



Wharton County Junior College

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

Technology Departments November and December Highlights

The following reports and/or surveys have been completed:

- Follow-Up of Graduates report to THECB – CB116
- Fall Quarter 1 CE Student and Course reports to THECB – CBM00A and CBM00C
- LBB campus report of contact hours and success points by campus
- Graduation rates of technical programs for the Programmatic Desk Review of Perkins
- TRIO Grant data for transfers and participants GPAs
- Report of Fundable Operating Expense to be reported to the THECB
- SACSCOC Institutional Profile data
- College Board Survey
- Open Records request for fall 2016 student directory information to:
 - Texas State University
 - UH Clear Lake
 - The Society for Collegiate Leadership and Achievement

The myWCJC portal server was upgraded in December. The upgrade did not cause a change in appearance, but was only an upgrade to the infrastructure. The portal was down from mid-night to 6:00 a.m. Individuals from the departments of Network Services, IT Help Desk, Web Services, and VP of Technology's Office were responsible for testing and making sure the portal upgrade was successful.

In preparation for the spring semester, the Network Services department completed the following projects:

- Installed Visual Studio 2015 in room 142 at the Richmond campus
- Install Windows updates in room 372 at the Sugar Land campus
- Replaced network switches in the Pioneer Student Center and Peace 111
- Setup Netlab in room 224 at the Richmond campus
- Removed computers from suites 122 and 131 and replaced after carpet replacement

Management Information System patches and upgrades for November and December 2016.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
11/17/2016	Banner/TCC	3	No downtime
12/27/2016	Banner	2	No downtime

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	228	0	16	11	20	275
Telephone Calls	314	12	56	8	592	982
Totals	542	12	72	19	612	1257

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	275	15	19	11	13	333
Telephone Calls	151	49	98	9	145	452
Totals	426	64	117	20	158	785

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Division of Allied Health	J111 – monitor – Cruz, C			
Financial Aid	A101 – printer – Molano, R			
Division of Life & Physical Sciences			SGL350 – printer – Derrickson, S	
Classrooms	J230 – monitor J224 – monitor CPU – Peace 207 CPU – Peace 207	TC209 – monitor TC128 – monitor	SGL - projector	
Continuing Education			SGL128 – printer – Tamayo, W.	
Office of Admissions and Registration	A106 – monitor – Jurek, A. A106 – monitor – Long, L.			

Work Request by category for the month of November 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	4	2	2	6
Banner Access/Security	19	15	16	8
Banner AR	7	0	0	32
Banner Doc Image	2	1	1	4
Banner Finance	1	0	0	20
Banner Financial Aid	9	1	3	87
Banner HR	0	0	0	4
Banner ID	9	2	2	677
Banner Payroll	4	2	2	3
Banner Student	8	6	16	80
Change of Office	2	0	0	2
Computers – Classroom	71	61	67	49
Computers - Office	49	41	47	44
Data Projectors	6	2	2	9
Database Administration	0	0	0	37
Email	6	4	4	4
Email Name Correction	1	1	1	0
Employment Changes	26	20	20	8
Malware	4	4	4	6
HP3000/MiniSoft	1	1	1	0
Moving IT Equipment	0	0	0	1
Network Services	0	0	1	2
Network Passwords	0	0	0	0
Printers – Classrooms/Lab	2	1	1	5
Printers - Offices	9	9	10	6

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Reporting	18	8	22	52
Scanners	1	0	0	1
Scantron Machines	1	1	1	0
Software	13	6	10	27
Student Email Name Change	0	0	0	0
Telephones – Classroom	1	1	2	3
Telephones – Offices	8	8	8	15
TracDat	0	0	0	0
Training	58	17	26	53
Web Services	162	162	162	4
Workstation Assessment	0	0	0	1

Work Request by category for the month of December 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	3	3	5	4
Banner Access/Security	5	5	6	9
Banner AR	2	1	4	28
Banner Doc Image	5	2	2	7
Banner Finance	0	0	1	19
Banner Financial Aid	10	5	8	82
Banner HR	0	0	0	4
Banner ID	4	0	0	682
Banner Payroll	0	0	1	2
Banner Student	9	3	1	84

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Change of Office	0	0	1	1
Computers – Classroom	26	21	33	42
Computers - Office	24	21	24	48
Copiers	2	2	2	0
Data Projectors	0	0	0	9
Database Administration	2	1	1	37
Email	3	3	4	2
Email Name Correction	0	0	0	0
Employment Changes	16	14	16	8
Malware	0	0	0	6
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	2	2	2	0
Network Services	0	0	0	2
Network Passwords	0	0	0	0
Printers – Classrooms/Lab	1	1	3	4
Printers - Offices	11	8	8	7
Reporting	9	4	7	53
Scanners	3	2	2	3
Software	18	5	12	28
Student Email Name Change	0	0	0	0
Telephones – Classroom	1	0	0	3
Telephones – Offices	5	3	3	17
TracDat	0	0	0	0
Training	9	4	14	46
Web Services	102	102	102	4
Workstation Assessment	0	0	0	1