Wharton County Junior College

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Technology Departments
March Highlights

The following reports and/or surveys have been completed:

- Spring 2017 CE Student report to THECB (CBM00A)
- Spring 2017 CE Class report to THECB (CBM00C)
- FY2016 Campus report to LBB
- FY2016 Performance Measures to LBB
- Johnson Foundation direct and endowed scholarship recipients report
- College Connections report

Management Information System patches and upgrades for March 2017.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
3/4/2017 to 3/5/2017	Banner/TCC	31	28 hours

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	59	13	60	5	4	141
Telephone Calls	137	31	55	13	560	796
Totals	196	44	115	18	564	937

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Division of Social & Behavioral Sciences			Vardy, R – Printer – SGL225	
Office of Financial & Business Services	Witzkoski, Steph – CPU – ADM114			

Work Request by category for the month of March 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	2	2	2	4
Banner Access/Security	11	7	9	10
Banner AR	0	0	1	23
Banner Doc Image	3	3	3	3
Banner Finance	6	1	3	24
Banner Financial Aid	4	1	3	49
Banner HR	0	0	1	3
Banner ID	7	0	0	702
Banner Payroll	1	0	1	3
Banner Student	5	4	7	83
Change of Office	0	0	0	2
Computers – Classroom	68	72	70	77
Computers - Office	85	1	83	112
Copiers	3	2	3	4
Data Projectors	2	1	1	12
Database Administration	3	1	2	37
Email	10	8	11	16
Email Name Correction	0	0	0	1
Employment Changes	21	21	22	6
ITV Troubleshooting	1	1	1	0
Malware	2	2	2	5
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	0	0	0	0
Network Services	1	0	1	2
Network Passwords	1	0	0	1

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Printers – Classrooms/Lab	1	0	0	7
Printers - Offices	13	12	12	14
Reporting	1	0	4	60
Scanners	3	3	3	2
Scantron Machines	0	0	0	0
Software	23	13	19	31
Student Email Name Change	0	0	0	0
Telephones – Classroom	1	0	0	4
Telephones – Offices	16	14	16	18
TracDat	0	0	0	0
Training	7	5	19	22
Web Services	98	0	100	7
Workstation Assessment	0	0	0	1