



Wharton County Junior College

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

Technology Departments July Highlights

The following reports and/or surveys have been completed:

- Spring online students open records request for directory information from UH Clear Lake
- Enrollment data for the Moody's Investor report
- Enrollment and graduate data to Cindy Kocian for Community College Petrochemical Initiative
- Fall 2015 and Spring 2016 TutorTrac reports for Student Success Coordinator
- Fall 2015 and Spring 2016 SmarThinking reports for Student Success Coordinator

Management Information System patches and upgrades for July 2016.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
7/20/2016	Banner/TCC	4	No downtime

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	280	34	33	32	7	386
Telephone Calls	291	117	84	28	435	955
Totals	571	151	117	60	502	1341

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Bay City Campus				Phone – Front Desk

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Business Office	Printer – Melton, P A106 Printer – Jochee, G – A106 Printer – Wuthrich, P – A107 Printer – Spillers, T – A105			
Continuing Education		CPU & Mon – TC122		
Division of Allied Health	Printer – Kresta, S – Johnson 107			
Division of Math, Readiness, Justice	Printer – Cunningham, K – A112			
Division of Social & Behavioral Science			CPU - Gupta, V – SGL220	
Classrooms			CPU - SGL273	
Office of Admissions/Registration	Monitor – Voulgaris, E – A101D			

Work Request by category for the month of July 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	2	3	5
Banner Access/Security	16	12	14	12
Banner AR	0	0	0	51
Banner Doc Image	0	0	0	2
Banner Finance	4	1	1	73
Banner Financial Aid	4	1	1	108
Banner HR	0	0	0	25
Banner ID	12	0	0	662
Banner Payroll	1	1	1	71
Banner Student	6	3	5	214

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Change of Office	5	3	4	2
Computers – Classroom	33	30	33	34
Computers - Office	40	35	47	47
Copiers	2	2	2	0
Data Projectors	1	1	2	9
Database Administration	1	0	0	42
Email Name Correction	0	0	0	0
Employment Changes	29	25	30	9
ITV Troubleshooting	0	0	0	0
Malware	4	4	4	5
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	3	2	2	1
Network Services	2	1	1	2
Network Passwords	3	3	3	1
Printers – Classrooms/Lab	2	2	2	4
Printers - Offices	21	19	19	6
Reporting	12	5	6	90
Scanners	0	0	0	1
Software	3	1	3	33
Student Email Name Change	0	0	0	0
Telephones – Classroom	0	0	0	2
Telephones – Offices	11	9	9	19
TracDat	0	0	0	0
Training	29	12	26	34
Web Services	3	2	2	6
Workstation Assessment	0	0	0	1