



# Wharton County Junior College

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

## Technology Departments December Highlights

The following reports and/or surveys have been completed:

- Fall 2016 Continuing Ed Student Report to THECB (CBM00A)
- Fall 2016 Continuing Ed Class Report to THECB (CBM00C)
- Data to Marketing Department for the 2016-2017 President's Report to the Community
- General and Enrollment Data to the Office of VPI for the 2017 SACSCOC Profile
- Open Records request, fall 2017 students with more than 30 SCH to Texas A&M Corpus Christi
- Open Records request, fall 2017 students with more than 30 SCH to UT Dallas
- FY17 funded contact hours to Finance Department for THECB Report of Fundable Operating Expenses

Management Information System patches and upgrades for December 2017.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
12/2/2017	Banner/TCC	3	2 hours

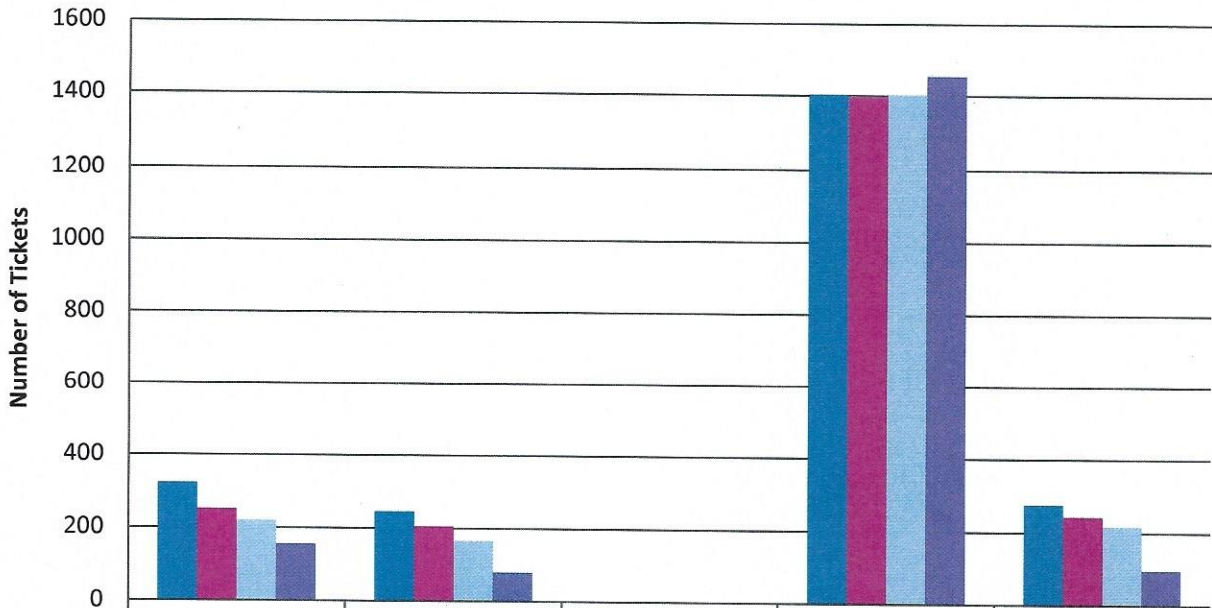
IT Help Desk support tickets and calls for the month of December 2017.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	147	64	142	6	18	377
Telephone Calls	111	18	79	3	320	531
<b>Totals</b>	219	78	212	7	298	908

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Sugar Land Administration			Pena, M – Printer, Reception	

## IT Tickets



	Opened during the Month	Opened and Closed during the Month		Total Still Open	Total Closed
■ Sep-17	324	247		1405	277
■ Oct-17	252	206		1398	245
■ Nov-17	222	167		1405	218
■ Dec-17	157	81		1455	98