



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-22-16 to 2-26-16"

Offsite Technical Support Visits = 1 Santa Paula—Jeff Erskine and John Wolfe—Ricoh/Network

Meetings = 9 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2 Events—Big Gym and Guthrie Hall

Emergency Gear Last Checked = 2-5-16

Emergency Satellite TV Last Checked = 2-5-16

Total Open Work Tickets = 71 tickets "Non-Projects"

New Work Tickets This Week = 65 tickets

Resolved Work Tickets This Week = 86 tickets

Oldest Work Ticket = Tag vLAN for vendor events—routers/streaming—3-30-15

Number of Active Major Projects = 21 projects

Number of Completed Major Projects = 198 projects

Weekly Highlights

- Met with Heery staff and district purchasing to plan for the newly remodeled Studio Arts building. We will be implementing 5 new smart classrooms for this building. Classes are scheduled for Fall 2016.
- Continued to work on the verbiage and evidence for the accreditation IIIc standard. This will be an ongoing process until the accreditation visit in September 2016.
- Scheduled a service call with the AV integrators for the Applied Science building. They are helping us to fine-tune several items in the Visualization Room.
- Met with the Dean of Student Services to help design the 3SP technology upgrades.