Technology Departments
April Highlights

The following reports and/or surveys have been completed:

- Spring 2016 Student report to THECB - CBM001
- Spring 2016 Class report to THECB - CBM004
- Spring 2016 IPEDS report for Academic Libraries, Fall Enrollment, and Human Resources
- 2014-2015 Licensure report to THECB
- Advanced Placement Study to THECB
- Federal National Postsecondary Student Aid Study
- Fall 2015 enrollment numbers for ACCT membership
- Regional Center for Nuclear Education and Training data for Nuclear Department
- Nuclear Power Enrollment data for grant report in conjunction with Brazosport College
- Noel Levitz Student Satisfaction Survey
- Open records request to LexisNexis for Spring 2016 directory information
- Open records request to University of Houston for Spring 2016 students with 30+ hours and 2.5+ GPA

The ZogoTech reporting project is advancing as expected. A team of early adopters was selected and a demonstration of all the features of the product was held in April. A small group from the early adopters was selected to attend a one day training session that is scheduled in May.

Management Information System patches and upgrades for April 2016.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
4/25/2016	Banner/TCC	4	2 hours

IT Help Desk support tickets and calls for the month of April 2016.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	241	10	23	35	10	319
Telephone Calls	200	25	69	15	554	863

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Totals	441	35	92	50	564	1182

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in April 2016.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Division of Communications and Fine Arts			Waddill, R – Monitor – SGL222	
Division of Social and Behavioral Science			Acord, A – Printer – SGL229	
Classrooms	P104 – CPU P207 - Printer	TC103 - CPU		BC124 – 3 CPUs
Testing Services			Paredes-Torres, A - Printer – SGL129	

Work Request by category for the month of April 2016.

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Account Management	1	0	0	4
Banner Access/Security	10	9	12	8
Banner AR	1	0	0	51
Banner Doc Image	0	0	0	4
Banner Finance	1	0	3	65
Banner Financial Aid	1	0	0	101
Banner HR	0	0	0	25
Banner ID	6	0	0	623
Banner Payroll	3	3	6	69
Banner Student	7	2	3	199

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Change of Office	2	2	2	0
Computers – Classroom	69	60	69	39
Computers - Office	89	65	86	53
Copiers	0	0	1	0
Data Projectors	1	1	2	10
Database Administration	2	1	1	37
Email Name Correction	1	0	0	2
Employment Changes	38	36	38	6
Malware	8	7	26	8
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	1	1	2	0
Network Services	2	2	4	2
Network Passwords	3	3	3	2
Printers – Classrooms/Lab	5	5	6	4
Printers - Offices	18	17	20	8
Reporting	12	7	9	95
Scanners	2	1	2	0
Software	19	9	16	31
Student Email Name Change	0	0	0	1
Telephones – Classroom	0	0	0	2
Telephones – Offices	4	3	6	19
TracDat	0	0	0	0
Training	4	1	8	24
Web Services	123	122	124	6
Workstation Assessment	1	0	1	2