caring and concerning nature of our team is a strength when it comes to finding ways to help students.

Attention to detail, a team attitude, and problem solving are also strengths.

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

We are in the process of documenting, reviewing, and improving our processes in order to better serve the campus.

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

Training multiple new staff, since there isn't as much institutional knowledge. Although, this will also help the process since they can identify and suggest improvements as they learn.

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