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Dear Colleague,

Two Thousand and eleven was a milestone for Information Technology (IT). On September 14, we hosted our inaugural Technology & Learning Faculty Conference. This conference was not merely an event created over night. Instead, it was three years in the making and a culmination of the hard work of my IT colleagues and our ongoing engagement and collaboration with Pepperdine faculty. In fact, all recognition and credit go to participating faculty for without them, the conference would not have been successful. The conference was a great first and I look forward to the next one.

In addition to the inaugural faculty conference, IT completed its investment and build-out of two smart classrooms, each in the School of Law and School of Public Policy. This project, too, was several years in the making but was put on hold in 2009 due to the economy. I am very pleased that in 2011, we were in a better financial position to resurrect the project in May. Equipped with state-of-the-art technologies, the smart classrooms were completed in early September and almost immediately, a multitude of opportunities were created for faculty to enhance student learning. It is my hope that the new smart classrooms will serve as a standard for future classroom enhancements.

A great deal of IT’s work is based on partnerships and collaboration with schools and departments; and very often, we create value from behind the scenes. Beginning with this 2011 annual report, I am introducing a new section in which we feature an IT team, what the team does, and the individuals who make up the team. This year, it is my pleasure to feature the Audio Visual Technologies team.

In this annual report, you will also read about other notable efforts from my division colleagues that resulted in great business value and enhanced end user experience.

Please enjoy reading our 2011 Annual Report and I look forward to receiving any input or feedback from you.

Very truly yours,

Jonathan See, CIO
On September 14, 2011, the Technology and Learning group held the first Technology and Learning Faculty Conference. This conference served as an inspirational showcase to share how Pepperdine faculty members are using technology to enhance learning. Nearly 100 faculty members from all five schools of Pepperdine University attended the inaugural event at the Drescher graduate campus in Malibu, California.

Event speakers included: Spring Cooke, Ph.D. (GSEP); Sharyl Corrado, Ph.D. (Seaver); Brian Fisher, Ph.D. (Seaver); Susan Helm, Ph.D. (Seaver); Timothy Lucas, Ph.D. (Seaver); Gregory McNeal (Law School); and Bob McQuaid Jr., Ph.D. (Graziadio). Through several concurrent sessions, these faculty members presented their experiences and best practices on how to incorporate the latest technologies into the classroom.

One of the featured technologies was the iPad. Attendees learned how iPads were used in classes and how these collaborative devices can foster student engagement.

“I found the ways that the iPads were used enlightening,” said an attendee. “Hearing how other people actually use the various technologies was very useful and inspiring. In general, though not an insight, it was further reinforcing how much the school embraces and supports technological innovation in teaching.”

Other technologies showcased included audience response devices (aka clickers), and Courses (powered by Sakai), Pepperdine’s learning management system. Several technology partners were also on-site, including Apple, Cisco, Elluminate, Google, Longsight, and Turning Technologies.

The mission of the Technology and Learning group is to partner with faculty to develop innovative and helpful ways to foster learning using educational technology. Its team members include Gerard Flynn, Alan Regan, Hong Kha, Mark Giglione, and Landon Phillips. The Technology and Learning Faculty Conference is one way that the Technology and Learning group is collaborating with and reaching out to our Pepperdine University faculty.

To learn more about the Technology and Learning group or the conference, visit: http://community.pepperdine.edu/techlearn/.
Information Technology conducted the iPad Research Study to assess the iPad’s potential in the education sector. The study was conducted over three terms, beginning in August 2010 and concluding in December 2011.

The fall 2010 and spring 2011 academic terms were used for exploratory research to inform an experimental research design. An experimental research design was used for the fall 2011 term to assess the iPad’s potential to enhance student learning outcomes.

Throughout each term, the study compared technology use and engagement for students in two sections of the same course: one section was loaned iPads while the other section used various computing devices. Undergraduate and graduate courses were included in the study in a variety of disciplines, including religion, math, business, law, and health. Pepperdine faculty members Owen Hall Jr., Christopher Heard, Susan Helm, Brian Fisher, Timothy Lucas, Bernard James, and Lynn Newman participated in the study.

Data was collected throughout each term with pre and post-term student surveys, classroom observations, and focus groups for every iPad and non-iPad course section. The research team of Dana Hoover, research lead, and Janet Valencia, research assistant, also conducted interviews with each participating faculty member after the term to collect anecdotal information to qualify the quantitative results.

Throughout the year, the iPad study gained a significant attention for Pepperdine. Hoover and Valencia presented at several conferences across the country, including the 2011 EDUCAUSE Annual Conference, EduSoCal, and the EDUCAUSE ELI 2011 National Conference.

In October 2011, Hoover conducted a live webcast titled “iPad: Effective Uses in the Classroom” to over 1,000 university and school staff at more than 100 academic institutions across the United States. The live webinar was broadcast nationally via Academic Impressions and attended by a number of well-known universities, including Stanford, Yale, New York University, and Georgetown. Many publications, including Campus Technology and The Chronicle of Higher Education also wrote about Pepperdine’s iPad study.
Audio Visual Technologies (AVT) is an Information Technology department that provides academic multimedia support to the Pepperdine community.

The Audio Visual Technologies team members go beyond simply providing multimedia support for the University, they also serve as consultants and partners to students, faculty, and staff by assisting them with creating or planning events, lectures or meetings and providing exceptional knowledge of the audio/visual technologies available.

Usually in the background at events, this team plays an integral role in many Pepperdine community events, including Bible Lectures, New Student Orientation, and faculty led events. One of AVT’s proudest moments this past year was working in a film class with legendary filmmaker Oliver Stone. During the spring semester, Seaver film students invited Oliver Stone to speak during their class.

Seaver film professor, Craig Detweiler and the AVT team worked together to welcome this high profile guest.

What made this particular event special to the AVT team was the opportunity to help Prof. Detweiler achieve his curriculum goals and improve the students’ classroom experience.

This small team of four gentlemen is led by Team Leader Brian Bowen and supported by three Senior Client Technology Analysts including Cesar Uribe, Jordan Lott, and Justin Ibrahim. Collectively, they have more than 30 years of experience with multimedia technology and have a rich background in film, music, theatre, and sports.

Take a moment to get to know the Audio Visual Technologies team and learn how they can be a resource to your projects.
Brian Bowen  
**Team Leader**

Brian Bowen leads the Audio Visual Technologies team and has been with Pepperdine for about five years.

Bowen has a rich background in theatre and earned a degree in theatre from the University of Southern California (USC).

Prior to coming to Pepperdine, Bowen was the production manager for the Bovard Auditorium at USC.

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Cesar Uribe  
**Senior Client Technology Analyst**

Cesar Uribe has been with the Pepperdine community for more than 10 years. He has served as an academic advisor to first-year students in the Athletic department and assistant coach to the Pepperdine Men’s Tennis team.

Uribe, like the rest of his team, enjoys the opportunity to work directly with students, faculty, and staff.

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Jordan Lott  
**Senior Client Technology Analyst**

Jordan Lott brings to the team more than four years of audio/visual and information technology experience. Prior to working at Pepperdine, Lott served as the information services acquisitions administrative assistant at MGM Studios.

A Texas native, Lott graduated from Texas State University, San Marcus with a Bachelor’s degree in music in sound recording technology.

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Justin Ibrahim  
**Senior Client Technology Analyst**

Prior to working at Pepperdine, Justin Ibrahim worked as an IT Technician for Unisys Corp. at Edwards Air Force Base. Ibrahim brings with him more than three years of sound engineering and audio/visual experience. Ibrahim has a strong passion, for music recording, sound engineering, and presentation production.

Ibrahim is a proud alumnus of Pepperdine University. He enjoys volunteering at his church helping with sound engineering, worship and youth ministry.
Departmental Partnerships:

Faculty Hiring Module

On February 24, 2011, Enterprise Information Systems (EIS) and Human Resources (HR) released the newly redesigned faculty hiring module in WaveNet. Team members included Carla Anderson (HR), Larissa Robinson (HR), Colette Frazier (HR), Ryan Kim (EIS), and Jackie Paicius (EIS), worked with the schools to redefine the business process and establish one process for all campuses when hiring faculty.

Prior to the release, keeping track of faculty hires was conducted largely outside of WaveNet and the PeopleSoft system making it an inefficient and costly process. This module, which is the largest ever launched by the EIS team, provides HR the ability to create faculty information pages and contract rosters, as well as allows them to recall and clone contracts to streamline the hiring process.

Travel and Expense Module

On November 15, 2010, Enterprise Information Systems (EIS) and the Finance Office launched the Travel and Expense module in WaveNet. This module allows all faculty and staff to reconcile travel and expense charges including online sign off, line by line transaction accounting, and direct deposit all within the PeopleSoft system.

EIS team members including Tim Bodden and Hector Ramirez, worked with Finance to automate the travel and expense process. Prior to the module, travel and expenses were conducted largely outside of the PeopleSoft system. For instance, one automated process that has improved business processes for Finance was the automation of payment types for accounts payable clerks.

Prior to the automation, accounts payable clerks had to individually look up each reimbursement to verify the type of payment a staff or faculty requested. On average, accounts payable would issue about 50 reimbursements per week.

This new automated procedure saves about one to two hours a week of processing and allows Finance staff to administer reimbursement checks and direct deposits much faster.

This new module also allows users to scan and submit receipts electronically by attaching them to their expense reports. Select departments even have the ability to make electronic petty cash requests, making the system paperless.

Finance staff members have reported the new travel and expense module has greatly improved business processes for them by simplifying and streamlining this crucial task for the Pepperdine community.
In 2008, Information Technology set out to provide each Pepperdine School with a Smart Classroom. However, due to a downturn in the economy in 2009, this project was put on hold for two years.

In 2011, the project was restored and Information Technology, Construction and Campus Planning, and Facilities Management and Planning partnered once again to install state-of-the-art Smart Classroom technology at the School of Public Policy and the School of Law.

Equipment installed in both classrooms included new projectors with Blue Ray/VCR combo units, document cameras, and desktop computers. Both classrooms also were equipped with lecture capturing and high definition video conferencing capabilities.

These classrooms allow faculty to better integrate technology into their curriculum, promote instructional technology and enrich the student learning experience at Pepperdine. All Pepperdine schools now have a Smart Classroom to utilize.
Notable Accomplishments:
Internet Infrastructure Improvements

Wireless

Throughout 2011, Information Technology staff have made many improvements to the wireless Internet infrastructure at Pepperdine.

In the summer, IT staff including Dave Holden, associate director of infrastructure planning, replaced the old wireless system with the latest technology and installed more than 500 wireless access points throughout the Seaver dorms, Lovernich, and Page apartments.

In the academic areas including the Center for Communications and Business, the Seaver Academic Complex, the Howard A. White Center, the Keck Science Center, the Pendleton Computer Center, and the School of Law and Drescher campuses received more than 200 new wireless access points.

To proactively look for possible wireless problem areas around the Pepperdine community, IT looks to the results of the annual TechQual+ survey. Payson Library was one such area that was identified as a possible place to improve the wireless reception. As the library serves as an important place for study, IT moved quickly to install more access points to improve wireless Internet reliability for Pepperdine’s students.

Bandwidth

On August 7, 2011, Information Technology’s Network Engineering team including Kevin Phan, Rita Schneppe, Zorinan Kasilag, Vic Suphasiri, and Mike Lucas, worked with Pepperdine’s Internet provider CENIC to increase the Malibu Internet bandwidth from 45 megabits to 300 megabits.

This significant increase in bandwidth was in response to the community’s need for a higher capacity Internet found in IT’s annual TechQual+ survey. Faculty, staff, and students at the southern California campuses will now experience faster and more reliable Internet speeds.

On Thursday, October 27, 2011, at approximately 2:00 p.m. an off-site Internet router failed. Typically, a failure of this kind would have resulted in a university-wide Internet outage.

However, due to Information Technology’s Network Engineering team creating redundancies or extra pathways for Internet traffic between the Malibu campus and other southern California campuses, the Pepperdine community experienced little to no impact. Creating these redundancies ensures that the Pepperdine community has a more reliable and faster Internet experience.

IT will continue to update the Internet infrastructure at Pepperdine to prepare the University for future technology needs of the community.

To stay updated on all of IT’s projects, visit http://community.pepperdine.edu/it.
Notable Accomplishments:

Cisco Telephones

In spring 2009, Information Technology began a multi-year project to replace the University’s existing telephone system with a new platform from Cisco that merges voice, video, and web conferencing.

This year IT staff including Systems and Networking director Kevin Phan, and colleagues Rita Schnapp, Vic Suphasiri, Zorinan Kasilag, John Figueroa, Sara Fernandez, Tom Bashara, and Luis Lara have successfully deployed the new Cisco telephones at the West Los Angeles, Westlake Village, Irvine, Encino, and Drescher campuses. With these new phones, Pepperdine staff and faculty can communicate and collaborate with instant messaging, quick audio, video conferencing, and desktop sharing from their office, from their home, or even if they are located internationally.

The international campuses and the US campuses can take advantage of the four-digit extension dialing system, eliminating the need to call with an international number.

In 2012, IT staff will rollout these new Cisco telephones to the Malibu campus.

One Card Web Deposit

On January 12, 2011, Information Technology launched the One Card Web Deposit site, found at https://webdeposit.pepperdine.edu, to the Pepperdine community. This free online service allows all students, faculty, and staff to conveniently deposit money to their Pepperdine ID card accounts anywhere and anytime. Users can view their account balances, transactions history, and report lost or stolen cards all via the site.

Prior to this, to add money to a Pepperdine ID card required users to visit One Stop, the Cashier’s Office, or use the wall-mounted cash machines located throughout the Malibu and graduate campuses. To bring this convenience and more reliable system to the community, IT staff collaborated with the Finance Office and Housing to sort out this complex system.

“This service has been a long time coming,” said CIO Jonathan See. “We needed to find a more convenient and reliable solution for our campus community.”

For students, faculty, and staff, the minimum deposit amount is $5.00; there is no maximum limit. Only Visa and MasterCard credit cards are accepted. Friends, parents, or guardians can also use the same site to deposit money to cardholder’s account. All online deposits are secure and accounts are updated immediately.

"I'm so happy we finally have a convenient system for this," said Seaver College student, Kathryn Fleming. "I had so many technical difficulties with the cash machines and ended up losing time to them. This solution is more reliable and convenient."

Since its’ introduction to the community, a total of $236,940 was processed via Web Deposit.
In November 2011, Information Technology in partnership with the Canon Business Solutions team successfully installed 88 new Canon copier devices throughout the southern California campuses, including Encino, Irvine, Malibu, West Los Angeles, and Westlake Village campuses.

The new copiers are replacing Canon copiers that were purchased in December 2005. The replacement of those aging copiers gave IT an opportunity to incorporate a new type of scanning feature, which is much simpler than the original scanning process and has improved business processes by 50 percent for Pepperdine departments.

Scanning a document with the older copier devices was a four-step process, which required an employee to visit the copier several times. With this process, scanning a multiple page document could take up valuable work time.

"Last spring I needed to scan and email a 12 page document which took nearly 25 minutes from start to finish," explained Debbie Porter from the Center for the Arts. "After training on the new scanner, I can see it will take less than five minutes to scan and send double that number of sheets and will not require me to make several trips to the copier. Our new printer/scanner is definitely an upgrade and a time saver."

To scan a document now only takes about two steps and only one visit to the copier machine.

"We have calculated that this new scanning feature can bring a 50 percent time savings to the Pepperdine community," commented CIO Jonathan See. "If an employee who is paid about $17/per hour and spends about 20 minutes during the week scanning, this could cost about $7.62 per week. Yearly this would equate to about $381 for one employee to scan. If you take 88 copiers and just one employee scanning on each copier, the University’s potential yearly cost savings would be about $16,764."

To offer better security for scanning documents at a copier, IT’s Information Security Office integrated the Accellion system to work with all the copiers. Accellion is Pepperdine’s secure large attachment server that encrypts attachments. When a user creates a scanned image at a copier, the image is saved onto the Accellion server. The server then sends an email with a link to the scanned image to the user. When the user clicks on the link, he or she can securely retrieve the scanned image using their NetworkID.

"Thank you so much for including this function on our new copy machines," said Fine Arts’ Stephanie Marshall. "It is saving me time and saving my division money. Having the new copier has really improved my workflow."
Partners

We would like to give a special thanks to the people who partner with us on a daily basis to ensure the success of technology initiatives. Your effort, patience, guidance, and enthusiasm are critical to our work and we share the success and accomplishments of these initiatives with you.

– Information Technology Staff
