



Wharton County Junior College

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Technology Departments May Highlights

The following reports and/or surveys have been completed:

- ACT Institutional Data Questionnaire
- Completion Rates Charts for Student Handbook
- In-district High School report summary
- High School reports for Boling, East Bernard, El Campo, Louise, Wharton, Foster, George Ranch, Lamar Consolidated, Terry, Austin, Bush, Clements, Dulles, and Kempner
- Spring 2016 first generation and economically disadvantaged students for TRIO Grant
- Open records request from HBU for list of graduates

The ZogoTech reporting project continues to advance as expected. A small group from the early adopters was selected to attend a one day training session.

A consultant from Strata Information Group was on-campus for 2 weeks helping with Financial Aid training and the implementation of several scheduled processes on the Automatic job scheduler.

There were no Management Information System patches and upgrades for May 2016.

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	258	20	18	49	9	354
Telephone Calls	184	56	99	24	484	866
Totals	796	76	117	73	493	1220

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Office of Academic Advising	CPU & Monitor – Bolin, C – PSC311A			
Office of Student Services			Phone, SGL380	

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Office of Financial Aid	CPU & Monitor – Molano, R – ADM101 2 nd Monitor – Molano, R – ADM101			
Office of the Vice President of Administrative Services	Printer – Kocian, B – A113D			
Classrooms			Projector – SGL267	
Testing Services		Monitor – TC124B #24		

Work Request by category for the month of May 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	1	0	0	5
Banner Access/Security	22	18	20	13
Banner AR	0	0	0	50
Banner Doc Image	2	1	4	3
Banner Finance	2	0	0	67
Banner Financial Aid	4	3	4	103
Banner HR	0	0	0	25
Banner ID	13	0	1	634
Banner Payroll	4	0	0	73
Banner Student	11	3	9	207
Change of Office	4	2	2	2
Computers – Classroom	27	24	33	33
Computers - Office	53	35	52	57
Copiers	1	1	1	0

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Data Projectors	6	4	5	11
Database Administration	1	0	0	39
Email Name Correction	0	0	2	0
Employment Changes	31	21	24	19
Malware	0	0	4	5
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	2	2	2	0
Network Services	0	0	2	1
Network Passwords	2	1	1	1
Printers – Classrooms/Lab	4	3	4	4
Printers - Offices	14	13	16	6
Reporting	9	7	19	87
Scanners	1	1	1	1
Software	5	3	5	31
Student Email Name Change	0	0	1	0
Telephones – Classroom	0	0	0	2
Telephones – Offices	8	6	8	19
TracDat	0	0	0	0
Training	23	12	32	19
Web Services	117	117	118	5
Workstation Assessment	0	0	0	1