Wharton County Junior College

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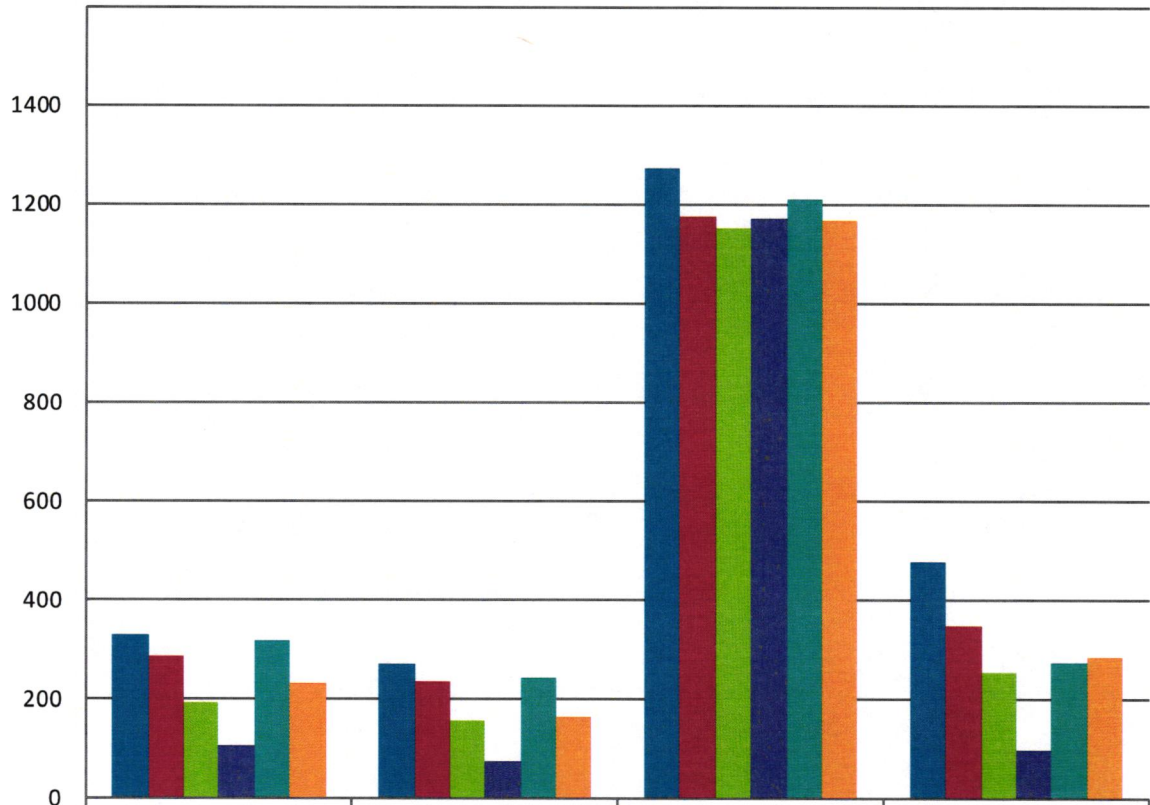
Technology Departments
February Highlights

There were no Management Information System patches and upgrades in February 2020.

IT Help Desk support tickets and calls for the month of February 2020.

Communication Type	Email	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	105	25	145	6	59	340
Telephone Calls	248	47	326	15	443	1109
Totals	383	72	471	21	502	1149

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in February 2020.

Area	Wharton	Richmond	Sugar Land	Bay City
Instructional Class Rooms	1 Projector R103	1 Projector - TC136 1 CPU - T108		
Office of Financial Aid		1 CPU		
Office of Library Services	2 Monitors 2 IPads			
Institutional Research	1 CPU			
Office of Student Services	1 Monitor			

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Sep-19	332	270	1274	478
Oct-19	286	236	1179	352
Nov-19	194	160	1154	255
Dec-19	109	77	1173	98
Jan-20	320	244	1212	274
Feb-20	231	167	1169	286