



## Wharton County Junior College

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

### Technology Departments May Highlights

The following reports and/or surveys have been completed:

- Licensure report to THECB
- ACT Institutional Data Questionnaire (IDQ) for enrollment data
- Five year history of enrollment information for Academic Plan to Rickes Associates

There were no Management Information System patches and upgrades for May 2017.

The IT Help Desk/Training Coordinator held multiple trainings for Beginner Outlook 365 at each of the campuses. Outlook 365 is the new email system the WCJC IT department has implemented. The trainings were well attended and future trainings to include an intermediate level will be scheduled.

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	142	48	142	19	0	351
Telephone Calls	258	202	53	12	886	1411
<b>Totals</b>	<b>400</b>	<b>250</b>	<b>195</b>	<b>31</b>	<b>886</b>	<b>1762</b>

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Communications & Fine Arts	Appling, P – P205 - Printer			

Work Request by category for the month of May 2017.

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	1	1	2
Banner Access/Security	13	8	8	13
Banner AR	1	1	4	19
Banner Doc Image	0	0	0	3
Banner Finance	1	0	1	26
Banner Financial Aid	5	2	4	55
Banner HR	0	0	0	3
Banner ID	8	0	0	717
Banner Payroll	1	1	1	3
Banner Student	15	3	8	86
Change of Office	0	0	1	1
Computers – Classroom	11	7	11	64
Computers - Office	49	27	34	110
Copiers	1	0	0	2
Data Projectors	0	0	0	13
Database Administration	2	0	0	25
Email	8	2	4	22
Email Name Correction	0	0	0	1
Employment Changes	9	1	5	14
ITV Troubleshooting	0	0	0	0
Malware	1	1	1	5
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	0	0	0	0
Network Services	0	0	0	2
Network Passwords	0	0	0	1

<b>Category</b>	<b>New Service Request for the month</b>	<b>Of the New Service Request Total Completed</b>	<b>Total Completed Service Request</b>	<b>Total Remaining Open Service Request</b>
Printers – Classrooms/Lab	2	2	3	6
Printers - Offices	6	5	7	13
Reporting	16	4	12	60
Scanners	0	0	0	2
Scantron Machines	0	0	0	0
Software	5	4	7	23
Student Email Name Change	0	0	0	0
Telephones – Classroom	1	1	1	2
Telephones – Offices	3	1	1	17
TracDat	0	0	0	0
Training	8	0	4	27
Web Services	3	1	2	8
Workstation Assessment	124	124	124	2