Announcements

IT Constructs Mobility Technology Strategy Development Group

Beginning this month, Interim Chief Information Officer Jonathan See and Chief Technology Officer Michael Lucas convened a group to begin discussions on mobile technology at Pepperdine University. This IT group, in collaboration with Integrated Marketing Communications, is charged to developing the strategy for mobile technology and producing a road map for its deployment. Through IT's annual TechQual+ technology assessments over the past four years, IT has seen a progressive 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. The tentative timeline is to begin piloting a new mobile platform in summer 2012.

Information Technology Congratulates Tom Hoover in His New Endeavors

Tom Hoover, IT's director of Instructional Technology Support, has accepted the position of associate vice chancellor and chief information officer at the University of Tennessee at Chattanooga. Hoover has been a part of the Pepperdine community for more than 12 years, completing his graduate studies at Pepperdine’s School of Public Policy. Throughout those years he has served in multiple capacities including IT's lead lab assistant, lab supervisor, lab manager, associate director, and director of Instructional Technology Support. Always service-oriented and keeping end user's experience in mind, Hoover's progressive career advancements have prepared him well for his next challenge. Please join IT in congratulating Tom and wishing him the best as he ventures to new endeavors.
News

**IT to Invite Faculty to Attend the ELI Conference**
Information Technology (IT) is committed to supporting faculty professional development in the effective use of learning technologies. As part of this commitment, IT is inviting five faculty members - one from each school - to join the Technology & Learning team at the EDUCAUSE Learning Initiative (ELI) Annual Meeting from February 13 to 15, 2012 in Austin, Texas. IT will cover the costs for registration, airfare, lodging, ground transportation, and meals. This annual meeting will explore a rich matrix of themes that capture the key opportunities and challenges facing the teaching and learning community. For more information about the conference, please visit the following link: [http://www.educause.edu/ELI2012](http://www.educause.edu/ELI2012).

**Technology and Learning Launch Faculty Grants Program.** IT’s Technology and Learning group and Pepperdine’s Provost’s office are partnering to offer a faculty grants program to support and encourage innovation in the field of technology and learning. Grant proposals are due by Thursday, January 12, 2012 and will be reviewed by a faculty committee. In order to learn more about the program or to apply, please visit the following link: [http://community.pepperdine.edu/techlearn/get-involved/grants/default.htm](http://community.pepperdine.edu/techlearn/get-involved/grants/default.htm)

**Sakai Now Populated with Spring 2012 Course Information.** Faculty members are now able to upload course syllabi and materials in preparation for next semester: To differentiate them from existing classes, spring classes include the suffix "Sp12" in the course site tab name. Please note that the spring 2012 course sites may displace existing tabs, however; faculty have the ability to customize the order and appearance of course site tabs inside Sakai. Before the new term begins, all faculty should remember to publish their class sites. Faculty are encouraged to view the following resources:

- **Get started with Sakai:** [http://community.pepperdine.edu/techlearn/tools/courses/faculty/getstarted.htm](http://community.pepperdine.edu/techlearn/tools/courses/faculty/getstarted.htm)
- **Request 1-on-1 Consultation:** [http://community.pepperdine.edu/techlearn/teaching/request.htm](http://community.pepperdine.edu/techlearn/teaching/request.htm)

**Special this Holiday Season: IT Extends Lynda.com Licenses for use to Four Weeks.** Learn something new this Christmas holiday at Lynda.com. This online resource offers more than 1,000 online software courses, which cover programs including Microsoft Office and Photoshop. This December, IT has extended the licenses for use from two to four weeks. Currently, there are 12 licenses available on a first come first serve bases. If you are interested in utilizing Lynda.com this holiday, contact Karen Whitney at Karen.Whitney@pepperdine.edu.

**Information Technology Welcomes Two New Colleagues to the IT Team.**
Pepperdine’s Information Technology recently welcomed two new employees to the IT team. Please welcome them to the Pepperdine community.

**Justin Ibrahim** – Justin Ibrahim serves as senior client technology analyst for IT’s Audio Visual Technologies group. He will assist students, faculty, and staff with their audio and visual needs including sound engineering for lecture capturing and events. Prior to his position, Ibrahim worked as an IT contractor for the Edwards Airforce base. Ibrahim brings with him more than three years of sound engineering experience and he is also a proud Pepperdine alumni.
Landon Phillips – Landon Phillips serves as team leader multimedia specialist in the Technology and Learning group. He is passionate about incorporating design and technology into the classroom to enhance faculty messages and learning outcomes. A proud Pepperdine alumnus, he has spent the last several years working in the advertising and video game industries.

New Services

**IT Implements New Course Evaluation Platform.** Information Technology assists in managing the Online Course Evaluation system on behalf of the deans at the Graduate School of Education and Psychology, School of Law, the School of Public Policy, and Seaver College. In November, IT launched a new platform to host the course evaluations, which offers better functionality and ease of use to users. Course evaluations are part of Pepperdine University’s commitment to excellence in teaching and learning. The evaluations provide useful feedback, which faculty and Pepperdine schools use to improve the quality of instruction. To learn more about course evaluations at Pepperdine visit [http://community.pepperdine.edu/it/tools/courseeval.htm](http://community.pepperdine.edu/it/tools/courseeval.htm).

Updates and Upgrades

**IT Improves Wireless Network in Payson Library.** In November, Information Technology upgraded the wireless network in Payson Library. Based on 2011 TechQual+ survey responses, wireless access in Payson Library was problematic. To improve network connectivity, all existing wireless access points were replaced with higher-end equipment and more wireless access points were installed. IT staff are aware that the library is an important place for study, especially during finals, this is why IT is committed to improving the network experience for students.

**EIS Provides More Convenience with New Enhancements to Guest Access in PeopleSoft.** IT’s Enterprise Information Systems team added two enhancements to guest access in PeopleSoft, which include the ability to receive billing reminder emails and to edit contact information through the Guest Access Center. All Pepperdine students have the ability to invite guests to register for accounts in the PeopleSoft Student Administration system. These guest accounts provide the individual with access to information associated with the student’s account, including class schedules, grades, student financials, financial aid, as well as the ability to make payments on the student account. With the new enhancements, guests can receive notifications via email pertaining to the student’s account, including recent account activity, payments due, and overdue payments notifications. The EIS team has also made it easier for guests to edit their contact information directly through their Guest Access Center.

**Pepperdine’s iPad Research Study Concludes this December.** In fall 2010, Information Technology introduced an iPad Research Study to assess the iPad’s potential in the learning environment. This December, the research team will conclude their data collection and focus on answering two research questions:

1. Does the iPad have the potential to enhance students’ performance on course learning objectives?
2. Can we develop a formula for success?

The iPad Research Study has placed Pepperdine University at the forefront of technology and learning research in the United States. No other institution has approached the assessment of iPads in systematic way that places the focus on learning. Pepperdine's iPad study covers several disciplines in undergraduate and graduate programs. Universities across the nation have sought advice from Pepperdine's research team on how to create studies of their own, with many schools opting to implement the exact same study using research instruments published on the Information Technology website.

Pepperdine's research team will present the results of their findings in spring 2012 in an on-campus forum. The results will also be presented at the EDUCAUSE Learning Initiatives conference in February 2012 in Austin, Texas. For more information about the study, please contact Dana Hoover at dana.hoover@pepperdine.edu.

Future Plans

**New Cisco Telephone Platform to Require Three Day Upgrade.** Information Technology's Systems and Networking staff have begun 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. In order to bring this new collaborative system to the University, it will require IT to upgrade the Cisco telephone system for three days from Friday, December 16 at 6:00 p.m. PST to Sunday, December 18 at 11:00 p.m. PST. This upgrade will allow faculty and staff to take advantage of new Cisco programs, including Jabber (instance messaging) and MeetingPlace (web conferencing).

Beginning Friday, December 16 at 6:00 p.m., if you are a faculty or staff member with a new Cisco phone on your desk, you may experience frequent interruptions in telephone service for five-minute periods of time. During these brief outages, you may be affected in the following ways:

- Unable to call and receive calls using your Cisco phone
- Unable to use Cisco Unified Personal Communicator (CUPC) instant messaging system
- Unable to schedule MeetingPlace meetings

Should you have questions regarding this upgrade or the Cisco telephone upgrade project please contact Vic Suphasiri at vic.suphasiri@pepperdine.edu.

**Student and Human Resources Areas in WaveNet Unavailable for Four Hours on December 22.** The student and human resources areas of WaveNet will be unavailable from 6:00 to 10:00 p.m. on Thursday, December 22. During this time, Information Technology will be applying important year-end maintenance to these areas. During this four (4) hour outage you will not be able to access the human resources and student administration areas within WaveNet. However, you will be able to access email, Sakai, Finance (except students), and Simpler:

- **Students** will not be able to access course schedules, grades, student records, and student financial services.
- **Staff** will not be able to access student administration and human resources applications.
- **Faculty** will not be able to view class management tools such as class rosters, post grades, or student advising.
- **Applicants** will not be able to view applications status, To Do lists, or financial aid.
Thank you for your patience as we maintain these vital applications for the University.

Project Wrap Up

**Canon Copier Refresh Project is Complete.** Information Technology and Canon Business Solutions teams have installed all 88 new Canon copiers at all Pepperdine southern California campuses. All copiers are new models and include the secure, color scanning feature. It is good timing to have all new copiers for the end of school term crunch. IT staff have seen the students making much use of the new devices in Payson Library.

IT would like your feedback on the Canon copiers. Please complete a short survey on your satisfaction with the new Canon copier in your area by clicking on the following link: [http://www.surveymonkey.com/s/PepperdineCommunitySatisfactionSurvey](http://www.surveymonkey.com/s/PepperdineCommunitySatisfactionSurvey)

If you have questions regarding the Canon copier refresh project, please contact Ory De La Rosa at horacio.delarosa@pepperdine.edu.

Publications

**Dana Hoover Speaks with Campus Technology About Women in IT.**
On November 29, 201, Dana Hoover, assistant CIO for communications and planning, was a panelist in an article titled, "Women in IT," which discusses the gender imbalance in information technology positions. Hoover offered her thoughts on this imbalance and what it takes to succeed as a woman in this field. Click here to read the article.

Benchmarks and Accountability

**Anytime Support Help Desk Statistics for November.** During November 2011, there were 1263 requests for support managed through the Anytime Support Desk. Of these requests, 29 percent were resolved within two days and 63 percent were resolved in fewer than five days. The average wait time for individuals calling the Anytime Support Desk was 63 seconds. Seventy-eight percent of requests were resolved by the Anytime Support Desk on the first call.

**Online Requests.** In November 2011, there were 168 additional requests for support managed through online web request forms. The top two types of online requests were: audio-visual service (67), departmental telephone service (27) and network resources (27).

**Anytime Support Desk User Survey Results for October.** Through an automated feedback process, all Anytime Support Desk callers have the opportunity to complete a web-based satisfaction survey. In November 2011, 131 (12 percent) of 1133 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>Month</th>
<th>Response Rate</th>
<th>Overall Satisfaction</th>
<th>Competency</th>
<th>Customer Service</th>
<th>Resolution Timeliness</th>
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