Wharton County Junior College

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

Technology Departments
July Highlights

There were no Management Information System patches and upgrades for July 2019.
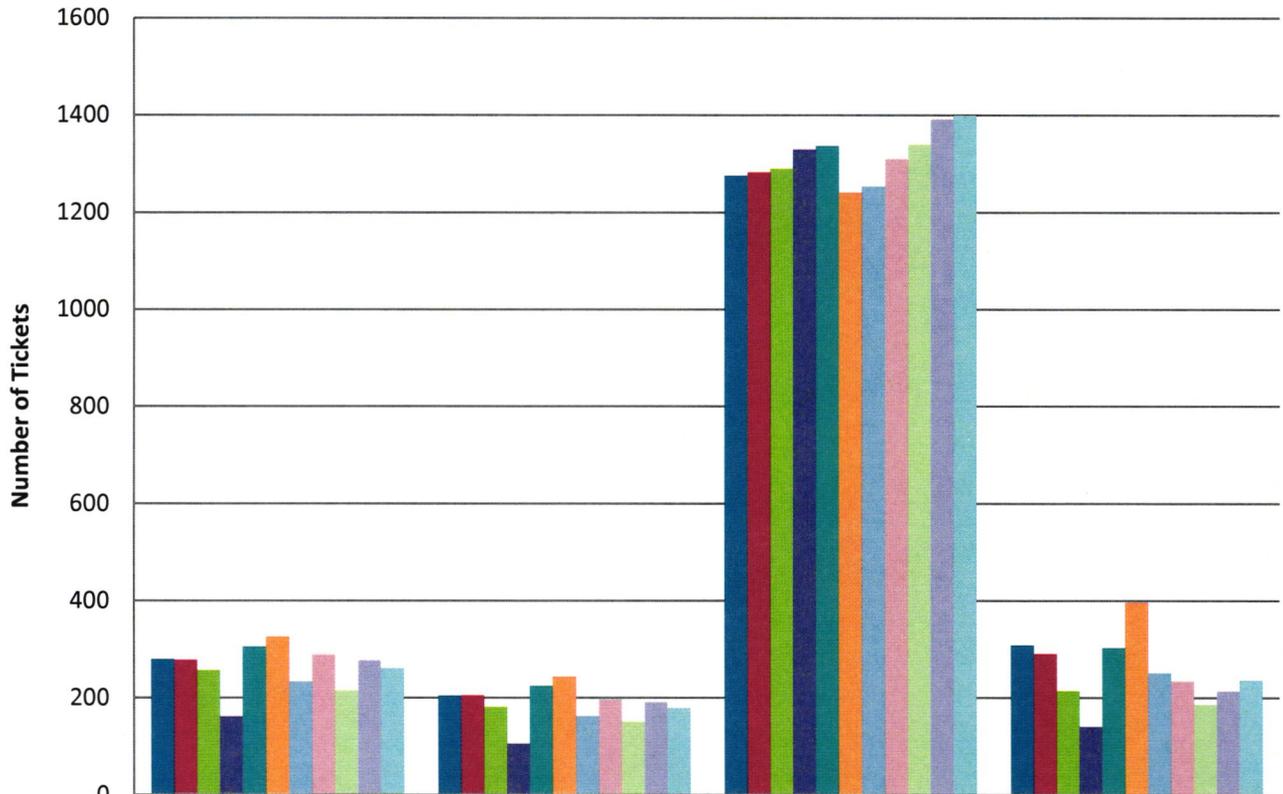
IT Help Desk support tickets and calls for the month of July 2019.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	209	15	453	22	123	**822**
Telephone Calls	324	27	337	53	493	**1234**
Totals	**533**	**42**	**790**	**75**	**616**	**2056**

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in July 2019.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	2 Monitors	0	0	0
Division of Communication and Fine Arts	0	1 Monitor	0	0
Division of Math and Physical Science	2 Monitors 2 Printers	0	0	0
Division of Social and Behavioral Science	4 Monitors 1 Printer	0	1 Monitor	0
Division of Vocational Science	1 Monitor	0	0	0
Instructional Class Rooms	0	1 Projector	0	0
Office of Marketing and Communications	2 Printers 2 Monitors	0	0	0
Office of Student Services	0	0	1 Printer	0
Office of Vice President of Instruction	1 Monitor	0	0	0

IT Tickets

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Sep-18	279	204	1276	308
Oct-18	277	204	1282	290
Nov-18	256	181	1290	214
Dec-18	161	105	1329	140
Jan-19	305	224	1337	303
Feb-19	324	242	1240	396
Mar-19	233	162	1254	251
Apr-19	288	196	1310	234
May-19	215	151	1340	187
Jun-19	277	191	1392	214
Jul-19	260	179	1400	236

Number of Tickets