Technology Departments
September Highlights

The following reports and/or surveys have been completed:
- Fall 2016 Preliminary Headcount to THECB
- Summer 1 and 2, 2016 End of Semester reports to THECB (CBM00S, CBM0E1, CBM002)
- 2015-2016 Academic Year Graduates preliminary report for Nursing Graduates to THECB
- Program Management Data
- Fall 2016 random sample of students for General Ed Assessment of Empirical and Quantitative skills
- Open records request of fall 2016 student directory information for:
  - UH Victoria
  - Texas Tech University
  - Texas State University
  - ASL Marketing

There were no Management Information System patches and upgrades installed for the month of September 2016.

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	401	46	11	1	14	473
Telephone Calls	275	80	19	0	1431	1805
Totals	**676**	**126**	**30**	**1**	**1445**	**2278**

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Continuing Education Department		3 Printers & 1 Monitor – TC122	Printer – SGL128	
Division of Life & Physical Sciences			Monitor – Camejo, D – SGL239	

Division/Dept	Wharton	Richmond	Sugarland	Bay City
			Printer – Fitt, P – SGL153	
Division of Social & Behavioral Sciences	Printer – Wind, J – S206 Printer – Hutchinson, J – S214			
Classrooms	Monitor – P111	Monitor – TC219 Monitor – TC228 Monitor – TC229		Monitor – Bay City 122 Monitor - Bay City 124
Planning & Institutional Effectiveness	Monitor – Jones, D – A101C			
VP of Instruction	Monitor – Chandler, P, A102			

Work Request by category for the month of September 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	2	1	2	4
Banner Access/Security	12	11	14	6
Banner AR	1	0	2	28
Banner Doc Image	2	2	2	3
Banner Finance	3	2	6	20
Banner Financial Aid	4	2	14	85
Banner HR	0	0	0	4
Banner ID	1	0	3	668
Banner Payroll	3	3	4	1
Banner Student	11	8	28	85
Change of Office	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
Computers – Classroom	95	82	89	49
Computers - Office	105	86	101	57
Copiers	5	5	5	0
Data Projectors	5	4	10	5
Database Administration	6	1	5	36
Email	15	13	13	2
Email Name Correction	1	1	3	1
Employment Changes	18	15	17	7
ITV Troubleshooting	2	1	1	1
Malware	4	4	5	7
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	1	0	0	1
Network Services	4	1	1	4
Network Passwords	1	1	2	1
Printers – Classrooms/Lab	2	1	1	6
Printers - Offices	23	21	24	6
Reporting	19	9	16	65
Scanners	5	5	6	0
Software	15	11	23	18
Student Email Name Change	1	0	0	1
Telephones – Classroom	1	0	0	4
Telephones – Offices	12	11	20	14
TracDat	0	0	0	0
Training	22	10	25	35
Web Services	142	142	143	5
Workstation Assessment	0	0	0	2