



# Wharton County Junior College

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

## Technology Departments October Highlights

The following reports and/or surveys have been completed:

- Fall 2016 Student report to the THECB – CBM001
- Fall 2016 Class report to the THECB – CBM004
- FY16 Graduate report to the THECB – CBM009
- FY16 Marketable Skills report to the THECB – CBM00M
- Fall 2016 Census enrollment survey to TACC
- Federal Crime Survey
- Federal Equity in Athletics Survey
- Federal IPEDS fall collection
- Annual Financial statistical charts
- QEP student survey
- Fall 2016 full-time enrollment and on-campus count to State Demographer
- Fall 2016 dual credit enrollment for Region III
- Open records request to UH for fall 2016 enrollment to include students having over 29 SCH and a GPA of at least a 2.5
- Open records request to LexisNexis for fall 2016 student directory information
- In-house report for Human Services consisting of past graduates and transfers
- In-house report for Criminal Justice for additional PMP information
- In-house report for CE regarding comparison of contact hours
- In-house grade distribution report for Divisions of Social and Behavioral Science and Math Readiness and Justice

Management Information System patches and upgrades for October 2016.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
10/21/16 – 10/23/16	Banner/TCC	67	46 hours

IT Help Desk support tickets and calls for the month of October 2016.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	173	4	9	7	10	203
Telephone Calls	125	32	22	5	420	604
<b>Totals</b>	<b>298</b>	<b>36</b>	<b>31</b>	<b>12</b>	<b>430</b>	<b>807</b>

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in October 2016.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
<b>Classrooms</b>		Projector – TC203		
<b>Life &amp; Physical Sciences</b>	Monitor – Pinson, D – SCI126			
<b>Office of Admissions/Registration</b>	Printer – Voulgaris, E – A101D			
<b>Sugar Land Campus</b>		Printer – Pena, M – SGL Front Desk  Printer – Pena, M – SGL Copier Room		

Work Request by category for the month of October 2016.

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Account Management	0	0	1	3
Banner Access/Security	9	8	9	6
Banner AR	1	0	3	25
Banner Doc Image	1	1	1	4
Banner Finance	6	4	7	19
Banner Financial Aid	6	2	12	75
Banner HR	0	0	0	4
Banner ID	5	1	2	670
Banner Payroll	0	0	1	1
Banner Student	10	3	13	84
Change of Office	1	1	1	0

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Computers – Classroom	55	47	57	47
Computers - Office	52	46	66	43
Copiers	1	1	1	0
Data Projectors	13	13	13	5
Database Administration	1	0	1	36
Email	8	8	8	1
Email Name Correction	0	0	0	0
Employment Changes	11	11	13	2
ITV Troubleshooting	3	3	4	0
Malware	1	1	1	6
HP3000/MiniSoft	0	0	0	1
Moving IT Equipment	2	2	3	0
Network Services	2	2	3	4
Network Passwords	1	1	1	0
Printers – Classrooms/Lab	2	2	4	4
Printers - Offices	20	19	20	5
Reporting	17	6	19	62
Scanners	2	2	2	0
Software	17	12	17	20
Student Email Name Change	0	0	1	0
Telephones – Classroom	2	2	2	3
Telephones – Offices	11	9	10	14
TracDat	0	0	0	0
Training	20	12	25	30
Web Services	162	162	163	4
Workstation Assessment	0	0	1	1