WCJC

Wharton County Junior College

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

Technology Departments
March Highlights

Management Information System patches and upgrades for March 2018.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
3/11/18	Ellucian/Banner	2	3 hours
3/23-25/18	Banner	25	12 hours

IT Help Desk support tickets and calls for the month of March 2018.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	118	17	76	13	20	244
Telephone Calls	199	100	126	16	571	1012
Totals	317	117	202	29	591	1256

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in March 2018.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Facility Maintenance	Calk, S – Printer, Maintenance Barn			
Life Sciences/Biology		Flanagin, Joseph – Printer – TC240L		
Richmond Admin./Business Office		Wolter, R – Monitor, TC125		
Richmond Admin./FinAid		Salas, P – Printer, TC127		

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Sugar Land Admin./Computer Lab			Regan, T-CPU/Monitor, SGL372	
Bay City Admin.				Williams, K – CPU-Reception/ Lobby

IT Tickets

	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
Nov-17	222	167		1405	218
Dec-17	157	81		1455	98
Jan-18	352	257		1509	314
Feb-18	279	212		1529	248
Mar-18	183	123		1489	189