



# **Wharton County Junior College**

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## **Technology Departments February Highlights**

The last of the Back to Basics sessions for the Student Accounts Receivable module and the Finance module were completed. These sessions were funded by the CARES Act and consisted of a week's worth of reviewing business practices and revising some setup for quick wins. A summary report listing recommended actions will be used for prioritizing next steps.

The Director of Cyber Security worked with Columbia Advisory Group to complete the Information Technology Policy Assessment. This assessment will help identify areas needing strengthening for the biennial Cyber Security reports submitted to the Department of Information Resources (DIR).

The Director of Cyber Security and the IT Reliability/Maintenance Technician along with our vendor replaced the backbone switch in the Library connecting all campuses and buildings to the network and installed fiber runs and upgraded switches in the Peace building for two computer science labs. These items were funded by the CARES Act.

The Director of Cyber Security and the IT Reliability/Maintenance Technician worked with AT&T to complete the bandwidth upgrade for the Wharton campus.

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

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

<b>Communication Type</b>	<b>Email</b>	<b>Blackboard</b>	<b>Online Services</b>	<b>Admissions Status</b>	<b>Misc</b>	<b>Total</b>
<b>Support Form Requests</b>	499	34	106	9	74	<b>722</b>
<b>Telephone Calls</b>	466	54	209	25	263	<b>1017</b>
<b>Online Chat Service</b>	9	0	5	0	0	<b>14</b>
<b>Totals</b>	<b>974</b>	<b>88</b>	<b>320</b>	<b>34</b>	<b>337</b>	<b>1753</b>

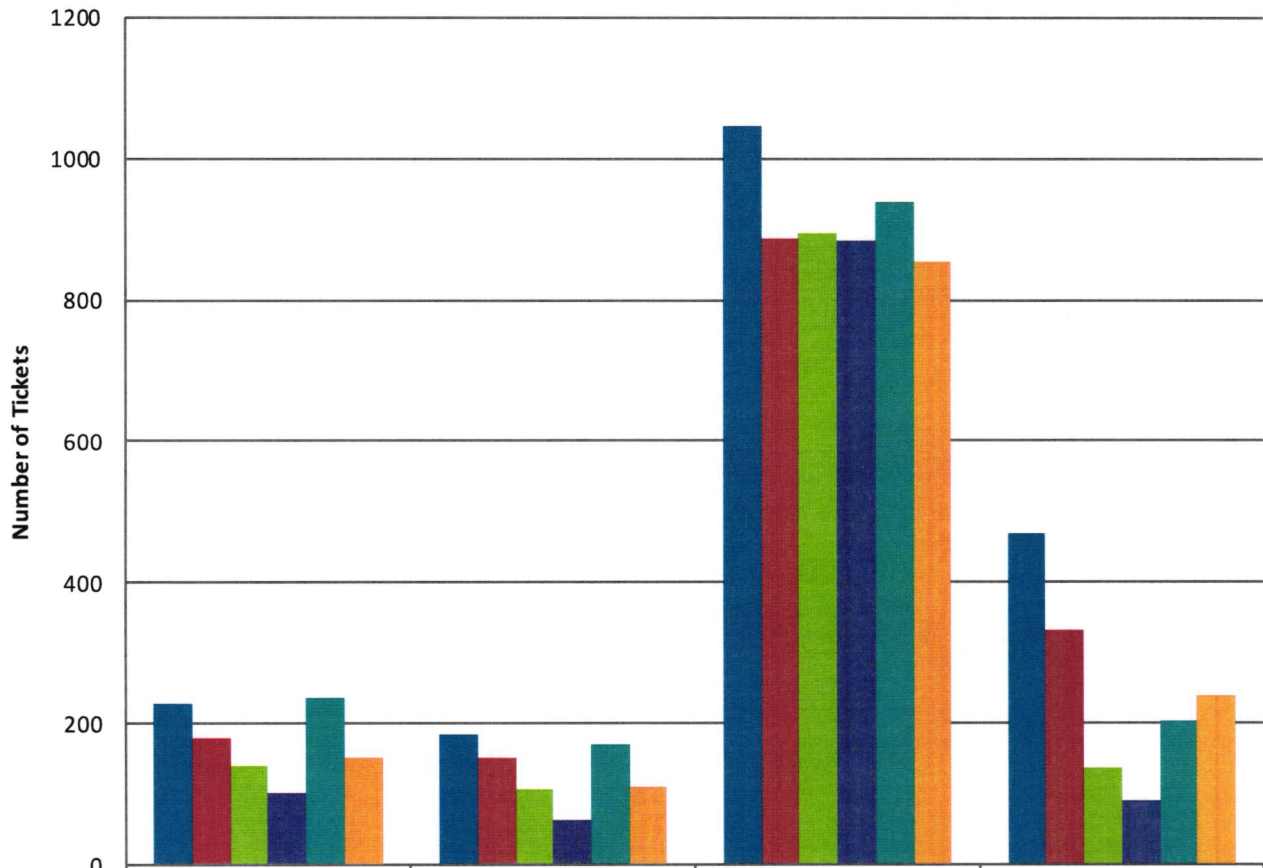
The Network Services team have replaced or supplied the following locations with new computer systems (including Windows10 operating systems), monitors, and/or printing devices in February 2021.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	1 - Printer			
Division of Communications and Fine Arts	1 - Printer			
Division of Math and Physical Science		1 - Printer		
Division of Technology and Business	4 - CPU			
Division of Vocational Science	1 - Scanner			
Instructional Class Rooms	Projector- A200  6 - CPU- LAD101H	25 - CPU TC229		
Computer Labs	5- CPU- PSC Advising  6 - CPU- LAD101H  15 - CPU- PEA204			1 - CPU Bay111
Learning Assistance Center	21 - CPU			
Office of Admissions and Registration	2 - Monitors		2 - Monitors	
Office of Financial Aid			2 - CPUs 2 - Monitors	
Office of Library Services	16 - CPU			
Office of Student Services	1 - Monitor 1 - Printer			
Extension Campuses - Reception			1 - CPU	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 855 tickets still open in February:

- 91% - MIS Banner system
- 5% - Equipment, classroom/office computers, printers, scanners, telephones
- 2% - System Maintenance
- 2% - 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