



# Wharton County Junior College

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

## Technology Departments August Highlights

The Banner 9 upgrade project is still underway. Due to the busy fall registration period and the on-set of classes beginning, the go-live date has been delayed a few weeks. The new go-live date is October 1, 2018.

The off-premise hosting of the WCJC web servers is continuing to progress. The publishing of content to the off-premise server has been tested successfully. Implementation and testing of the calendar system is still in progress.

The Education Advisory Board (EAB) project is underway. Status calls have been scheduled every week as a check-in to see how the technology implementation is progressing.

Management Information System patches and upgrades for August 2018.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
8/15/18	Banner	3	0

IT Help Desk support tickets and calls for the month of August 2018.

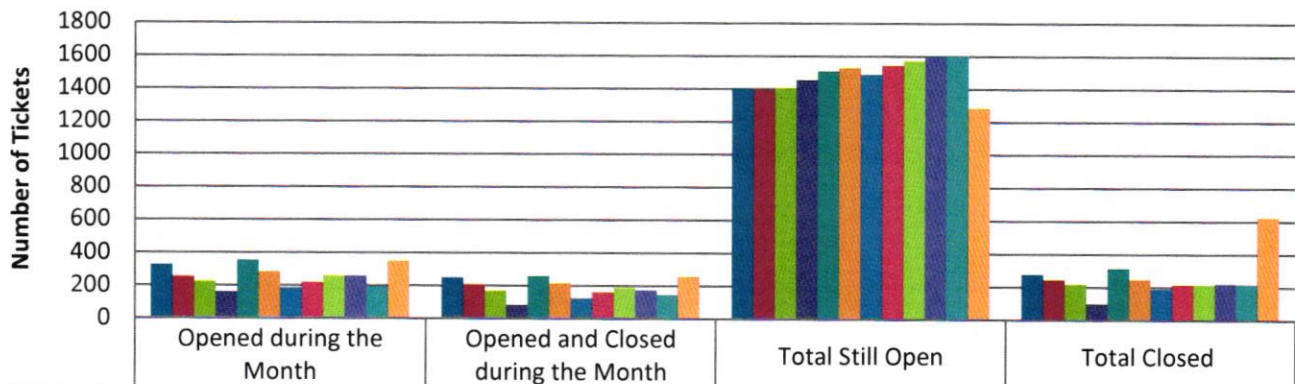
Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	438	85	202	42	54	821
Telephone Calls	374	208	29	65	651	1589
<b>Totals</b>	812	293	493	107	705	2410

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in August 2018.

Division/Department	Wharton	Richmond	Sugar Land	Bay City
Financial Aid	Rachel Cavazos, A101, Printer/Fax			
Financial Aid	Salina Schmidt, A101, Printer			
Business Office	Stephanie Witzkosky, A114, Printer/Fax			
Vocational/Police	Tim Guin,			

Division/Department	Wharton	Richmond	Sugar Land	Bay City
academy	LAD115, Smart Podium/Elmo			
Div of Math/Physical Science, Coll. Readiness Math	Lauren Hermann, S207, Printer			
Life Sciences/Biology	Ross Couvillon, S126, Printer			
Life Sciences/Kinesiology	Gene Bahnsen, Gym, Printer			
Div of Math/Physical Science, Chemistry	Tracey Willis, S227B, Printer			
Div of Math/Physical Science, Chemistry	Tracey Willis, S220, Printer			
Div. of Social & Behavioral Sciences, History		Brady Hutchison, RIC225D, Printer		
Div. of Social & Behavioral Sciences, Psychology		Arthur Vallajo, RIC225D, Printer		
Div of Math/Physical Science, Physics			Xuan Xu, SGL248B, Printer	

## 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
Jan-18	352	257	1509	314
Feb-18	279	212	1529	248
Mar-18	183	123	1489	189
Apr-18	216	159	1544	216
May-18	256	186	1573	217
Jun-18	256	172	1605	222
Jul-18	195	144	1606	218
Aug-18	345	253	1284	624