



# Wharton County Junior College

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

## Technology Departments February Highlights

The following reports and/or surveys have been completed:

- Fall 2016 Student Schedule report to THECB (CBM00S)
- Fall 2016 Student End of Semester report to THECB (CBM0E1)
- Fall 2016 Texas Success Initiative report to THECB (CBM002)
- Fall 2016 Faculty report to THECB (CBM008)
- Spring 2017 Student report to THECB (CBM001)
- Spring 2017 Class report to THECB (CBM004)
- Winter IPEDS for Financial Aid, Graduation Rates, and Outcomes Measures
- Spring 2017 preliminary enrollments to TACC
- Analytics Survey for THECB
- Moodys Bond report for Finance
- Continuing Disclosure report for FY2015-2016 for Finance
- Open records request of Graduates for University of Houston - Downtown

Management Information System patches and upgrades for February 2017.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
2/12/2017	Banner/TCC	8	none

IT Help Desk support tickets and calls for the month of February 2017.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Totals	130	37	39	4	870	1001

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in February 2017.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Division of Allied Health			Wall, A – Printer – SGL377	

<b>Division/Dept</b>	<b>Wharton</b>	<b>Richmond</b>	<b>Sugarland</b>	<b>Bay City</b>
<b>Division of Social &amp; Behavioral Sciences</b>	Glenn, D – Printer – SCI129 Jeffrey, J – Printer – SC117		Gadkari, P – Printer – SGL233 Valdez, S – Printer – SGL249	
<b>Classrooms</b>	SCI220 – Monitor JOH130 – CPU JOH221 – Projector			
<b>Office of Financial Services</b>	Molano, R – Monitor – A101			

Work Request by category for the month of February 2017.

<b>Category</b>	<b>New Service Request for the month</b>	<b>Of the New Service Request Total Completed</b>	<b>Total Completed Service Request</b>	<b>Total Remaining Open Service Request</b>
Account Management	3	1	2	4
Banner Access/Security	14	10	12	8
Banner AR	4	1	2	23
Banner Doc Image	2	2	7	3
Banner Finance	4	2	7	21
Banner Financial Aid	3	2	4	49
Banner HR	3	2	3	4
Banner ID	10	0	0	697
Banner Payroll	3	2	2	4
Banner Student	9	1	3	82
Change of Office	4	4	4	2
Computers – Classroom	96	78	98	74
Computers - Office	173	129	146	110
Copiers	3	0	0	4
Data Projectors	2	2	2	11

<b>Category</b>	<b>New Service Request for the month</b>	<b>Of the New Service Request Total Completed</b>	<b>Total Completed Service Request</b>	<b>Total Remaining Open Service Request</b>
Database Administration	6	3	3	35
Email	50	35	38	19
Email Name Correction	2	1	1	1
Employment Changes	13	12	15	6
ITV Troubleshooting	2	2	2	0
Malware	1	1	2	5
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	0	0	0	0
Network Services	1	1	1	2
Network Passwords	1	1	1	0
Printers – Classrooms/Lab	6	5	7	6
Printers - Offices	32	28	35	15
Reporting	22	5	9	63
Scanners	2	1	3	2
Scantron Machines	1	1	1	0
Software	34	23	38	30
Student Email Name Change	0	0	0	0
Telephones – Classroom	0	0	1	3
Telephones – Offices	26	24	38	20
TracDat	0	0	0	0
Training	8	2	17	33
Web Services	134	129	130	10
Workstation Assessment	0	0	0	1