



## **Wharton County Junior College**

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### **Technology Departments August Highlights**

The following reports and/or surveys have been completed:

- Summer I and II Student report to the THECB (CBM001)
- Summer I and II Class report to the THECB (CBM004)
- 2016-2017 IPEDS Data Collection Registration
- Fall 2016 preliminary enrollment numbers for TACC
- Summer I and II dual credit enrollments for Region III
- 2016-2017 College Board Cost Survey
- 2016 Patient Satisfaction Survey for Dental Hygiene

There were no Management Information System patches and upgrades installed for the month of August 2016.

The Network Services staff replaced computers at the Bay City campus in computer lab 122. They installed MS Office 2016 to computer systems in several computer labs and to computer systems in instructor's offices. The Technicians added the standard technology to the classrooms at the Richmond campus that were vacated by TSTC.

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

<b>Communication Type</b>	<b>Portal</b>	<b>Blackboard</b>	<b>Online Services</b>	<b>Admissions PIN reset</b>	<b>Misc</b>	<b>Total</b>
<b>Support Tickets</b>	718	89	45	77	23	952
<b>Telephone Calls</b>	583	161	172	34	663	1613
<b>Totals</b>	1301	250	217	111	686	2565

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

<b>Division/Dept</b>	<b>Wharton</b>	<b>Richmond</b>	<b>Sugarland</b>	<b>Bay City</b>
<b>Division of Communications &amp; Fine Arts</b>			Monitor – Humme, A – SGL114	

<b>Division/Dept</b>	<b>Wharton</b>	<b>Richmond</b>	<b>Sugarland</b>	<b>Bay City</b>
<b>Division of Life &amp; Physical Sciences</b>			Printer – Gurralla, P – SGL243  CPU – Camejo, D – SGL239	
<b>Classrooms</b>	Printer – Peace111	Monitor - TC219		25 CPUs - 122
<b>Division of Communications &amp; Fine Arts</b>			Monitor – Humme, A – SGL114	

Work Request by category for the month of August 2016.

<b>Category</b>	<b>New Service Request for the month</b>	<b>Of the New Service Request Total Completed</b>	<b>Total Completed Service Request</b>	<b>Total Remaining Open Service Request</b>
Account Management	2	1	3	4
Banner Access/Security	16	14	19	8
Banner AR	2	2	24	29
Banner Doc Image	2	1	1	3
Banner Finance	1	0	52	23
Banner Financial Aid	6	0	20	96
Banner HR	0	0	19	4
Banner ID	7	0	6	665
Banner Payroll	3	3	72	2
Banner Student	7	6	121	101
Change of Office	1	1	3	0
Computers – Classroom	62	16	52	46
Computers - Office	82	77	82	50
Copiers	3	3	3	0
Data Projectors	7	6	6	10

<b>Category</b>	<b>New Service Request for the month</b>	<b>Of the New Service Request Total Completed</b>	<b>Total Completed Service Request</b>	<b>Total Remaining Open Service Request</b>
Database Administration	4	1	10	36
Email	16	16	16	0
Email Name Correction	1	0	0	3
Employment Changes	28	27	34	4
ITV Troubleshooting	1	0	0	1
Malware	4	3	3	6
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	0	0	1	0
Network Services	3	0	1	1
Network Passwords	3	1	1	3
Printers – Classrooms/Lab	4	3	3	5
Printers - Offices	12	11	13	6
Reporting	9	6	42	62
Scanners	2	2	2	1
Software	20	14	27	27
Student Email Name Change	0	0	0	0
Telephones – Classroom	0	0	0	2
Telephones – Offices	21	18	19	21
TracDat	0	0	0	0
Training	24	11	27	32
Web Services	108	108	109	5
Workstation Assessment	1	0	0	2