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Benchmarks & Accountability

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Information Technology
Pepperdine Help Desk
Available 24/7
(310) 506-HELP or (866) 767-8623

IT Website
community.pepperdine.edu/it

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A casual conversation sparks an efficiency gains project for the Registrar’s Office

At the beginning of every semester, the Registrar’s Office goes through the daunting class roster auditing process, which involves hundreds of emails between faculty and Registrar staff to accurately enroll or drop students from their class. These emails containing course enrollment were merged with data from large CSV files/reports of class enrollment from PeopleSoft and sent to the individual instructors via email. Professor replies were manually recorded and tracked on a very large spreadsheet. These requests for enrollment changes were then scanned into Nolij. This process would continue with individual follow-up emails until every student was accounted for.

Through a casual conversation about work between Carly Struna of Information Technology and the Registrar staff, Carly knew there had to be an easier way. Carly, with the help of Ronit Weiss from the EIS team, decided to tackle this project and do whatever they could to find a more efficient way to process class audits for their colleagues in the Registrar’s Office and the University.

In August, Carly and Ronit — in collaboration with Eva Reid (Seaver), Bryan Reeder (Seaver), Arminda Lerma (GSEP), Valerie Nowacki (GSBM), and Deborah Galuhn (GSBM) — developed and launched the new PeopleSoft Class Roster Audit process. This is a custom, bolt-on component within PeopleSoft, and it is accessible through the WaveNet Faculty Center. It allows both faculty and Registrar staff to process auditing requests online.

Incorporating the Class Roster Audit into the WaveNet Faculty Services page was brilliant.”
- Gary Selby, Professor of Communication at Seaver
“Using the old method of processing the class roster audit, I would receive 900 – 1,000 emails (within seven days) each fall and spring term, and approximately 450 – 500 during the summer sessions for Seaver College. The new PeopleSoft Class Roster Audit Process has eliminated this inefficient means of communication,” said Eva Reid, Grade Services Supervisor for the Seaver Office of Student Information and Services. “The class roster audit is now processed in real-time, ensuring greater accuracy. Professors simply go to WaveNet and process the class roster audit. With one click of a button they can communicate to the Registrar’s Office the status of the class and if any students should be added or dropped. Transforming the Class Roster Audit process has considerably reduced the amount of time needed to process requests. I don’t need to sort through 1,000 emails to determine which ones to process. PeopleSoft has simplified one of my tasks and created a timesaving and accurate procedure for the Registrar’s Office to be proud of.”

This new Class Roster Audit process went live in August, and the first round of Fall 2014 audits have been completed for Seaver and GSEP.

“Incorporating the Class Roster Audit into the WaveNet Faculty Services page was brilliant,” said Gary Selby, Professor of Communication at Seaver. “Before this change, it was a cumbersome process — I’m sure it also was a major headache for the Registrar’s office personnel. Now I can look through the online roster, which gives me the class list in real time, and with one click, take care of the roster audit.”

“This epitomizes IT’s ‘efficiency gains’ initiative, and it is a perfect example of the conversations and collaborative processes that EIS strives for,” Carly Struna said. “We had a conversation with a colleague, which resulted in a better understanding of their business process, and as a team, we all brainstormed on how to streamline/improve this process using existing technology.”

**Class Roster Audit Benefits:**

- Single send feature for each school to eliminate sending out 1,000 customized messages.
- Faculty can now view dynamic roster data — previously their emails contained static class enrollment.
- Faculty can now view student photos when submitting their roster, assisting them with getting to know their students and putting faces with names.
AppDev student brings fresh new look to OIE website

This fall semester, Chloe Cheung, computer science major, math senior of Seaver College, and Application Development student worker, helped optimize the Office of Institutional Effectiveness’ (OIE) website by cleaning up the code and creating a new and improved menu bar.

Prior to Chloe’s work on the website, OIE was using a third-party website template that had an antiquated way of creating web menu bar content. In order to bring their site up-to-date and save the trouble from going back to a third party vendor, OIE partnered with IT’s AppDev team to do the work using standard HTML and CSS. Chloe was tasked with updating the site’s menu bar to use a clean and modern style.

“It was interesting going through the old code. CSS is more advanced now and there is a lot more you can do,” said Chloe. “My goal was to make the code manageable and simple.”

Each student is teamed up with an application development team member for each project to guide them through client meetings and help them work through any challenges. Dustin Luck, Lead Application Developer, mentored Chloe through this project.

“Dustin was very helpful and a great mentor. He showed me how to structure code to be readable and to match best programming practices,” Chloe said. “The best part of working with AppDev is being able to ask questions if I have problems. The guys are really helpful. I feel in a real job you wouldn’t get that opportunity, and you are expected to know everything.”

“Working with Chloe was great,” Dustin said. “She found the tools she needed to make the menu bar changes on the OIE site and implemented them with minimal direction. When she received feedback, she was quick to make updates.”

OIE is happy with their new menu bar and are pleased to know it will be easier to update in the future. Chloe will continue to work on projects for OIE. In fact, Chloe is currently helping OIE develop a data request portal and tracking mechanism, which will be available directly from the OIE webpage.
LEADERSHIP

IT celebrates 10-year major milestone for PeopleSoft

PeopleSoft, is sometimes referred to as the University’s “brain” where important data such as finance, human resources, and student information is safely stored. The system handles much of the administrative business processes for the University so that Pepperdine faculty and staff can focus more on assisting our students to pursue lives full of purpose, service, and leadership.

To celebrate this major milestone achievement, IT released a report PeopleSoft 10-year Milestone Achievement: A review of a strategic institutional collaboration effort & the future of PeopleSoft at Pepperdine University.

This report celebrates the dedicated hard work and exceptional teamwork University leaders and their staff have contributed and continue to contribute throughout the years.

Read the report by visiting: http://community.pepperdine.edu/it/content/status-reports/finalpeoplesoft10yearachievement.pdf

Pepperdine University has its annual Cyber Security Awareness Month

October was National Cyber Security Awareness Month. The Information Security Office (ISO) had several activities planned to promote best practices that will help protect student and University data, and preserve community trust in the University.

The team of ISO, including Erik Rush, Thor Anderson, and Kim Cary, invited students to update their devices by visiting http://browsercheck.pepperdine.edu or bringing their laptops to get checked out by ISO staff members during lunch at the Talk to IT table held at Seaver College and all graduate campuses. Students who came by the IT table were entered into a drawing for movie tickets.

ISO sent out an online survey to help educate Pepperdine faculty and staff about the best practices for securing student and University data. Those staff members who completed the survey received a customized set of resources to help them follow cyber security best practices as well as a chance to win a pair of movie tickets.
Nolij will be unavailable Friday, Dec. 5 for maintenance

On Friday, Dec. 5, Nolij (Pepperdine’s document imaging storage system) will be down for maintenance all day beginning at 12 a.m. and ending at 11:59 p.m. This maintenance will allow Information Technology to better protect University data. We are informing you first because you have been appointed as your department’s technology liaison. As we get closer to the scheduled date, we will inform the entire community of the downtime. Please help your area plan ahead to schedule their work around this maintenance time.

During this maintenance, you will not be able to:
- Access or save documents in Nolij.
- Save eSign documents to Nolij. Please use Accellion as the delivery method for eSign documents.

Note: Please refrain from using Nolij or any service that imports into Nolij during the maintenance window. Scanning documents into Nolij or using Kofax can cause system errors.

If you have any questions or concerns, please contact Information Technology at informationtechnology@pepperdine.edu.

WaveNet will be unavailable Wednesday, Dec. 17 for tax updates

On Wednesday, Dec. 17 from 6 p.m. to 11 p.m., the WaveNet portal will be unavailable due to important annual tax updates for the Human Resources and Student areas of the PeopleSoft system. Please see the chart below to see how your area will be affected.

<table>
<thead>
<tr>
<th>Duration of upgrade</th>
<th>Who will be affected</th>
<th>What will NOT be affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed., Dec. 17: Important year-end</td>
<td>Start time: Wednesday, Dec. 17 at 6:00pm</td>
<td>Email will be accessible by visiting <a href="https://email.pepperdine.edu">https://email.pepperdine.edu</a>.</td>
</tr>
<tr>
<td>maintenance to the PeopleSoft</td>
<td>End time: Wednesday, Dec. 17 at 11:00pm</td>
<td>Courses will be accessible by visiting <a href="https://courses.pepperdine.edu">https://courses.pepperdine.edu</a>.</td>
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<tr>
<td>system.</td>
<td>This maintenance requires the portal to be unavailable to</td>
<td>Kronos will be accessible by visiting <a href="https://mytime.pepperdine.edu">https://mytime.pepperdine.edu</a>.</td>
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<tr>
<td></td>
<td>the ENTIRE COMMUNITY. (Faculty, Staff, Students,</td>
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<td>Applicants, and Guests)</td>
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IT UPDATES

Cisco MeetingPlace will be decommissioned Thursday, Dec. 18

On Thursday, Dec. 18, Information Technology will be decommissioning Cisco’s MeetingPlace application. This application, which was used for online meetings and conferencing is being discontinued by Cisco and, due to the low use among the Pepperdine community, IT will not be purchasing a new application for conferencing.

For those who enjoy using online meeting applications, IT recommends the following free services* available online:
- Join.me
- Fuze.com
- Google Hangouts
- Adobe Connect (For faculty use only – contact your appropriate school for details.)

*These services are not supported by IT. However, many members of the Pepperdine community have used the above applications with success.

Current MeetingPlace Sessions:
For those who currently have sessions scheduled in MeetingPlace, MeetingPlace will remain available until December. However, we strongly encourage you to explore the recommended online meeting tools before then.

Thank you for your support as we look for more cost effective applications for the University.
In November, Information Technology will begin a Secure Cloud Backup pilot program for all staff currently using whole disk encryption software on their Pepperdine-owned workstations. Whole disk encryption ensures that restricted data on the workstation is protected from unauthorized physical access.

The Secure Cloud Backup Service, powered by Crashplan PROe, is an important addition to whole disk encryption. The service ensures that users have a current backup of their profiles located in a secure place in case their workstation becomes unusable due to hardware failure, software glitches, or compromise.

During the pilot program, the Secure Cloud Backup Service will be installed on select computers to gauge interest and utility of providing a university-wide cloud backup solution. Those who will be a part of the pilot will be notified over the next few weeks via email. To learn more about the pilot program, please contact IT at informationtechnology@pepperdine.edu.

Technology and Learning hosts another successful faculty conference

On Wednesday, Oct. 15, the Technology and Learning group hosted the Third Annual Technology and Learning Faculty Conference. Pepperdine faculty representing all the schools attended the conference at the Drescher graduate campus. This year’s half-day conference focused on “Taking the Next Step,” encouraging faculty to learn from their peers to further enable their classes with engaging technology tools. Newly-appointed Provost Dr. Rick Marrs delivered the opening keynote address and newly-appointed Dean of GSEP Helen Easterling Williams delivered the closing keynote address.

Other speakers included Pepperdine faculty speakers included Dr. Jim DiLellio, Graziadio School; Dr. Stan Warford, Seaver College; Dr. Jennifer Smith, Seaver College; Dr. Linda Polin, GSEP; Dr. Paul Sparks, GSEP; Victoria Stay, Vice Provost for Research and Strategic Initiatives; Dr. Reyna Garcia Ramos, GSEP; Dr. Jeff Schieberl, Graziadio School; Dr. Linda Purrington, GSEP; Dr. Kevin Miller, Pepperdine Libraries; Paul Stenis, Pepperdine Libraries; Marc Vinyard, Pepperdine Libraries; and Jaimie Beth Colvin, Pepperdine Libraries.
Topics ranged from fostering study skills using Google Apps and other collaborative technologies to creating gameful designs for students and professors.

“The surprising thing was that I found material that I could implement that I hadn’t even considered possible before. Learning what a QR code was, how to record students’ speeches on my laptop, putting quizzes online that graded themselves, and the entire system of gamification was fascinating in that my pedagogy changed somewhat. Instead of expecting the students to do well on each exam given in class, now there is a way that they can redo many of the exams from the comfort of their own dorm room. The concept of “gaming” the students by allowing them to expand their knowledge and effort if an A or B was desired was fascinating to me and allowed my imagination to create a whole new way to approach both learning and instruction. It was a bit out of my comfort zone, but it put my students in a position where they would earn their grade by doing the amount of work needed for the grade that they desired.” – Linda Purrington, Graduate School of Education and Psychology.

“It is great to have the opportunity to come together as a community/university and share what works in each of our contexts and how we might make them uniquely our own. I also appreciate the opportunity to network with my colleagues and ask questions about the use of various tools.” – Reyna García Ramos, Graduate School of Education and Psychology.

To learn more about the conference, please visit: http://bitly.com/techlearn14.
NEW IT SERVICES

eSign streamlines Pepperdine’s document signing processes

This month, start using Pepperdine’s new eSign online application to securely sign and save important documents. eSign was created by IT’s Application Development team, which includes Eric Laufenburger, Marc Olano, Nikolai Cook, Abrash Khanmalek, and project manager Reyn Oyadomori. This team has worked months to create an online application that will streamline the document signing processes at Pepperdine.

By incorporating the Adobe Echosign product, the AppDev team was able to customize an application programming interface (API) that would fit the needs of the entire Pepperdine community. The application works by simply uploading a PDF document to be signed, entering the email addresses of those who you wish to sign, and clicking “Send out for signatures.”

eSign then sends the document to Adobe Echosign, which routes the document to all signers listed. Signers can sign from their desktop, laptop, and mobile device — anywhere they have Internet access. After all signatures are collected, the owner/originator of the document receives a final copy of the document with all the signatures via Accellion (Pepperdine’s Secure Attachments Server) or saved to the owner’s folder in Nolij (Pepperdine’s document imaging storage system).

The eSign team has met with Advancement, Athletics, the Center for Estate and Gift Planning, Corporate and Foundation Relations, Human Resources, Integrated Marketing Communications, Library, the Office of Student Information and Services, Planning Operations and Construction: Finance and Operations, the Provost’s Office, Seaver College, the School of Law, the School of Public Policy, Student Activities, and Student Employment over the past few months to see how eSign could improve their business processes. Finance recently released that the exceptions request payment is to be entirely processed using eSign.

Since June 1, there have been 447 documents completed using eSign. Sixty-four percent of those documents were electronically signed within two days.

Use eSign Today!
Use eSign today by logging on at http://esign.pepperdine.edu. For assistance with eSign or to learn how eSign can streamline your department’s signing needs, please contact informationtechnology@pepperdine.edu.
The Graziadio School and GSEP were successfully migrated to Salesforce

In October and November, the team at the Graduate School of Business and Management (GSBM), Graduate School of Education and Psychology (GSEP), and Pepperdine’s Constituent Relationship Management (CRM) team worked closely together for months to ensure a smooth implementation and transition for both schools from Hobsons to Salesforce.

Salesforce is the University’s chosen CRM business strategy aimed to enhance the student experience from recruitment to enrollment to graduation and beyond. It will also allow the University to have a clearer picture of leads, inquiries, and prospects from all schools.

Key benefits of an enterprise CRM solution:
- Enhance the institution’s recruitment efforts
- Attract and retain the best students
- Build meaningful community and enduring alumni loyalty
- Provide dashboard reporting that fosters effective decision-making, and more

GSBM’s team was comprised of Juan Mena, Michael Avery, Jane Tado, Kim Weiss, Alisa Lopez, Bobby Patsios, and Shimeka Bruton.

GSEP’s team included Marian Guirguis, Barbara Moore, Leslie Owens, Osvaldo Gomez, Ashish Regmi, Samantha Tarin, and Tammy Hong. The CRM team was comprised of Jonathan See, Lesbiz Tovar, Sean Fife, and Novita Rogers. During the next few months, the CRM team will be making small tweaks to the system and resolving any small problems they may encounter.

Seaver, GSEP, and GSBM recruitment are now all on one system: Salesforce. During the next few months, the CRM team will be making small tweaks to the system and resolving any small problems they may encounter.

To learn more about CRM or the “Engaging Waves” initiative, please visit: http://community.pepperdine.edu/crm/. Or subscribe to The Engaging Waves Blog, which can be found at http://engagingwavesblog.pepperdine.edu/.
Help Desk Statistics

September
1,774 total calls
Average wait: 25 seconds
63% on first call
18% within 5 days
18% within 2 days
1% more than 5 days

October
1,371 total calls
Average wait: 10 seconds
61% on first call
8% within 5 days
30% within 2 days
1% more than 5 days