



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "9-7-15 to 9-11-15"

Offsite Technical Support Visits = 0

Meetings = 8 meetings

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

Emergency Gear Last Checked = 5-14-15 "Will Try To Start Next Week"

Emergency Satellite TV Last Checked = 5-14-15 "Will Try To Start Next Week"

Total Open Work Tickets = 66 tickets "Non-Projects"

New Work Tickets This Week = 63 tickets

Resolved Work Tickets This Week = 62 tickets

Oldest Work Ticket = Setup 2 Legacy Scanners in EOPS Office 10-3-14

Number of Active Major Projects = 18 projects

Number of Completed Major Projects = 173 projects

Weekly Highlights

- Finalized the first phase for the AV systems in the Applied Sciences building. Our construction contractor has given us the approval to move classes into this building on Monday 9-14-15. Improvements to this building will be ongoing for the next 6 months.
- Met with the accreditation standard IIIc sub committee. We discussed the first draft of the narrative and will seek management input next week.
- Coordinated and held in-service training for faculty. The new AV systems that will be used in the Applied Sciences rooms 120, 130, 140 and 150 were covered.