



Wharton County Junior College

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

Technology Departments May Highlights

The Network Technicians continue to replace computers that could not be upgraded to Windows 10 operating system. They have completed all classrooms and labs on the Wharton, Richmond, and Sugar Land campuses. They are now focusing on faculty and staff offices on all campuses.

There were no Management Information System patches and upgrades for May 2021.

IT Help Desk support tickets and calls for the month of May 2021.

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	167	14	294	24	49	548
Telephone Calls	195	27	214	54	378	868
Online Chat Service	25	1	26	1	14	67
Totals	387	42	534	79	441	1483

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in May 2021.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Communications and Fine Arts	10 CPUs 1 Printer	5 CPUs	2 CPUs	
Division of Life Science		2 CPUs	1 CPU	
Division of Math and Physical Science		9 CPUs		
Division of Social and Behavioral Science	2 CPUs	12 CPUs	1 CPU	
Division of Technology and Business	1 CPU	6 CPUs		
Division of Vocational Science	6 CPUs	4 CPUs		
Office of Athletics		3 CPUs		

The below chart reflects tickets opened by faculty and staff for each month in FY21. The following list percentages for each category for the 730 tickets still open in May:

- 89% - MIS Banner system
- 4% - Equipment, classroom/office computers, printers, scanners, telephones
- 1% - System Maintenance
- 6% - Employment changes and Training

