



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "3-7-16 to 3-11-16"**

Offsite Technical Support Visits = 0

Meetings = 7 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 3 Events—Guthrie Hall, ASVC, Wright Event Center

Emergency Gear Last Checked = 2-5-16

Emergency Satellite TV Last Checked = 2-5-16

***Total Open Work Tickets = 62 tickets "Non-Projects"***

New Work Tickets This Week = 55 tickets

Resolved Work Tickets This Week = 65 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**

- Setup and led guided, technology tours through our new Applied Sciences building for Foundation patrons and 4C visitors.
- Started to receive more quote requests related to end of year budget cutoffs. These requests will increase over the coming months.
- Continued to work with faculty regarding their approved program review initiatives.
- Met with 3SP employees to help design improved technology for student support. This project will be ongoing.