Wharton County Junior College

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Technology Departments
February Highlights

The following reports and/or surveys have been completed:
- Fall 2015 Student Schedule report to the THECB (CBM00S)
- Fall 2015 Student End of Semester report to the THECB (CBM0E1)
- Fall 2015 Texas Success Initiative report to the THECB (CBM002)
- Fall 2015 Faculty report to the THECB (CBM008)
- Report of Success Points to the LBB
- Spring 2016 preliminary enrollment report to TACC
- Winter Federal IPEDS reports for Financial Aid, Graduation Rates, and Outcome Measures
- Spring 2016 Dual Credit Courses to Region III
- Fall Dental Hygiene Patient Survey

The Director of Database and Application Services and the MIS Infrastructure Architect upgraded the Oracle database from Oracle 11g to Oracle 12c. In preparation for the next version of Banner, patches were also installed to the Banner management information system.

The ZogoTech project continues to move forward on schedule. WCJC employees have been identified for an Early Adopter Team. This team will review the information available within the ZogoTech data warehouse and will lead the discussion on needed reports to focus on enrollment, student success, and strategic planning.

Management Information System patches and upgrades for February 2016.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
2/19-21/2016	Banner/TCC/Oracle	50	48 hours

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	167	12	6	7	3	195
Telephone Calls	308	86	49	14	550	993
Totals	475	98	55	21	553	1188

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

Division/Dept	Wharton	Richmond	Sugar Land	Bay City
Division of Life & Physical Sciences	Smith, A – Monitor – Sci 107 Dettling, J – Monitor – Sci 110 Waters, W – Monitor – Sci112 Jeffery, J – Monitor – Sci117			
Division of Technology & Business		Brown, R – CPU – TC140L		
Classrooms	Projector & Screen – J121			
Financial & Business Services	Wessels, G – CPU – A107B			
Director of Sugar Land Campus			Pena, M – Monitor – SGL front desk	
VP of Information Technology/IR			New Server – SGL380	

Work Request by category for the month of February 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	2	2	2	3
Banner Access/Security	19	15	16	12
Banner AR	0	0	1	48
Banner Doc Image	2	1	1	5
Banner Finance	2	1	1	66
Banner Financial Aid	5	0	1	98
Banner HR	4	2	2	23
Banner ID	3	1	1	603

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Banner Payroll	3	2	2	70
Banner Student	27	12	15	193
Change of Office	0	0	4	0
Computers – Classroom	102	96	110	26
Computers - Office	72	58	74	42
Copiers	0	3	3	0
Data Projectors	7	3	8	12
Database Administration	5	2	2	33
Email Name Correction	0	0	0	1
Employment Changes	24	22	22	4
Malware	21	20	20	4
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	1	1	1	1
Network Services	0	0	1	2
Network Passwords	0	0	0	0
Printers – Classrooms/Lab	1	1	3	3
Printers - Offices	24	20	23	9
Reporting	18	7	14	88
Software	22	16	24	22
Student Email Name Change	0	0	1	1
Telephones – Classroom	0	0	0	2
Telephones – Offices	7	4	7	21
TracDat	0	0	0	0
Training	25	13	26	33
Web Services	105	105	105	5
Workstation Assessment	1	1	3	3