



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "4-2-18 to 4-6-18"

Offsite Technical Support Visits = 1 visit—Camarillo Sheriff's Academy—Computer Power Issue –Jordan Goebel

Meetings = 10 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 ASC Building—Pirate Friday Event

Emergency Gear Last Checked = 3-15-18

Emergency Satellite TV Last Checked = 3-15-18

***Total Open Work Tickets = 48 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 1078 tickets\*

New Work Tickets This Week = 86 tickets

Resolved Work Tickets This Week = 79 tickets

Oldest Work Ticket = 8-17-17—Update Hawkes Software - SCI-226 Computer Lab

Number of Active Major Projects = 38 projects

Number of Completed Major Projects = 317 projects

Technical Training Sessions = 3—New smart classroom controls—SCI-228

## Weekly Highlights

- Setup and trained faculty on the new smart classroom gear in SCI-228. Faculty and student feedback will be used to improve this design moving forward.
- Met with VC Foundation employees to help design improvements to their computing environment.
- Started to receive program review/technical refresh technology gear. We will start to implement this gear over the summer.
- Joined a new website design task force. This project will be ongoing and led out of the district office. An improved student experience will be centered on during these planning discussions.

*\*Some of this total might include SPAM messages sent to the help desk email account. This number is rough and approximate.*