



# Wharton County Junior College

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## Technology Departments April Highlights

The following reports and/or surveys have been completed:

- IPEDS spring collection
- THECB Accountability System update to the Excellent Programs portion
- NCES High School and Beginning Postsecondary Longitudinal Surveys
- Wintergreen Orchard house survey
- Achieving the Dream reports
- Open records request to Lexis Nexis for spring 2017 students
- Open records request to UH Central for students attending spring 2017 with over 30 hours
- Open records request to UH Downtown for potential graduates attending spring 2017

Management Information System patches and upgrades for April 2017.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
4/29/2017	Banner/TCC	4	1.5 hours

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	81	10	58	2	16	167
Telephone Calls	131	28	126	26	507	844
<b>Totals</b>	<b>212</b>	<b>38</b>	<b>184</b>	<b>28</b>	<b>523</b>	<b>1011</b>

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in April 2017.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Office of President	Printer – Feyen, D			

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Security		CPU – Billingsley, M.		
Classrooms	Projector – LAD115B Projector – LAD113F		SGL 166 – Projector SGL 266 - Projector	

Work Request by category for the month of April 2017.

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	0	0	2	2
Banner Access/Security	17	16	19	10
Banner AR	4	2	4	0
Banner Doc Image	2	2	3	3
Banner Finance	2	0	0	26
Banner Financial Aid	7	1	2	54
Banner HR	1	1	1	3
Banner ID	8	0	0	712
Banner Payroll	0	0	0	4
Banner Student	8	1	8	82
Change of Office	2	1	2	2
Computers – Classroom	48	31	47	65
Computers - Office	101	77	114	98
Copiers	1	0	3	2
Data Projectors	3	0	2	13
Database Administration	4	1	18	23
Email	9	7	8	19
Email Name Correction	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>
Employment Changes	20	13	14	13
ITV Troubleshooting	0	0	0	0
Malware	3	3	3	5
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	0	0	0	0
Network Services	0	0	0	2
Network Passwords	2	1	1	1
Printers – Classrooms/Lab	3	2	3	8
Printers - Offices	15	11	13	14
Reporting	10	4	15	57
Scanners	3	2	3	2
Scantron Machines	0	0	0	0
Software	13	7	15	26
Student Email Name Change	0	0	0	0
Telephones – Classroom	5	5	7	2
Telephones – Offices	12	10	15	15
TracDat	0	0	0	0
Training	14	9	10	26
Web Services	7	4	6	8
Workstation Assessment	3	2	2	2