



Wharton County Junior College

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Technology Departments July Highlights

The following reports and/or surveys have been completed:

- Summer I, 2017 Student report to THECB (CBM001)
- Summer I, 2017 Class report to THECB (CBM004)
- Texas Workforce Commission data for Eligible Training Provider Programs
- Outside request from Market Research for enrollments at Richmond and Sugar Land campuses
- Outside request from UH Clear Lake for student directory list of graduates and students with over 30 semester credit hours.

The Network services team has been preparing classrooms for the start of the fall semester. On the Wharton campus, room 214 in the JR Peace has been updated to AutoCAD 2018.

The IT Help Desk/Training Coordinator has been offering several Outlook 365 trainings to WCJC employees. The trainings have been offered during multiple timeframes on each of the campuses to allow for greater participation.

Management Information System patches and upgrades for July 2017.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
7/22/2017	Banner/ILP	2	2 hr 50 min

IT Help Desk support tickets and calls for the month of July 2017.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	254	136	191	24	1	606
Telephone Calls	260	107	199	70	762	1398
Totals	514	243	390	94	763	2004

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in July 2017.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Cosmetology	Monitor – Kuhn J – LAD108E			
Senior Citizens Program	3 x CPU, 5X Monitor – Wilcox M – LAD114			
Maintenance	CPU/Monitor – Feyen M - Maintenance			

Work Request by category for the month of July 2017.

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	0	0	0	2
Banner Access/Security	8	0	0	8
Banner AR	0	8	9	17
Banner Doc Image	2	2	2	4
Banner Finance	2	1	1	28
Banner Financial Aid	19	13	22	54
Banner HR	0	0	0	3
Banner ID	4	1	2	720
Banner Payroll	0	0	0	3
Banner Student	11	6	14	94
Change of Office	0	0	0	1
Computers – Classroom	0	0	0	62
Computers - Office	4	1	1	107
Copiers	0	0	0	2
Data Projectors	0	0	1	12
Database Administration	3	2	2	26

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Email	0	0	0	17
Email Name Correction	0	0	0	1
Employment Changes	0	0	0	13
ITV Troubleshooting	0	0	0	0
Malware	0	0	0	5
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	0	0	0	0
Network Services	0	0	0	2
Network Passwords	0	0	0	1
Printers – Classrooms/Lab	0	0	0	6
Printers - Offices	0	0	0	12
Reporting	110	4	14	59
Scanners	0	0	0	2
Scantron Machines	0	0	0	0
Software	0	0	0	22
Student Email Name Change	0	0	0	0
Telephones – Classroom	0	0	0	2
Telephones – Offices	0	0	0	14
TracDat	0	0	0	0
Training	19	0	20	18
Web Services	243	243	243	8
Workstation Assessment	0	0	0	2