****

**Strategic Planning Committee**

**Minutes**

**2:00 PM – 3:00 PM • April 27th, 2023 • L-405**

**Present:** Michael Carley, Kendra Haney, Melissa Long, Mallory Brown, Prima Arivizu

**Guest**: Jay Navarrete

1. **Call to Order**

Michael Carley called the meeting to order at 2:08 pm.

1. **Approval of Agenda**

**M/S/C-**Melissa Long/Primavera Arivizu

1. **Minutes Approval**

**M/S/C –** Melissa Long/Prima Arivizu

1. **Discussion Items**

Strategic Planning Committee reviewed IT Program, and the following was discussed.

1. **IT Program Review**

\****SAOs Section***

-Points 1 and 2 must align with the outline on the database.

-Minor wording edits

***\*Data Review Section***

- Help desk tickets close out within 24-48 hours, 3 to 5-day turnaround.

-Fix wording on how technicians are understaffed to not make it sound like they are not doing their job

***\*Changes in Program***

Mentions the changes in the program in the last three years and include numbers for comparison

***\*Areas of Improvement Section***

-Need more staff in order to complete all tasks in a timely manner.

1. **Future Meeting Times**

-Committee agreed to meet the next academic year every Thursday at 3:00 pm.

1. **Future Agenda Items:** -Health Careers Program Review

**Adjournment:**

**Meeting adjourned at 2:45 PM**