



# Wharton County Junior College

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

## Technology Departments March Highlights

There were no Management Information System patches and upgrades in March 2020.

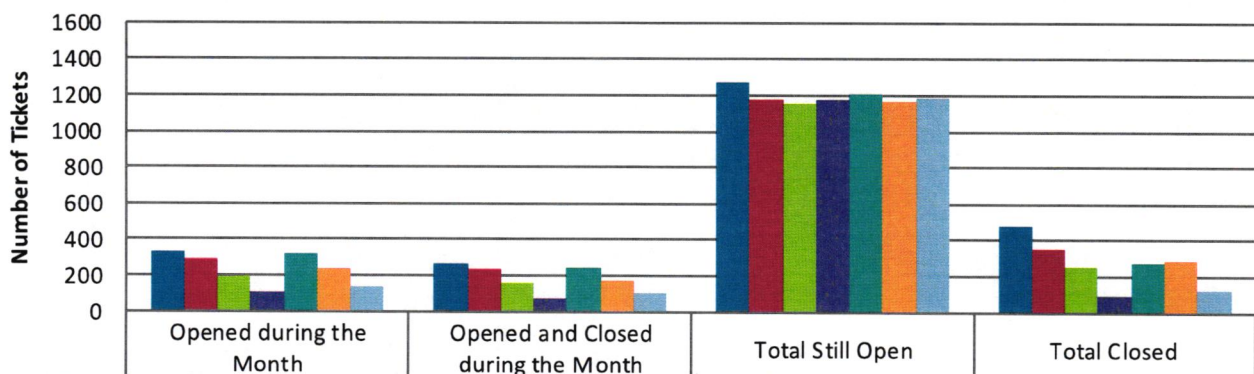
IT Help Desk support tickets and calls for the month of March 2020.

Communication Type	Email	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	418	82	239	7	70	816
Telephone Calls	197	26	109	5	103	440
Totals	615	108	348	12	173	1256

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	1 Projector J206			

## IT Tickets FY20



	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
■ Sep-19	332	270	1274	478
■ Oct-19	286	236	1179	352
■ Nov-19	194	160	1154	255
■ Dec-19	109	77	1173	98
■ Jan-20	320	244	1212	274
■ Feb-20	231	167	1169	286
■ Mar-20	135	109	1185	131