Wharton County Junior College

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

Technology Departments
April Highlights

The Director of Cyber Security worked with our vendor RockIT to replace a switch on the Richmond campus in preparation for the bandwidth upgrade.

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.

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

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

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	185	15	179	4	51	**434**
Telephone Calls	226	30	198	88	375	**917**
Online Chat Service	38	0	25	0	11	**74**
Totals	**449**	**45**	**402**	**92**	**437**	**1425**

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	2 CPU's			
Division of Communications and Fine Arts	1 CPU	1 CPU	1 CPU	
Division of Life Science	1 Projector	1 CPU		
Division of Math and Physical Science	2 CPU's 1 printer	1 CPU		

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Social and Behavioral Science	1 CPU	1 CPU		
Division of Technology and Business		2 CPU's		
Division of Vocational Science	3 CPU's			
Instructional Class Rooms	ADM205- 1 CPU ADM211- 1 CPU ADM213- 1 CPU SCI102- 1 CPU SCI104- 1 CPU SCI114- 2 CPU's SCI125- 1 CPU SCI128- 1 CPU SCI200- 1 CPU SCI202- 1 CPU SCI218- 1 CPU REY103- 1 CPU	TC135- 1 CPU TC206- 1 CPU		
Computer Labs		TC229- 25 CPU's	SUG379- 2 CPU's 1 Monitor	
Learning Assistance Center		9 CPU's	2 CPU's	
Office of Admissions and Registration		1 CPU		
Office of Director of Fort Bend County Campuses		Lobby- 2 CPU's		
Office of Financial Aid		1 Printer		
Office of Financial Services		1 CPU		
Office of Library Services	4 CPU's	TC142- 10 CPU's Online Library		
Office of Student Services	2 CPU's			
Office of Vice President of Administrative Services	2 CPU's Security Office Front Desk, Maintenance			
Adult Ed/Lit.		1 Monitor	1 Monitor	

The below chart reflects tickets opened by faculty and staff for each month in FY21. The following list percentages for each category for the 767 tickets still open in April:

- 90% - MIS Banner system
- 4% - Equipment, classroom/office computers, printers, scanners, telephones
- 1% - System Maintenance
- 5% - Employment changes and Training

IT Tickets FY21

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Sep-20	227	185	1047	470
Oct-20	178	151	888	333
Nov-20	139	106	895	138
Dec-20	101	63	885	91
Jan-21	235	170	939	202
Feb-21	152	110	855	238
Mar-21	217	173	806	266
Apr-21	198	143	767	237