



## ***Wharton County Junior College***

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### **Technology Departments January Highlights**

The Network Services team installed QuickBooks 2019 in Peace109 and in Richmond 228. They also installed Adobe Dreamweaver and Adobe Photoshop in Richmond 141.

The new Password Manager software was implemented by the Network Services team and the Webmaster for faculty, staff, and students to be able to maintain their own passwords. The IT Help Desk staff created “How To” documents for the new Password Manager.

The Webmaster created a new responsive design template for the myWCJC page. The new page gives directions on how to use the new Password Manager along with better instructions on navigating the page.

Management Information System patches and upgrades for January 2020.

<b>Date Applied to Production</b>	<b>Banner or Oracle Upgrade</b>	<b>Number of Patches</b>	<b>Amount of Downtime</b>
1/11/2020 – 1/12/2020	Banner/TCC	26	9 Hours
1/18/2020	Banner	3	2 Hours

IT Help Desk support tickets and calls for the month of January 2020.

<b>Communication Type</b>	<b>Email</b>	<b>Blackboard</b>	<b>Online Services</b>	<b>Admissions PIN reset</b>	<b>Misc</b>	<b>Total</b>
<b>Support Tickets</b>	305	58	520	12	183	<b>1078</b>
<b>Telephone Calls</b>	836	67	416	17	661	<b>1997</b>
<b>Totals</b>	<b>1141</b>	<b>25</b>	<b>936</b>	<b>29</b>	<b>844</b>	<b>3075</b>

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, projectors, and/or printing devices in January 2020.

<b>Area</b>	<b>Wharton</b>	<b>Richmond</b>	<b>Sugar Land</b>	<b>Bay City</b>
Division of Allied Health	1 Monitor			

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Life Science	1 Printer			
Division of Math and Physical Science	1 CPU			
Instructional Class Rooms	1 Projector A209		1 Projector SL352	
Office of Admissions and Registration	1 Scanner			
Office of Financial Services	1 Printer			
Office of Financial Aid	1 Monitor			
Office of Human Resources	1 Printer			
Office of Institutional Research	1 CPU			
Office of Information Technology	1 CPU			

