



Wharton County Junior College

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Technology Departments September Highlights

The Banner 9 upgrade project is still underway. To give staff extra time in testing and not interfere with the SACSCOC on-site visit, the go-live date has been rescheduled. The new tentative go-live date is October 22, 2018.

The off-premise hosting of the WCJC web servers is continuing to progress. The publishing of content to the off-premise server has been tested successfully. Implementation and testing of the calendar system is still in progress.

The Education Advisory Board (EAB) project is underway. Status calls have been scheduled every week as a check-in to see how the technology implementation is progressing.

Management Information System patches and upgrades for September 2018.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
9/8/18	Banner	1	1
9/15/18	Banner/TCC	2	1

IT Help Desk support tickets and calls for the month of September 2018.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	222	39	81	10	93	445
Telephone Calls	288	88	225	9	367	977
Totals	510	127	306	19	460	1422

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in September 2018.

Division/Department	Wharton	Richmond	Sugar Land	Bay City
Office of Financial Aid	1 Printer			
Division of Allied Health	1 Printer, 2 Monitors			
Office of	1 Monitor			

Division/Department	Wharton	Richmond	Sugar Land	Bay City
Administrative Services				
Office of Student Services	1 Printer			
Division of Communications and Fine Arts		2 Monitors, 1 Projector		
Division of Social and Behavioral Science		1 Printer		
Office of Director of Sugar Land Campus			1 Projector	
Division of Technology and Business			1 CPU	

