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Dear Colleagues,

In everything we do in Information Technology (IT), we are driven to improve the Pepperdine Experience for the entire community.

Not only are we committed to helping our students achieve purposeful lives of leadership and service, we are committed to ensuring our colleagues (faculty and staff) have the foundation they need to create opportunities for our students and help the University to advance.

In this annual report you will read about the partnerships forged and the projects accomplished that contribute to the Pepperdine Experience at the University.

In 2012, IT revived the Faculty Grant Program and introduced the Faculty Professional Development program to encourage the effective use of technology in teaching and learning. Also this year, IT convened the Faculty Steering Committee, which is comprised of 12 faculty members from each of Pepperdine’s schools.

In this annual report you will meet the members of the Technology and Learning group. Their leadership, passion, and dedication is what makes these programs and opportunities possible for Pepperdine’s faculty.

Very truly yours,

Jonathan See, CIO
Supporting innovative faculty in teaching and learning

In January 2012, the Technology and Learning Faculty grant program was revived after being put on hold in 2010 due to the hard economic.

Initiated in 2008, the program is designed to offer funding to Pepperdine’s full-time faculty members to support and encourage innovation in the field of technology and learning. Established by the offices of the Provost and the Chief Information Officer, the program is administered through the Technology and Learning department.

Ten proposals were submitted in January 2012 and were reviewed and evaluated by a committee comprised of faculty members from all Pepperdine schools. Of the 10 proposals submitted eight were selected to be funded. Faculty grant winners are given 12 months to spend all awarded funds toward their proposal and are asked to submit a case study that details their work. Additionally, to support IT’s faculty-teach-faculty model, grant winners are invited to present their work at Pepperdine’s Technology and Learning Faculty Conference as way to show their colleagues how technology was used effectively in the classroom.

Charla Griffy-Brown, Ph.D. and Owen Hall, Ph.D. of the Graziadio School of Business and Management (both 2012 grant recipients) will present their case studies at the 2013 Technology and Learning Faculty Conference in February.

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Charla Griffy-Brown, Ph.D., Graziadio School of Business and Management

Dr. Charla Griffy-Brown’s 2012 grant topic was titled “Toward a Framework and Strategy for Academic and Learning Analytics to Enhance Enrollment and Student Success.” Learner analytics, according to Michael Vetter of Brandeis University, is the marrying of data pertaining to retention and graduation with statistical techniques and predictive modeling in order to improve long-term education strategy. Universities have been implementing many data models to help higher-ed. leaders make informed decisions. During her session at the 2013 conference, Dr. Griffy-Brown will share new models for academic and learning analytics that could be used at Pepperdine.

Owen Hall, Ph.D., Graziadio School of Business and Management

Dr. Owen Hall’s 2012 grant topic was titled “Pepperdine Faculty Collaboration Network.” Dr. Hall worked with Dr. Charles Morrissey and Dr. Kenneth Ko to explore the demand and benefit of a faculty collaborative learning network, a series of online tools to allow professors to communicate, share ideas, and support each other in the area of technology integration with the curriculum.

2012 Faculty Grant Recipients:

- Dr. Anthony Collatos of GSEP: “21st Century Teacher Education: A Case Study of How Technology Can Foster a Community of Practice”
- Dr. Charla Griffy-Brown of Graziadio School: “Toward a Framework and Strategy for Academic and Learning Analytics to Enhance Enrollment and Student Success”
- Dr. Owen Hall of Graziadio School: “Pepperdine Faculty Collaboration Network”
- Dr. Lincoln Hanks of Seaver College: “Korg Group Education Controller 3”
- Dr. Tim Lucas of Seaver College: “The Role of iPads in Constructing Collaborative Learning Spaces”
- Dr. Stephen Parmelee of Seaver College: “A/V Equipment for Film Studies”
- Dr. Garrett Pendergratt of Seaver College: “Enhancing Student Learning Through Social Elements and Game Mechanics”
- Dr. David Smith of Graziadio School: “Implementing Box: a Cloud-based and Interoperable File Management Solution”

Grant Program Grows in Popularity

Nineteen proposals were received for the 2013 grant session compared to only 10 received in 2012. Twelve submissions were selected as finalists to receive funding. Given the number and quality of the proposals, the offices of the Provost and the CIO decided to expand this year’s grant budget beyond the $80,000 limit to support additional innovation in teaching and learning. The 2013 budget was increased to a total of $91,118.

Learn more about the grants at http://community.pepperdine.edu/techlearn/get-involved/grants/default.htm
It shouldn’t come as a surprise to many that students crave for more technology to be used in their courses. According to the 2012 EDUCAUSE ECAR Students and Technology Survey, 54% of students say they are more actively involved in courses that use technology.

As technology rapidly advances day-by-day, it is easy to throw the latest and greatest technology into the classroom. However, this is ill advised. Rather, it’s important to first start with the professor and learn what his or her unique teaching style is and then find what technology best fits their course.

In July 2012, the Technology and Learning group launched the Faculty Professional Development program, which focuses on helping faculty update their pedagogy to include technology for better teaching and learning.

Through our conversations with Pepperdine faculty, we have found faculty members prefer to learn from their colleagues. To follow this faculty-teach-faculty model, Dr. Stella Erbes of Seaver College volunteered to be the faculty mentor for the first Faculty Professional Development session.

Eleven faculty members participated in the half-day seminars in July, including professors Andreas Simon, and Dennis Stern of the Graziadio School of Business and Management; Gary Cobb, Brittany Corbucci, Michael Ditmore, Patrizia Lissoni, Milt Shatzer, Robert Williams, and Annie Yih of Seaver College; and Leola Oliver of the Graduate School of Education and Psychology. Participants earned a $1,000 stipend for attending the full program or $50 per day if they couldn’t make the full two weeks.

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Below is a sample of the technologies discussed in the course. Although Information Technology does not support many of these technologies, this is a great illustration of the different tools that can be used to deliver course information, engage students, measure learning, and incorporate new learning activities.

**What tools are out there?**

“Besides all the new tools that I had the opportunity to discover, I found the personal help I could get from the Tech support group very, very helpful.”

-Patrizia Lissoni Seaver

“In addition to the wonderful workshop, I learned a lot from other participants.”

-Andreas Simon Graziani

“This has been a great experience (of course I’m a tech junkie 😊). All of the presenters were fantastic but Stella and Hong were truly outstanding. Moreover, the ability to be part of a learning community made the experience that much more memorable. The final session was very rewarding in that I have learned a number of new ‘tricks’ from colleagues in the workshop (other than the tech folks) that I know how to use in the future. All in all a great learning experience.”

-Mit Shatzar Seaver

“Thank you for a very valuable learning experience. Hong and Stella did a wonderful job, and the IT support staff were excellent.”

-Dennis Stern Graziani

“I very much appreciated the quality of the instruction and the effort to wrap the technologies around a core philosophy of teaching. The way that ‘external’ technologies were presented along with Sa-Courses was helpful, particularly since many can be used in conjunction with the basic platform. THANK YOU ALL!”

-Robert Williams Seaver

“Starting with all the icons [of the programs to be covered] and then ending with them did give me a sense of confidence and mastery. It also helped to have some recommendations / evaluation with the tips/apps - so much is in the air.”

-Michael Ditmore Seaver

“This has been a very fruitful two weeks to spend my summer to expand my knowledge of current technology. I would appreciate more workshops offered in the future, maybe topic-centered? For example, a workshop on how to link music or video clips to Courses, or a workshop on how to search info, etc.”

-Annie Yih Seaver

Learn more at [http://community.pepperdine.edu/techlearn/teaching/faculty-professional-development/](http://community.pepperdine.edu/techlearn/teaching/faculty-professional-development/)
On Wednesday, March 7, 2012, IT hosted the inaugural Technology and Learning Faculty Steering Committee. The purpose of the committee is to improve student learning by obtaining faculty leadership and guidance when determining effective teaching practices and choosing instructional technologies at Pepperdine University.

Committee membership includes faculty representation from all five schools of Pepperdine. IT is grateful to the committee members who have volunteered to serve: Sharyl Corrado, Jim DiLellio, John Durand, Chris Heard, Doug Leigh, Greg McNeal, Bob McQuaid, Greg Ogden, Margaret Riel, Michael Shires, Margaret Weber, and Dana Zurzolo.

Bob McQuaid of the Graziadio School of Business and Management and Dana Zurzolo of Seaver College were elected co-chairs of the committee. Mike Shires of the School of Public Policy was elected vice-chair. The Technology and Learning group manages the logistics of the committee.

In 2012, the committee helped revamp the current business process of class distribution lists in Outlook. Every course at Pepperdine is given a unique email distribution list that is used by the instructor to communicate to his or her students in that class. Every semester these lists are removed and new class distribution lists are created for the next school term. The problem lies in the fact that each of the five schools follows different academic calendars, thus causing some distribution lists to be cut off prematurely.

To address this issue, the Faculty Steering Committee decided to change the class list process to allow for concurrent lists to exist. This way when a semester ends in April for Seaver College the class lists for the Law School will continue to exist until their term ends in May. Committee members also created a new naming convention process that will make it easier to identify each unique course for every term.

Other benefits include:

- Fully automating the creation and removal of lists
- Updating enrollment data daily rather than weekly
- Allowing professors to communicate to an upcoming class before the term begins
- Allowing professors to communicate to a previous class for a short time after the class has ended

The new process will be implemented April 2013.
The Technology and Learning group at Pepperdine partners with faculty to develop a community of faculty leaders who focus on developing innovative and helpful ways to foster learning using educational technology.

Established in 2008, the department is centered around three main goals: to research technologies and trends in higher education, to partner with faculty to develop effective models using technology, and to promote the effective use of educational technologies.

Gerard Flynn, senior director of IT Administration and Client Services, the group’s originator, brought together a talented team of IT staff who share a passion in putting pedagogy before technology. The team includes Alan Regan, senior manager of Technology and Learning; Hong Kha, manager of Faculty Development; Mark Giglione, lead application developer; and Landon Phillips, multimedia specialist.

The team oversees a number of services such as one-on-one consultations to help faculty determine which technologies best complement their teaching style and faculty-lead workshops where Pepperdine faculty share their experience teaching with technology. The team also oversees the Technology and Learning Faculty Conference, the Educational Technology Users Group, the Faculty Steering Committee, the Faculty Professional Development program, and the IT Faculty Grants program.

On the next page, learn about the individuals who make up this small but mighty team.
Alan Regan, Senior Manager

Alan is passionate about helping faculty use technology to create efficiencies, address challenges, and meet teaching and learning objectives.

Some of his accomplishments include the Seaver Business Notebook Computer Program, Blackboard Academic Suite Implementation, and Sakai CLE Implementation. In the past, he’s enjoyed teaching an undergraduate course on business computing and working in the film and video game industries. With almost 20 years of professional experience working with technology, he offers expertise and insights to the faculty of Pepperdine.

Hong Kha, Manager, Faculty Development

Hong’s primary goal is to cultivate effective use of technology by working with faculty as well as leading university-wide initiatives in researching emerging technologies that impact teaching and learning.

Hong’s passion lies in pedagogical practices that incorporate technology to influence students to become better critical thinkers and innovators in their future careers.

Hong earned her master’s degree in Education Technology from CSU, Los Angeles. Hong teaches graphic design in the Communication Division of Seaver College.

Mark Giglione, Lead Application Developer

Mark is an application developer, researcher and LMS administrator in the Technology and Learning group.

Mark has a B.A. and M.A. in media production and communication theory from the University of New Orleans and pursued additional graduate studies at the University of Texas at Austin after receiving his M.A. Mark also worked in the private sector as a corporate trainer and an application developer.

Landon Phillips, Multimedia Specialist

Landon is passionate about incorporating design and technology into the classroom to enhance faculty messages and learning outcomes. He oversees the group’s website, assists faculty with implementing new technologies into their curriculum, and produces graphic/video content for the Technology and Learning group.

Landon is a proud Pepperdine alumnus, and has spent the last several years working in the advertising industry.
In 2012, IT completed the upgrade to human capital management and WaveNet Portal. These two milestones are part of a multi-year project to upgrade PeopleSoft. This project aims to improve the user experience, stability, and reliability for the Pepperdine community.

The goal of the project was to include students, faculty, and staff in evaluating current design and use that input while upgrading the University’s systems. Such input helped us meet the business and academic needs of the community as well as create a new portal that better reflects the unique character of the University.

Leading the efforts of this significant project was IT’s Enterprise Information Systems (EIS) team including Tim Bodden (project manager), James Ballacchino, Scott Bolan, Rinn Dow, Ryan Kim, Len Krukowski, Carly Struna, Ronit Weiss, and Lisa Welch, as well as Felix Baronikian and Shu Chi Liou from Systems and Networking: Database Administration and Tiffany Yu from IT Communications. Most of the upgrades were done on weekends, which were strategically scheduled throughout the year so to minimize the impact on the community.

WaveNet Portal Upgrade
The most noticeable change from the upgrade was the new look and feel of the WaveNet portal. EIS spent many months engaging with more than 50 representatives from major department areas, faculty members, and student organizations. Their input helped guide major decisions in the upgrade project.

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New features in WaveNet:

- Better searching of all Pepperdine sites and the Pepperdine Community site
- Convenient access to update personal information
- A calendar view of Community events and school-specific academic events
- A Pepperdine Library Quick Search
- Quick links to discounts, news, and more

Exceptional Teamwork

We would like to thank all departments and divisions that were involved over the years. As all systems need continued maintenance, we look forward to engaging with these groups again in future projects.

- **Graduate School of Education and Psychology**: Arminda Lerma;
- **Graziadio School of Business and Management**: Valerie Nowacki;
- **Finance and Accounting, Planning, Operations, and Construction**: Stacey Crowhurst;
- **Financial Planning**: Chris Bauman;
- **Human Resources**: Sean Michael Phillips;
- **Integrated Marketing Communications**;
- **Office of Student Information and Services**: Lesbiz Tovar;
- **Pepperdine students**: Matthew Baker, Nicholas Huron, Shannon Kalberg, and Rachel Siok.
- **Seaver College**: Allan Heida, Cindy Morgan, and Jody Semerau;
- **School of Law**: Carol Shadrick and Reina A. Grundhoefer;
- **School of Public Policy**: Sheryl Covey;
- **Student Government Association**

Other notable accomplishments in PeopleSoft

In May 2012, the Human Resources and Student Administration areas within PeopleSoft were upgraded to version 9.0. The latest version offers improved user experience, stability, and reliability and includes enhancements to the Faculty Services and Student Services areas in WaveNet.

EIS worked in partnership with Pepperdine’s Admissions, Financial Aid, Student Accounts, and Student Records offices at all five schools; the Registrar, Seaver Dean’s Office, and International Programs Office; Human Resources, Student Employment, Payroll, and Finance departments; and IT’s Systems and Networking Database Administration group. Representatives from each of these departments were involved in multiple testing cycles and were key contributors to the success of this project.

IT’s thanks the entire Pepperdine community for their continued support and understanding through the 2012...
Through our annual TechQual+ technology assessments over the past four years, IT has seen a growing increase in interest for having access to important university-provided technology services via mobile devices such as smartphones and tablets. The trend is happening on campus as well as across other higher education institutions.

According to the 2012 ECAR study, students listed accessing course websites or syllabi, using course or learning management systems, and checking grades as the top three important academic things to do from their smartphones.

In December 2011, Chief Information Officer Jonathan See convened a group to begin discussions on mobile technology at Pepperdine University. This group, in collaboration with Integrated Marketing Communications (IMC), is charged to developing the strategy for mobile technology and producing a road map for its deployment.

During the fall 2012 term, the mobility team met with key stakeholders from the community including Pepperdine students, faculty, and staff from recruitment, affinity, academics, and student services/operations. The purpose of these meetings was to gain a pulse on possible mobile initiatives for Pepperdine. Common themes were observed from the groups and were used to structure the Mobile Technology Strategic plan.

To date, the core team has presented the mobility road map to Pepperdine leadership and is assessing possible vendors to help build a universal mobile app for the University. Input from the discovery sessions with key stakeholders will give light to the different modules that will be made available in the Pepperdine app.

To stay up-to-date with this project, please visit: http://community.pepperdine.edu/mobilestrategy/defaul.htm
During the summer of 2012, the Network Engineering (NE) team including Dave Holden, Rita Schneppe, Ian Rowell, Z Kasilag, and Vic Suphasiri worked to upgrade and tune the wireless technology throughout Pepperdine’s campuses. That fall, Seaver College welcomed the largest first-year class to date - nearly 900 students and their mobile devices.

To handle the load, the Internet bandwidth was increased and more than 100 new state of the art access points (APs) were installed in heavily populated areas on campus such as Tyler Campus Center (TCC), Center for Communication and Business (CCB), and the Payson Library.

**WiFi Tuning** – To optimize the wireless experience throughout Pepperdine’s campuses the NE team has spent time tuning the WiFi. When an area has multiple APs transmitting on different channels they can cause interference with each other, resulting in slow wireless Internet connections. To avoid such interference, the APs periodically must be tuned.

**Bandwidth Increased** – In August 2012, the Internet bandwidth was increased to 500 megabits from 300 megabits. This increase came less than a year from the last bandwidth increase in 2011.

IT is reviewing a possible increase to the bandwidth again in fall 2013.

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**Technology Service Request Form**

*In October 2012, IT completed the development of a technology service request form that provides the Pepperdine community with an alternative to calling the help desk for many non-emergency technology issues other than password resets.*

IT staff members Sean Fife and Jerry Hoover analyzed data from past help desk tickets to develop a form that accepts technology requests, creates help tickets, and assigns them to the most appropriate Pepperdine technology support group. This new service does not replace the help desk. It is simply another and easier way for faculty, staff, and students to request assistance with their technology needs.

**Since October 2012, 871 technology requests were made from the online form.**

The top three issues requested via the form are:

**Audio Visual, Network Resources, Telephone Services for departments**
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
