

IT 2009-10

Accomplishment Description:

IT Service Center (helpdesk) Support for 2009-2010

The IT Service Center received, documented, and assigned 6231 service requests during fiscal year 2009-2010, and the IT department's technical staff completed 6139 service requests in the same time period. This count does not include the couple thousand "quick fix" service requests handled by the IT Service Center and Academic Technology Center staff and student workers that were undocumented during the year.

Strategic Direction

- Position Lane as a vital community partner by empowering a learning workforce in a changing economy.
- Create a diverse and inclusive learning college: develop institutional capacity to respond effectively and respectfully to students, staff, and community members of all cultures, languages, classes, races, genders, ethnic backgrounds, religions, sexual orientations, and abilities.
- Create, enhance, and maintain inviting and welcoming facilities that are safe, accessible, functional, well-equipped, aesthetically appealing and environmentally sound.
- Build organizational capacity and systems to support student success and effective operations.

Learning Plan Goals

- Curriculum enhancement.
- Facilities enhancement.
- Organize coordinated support for Instructional technology.

Student Affairs Plan Goals

- Commit to a culture of routinely assessing programs, services, and learning to encourage continuous quality improvement.
- Assess the general college environment, including adequate academic and non-academic spaces for students.
- Create a Welcoming, Inclusive, and Responsive Environment.

College Council Priorities

- 3. Efficiencies
- 5.1 Instructional Redesign: Work Processes
- 5.2 Instructional Redesign: Leveraging Technology