Wharton County Junior College

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Technology Departments
January Highlights

A new password manager and portal landing pages were implemented on January 28, 2021. The new landing pages included single sign on to applications such as email for both staff and students, Online Services, and WCJC's emergency communication platform called Rave.

Also, implemented on January 28, 2021 the first of the Banner 9 self-service applications. The application included Faculty self-service and the Advising Student Profile. The Faculty self-service application contained a new look for the items previously located in the current online services page for faculty and it also contained a new item called faculty feedback. The faculty feedback will allow faculty members to identify and monitor students in their classes who may be at risk academically. The Advising Student Profile is a new function and consolidates information previously found in multiple pages within Online Services for faculty and advisors. It allows for a quick view of all the important information about a student for advisors and faculty to accurately help a student with their academic path.

Management Information System patches and upgrades for January 2021.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
1/13/2021	Banner	4	none
1/19/2021	Banner	13	5 hours 20 minutes
1/22/2021	Banner/TCC	4	none
1/25/2021	Banner	3	3 hours

IT Help Desk support tickets and calls for the month of January, 2021.

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	197	90	444	11	62	**804**
Telephone Calls	235	131	319	25	249	**959**
Online Chat Service	19	13	14	1	6	**53**
Totals	**451**	**234**	**777**	**37**	**317**	**1816**

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in January 2021.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Communications and Fine Arts	Laptop			
Division of Math and Physical Science		Printer		
Office of Financial Services	Monitor			
Office of Database Services		Printer		
Office of Student Services	Monitor			
Trio/STEM	Monitor 3 Laptops			

IT Tickets FY21

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Sep-20	227	185	1047	470
Oct-20	178	151	888	333
Nov-20	139	106	895	138
Dec-20	101	63	885	91
Jan-21	235	170	939	202