

2024 LBHC Department Reflection Report

Please complete only one report per department (everyone altogether) and then email it to the dean of administration.

Department information	
Department name(s) (smaller related departments can combine to complete one report together)	Information Technology
Date this report was completed	06-06-2024
Staff who contributed to this report	Franklin Cooper, Joseph He Does It

2023-24 reporting
<p>Key accomplishments (identify 2-5 major accomplishments from your department's last year's goals)</p> <ol style="list-style-type: none"> 1. Worked with the library to replace aging computers and other equipment. 2. As the COVID emergency ended, we worked to get the computer labs ready for students. 3. Updated our reporting system with online forms for reporting incidents on campus, maintenance requests, and tech requests to be more efficient in responding to requests. 4. Established a pilot program for the helpdesk.

2024-25 department goals (identify the top 2-5 goals your department would like to focus on in 2024-25 and the strategic plan objective from LBHC's 2023-27 strategic plan that relates most closely to each department goal)	
Department goals for 2024-25	Strategic plan objective
1. Continue to develop the helpdesk.	2.16
2. Develop LBHC websites for online admissions, registration, printing transcripts, and viewing other relevant information. (this is a continuing development)	2.1.2.3 and 4.1
3. Support the college's mission and Crow Language and culture. The IT department is always there to support activities with technology needs.	3.2.2

Reflections on data: Go to LBHC's student success data webpage (lbhc.edu > DATA & REPORTS > Student Success Data) and reflect on the following data (by clicking the links on the webpage).	
Data	What can your department do to improve student success (especially, looking at certain groups of students)?
a. Enrollment	In IT we see gaps in the data and urge that a process be put in place for data entry to be complete and correct.
b. Retention rates	Allow students to continue to access classes through an online option.
c. Graduation rates	Allow for tutors to be available online or virtual for students to access remotely.



Identify **strengths** of the department

The IT personnel continues to develop its skill in trouble shooting, researching technologies, and enhancing database skills along with webpage developments. Customer service skills are also a strength.

Identify **challenges and/or areas of improvement** for the department

Lack of communication with users on resolutions of IT challenges.
Need for additional IT techs.

Suggestions to improve this department reflection report or process

Maybe be a little more open-ended for idea development.