



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-11-15 to 5-15-15"

Offsite Technical Support Visits = 1—Santa Paula—John Wolfe—General Work tickets

Meetings = 12 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 5 events

Emergency Gear Last Checked = 5-14-15

Emergency Satellite TV Last Checked = 5-14-15

Total Open Work Tickets = 83 tickets "Non-Projects"

New Work Tickets This Week = 61 tickets

Resolved Work Tickets This Week = 51 tickets

Oldest Work Ticket = Re-Rack Switches in MCE IDF's—7-22-14

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 161 projects

Weekly Highlights

- Participated in a site visit to USC. We reviewed the previous work from the AV installers that were the top pick for our Applied Science building. The site visit went well and their work appeared to be good quality and professionally finished.
- Led the final accreditation IIIc standard sub-committee meeting. We gathered evidence, self studies and gap analysis for this accreditation standard. We will add this information to our accreditation library and will lend guidance when the rough draft is written this summer.