**Ventura College**

# Technology Support Services Weekly Report

## Weekly Metrics "8-29-16 to 9-2-16"

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

Meetings = 11 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 0

Emergency Gear Last Checked = 8-5-16

Emergency Satellite TV Last Checked = 8-5-16

***Total Open Work Tickets = 91 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 2315 tickets*

New Work Tickets This Week = 108 tickets

Resolved Work Tickets This Week = 148 tickets

Oldest Work Ticket = Replace 2 wall mounted WAM Autolab shop phones—6-24-15

Number of Active Major Projects = 33 projects

Number of Completed Major Projects = 212 projects

## Weekly Highlights

- Fine-tuned the setup of 4 smart classrooms for the new SAB remodeled building. In-service training was provided to faculty for these new rooms.

- Met with counselors and district IT staff to discuss GradesFirst software improvements. We will be meeting with GradesFirst representatives next month to discuss these improvement items.

- Started to build and configure new 3SP check-in kiosks for student services areas. Software interfaces will be built with the assistance from district IT staff.

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