



Wharton County Junior College

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

Technology Departments September Highlights

The following reports and/or surveys have been completed:

- Summer 1 and 2 2017 Student Schedule Reports to THECB (CBM00S)
- Summer 1 and 2 2017 Student End of Semester Reports to THECB (CBM0E1)
- Summer 1 and 2 2017 Texas Success Initiate Reports to THECB (CBM002)
- Quarter 4 2017 CE Student Report to THECB (CBM00A)
- Quarter 4 2017 CE Class Report to THECB (CBM00C)
- Preliminary Graduation Report of Nursing Students to THECB for Grant Funding (CBM009)
- Summer 2017 Block Schedule Report to THECB
- Community College Petrochemical Initiative Report
- Spring 2017 Dental Hygiene Patient Satisfaction Survey Report
- Open Records Request for Fall Directory Student Information to ASL Marketing
- Open Records Request for Student completing 45-110 Credit Hours to UHD
- Summer 2017 Dual Credit Courses and Enrollments to TEA Region 3

Management Information System patches and upgrades for September 2017.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
9/22/2017 – 9/24/2017	Banner/TCC	43	2 days

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	382	160	117	12	11	682
Telephone Calls	386	185	105	2	379	1057
Totals	768	345	222	14	390	1739

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Department of Chemistry			Camejo, D – CPU – SGL-359	
Division of Math and Science			Data Projector, SGL-275	
Sugarland Administration			Adjunct Instructor Common Area CPU – SGL - 234	
Department of Dental Hygiene	Dental Hygiene Lab Unit #5 – CPU – JOH 130			
Instructional Assessment	Cortez, A – 19” Monitor – A203			
Division of Vocational Science		Cosmetology – CPU and 19” Monitor – FBTC-123		

