Technology Departments
October Highlights

The following reports and/or surveys have been completed:

- Campus Safety and Security Federal Crime Survey
- 2017-2018 IPEDS Federal Report
- Equity in Athletics Disclosure Act (EADA) Federal Survey
- Student ID Change Report to THECB (CBM00N)
- Marketable Skills Achievement Report to THECB (CBM00M)
- Graduation Report to THECB (CBM009)
- Fall 2017 Preliminary Enrollment to THECB
- Program Management Plan Data for Departments in review
- Fall 2017 Enrollments of Students enrolled in Technical Programs for Perkins Coordinator
- Open Records request for Fall Student Directory Information to Texas Tech University
- Open Records request to include students with over 30 SCH to University of Houston – Victoria
- Number of Full-time/Part-time employees to Human Resources Department for TCCTA Survey
- Number of Full-time employees to Information Technology Department for Microsoft Licensing
- Fall 2017 Dual Credit Students by High School and courses taken report to TEA Region III
- Allied health Program Historical Graduate data for the Marketing Department
- Sample of Students in ENGL1301, ENGL2327, and PHIL1301 for the English Department's Assessment of Student Learning Outcomes
- Fall 2016/Spring 2017 Grade Distribution by Faculty Reports for Assessment and Evaluation

Management Information System patches and upgrades for October 2017.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
10/28/2017	Banner/TCC	13	7.5 hours

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	143	35	59	5	12	254
Telephone Calls	151	79	96	6	420	752
Totals	294	114	155	11	432	1006

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Department of Biology	Raun, K – Printer, SCI – 228B		Tucker, R – Printer, SGL-214A Rhasin, A – Printer, SGL-242	
Financial Aid Department	Schmidt, S – Monitor, A-101		Blust, L – Printer, SGL-126	
Department of EMS	Smith, M – Monitor, LD-115B			
Department of Mathematics	Buckingham, L – Printer, SCI-216			
Business Office	Barbre, L –Monitor, A-103			
Library	Hines, L – Printer			
Facilities Maintenance	Calk, S – 2 Monitors, Maintenance Barn			
Department of History	Nottebart, R – Printer, SCI-124			
Department of Vocational Nursing	Crosson, K-Data Projector, J-214			
Department of Cosmetology		1 CPU/Monitor, Reception Area 1 CPU/Monitor, Classroom, Instructor 3 CPU/Monitors, 3 Printers, Faculty Office		

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Department of Process Technology		1 CPU/Monitor, PTAC Lab w/skid 1 CPU/Monitor, PTAC Instrumentation Lab 27 CPU/Monitors, 1 Laser Printer, PTAC Computer Sim Lab 3 CPU/Monitors, 2 Printers, PTAC Faculty Offices		

IT Tickets as of October 2017

	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