



Wharton County Junior College

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Technology Departments January Highlights

The following reports and/or surveys have been completed:

- Title III and Title V Eligibility and Waiver Application
- Block Schedule report to THECB
- Open Records Request for Student Directory Information for UT Dallas
- Open Records Request for Directory Information for Nursing Graduates for HBU
- Open Records Request for Student Directory Information for Young American for Liberty
- Paralegal Studies Report on Graduates, Fall enrollment history, and THECB student follow-up

Management Information System patches and upgrades for January 2017.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
1/15/2017	Banner/TCC	15	5.15 hrs

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	299	28	21	4	11	363
Telephone Calls	158	81	34	2	221	481
Totals	457	109	55	6	232	844

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Division of Allied Health	Shropshire, A – Printer – J232			

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Division of Social & Behavioral Sciences	Wind, J – CPU – A209 Yancey, D – Printer – J112			
Vice President of Instruction			Unassigned office – CPU & Mon – SGL248A Unassigned office – CPU & Mon – SGL248B	

Work Request by category for the month of January 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	1	2	3
Banner Access/Security	14	13	17	5
Banner AR	9	7	16	21
Banner Doc Image	5	5	5	7
Banner Finance	8	1	3	25
Banner Financial Aid	2	0	31	50
Banner HR	2	1	2	4
Banner ID	6	0	7	690
Banner Payroll	3	3	3	2
Banner Student	7	3	11	81
Change of Office	1	0	0	2
Computers – Classroom	54	29	32	78
Computers - Office	84	56	59	84
Copiers	2	1	1	2
Data Projectors	3	1	2	10

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Database Administration	2	1	7	35
Email	15	12	12	11
Email Name Correction	0	0	0	0
Employment Changes	21	19	23	6
Malware	2	2	3	6
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	0	0	0	0
Network Services	0	0	0	2
Network Passwords	1	1	1	0
Printers – Classrooms/Lab	2	0	0	7
Printers - Offices	45	34	36	20
Reporting	5	4	11	55
Scanners	6	5	5	3
Scantron Machines	0	0	0	1
Software	9	6	7	35
Student Email Name Change	2	2	2	0
Telephones – Classroom	1	0	0	4
Telephones – Offices	25	11	11	30
TracDat	0	0	0	0
Training	16	9	20	44
Web Services	169	167	168	6
Workstation Assessment	0	0	0	1