



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "9-3-18 to 9-7-18"

Offsite Technical Support Visits = 1 Santa Paula—Jordan Goebel—General Work Tickets

Meetings = 8 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2 Events—ASC ASVC event, Quad Outdoor

Emergency Gear Last Checked = 8-31-18

Emergency Satellite TV Last Checked = 8-31-18

Total Open Work Tickets = 82 tickets "Non-Projects"

Total Work Tickets Completed This Year = 781 tickets* "Since 7-1-18"

New Work Tickets This Week = 77 tickets

Resolved Work Tickets This Week = 43 tickets

Oldest Work Ticket = 10-27-17—Refresh MacBook-AEC Division—On Hold Per Dean's Instruction

Number of Active Major Projects = 19 projects

Number of Completed Major Projects This Year = 33 projects

Technical Training Sessions = 0

Weekly Highlights

- Continued to work on start of the Fall semester last minute requests.
- Worked with several software vendors to acquire educational software licenses for QuickBooks and Drake software instructional programs.
- Continued to design the cabling, office floorplans for the new Child Development-Training facility.
- Met with A/R staff to find a streamlined solution for diploma printing and delivery.
- Tested new smart classroom technology with CSULB distance education staff. They will use Zoom for their Saturday instructional, DE classes.

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