Wharton County Junior College

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

Technology Departments
October Highlights

The Banner 9 upgrade project for administrative pages has been completed. The system went live on October 22, 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 October 2018.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
10/19/2018 to 10/21/2018	Banner/TCC	46	47 hours

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	222	39	81	10	93	445
Telephone Calls	288	88	225	9	367	977
Totals	510	127	306	19	460	1422

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	1 CPU & 1 Monitor	0	0	0
Division of Math and Physical Science	0	0	1 CPU	0
Office of Financial Aid	1 Printer	1 Printer	0	0

IT Tickets 2018-2019

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Sep-18	279	204	1276	308
Oct-18	277	204	1282	290