Partnerships

**EIS and the Registrar’s Office Streamline NSO Registration for New Students**

Enterprise Information Systems (EIS) in partnership with the Registrar’s Office streamlined the process whereby incoming Seaver freshmen register for New Student Orientation (NSO) and freshman seminar courses. NSO is a special event designed for incoming students to become acquainted with Pepperdine’s culture, activities, and services available to them. As part of the NSO registration process, students verify academic information, indicate which guests will be accompanying them to NSO, and make selections for their first-year seminar.

Prior to this project, students registered for NSO via an external website outside the PeopleSoft system. Since student data is housed within the PeopleSoft Student Administration system, this made for significant cross-referencing and validation of data by both staff and student, as well as the transfer of students’ freshman seminar choices over to PeopleSoft for enrollment. To make the process more efficient, Lisa Welch, Ronit Weiss, and Novita Rogers from EIS worked with Hung Le, Andrea Harris, and Dana Papenhausen from the Registrar’s Office to create a process for completing New Student Orientation registration within the student’s Student Center in PeopleSoft. Capturing this NSO information directly within PeopleSoft means cutting down on the processing time for staff who can now focus on more more important aspects of NSO like welcoming Pepperdine’s students and guests.

This project went into production on March 16, 2012 and will be used for NSO in Fall 2012.
EIS Works with Dean’s Office to Enhance Seaver College’s Online Class Schedule

Ellen Snow from the Seaver Dean’s Office worked with Novita Rogers, Ronit Weiss, and Ryan Kim from Enterprise Information Systems (EIS) to establish a means of allowing online public access to PeopleSoft’s class search for Seaver College. Previously, the Seaver Dean’s Office manually pulled the class schedule from PeopleSoft and engaged in a significant amount of adjustment prior to posting it on Seaver’s website. Since the schedule is continuously being updated in PeopleSoft right up until classes begin, the document was frequently out of date and the modification and posting process was repeated numerous times. Additionally, Seaver has at least 100 non-degree students every year who did not have access to the schedule of classes prior to being admitted. The public class search helps these students plan and is also available to both non- Pepperdine students who are interested in taking a class as well as to prospective Pepperdine students and parents. To view the public class search, please go to http://seaver.pepperdine.edu/academics/schedule/.

Leadership

IT Appoints Jose Juan Hernandez as Graduate Campus IT Manager

On April 9, Information Technology (IT) named Jose Juan Hernandez as manager of IT’s Graduate Campus Support team, which handles technology and classroom support for all the faculty, staff, and students at the graduate campuses. Hernandez has been a part of the Pepperdine community for more than seven years and has held roles ranging from Help Desk operator to business analyst in the Anytime Support group of IT. In his new position, Hernandez hopes to be proactive in providing support for the faculty and staff; standardize the technical experience throughout the graduate campuses; and to continue to work closely with the academic community in increasing value and efficiency while supporting the mission of the IT department and the University. Please join IT and welcome him to his new role as IT manager of Graduate Campus Support.

IT Welcomes J. Marc Navarro to the IT Team

Pepperdine’s Information Technology (IT) recently welcomed J. Marc Navarro to the IT team. Navarro will serve as client technologies analyst for the Anytime Support team. Navarro’s main goal will be to provide effective and efficient IT support to the Pepperdine community. Prior to Pepperdine, he was a legal clerk at Lord Bissel & Brook and was studying nursing. Please welcome Navarro to the Pepperdine community.
Faculty Technology Spotlight – Using Clickers in the Classroom to Engage and Assess with Gregory McNeal

Information Technology is proud to present a new addition to the IT monthly reports Faculty Technology Spotlight. In this section, IT will feature a different faculty member every month to show how he/she is effectively using technology in education. IT hopes this new column will showcase the extraordinary work that our faculty are doing at Pepperdine and encourage innovation in the field of technology and learning.

In our first edition of this section, IT presents Associate Professor of Law Gregory McNeal. McNeal, who teaches at the School of Law and the School of Public Policy, introduced clicker technology (also known as audience response systems) into his curriculum as way to break from traditional, lecture-style teaching.

“Clickers are an easy first step to integrating a new technology into your classroom,” McNeal said to an audience of his peers at the 2011 Technology and Learning Faculty Conference. McNeal was a featured presenter and showcased how he uses clickers in his classroom. Since the inclusion of this technology, his students have become more engaged during class discussions. To learn more about McNeal’s use of clickers in his classroom or to view presentations from other speakers at the conference, visit the Technology and Learning site at http://community.pepperdine.edu/techlearn/events/conference/post-conference.htm.

Technology and Learning Team Offers Tailored Technology Training Sessions for Faculty

On March 21, the Technology and Learning group met with faculty in the Educational Leadership Administration (ELA) and the Educational Leadership Administration Policy (ELAP) program to explore online teaching tools. The session was lead by group members Gerry Flynn, Alan Regan, and Hong Kha who demonstrated how to use tools such as Jing and the Assignment tool with Turnitin (plagiarism detection software) as well as showed successful uses of Courses (powered by Sakai). Faculty in the program gave positive feedback on the success of the session.

Linda Purrington, Ed.D., Academic Chair writes, "Gerry, Alan, and Hong, We can't thank you enough for such an engaging training for our ELAP and ELA faculty. We so appreciate your customizing our sessions around faculty needs and interests and for providing great differentiated support during and following sessions. We can't wait for our next session."

If you would like tailored training sessions for your faculty please contact us at techlearn@pepperdine.edu.

Systems and Networking Complete Speedy Installation of New Cisco Phones at the School of Law

In March 2012, Information Technology’s Systems and Networking team completed migrating all School of Law faculty and staff to the new Cisco telephone system. This migration is part of the multi-year project to replace the University’s existing telephone system with a new platform from Cisco. Through the coordination with key stakeholders from the School of Law, IT staff were able to migrate all 100 desk phones within 3 days instead of the two weeks allocated for the division. Seaver College will be migrated to the new system in the coming months. The migration project is scheduled to be complete by the end of this fiscal year.
Project Updates

TechQual+ 2012 Receives Historic Participation from Pepperdine Community

Information Technology’s (IT) annual technology assessment, known as TechQual+, which concluded on April 1, reached a historic participation rate from the Pepperdine community. Out of a sample population of 2,511 students, faculty, and staff, 559 (22 percent) responded and completed the assessment compared to the average 18 percent participation seen over the past years. TechQual+ is a national higher education survey instrument, which measures community satisfaction with university technology services. This is Pepperdine’s sixth consecutive annual assessment.

Now that the assessment has concluded, IT will begin the process of performing an in-depth analysis of the input and feedback received from the respondents and will use the data to set its priorities and objectives for the upcoming fiscal year.

The results are displayed as a radar chart (graph to the right). There are 14 spokes, which represent the 14 questions in the survey. As this is a national survey used by other universities, the first 12 questions are fixed and related to themes such as Connectivity & Access, Technology & Collaboration Services, and Support & Training. The remaining two questions are customizable questions and related to the use of technology in teaching and learning, and Pepperdine’s handling of sensitive personal information.

The yellow band represents users’ zone of tolerance (minimum to desired service level). The blue band represents how well IT is meeting the minimum service level and the red band represents areas that fall below minimum expectations. IT will be looking closely into all areas of the survey, but will pay particular attention to the red areas of the graph.

“Our annual TechQual+ assessment is a great measuring stick of IT’s performance,” said Chief Information Officer Jonathan See. “As a service organization, it is very important for us to listen to what our students, faculty, and staff have to say about our performance and then act accordingly. Thank you to all for taking the time to respond to our survey.”

For more information about TechQual+ 2012, please visit: [http://tinyurl.com/PepperdineTechQual2012](http://tinyurl.com/PepperdineTechQual2012).

Pepperdine Students Participate in National ECAR Survey on Technology

In March 2012, Information Technology administered the EDUCAUSE Center for Applied Research (ECAR) survey to first-year and senior-year students. This year’s participation was up two percent from Pepperdine’s historic ECAR participation of 10 percent. Students were asked about the technology they own and how they use it on campus and at home. Information was gathered about how skilled students
believe they are with technologies; how they perceive technology is affecting their learning experience; and their preferences for technology in courses. Similar to the TechQual+ survey, the results of this survey are used to inform Pepperdine’s technology priorities and initiatives. For more information about the study visit www.educause.edu/ECAR/Reference/StudentStudy.

Future Plans

**A New Look for IT’s Monthly Reports Coming in May 2012**

Coming this May 2012, Information Technology (IT) will be unveiling a new look and new title for its monthly report series. IT’s monthly reports serve as a valuable tool to showcase the different partnerships, leaderships, and technology taking place around the University. It is these key relationships IT holds with all departments and divisions across campuses that help support our students throughout their college career and on to live purposeful lives in service and leadership.

IT held a contest to see which IT staff member could come up with the best title that successfully communicates the value IT brings to the Pepperdine community. Stay tuned to hear from the winner of the contest and learn about their story behind the new title. Also, meet the Seaver student who designed the new look for the report.

**IT Investigates a New Disaster Recovery Data Center for Pepperdine**

Information Technology is considering an engagement with an external contractor in Phoenix, AZ to serve as Pepperdine’s disaster recovery (DR) data center. In the unlikely event that the Malibu campus data center, which hosts critical applications such as PeopleSoft and Exchange, is destroyed the DR site is brought up to keep the University functioning. A proof of concept is currently in production with the contractor. If successful, the Arizona data center will serve as Pepperdine’s new DR data center site and the current DR site in West Los Angeles will be decommissioned.

**Did You Know...?**

**Using a Canon Copier to Scan and Send Important Documents is Easy and Secure**

Many of you, as part of your job, handle important and confidential documents on a daily bases and many of you have to scan or send these in electronic form. Did you know when you use a Canon copier to scan and send a document it is not only easy but more safe and secure than previous methods?

In December 2011, Information Technology completed the Canon Copier Refresh project, which replaced all aging copiers at Pepperdine’s southern California campuses with new models. The new models came equipped to scan and send securely on Pepperdine’s large attachments server (attachments.pepperdine.edu). This service allows you to send encrypted attachments safely through the Pepperdine’s network right from the Canon copier.

To scan from a Canon copier find the nearest Canon copier in your department - ask your department manager for copier location - and follow these four steps:

1. Put your document in the copier's feeder tray (print side up) or on the copier glass (print side down).
2. Press the SEND tab (or SCAN and SEND button on ADVANCED models) on the copier display panel.
3. Enter the email address of the person to whom you want to make the document available.
4. Press the large, green START button on the copier to scan and send the document.

After you follow these steps you (if you scanned it to yourself) or your designated recipient will receive an email that contains a secure link to retrieve your scanned file. To retrieve your document click on the link provided in the email. To learn more about this service, visit: http://community.pepperdine.edu/it/tools/email/general/attachments/default.htm

Events

**PeopleSoft and Simpler Training Now Available to Pepperdine Staff and Faculty**
PeopleSoft and Simpler training for the month of April and May are now available. These classes are a great opportunity for you to brush up on your skills and review important policies and procedures. To register or view the class schedule, visit the [IT Training Calendar](http://community.pepperdine.edu/it/). For questions contact Len Krukowski at leonard.krukowski@pepperdine.edu.

**Presentations**

**ISO Provides Important Security Training for the Pepperdine Community**
The Information Security Roadshows, presented in four locations from March 21-29, were attended by 84 managers, supervisors, and staff. The attendees were given updates on University policy, security threats, and secure computing resources. The Information Security Office (ISO) team gave live demonstrations on how easy it is for information to be removed from a password protected laptop and how staff can remotely wipe lost mobile devices from the options section of the webmail server. Managers signed their departments up for ‘live fire’ phishing training and online security basics courses. For more information about training and resources, email infosec@pepperdine.edu.

**EdTechMagazine.com Features Distance Learning Initiatives at Pepperdine**
On EdTechMagazine.com Information Technology’s (IT) Director of Technology and Learning Gerard Flynn and former Pepperdine IT staff Tom Hoover were highlighted in a video detailing distance learning initiatives at Pepperdine University. Flynn and Hoover were joined by Khalil Jahshan, director of Washington, D.C. internship program; Dr. James Wilburn, dean of School of Public Policy; Dr. Eric Hamilton, associate dean, Education Division, Graduate School of Education and Psychology; and Dr. Dave Smith, associate dean, Academic Affairs, Graziadio School of Business Management.

The video highlighted the opportunities technology provides in reaching students where they are and enhancing face-to-face instruction. With the completion of the smart classrooms at each of Pepperdine’s schools has helped position the University to extend access to faculty and provide a range of learning environments, thus improving the student learning experience here at Pepperdine.

To view the video, visit the following page: [http://www.edtechmagazine.com/higher/video/distance-learning-pepperdine](http://www.edtechmagazine.com/higher/video/distance-learning-pepperdine).

**Benchmarks and Accountability**

**Anytime Support Help Desk Statistics for March 2012.** During March 2012, there were 2,330 requests for support managed through the Anytime Support Desk. Of these requests, 70 percent were resolved within two days and 87 percent were resolved in fewer than five days. The average wait time for individuals calling the Anytime Support Desk was 43 seconds. Ninety-one percent of requests were resolved by the Anytime Support Desk on the first call.
**Online Requests.** In March 2012, there were 263 additional requests for support managed through [online web request forms](#). The top two types of online requests were: audio-visual service (123) and network requests (56).

**Anytime Support Desk User Survey Results for March 2012.** Through an automated feedback process, all Anytime Support Desk callers have the opportunity to complete a web-based satisfaction survey. In March 2012, 227 (11 percent) of 1,977 survey requests sent to customers were submitted. The four-question survey uses a “1 to 5” sliding scale with “4.00-5.00” equal to Excellent.

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<th>Response Rate</th>
<th>Overall Satisfaction</th>
<th>Competency</th>
<th>Customer Service</th>
<th>Resolution Timeliness</th>
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**How to Subscribe to this Report.** If you would like to be added to the distribution list for this report, please contact Tiffany Yu, communications specialist, at techcomm@pepperdine.edu. The Monthly IT Status Report archive is available online at [http://community.pepperdine.edu/it/about/status-reports.htm](http://community.pepperdine.edu/it/about/status-reports.htm).