



Wharton County Junior College

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Technology Departments June Highlights

The Network Technicians continue to replace computers that could not be upgraded to Windows 10 operating system. They have completed all classrooms and labs on the Wharton, Richmond, and Sugar Land campuses. They continue to focus on faculty and staff offices on all campuses.

Management Information System patches and upgrades for June 2021.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
June 11-13, 2021	Banner/TCC	35	44 hours

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

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	155	44	214	29	38	480
Telephone Calls	168	40	192	62	405	867
Online Chat Service	21	7	13	1	16	58
Totals	344	91	419	92	459	1405

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Communications and Fine Arts	Printer			
Division of Vocational Science	CPU			
Instructional Classrooms	CPU – FA 107		Projector SGL 164	CPU – BC110 CPU – BC112 CPU – BC 114 CPU – BC115
Computer Labs			Projector SGL 359	CPU & Monitor BC 124

Area	Wharton	Richmond	Sugar Land	Bay City
Office of Admissions and Registration	CPU			
Office of Financial Services	4 CPU			
Office of Human Resources	Monitor			
Office of Payroll and Benefits	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 748 tickets still open in May:

- 89% - MIS Banner system
- 4% - Equipment, classroom/office computers, printers, scanners, telephones
- 1% - System Maintenance
- 6% - Employment changes and Training

