



# **Wharton County Junior College**

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

## **Technology Departments August Highlights**

The following reports and/or surveys have been completed:

- Summer 2, 2017 Student report to THECB (CBM001)
- Summer 2, 2017 Class report to THECB (CBM004)
- IPEDS Federal reports for 2017-2018 registration and institutional characteristics
- Fall 2017 General Education Assessment list to Instructional Assessment Director for Critical Thinking assessment
- Human Services Program data for reaccreditation
- Criminal Justice Majors contact information to Linda Clark
- Enrollment data for NRC Curriculum Development grant report

Management Information System patches and upgrades for August 2017.

<b>Date Applied to Production</b>	<b>Banner or Oracle Upgrade</b>	<b>Number of Patches</b>	<b>Amount of Downtime</b>
8/15/2017	TCC	1	none

IT Help Desk support tickets and calls for the month of August 2017.

<b>Communication Type</b>	<b>Portal</b>	<b>Blackboard</b>	<b>Online Services</b>	<b>Admissions PIN reset</b>	<b>Misc</b>	<b>Total</b>
<b>Support Tickets</b>	223	98	159	22	6	508
<b>Telephone Calls</b>	156	38	128	32	474	828
<b>Totals</b>	379	136	287	54	480	1336

The IT Help Desk/Training Coordinator continued to offer several Outlook 365 trainings to WCJC employees. The trainings have been offered during multiple timeframes on each of the campuses to allow for greater participation.

The Network services team has been preparing classrooms for the start of the fall semester. The following have been completed:

- Installed AutoCAD 2018 in Richmond room 227 and in Wharton room 208 in the Peace building
- Installed Adobe Suite in Sugar Land rooms 370 and 378
- Installed Office 2016 in Sugar Land rooms 370 and 378

- Installed network switches and iMac mini computers in Sugar Land room 378
- The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in August 2017.

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<b>Division/Dept</b>	<b>Wharton</b>	<b>Richmond</b>	<b>Sugarland</b>	<b>Bay City</b>
<b>Division of Communications and Fine Arts</b>	Hinson, P. CPU, Monitor & Phone, SCI 213			
<b>SGL Business Office</b>			Ramsey, C – Printer – SGL Bus Office	
<b>Division of Computer Science</b>			MAC Mini Lab, 25 MAC Mini systems, SGL 378	
<b>Department of Math/Physical Sciences</b>		Taylor, A. – Monitor TC 240D		

Work Request by category for the month of August 2017.

<b>Category</b>	<b>New Service Request for the month</b>	<b>Of the New Service Request Total Completed</b>	<b>Total Completed Service Request</b>	<b>Total Remaining Open Service Request</b>
Account Management	0	0	0	2
Banner Access/Security	4	0	1	7
Banner AR	6	6	6	17
Banner Doc Image	0	0	1	3
Banner Finance	1	1	2	27
Banner Financial Aid	25	13	15	64
Banner HR	0	0	1	3
Banner ID	5	4	2	722
Banner Payroll	0	0	0	3
Banner Student	9	2	5	97
Change of Office	0	0	0	1

<b>Category</b>	<b>New Service Request for the month</b>	<b>Of the New Service Request Total Completed</b>	<b>Total Completed Service Request</b>	<b>Total Remaining Open Service Request</b>
Computers – Classroom	11	2	2	70
Computers - Office	24	15	15	113
Copiers	0	0	0	2
Data Projectors	1	0	1	13
Database Administration	3	0	1	28
Email	8	6	7	19
Email Name Correction	0	0	0	1
Employment Changes	10	9	9	13
ITV Troubleshooting	0	0	0	0
Malware	1	0	0	6
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	0	0	0	0
Network Services	0	0	0	2
Network Passwords	0	0	0	1
Printers – Classrooms/Lab	0	0	0	6
Printers - Offices	10	7	7	15
Reporting	3	0	5	59
Scanners	0	0	0	2
Scantron Machines	0	0	0	0
Software	4	0	0	26
Student Email Name Change	0	0	0	0
Telephones – Classroom	1	0	0	3
Telephones – Offices	3	3	3	15
TracDat	0	0	0	0
Training	7	0	0	25
Web Services	177	176	176	9

<b>Category</b>	<b>New Service Request for the month</b>	<b>Of the New Service Request Total Completed</b>	<b>Total Completed Service Request</b>	<b>Total Remaining Open Service Request</b>
Workstation Assessment	1	0	0	3