In Fall 2019, LWTech was visited by an NWCCU evaluation team as the culminating experience of a 7 year self-study process. This visit resulted in 5 commendations and 3 recommendations:

1. Establish a technology replacement plan in support of planning and resource allocation for institutional operations, programs, and services (2020 Standards: 2.I.1).

2. Fully implement the system of program assessment to evaluate achievement of all established general education learning outcomes as appropriate for the various certificate or degree pathways (2020: Standards: 1.C.6).

Since 2019, work has moved forward in addressing these recommendations, despite challenges of navigating a pandemic and racial strife.

Recommendation One:
During the 2020/2021 academic year LWTech has earmarked nearly $1.8m in funding to begin replacing our aging infrastructure. Current projects have begun, which include a replacement of all core routing equipment on our campus, converting our analog phone system to a cloud-based telecom system, implementing OKTA as our single sign on solution, upgrading our datacenter and rolling out a new CITRIX virtual desktop environment. There is some degree of uncertainty around the current supply chain and implementation of these massive upgrade projects. Our hope is to be completed by spring 2022.

Recommendation Two:
The Office of Instruction has moved forward with the assessment plan it created but had not yet fully

<table>
<thead>
<tr>
<th>Accreditation recommendations to the College and year of recommendation</th>
<th>Actions taken by the college to address recommendations</th>
<th>Improvement results</th>
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<td>Recommendation Three: An integrated planning model now informs resource allocation.</td>
</tr>
</tbody>
</table>
3. Engage in ongoing, purposeful, systematic, integrated, and comprehensive planning in its non-instructional units to support fulfillment of its mission (2020 Standards: 1.B.1).

implemented at the time of the Fall 2019 visit. We lost a little traction with the pandemic, but have refined the process even further and are in the implementation phase.

Recommendation Three:
With the help of a facilitator Executive Cabinet created a department-level annual planning process and implemented it in the 2020-21 academic year. 2021-22 will mark the second year of the new planning process.