



Wharton County Junior College
 911 Boling Highway • Wharton, Texas 77488 • (979) 532-4560

**Technology Departments
 January Highlights**

The following reports and/or surveys have been completed:

- Campus report to the LBB with FY2015 Accountability Success Points
- Department of Education 2015-2016 NPSAD Financial Aid Study
- Title II/IV Eligibility Waiver data to Grant Department

Management Information System patches and upgrades for January 2016.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
1/12/2016	Banner/TCC	10	2.5 hours (no online services downtime)

IT Help Desk support tickets and calls for the month of January 2016.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	483	6	33	17	11	608
Telephone Calls	815	184	139	4	541	1683
Totals	1298	248	172	21	555	2,294

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in January 2016.

<u>Division/Dept</u>	<u>Wharton</u>	<u>Richmond</u>	<u>Sugarland</u>	<u>Bay City</u>
Division of Communications & Fine Arts			Hudson, M – CPU – SGL231	
Division of Math & Readiness		Smith, Y – Printer – TC140G		

Division of Technology & Business	McClelland, M - Printer - P106B			
Classrooms	Projector, LD107	22 CPUs - TC227		
		CPU - TC229		

Work Request by category for the month of January 2016.

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Account Management	1	1	2	3
Banner Access/Security	9	9	9	7
Banner AR	0	0	0	49
Banner Doc Image	5	5	5	4
Banner Finance	5	3	3	66
Banner Financial Aid	3	1	1	94
Banner HR	0	0	0	21
Banner ID	6	0	0	601
Banner Payroll	2	1	1	69
Banner Student	7	2	8	185
Change of Office	0	0	3	4
Computers – Classroom	59	49	59	39
Computers - Office	53	47	52	41
Data Projectors	9	7	9	13
Database Administration	4	1	2	29
Email Name Correction	1	1	1	1
Employment Changes	19	19	26	4
Malware	5	4	5	4
HP3000/MiniSoft	0	0	0	0

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Moving IT Equipment	0	0	1	1
Network Services	1	0	0	4
Network Passwords	0	0	0	0
Printers – Classrooms/Lab	4	1	1	5
Printers - Offices	23	21	25	11
Reporting	9	1	3	86
Software	20	10	16	25
Student Email Name Change	2	1	1	2
Telephones – Classroom	0	0	0	2
Telephones – Offices	7	5	6	20
TracDat	0	0	0	0
Training	27	15	28	32
Web Services	103	103	104	5
Workstation Assessment	3	0	1	5