



Wharton County Junior College

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

Technology Departments July Highlights

The Network Technicians have completed all except the below of the Windows 10 replacements and upgrades. These will be scheduled for completion around class schedules.

- Wharton campus – 3
- Richmond campus – 6
- Sugar Land campus – 3
- Bay City campus - completed

There were no Management Information System Patches and upgrades for July 2021.

IT Help Desk support tickets and calls for the month of July, 2021.

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	133	8	253	22	65	481
Telephone Calls	232	28	254	57	189	760
Online Chat Service	22	4	13	0	18	57
Totals	387	40	520	79	272	1298

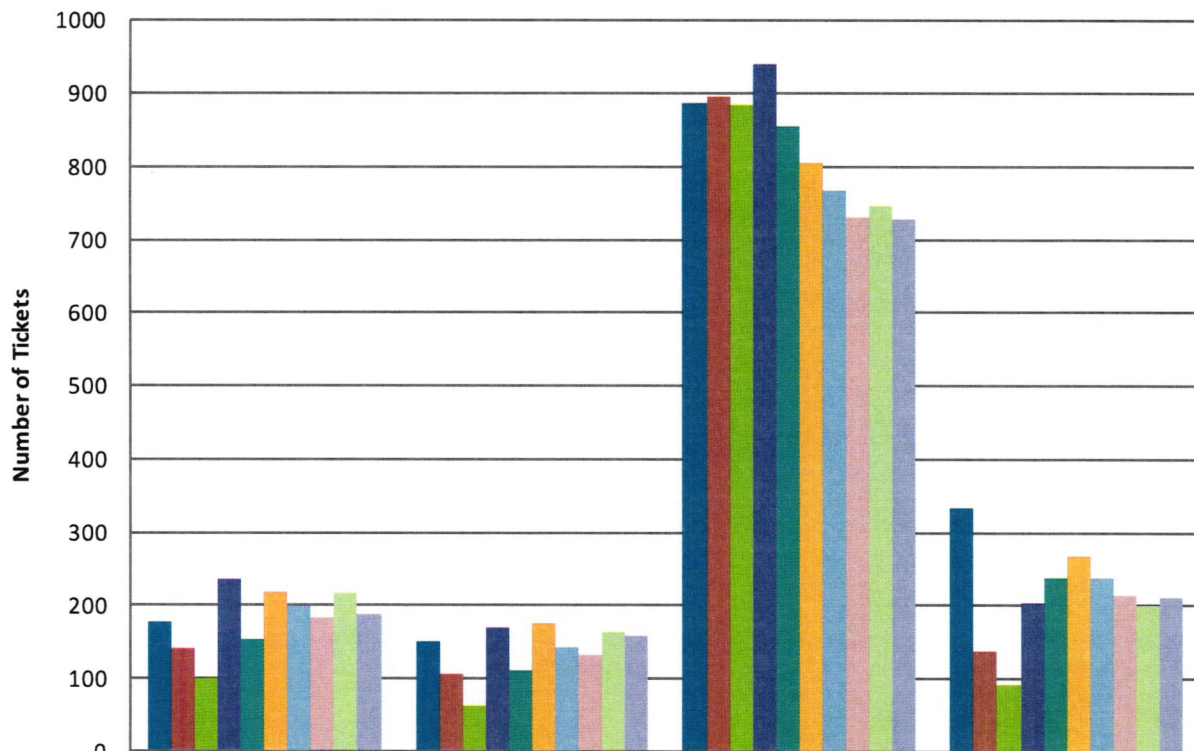
The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in July 2021.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Technology and Business		1 CPU		
Instructional Classrooms	1 Printer – ECNS (AEL) 5 CPUs - ECNS (AEL)	11 CPUs – TC102 (AEL)		
Office of Human Resources	1 Monitor			
Office of Vice President of Instruction	1 Printer			

The below chart reflects tickets opened by faculty and staff for each month in FY21. The following list percentages for each category for the 727 tickets still open in July:

- 90% - MIS Banner system
- 4% - Equipment, classroom/office computers, printers, scanners, telephones
- 1% - System Maintenance
- 5% - Employment changes and Training

IT Tickets FY21



	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
■ Oct-20	178	151	888	333
■ Nov-20	139	106	895	138
■ Dec-20	101	63	885	91
■ Jan-21	235	170	939	202
■ Feb-21	152	110	855	238
■ Mar-21	217	173	806	266
■ Apr-21	198	143	767	237
■ May-21	181	133	730	215
■ Jun-21	216	164	748	201
■ Jul-21	188	159	727	210