



LASSEN COMMUNITY COLLEGE

Department: Information Technology **(Review Date: May 2022)**

Indicate, by number, the Strategic Goal(s) each Administrative Unit Outcome will support. Specifically describe the assessment method(s) used to measure each outcome and the achievement target that will determine successful completion of the outcome.

Strategic Goal	AUO	ASSESSMENT MEASURE /TARGET
2, 3, 4	Provide IT support to meet the campus demands for technology.	Measure: Survey every Fall and Spring semesters Target: Increase by 5% annually until 80% rate is achieved Baseline: Academic Year 2021-2022 AUO Data Source: Survey Monkey
1, 2	Ensure the Colleague Student Information System is maintained with current patches and updates.	Measure: System Update Logs Target: Critical system updates will be successfully installed within 90 days of the release of the update Baseline: Academic Year 2021-2022 AUO Data Source: Colleague / Ellucian page
2, 3, 4	Excluding power or community internet outages, LCC network and server uptime will remain stable.	Measure: Data collected from monitored network and server report Target: 95% of the time the LCC Portal will function correctly Baseline: Academic Year 2021-2022 AUO Data Source: Network Management Services Log