2024 Non-Instructional Program Review
Reviewing 2022/23 Academic Year

1. Please provide your position and department:

Director of Institutional Effectiveness (IE)

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

Institutional Effectiveness

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

Institutional Effectiveness supports the vision, mission, and beliefs of LTCC by gathering, analyzing, and reporting on evidence that the College is achieving the necessary objectives.

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?

Improving the integrity of the College's data and reporting capabilities, expanding college-wide use of data as evidence and in decision-making. Making data are regular part of college conversations.

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

With our focus on creating new ways to share information, revisiting and reviewing existing reports and dashboards for improvement gets pushed to the side. However, such efforts are needed to improve IE's contribution to the College and support of student success. And while we are building validation checks into a number of processes such as MIS reporting, there is still much work to be done.

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

Turnover and the hiring of people with no IR or higher education experience in a department that requires specific skills as well as an understanding of the variables used in the work.

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

Although the requirements of the IE staff's knowledge, technical skills, and communications have expanded and are more sophisticated than in the past, job classifications have stayed static.