Wharton County Junior College

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

Technology Departments
September Highlights

The WCJC team in the Department of Database and Applications Services upgraded our Banner Document Management System. This system handles the imaging of documents to be stored electronically.

The Information Systems staff continue to hold engagements with Strata Information Group in the areas of HR/Payroll, Student Services, Finance, and Financial Aid. These engagements are providing these areas assistance along with knowledge of the setup of functionality to help with efficiency and automation. The Information Systems staff and the Database and Applications Services staff are also having technical engagements with Strata Information Group to help augment staffing for timely project completion.

Management Information System patches and upgrades for September 2021.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
9/17/21 – 9/19/21	Banner/TCC/BDMS	35	41.5 hours

IT Help Desk support tickets and calls for the month of September, 2021.

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	181	47	145	1	60	**434**
Telephone Calls	220	79	186	46	364	**895**
Online Chat Service	23	11	14	0	31	**69**
Totals	**424**	**137**	**345**	**47**	**445**	**1398**

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in September 2021.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Social and Behavioral Science		1 – Printer		
Division of Technology and Business		1 – Printer 1 - Monitor		

The below chart reflects tickets opened by faculty and staff for each month in FY21. The following list percentages for each category for the 693 tickets still open in September:

- 90% - MIS Banner system
- 4% - Equipment, classroom/office computers, printers, scanners, telephones
- 1% - System Maintenance
- 5% - Employment changes and Training

IT Tickets FY22

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
■ Sep-21	344	248	693	295

Number of Tickets