



Wharton County Junior College

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

Technology Departments June Highlights

The Banner 9 upgrade project is underway. Navigation training has been conducted and each administrative department will begin testing the new graphical user interface (GUI). Testing is to be completed by September 14, 2018.

The off-premise hosting of the WCJC web servers is continuing to progress. The employee directory has been converted to the OUCampus directory structure and the publishing of content to the off-premise server is currently in the testing phase.

Management Information System patches and upgrades for June 2018.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
6/4/18	Banner	5	Zero
6/15/18	Banner	3	Zero
6/16/18 – 6/17/18	Banner/TCC	22	39.5 hours
6/25/18	Banner	1	Zero

IT Help Desk support tickets and calls for the month of June 2018.

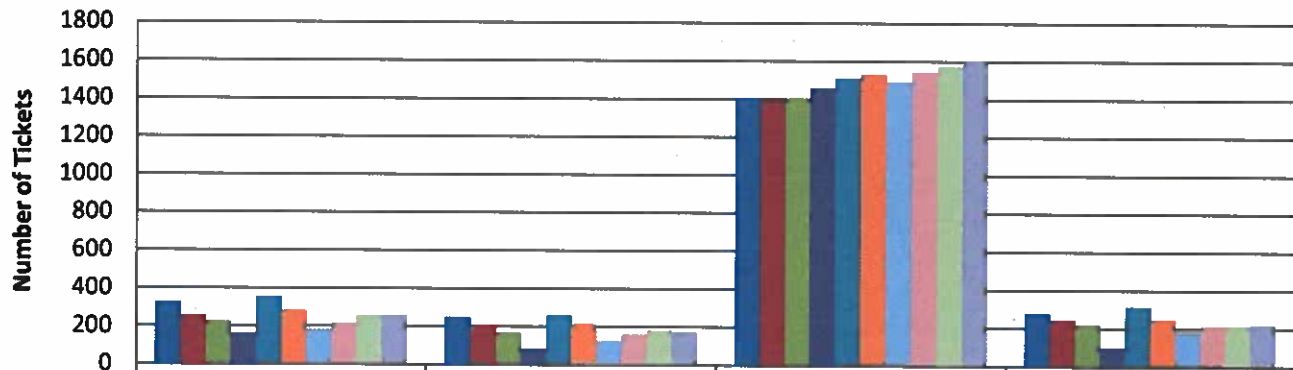
Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	163	99	136	64	18	480
Telephone Calls	201	240	153	43	540	1177
Totals	364	339	289	107	558	1657

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in June 2018.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Administration			Melissa Pena, Sugarland Reception, Monitor	

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Life Sciences/Biology	Wendy Waters, S112, Monitor			
Senior Citizen Program	Megan Wilcox, Columbus Center, CPU/Printer			
Institutional Research	Tessa Mathews, A210, Printer			
Speech/Fine Arts	Patrick Ralls, FA105, Printer			
IT/Web Master		Eric Li, TC110, CPU		
Distance Education		Candi Hollier, TC126, CPU		
Continuing Education		Alice Atkins, TC122C, Printer Kimberly Bowen-Johnson, TC122, Printer		

IT Tickets



	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Sep-17	324	247	1405	277
Oct-17	252	206	1398	245
Nov-17	222	167	1405	218
Dec-17	157	81	1455	98
Jan-18	352	257	1509	314
Feb-18	279	212	1529	248
Mar-18	183	123	1489	189
Apr-18	216	159	1544	216
May-18	256	186	1573	217
Jun-18	256	172	1605	222