

# Insight IT 2014

Monthly Report: February

# Pepperdine Information Technology

## IT Help Desk

Available 24/7

(310) 506-HELP

(866) 767-8623

[community.pepperdine.edu/it](http://community.pepperdine.edu/it)

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## IT Announcements

# Free online training available to Pepp. employees

Online training is available for free to faculty and staff with the **Lynda.com** Online Training Library, a professional development resource that offers more than **1,000** online courses on software. Employees in a regular position must obtain supervisory approval in advance of beginning training, and then must devote a **two-week** period to training that does not conflict with their regular duties. All requests will receive an automatic confirmation email with instructions to set up a Lynda profile. Visit Lynda.com to explore all 1,000 online training courses by subject, software, vendor or author (trainer). Some **subjects** include blogging, email, e-commerce, web design and information architecture. Some **software** include Word, Excel, PowerPoint, Dreamweaver, SQL, Flash, and iMovie.



**For more information, visit:** <http://community.pepperdine.edu/it/tools/lynda/>

## Secure, clutter-free option to send large emails

Everyone with a Pepperdine email can send large email attachments without cluttering their sent items folder or the recipient's inbox through the Pepperdine Secure Email Attachments system, **Accellion**. This is a **secure** way to send sensitive information such as social security numbers. Pepperdine's secure attachment server allows you to send **encrypted attachments** and very large files, up to **20GB** per message. When recipients receive the email, the attachments are not inside the message but are listed as **web links** at the bottom of the message. Students can use the system to send attachments to Pepperdine faculty, staff and students but not to others outside the university. Pepperdine faculty and staff can send attachments to anyone with a valid email address.

### There are two ways to send email attachments:

- Through a web-based email client located at <https://attachments.pepperdine.edu>
- By installing a Microsoft Outlook plug-in (only available to faculty and staff)

### Log into the system with your Wavenet info at:

<https://attachments.pepperdine.edu>

### For more information, visit:

<http://community.pepperdine.edu/it/tools/email/general/attachments/>

## IT Preparation

# Sunset approaches on life of Windows XP

Owners of university computers running Windows XP must upgrade to Windows 7 or else retire their computers by **March 14, 2014**. Microsoft will stop providing updates for the Windows XP operating system on **April 8, 2014**. At this point, all students and guests running Windows XP on Pepperdine's network will no longer be compliant with the network acceptable-use policy since their computers will be vulnerable and could negatively impact the network. If this happens, the computer will immediately be removed from the network. In most cases though, students and guests running XP should be fine until **May 15, 2014**, at which time they may experience limitations to their access on the network and/or start receiving communications of increasing frequency and urgency to upgrade or retire their XP computer. As of **August 15, 2014** no XP computer will be allowed on the network. IT has contacted all faculty and staff with Windows XP to let them know which computers can be upgraded to Windows 7 and which computers will need to be retired. IT has also contacted all students informing them of the deadlines, and it is collaborating with colleagues across Pepperdine to educate guests, vendors, and newly admitted students about the end of Windows XP.

## Dates to remember for XP:

**3/14:** Upgrade or retire XP

**4/8:** Microsoft stops supporting XP

**5/15:** XP begins having limitations

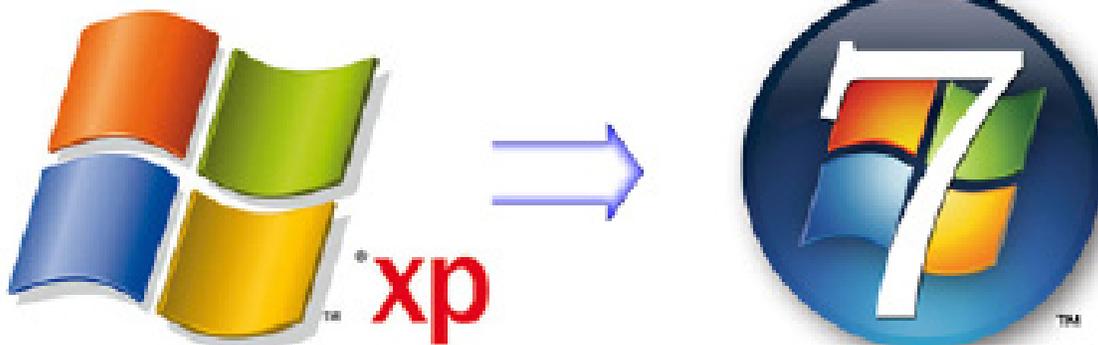
**8/15:** No XP allowed on network

## For more information, visit:

<http://community.pepperdine.edu/it/tools/operatingsystem/winxpsunset.htm>

## If you want to begin the upgrade or replacement process immediately, visit:

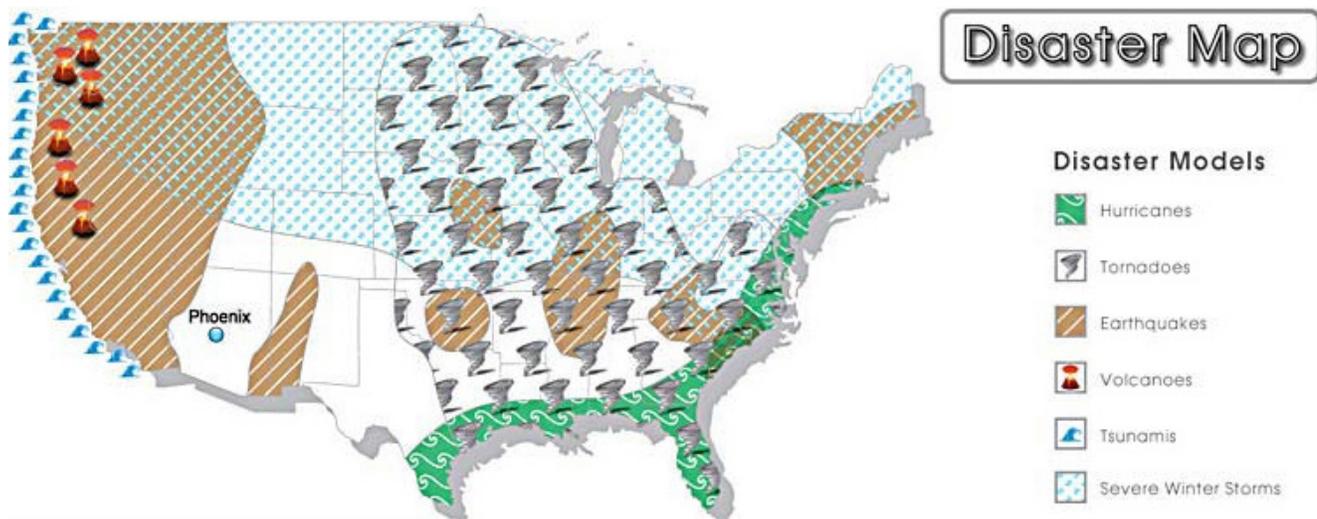
<http://community.pepperdine.edu/it/forms>



## IT Features

# Phoenix DR Center reaches key milestones

On Jan. 29, the **Disaster Recovery Data Center** successfully completed Phase II of its implementation in Phoenix, Arizona. The first milestone in this multi-phase project was creation of automated disc replication for **secure database back-ups** between our Malibu and Phoenix data centers. The second milestone was the successful installation of a **space-saving virtual server** system which will allow the Phoenix data center to provide a complete set of services to students, faculty and staff in case of Malibu-based emergencies. The center not only helps us in case of an emergency or disaster in California, but it allows us to build innovative new technology for **better, faster** services for students, faculty and staff.



## Faculty professional development launched Feb.

The spring online faculty professional development program launched February 10 and will last through March 18. The program was available to all adjunct and full-time faculty across all five schools. Faculty mentor Dr. Margaret Riel from GSEP with Technology and Learning led the six-week program that focused on “**learning circles**” as a way to promote student **leadership and ownership** in their own education. Riel explained how to implement learning circles in teaching to develop students’ leadership skills.

### The program was specifically designed to help:

- Transform face-to-face activities into an online format
- Use instructional technologies like Google Docs, web conferencing, Jing and others
- Integrate individual teaching styles with different technologies to engage learners
- Solve teaching challenges with the use of technology

### For more information, visit:

<http://community.pepperdine.edu/techlearn/teaching/faculty-professional-development>

## IT Attention

# Students in Malibu and LA can print wirelessly

Students at all the LA-area campuses can **print directly** from their laptops to any **GoPrint** pay station. Make sure you are connected to the Pepperdine network before installing a network printer.

### In order to access any network printer and copier from your PC laptop:

- Open your Control Panel and double click to open the “Printer” window
- Click “Add a printer” > “Add a network, wireless, or Bluetooth printer”
- Click “The printer that I want isn’t listed” > “Select a shared printer by name”
- Enter the \\server\printer name you wish to add in the field and click “Enter” or “Next” \*
- After the printer is found, click on “Install driver” > “Continue” > “Next” > “Finish”

### In order to access any network printer and copier from your MAC laptop:

- Open the “System Preferences” window > “Print & Fax” > “+” sign (on the left) > “IP” print option
- Set protocol to “Line Printer Daemon – LPD”
- Set address to the server IP for your campus \*
- Set queue to specific printer you want to print to (“Name” and “Location” will automatically populate)
- Set print using to “Generic PostScript Printer” > “Add” to complete the installation

**\*Server IPs for all locations at each of the Pepperdine campuses are available at:**

[http://community.pepperdine.edu/it/services/copyservices/addprinter\\_student.htm](http://community.pepperdine.edu/it/services/copyservices/addprinter_student.htm)

# Pepp. community can create project sites on Sakai

All faculty, staff and students can create **project sites** on Courses. While the system includes basic tools such as syllabi, gradebooks and announcements, it also offers **advanced features** like live chat, online testing, document sharing and more. Anyone can create a worksite for clubs, service or research projects, colleague collaboration and more to take advantage of these features in one universally **accessible** place.

### Creating a Courses Project Site:

- Click the My Workspace tab > Worksite Setup > New
- Select “Project site” and click Continue
- Fill out the Project Site Information form and click Continue
- Select the desired tools and click Continue
- Select “Publish Site” so your participants can see your site
- Select “Private” if you want to exclude the site from a public listing
- Select “Display in public site list” if you want others in the Pepperdine community to see the site
- Click Continue and review the project site setup confirmation information
- Click Create Site to finish

**For more information, visit:**

<http://community.pepperdine.edu/techlearn/tools/courses/>

## IT Updates

# CRM engages Waves from recruitment to graduation

Constituent relationship management (CRM) strategies enhance students' experience from recruitment to enrollment to graduation. Salesforce CRM is a centralized business strategy that will play a key role alongside the "Engaging Waves" Initiative to accomplish the university's goals for the future. After **10 months** of careful review and deliberation, the CRM Program Committee recommended the adoption of Salesforce as the campus-wide CRM solution in Nov. 2013. President Andrew Benton and Provost Darryl Tippens formally **approved the project** Jan. 16, 2014.

### Disadvantages of decentralized system:

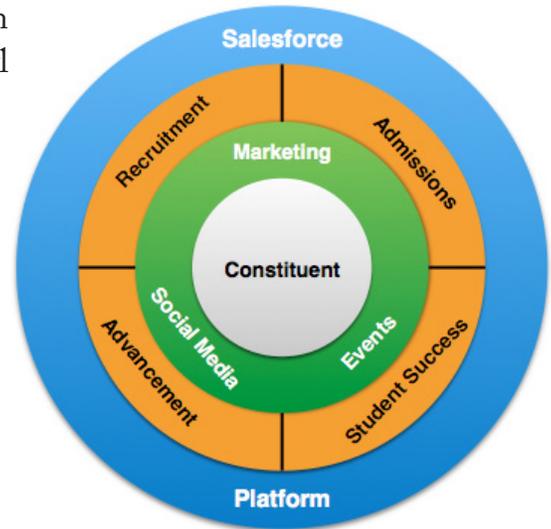
- Does not share information between departments and campuses, decreasing effectiveness and unity
- Communications with alumni is disjointed and uncoordinated across the schools, hindering efforts to bring them back "home" to their Pepperdine family

### Benefits of an enterprise CRM solution:

- Enhance the institution's recruitment efforts
- Attract and retain the best students committed to learning
- Build meaningful community and enduring alumni loyalty
- Provide dashboard reporting that fosters effective decision-making and more
- Strengthen the Pepperdine-brand experience
- Deliver consistent enriched experiences for students and alumni across all five schools
- Provide continuous identification of groups to which alumni have a particular affinity
- Increase personalized communication and targeted programming that unites students with alumni
- Implement a mobile friendly, self-service, secure portal for alumni directory information
- Improve internal communication and publish a central calendar across the university
- Establish a comprehensive knowledge base to share ideas, needs and outcomes
- Improve data accuracy and security, and provide automated judgment rules when updating data
- Provide a clear consistent strategy for coding of data in reports across the University
- Identify goals and outcomes for each department
- **Develop, deliver, and support a CRM strategy that consolidates the University into a single, unified, collaborative platform that covers the entire constituent life cycle, is flexible, scalable, safe and secure, and affords each school and major functional area the ability to uniquely define its strategy and business processes.**

### Stay up-to-date or join the conversation at:

<http://listserv.pepperdine.edu/cgi/wa.exe?INDEX>



## IT Accountability

IT is dedicated to transparency with the Pepperdine community. Figure 1 indicates the quantity of IT help calls received in the past four months. Figure 2 indicates the reported quality of IT services in the past four months.

**Figure 1: Quantity of Help Calls**

| Month   | November 2013 | December 2013 | January 2014 | February 2013 |
|---|---------------|---------------|--------------|---------------|
| Number of requests for support managed by Help Desk | <b>758</b>    | <b>671</b>    | <b>1,143</b> | <b>1,003</b>  |
| Percent resolved on the first call                  | <b>69%</b>    | <b>68%</b>    | <b>67%</b>   | <b>65%</b>    |
| Percent resolved within two days                    | <b>50%</b>    | <b>56%</b>    | <b>59%</b>   | <b>50%</b>    |
| Percent resolved in fewer than five days            | <b>87%</b>    | <b>91%</b>    | <b>99%</b>   | <b>88%</b>    |
| Average wait time in seconds                        | <b>55</b>     | <b>40</b>     | <b>47</b>    | <b>62</b>     |

**Figure 2: Quality of Help Calls**

| Month                 | November 2013 | December 2013 | January 2014 | February 2013 |
|-----------------------|---------------|---------------|--------------|---------------|
| Survey response rate  | <b>7%</b>     | <b>7%</b>     | <b>8%</b>    | <b>9%</b>     |
| Overall satisfaction  | <b>4.5</b>    | <b>4.7</b>    | <b>4.7</b>   | <b>4.6</b>    |
| Competency            | <b>4.5</b>    | <b>4.7</b>    | <b>4.7</b>   | <b>4.7</b>    |
| Customer Service      | <b>4.5</b>    | <b>4.7</b>    | <b>4.7</b>   | <b>4.6</b>    |
| Resolution timeliness | <b>4.4</b>    | <b>4.8</b>    | <b>4.5</b>   | <b>4.5</b>    |