



Wharton County Junior College

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Technology Departments September Highlights

There were no Management Information System patches and upgrades for September 2019.

IT Help Desk support tickets and calls for the month of September 2019.

Communication Type	Student Email	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	338	32	147	3	123	643
Telephone Calls	515	76	155	5	774	1525
Totals	853	108	302	8	897	2168

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in September 2019.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	1 Monitor 1 CPU			
Division of Life Science			1 Monitor	
Division of Math and Physical Science	1 Monitor 1 Printer			
Instructional Class Rooms	2 Projectors (LD103 & SCI104) 1 CPU (A211)		1 Projector (SGL252)	
Office of Facilities Management	1 CPU			
Office of Library Services	2 Monitors			

IT Tickets FY20

