



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

**Technology Departments  
March Highlights**

The Director of Cyber Security and the Network Team replaced firewalls at the Richmond, Sugar Land, and Bay City campuses. They also replaced the main switch at the Sugar Land campus. The new firewalls for the Sugar Land and Richmond campuses were funded by the CARES Act.

The Director of Cyber Security and the IT Reliability/Maintenance Technician worked with Windstream to complete the bandwidth upgrade for the Sugar Land campus.

Members of the network team worked with our vendor during spring break to install new Wi-Fi access points and cabling in Frankie and Mullins dorms. This project was funded by the CARES Act.

Management Information System patches and upgrades for March 2021

<b>Date Applied to Production</b>	<b>Banner or Oracle Upgrade</b>	<b>Number of Patches</b>	<b>Amount of Downtime</b>
3/13/2021	Banner/TCC	18	11 hrs 17 min

IT Help Desk support tickets and calls for the month of March 2021

<b>Communication Type</b>	<b>Email</b>	<b>Blackboard</b>	<b>Online Services</b>	<b>Admissions Status</b>	<b>Misc</b>	<b>Total</b>
<b>Support Form Requests</b>	223	24	185	9	10	<b>451</b>
<b>Telephone Calls</b>	401	60	297	55	233	<b>1046</b>
<b>Online Chat Service</b>	41	2	5	2	9	<b>59</b>
<b>Totals</b>	<b>665</b>	<b>86</b>	<b>487</b>	<b>66</b>	<b>252</b>	<b>1556</b>

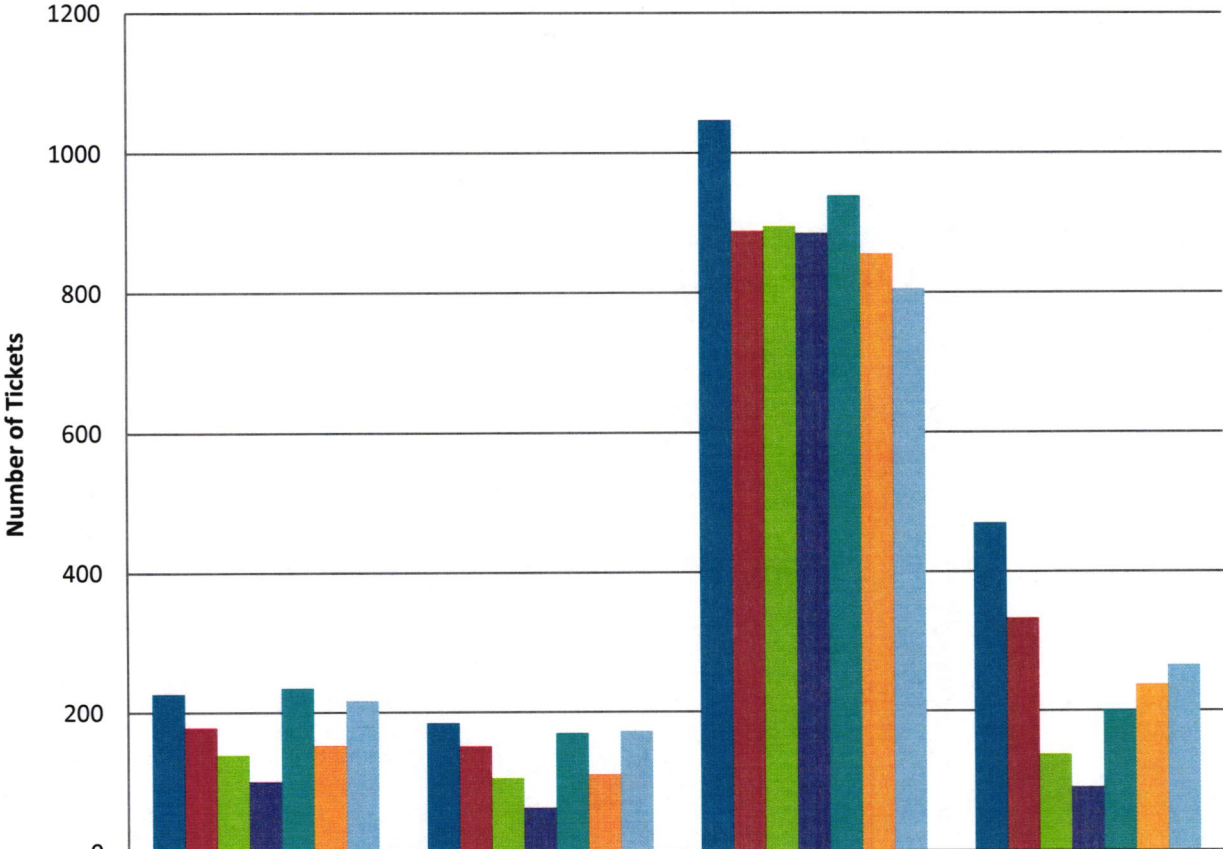
The Network Services team have replaced or supplied the following locations with new computer systems (including Windows10 operating systems), monitors, and/or printing devices in March 2021.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	2- Printers 1- Monitor			
Division of Communications and Fine Arts	1- Monitor			
Division of Social and Behavioral Science	1 – Printer			
Instructional Class Rooms	27 CPU’s – LAD104  1 CPU – PEA106  1 CPU – REY101			1 CPU – BC111
Computer Labs	18 CPU’s – JM Hodges Open Lab  12 CPU’s – LAD104  12 CPU’s – REY101B			
Office of Admissions and Registration	1- Monitor 1 - Scanner			

The below chart reflects tickets opened by faculty and staff for each month in FY21. The following list percentages for each category for the 806 tickets still open in March:

- 92% - MIS Banner system
- 3% - Equipment, classroom/office computers, printers, scanners, telephones
- 1% - System Maintenance
- 4% - Employment changes and Training

# IT Tickets FY21



	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
■ Sep-20	227	185	1047	470
■ Oct-20	178	151	888	333
■ Nov-20	139	106	895	138
■ Dec-20	101	63	885	91
■ Jan-21	235	170	939	202
■ Feb-21	152	110	855	238
■ Mar-21	217	173	806	266