



Wharton County Junior College

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Technology Departments June Highlights

Management Information System patches and upgrades for June 2022.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
6/10/2022	Banner/TCC	11	4 hours 15 minutes

IT Help Desk support tickets and calls for the month of June 2022.

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	69	16	220	21	36	362
Telephone Calls	179	11	371	42	307	910
Online Chat Service	8	4	21	4	4	41
Totals	256	31	612	67	347	1313

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in June 2022.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Life Science	Monitor Printer			
Division of Social and Behavioral Science	Monitor			
Instructional Class Rooms		CPU – TC228 Monitor – TC212		
Office of Vice President of Strategy, Enrollment Management & Tech	Printer			
Business Office	Printer			

The below chart reflects tickets opened by faculty and staff for the month of June. The following list percentages for each category for the 285 tickets still open in June.

- 58% - MIS Banner System
- 15% - Equipment, classroom/office computers, printers, scanners, telephones
- 5% - System Maintenance
- 22% - Employment changes and Training

