



Wharton County Junior College

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Technology Departments January Highlights

The off-premise hosting of the WCJC web servers is continuing to progress. The publishing of content to the off-premise server has been tested successfully. Implementation and testing of the calendar system has been completed. Training for the calendar system has been completed. A go-live date has been scheduled for February.

The Education Advisory Board (EAB) project is underway. Status calls continue to be scheduled every week as a check-in to see how the technology implementation is progressing.

Management Information System patches and upgrades for January 2019.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
1/12/19	Banner	5	Zero
1/16/19	Banner	3	1 hour
1/22/19 – 1/23/19	Banner/TCC	24	Admin pages: 9 hrs 45 minutes Online Services: 6 hrs

IT Help Desk support tickets and calls for the month of January 2019.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	230	41	312	24	173	780
Telephone Calls	284	141	390	32	408	1255
Totals	514	182	702	56	581	2035

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in January 2019.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	2 Phones	0	0	0
Division of Communications and Fine Arts	1 Monitor	0	0	0

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Life Science	1 CPU	0	0	0
Division of Vocational Science	1 Monitor	0	0	0
Office of Director of Sugar Land Campus	0	0	1 Monitor	0
Office of Facilities Management	1Printer 1 CPU	0	0	0
Office of Financial Services	1 Printer 3 Monitors	0	0	0
Office of Information Systems	2 Monitors, 1 CPU, 1 Printer	0	0	0

