



Information Technology Activity and Status Report

September 2011

Contact Information Technology

Anytime Support Desk

Available 24 hours a day,
7 days a week
(310) 506-HELP (4357)
or (866) 767-8623

Technology and Learning for Faculty

<http://services.pepperdine.edu/techlearn/>
techlearn@pepperdine.edu

Office of the Interim Chief Information Officer

(310) 506-6256

Request IT Services

<http://services.pepperdine.edu/it/forms>



A Note from the Interim CIO

Dear Colleagues,

Every organization, including our Information Technology (IT) division, goes through changes at some point in time. Timothy Chester launched IT's transformation five years ago and as he departs from Pepperdine University this week, the division is in a good position to advance to the next level. This advancement is due in part to the hard work of my IT colleagues. However, you and your teams are equally deserving of the credit. The successes we enjoyed in recent years would not have been possible without the partnership and collaboration with your respective schools and departments across campus. For that alone... thank you!

Very truly yours,
Jonathan See
Interim Chief Information Officer

News

Last Chance to Register for the Technology and Learning Faculty Conference.

[Register now](#) for the inaugural Technology and Learning Faculty conference to hear how Pepperdine faculty are using technology effectively in the classroom. This event will be held on Wednesday, September 14, 2011 from 8:00 a.m. to 2:00 p.m. on the Drescher graduate campus. Other benefits of attending include breakfast, lunch, one-on-one consultation with technology staff during the hands-on session, and the chance to win an iPad, flip camera, gift certificates for dinner, and more. To learn more or to register, visit: <http://services.pepperdine.edu/techlearn/conf11/>.

New Canon Copiers Arrive on Campus in Late September. After a thorough cost analysis by IT staff member Ory De La Rosa and an overwhelming survey response from University departmental liaisons, IT's Leadership Council has approved the replacement of all Canon copiers on Pepperdine's Southern California campuses. Departmental liaisons will be notified prior to the arrival of their department's new copier. For more information on this project, please contact Ory De La Rosa at horacio.delarosa@pepperdine.edu.

New Services

Students can now Purchase Textbooks via WaveNet. Students now have the ability to purchase their classroom books directly from Follett, the University's textbook provider, through a link in the Student Services area within WaveNet. IT's Enterprise Information Systems group worked with Follett to create this connection to provide a convenient way for students to purchase textbooks once they are enrolled in a class.

When students visit their 'My Class Schedule' page in the Student Center, they now see a "Purchase Books" link in the top right corner. Clicking this link connects them to the Follett site and directs them into a shopping cart pre-populated with all of the books they will need for the term. Similarly, upon successfully adding a class in Student Center, the "Purchase Books" link will appear to allow students the opportunity to purchase books for the added classes. This new addition to the Student Center grants students immediate access to their lists of required and optional textbooks while also affording them first pick of Follett's huge inventory of used books.

Updates & Upgrades

London and Florence Campus Staff use new Cisco Telephone System.

Information Technology has expanded the use of the University's new Cisco telephone system, which merges voice, web, and videoconferencing, to the London and Florence campuses. The new phones allow international campus staff to communicate with all Pepperdine campuses. When the full Cisco implementation is complete, all of the international campuses and the U.S. campuses can take advantage of the four-digit extension dialing system, eliminating the need to call with an international number.

iPad Research Study Enters Final Phase this Fall. Three Pepperdine faculty are participating in the iPad Research Study this fall: Drs. Brian Fisher, Timothy Lucas, and Lynn Newman. The study seeks to understand the iPad's effect on students' performance on learning outcomes. Throughout this term, the research team will conduct classroom observations and collect data and feedback from students to help illustrate the effects of the iPad on students' performance. To learn more about the iPad Research Study visit the [website](#) or attend the [Technology and Learning Faculty Conference](#) on Wednesday, September 14 to hear faculty speak about their experience working with iPads.

Future Plans

Student and HR Areas in PeopleSoft Unavailable this October. IT is conducting a multi-year project to improve user experience, stability, and reliability by upgrading PeopleSoft and WaveNet. To prepare for the upgrades, this October IT will need to take down the student and human resources areas of WaveNet for three days. During this time, IT staff will be upgrading the technology that supports these areas, making way for future changes in usability and reliability. Beginning Friday, October 28 at 12:00 a.m. to Monday, October 31 at 7:00 a.m., the following areas will be unavailable:

- Students will not be able to access course schedules, grades, student records, and financial services.
- Staff will not be able to access student and human resources applications.
- Faculty will not be able to view class management tools such as class rosters, post grades, or student advising.

Because IT will be updating the technology behind PeopleSoft, WaveNet users' experience will not change after the outage in October. To learn more about the PeopleSoft Upgrade project, visit: <http://services.pepperdine.edu/it/newsevents/news/2011/peoplesoftupgrade.htm>.

Project Wrap Up

Have You Seen the New Smart Classrooms at the School of Public Policy and the Law School? One classroom at the School of Public Policy and one classroom at the Law School received technology makeovers this past summer. IT, Construction and Campus Planning, and Facilities Management and Planning partnered to install state-of-the-art smart classroom technology, which will allow faculty to better integrate technology into their curriculum, promote instructional technology and enrich the students' learning experience at Pepperdine. To date all Pepperdine schools have a smart classroom.

School of Public Policy: Room 188 received a new projector, Blue Ray/VCR combo unit, document camera, desktop computer, lecture capture, high definition video conferencing unit, and control unit to manage all of the equipment. IT will work with SPP and the faculty to best utilize these new technologies to enrich students' learning experience.



Pictured left: video camera for videoconferencing; Pictured right: Multi-functional lecture podium.

The Law School: Classroom B was upgraded to include dual projectors, lecture capture devices, Blue Ray/VCR combo unit, document camera, desktop computer, high definition video conferencing unit, and a touch screen control unit. The professor's table in the front of the room contains a preview screen to show content before it is shown on the projectors. The Law School is planning to use this room as a showcase classroom for classes, events, and other high profile occasions.



Pictured left: Multi-functional lecture podium; Pictured right: Preview screen for projector.

Establish an Account for Cable Services Today - Service Expires September 21.

On September 21, the University's cable TV service provider for the Malibu campus, Charter Communications, will be changing their billing process. For a number of years, cable service to televisions in the Malibu campus buildings have been unaccounted and free. Cable service to all televisions in academic and administrative areas on the Malibu campus will be turned off unless an account is created to pay for the service. To establish an account, please contact your office or budget manager. If you have a television and do not want cable service, you do not need to act. To learn more about the change visit <http://services.pepperdine.edu/it/tools/cable.htm>.

University Schools Receive 2011 TechQual+ Results. Every spring Information Technology collects feedback on technology services from a randomly-selected group of faculty, staff, and students via the TechQual+ survey. This feedback helps set University technology priorities, identify growing technology needs, and monitor the effectiveness of the current technologies and services. Past TechQual+ surveys have led to upgrading wireless capabilities at all Pepperdine campuses; expanding training resources; and adding more workshops offered by the Technology and Learning group. Each school received the results of the 2011 TechQual+ survey that pertains to their school.

In March, more than 300 participants responded to the survey. Overall, the community was pleased with the institution's technology services - no area fell below participant's minimum expectations for service. In 2011, the following general topics were identified as areas for improvement:

- Increase speed and capacity of the wireless network
- Improve technology in the classroom
- Decrease the amount of downtime for system maintenance
- Increase training and improve communications regarding technology services
- Make it easier to utilize online student services and systems

IT greatly appreciates all who participated in this year's survey and looks forward to improving the University's technology experience. For more information on the 2011 TechQual+ results, please contact Rebekah Dillingham at rebekah.dillingham@pepperdine.edu.

Events

PeopleSoft and Simpler Training Classes Scheduled for September. PeopleSoft and Simpler training for the month of September 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](#). For questions contact Len Krukowski at leonard.krukowski@pepperdine.edu.

Technology and Learning Offers Faculty-led Technology Workshop Series. The Technology and Learning group is offering a series of faculty-led workshops to help Pepperdine faculty see what technologies their colleagues are using in the classroom and to provide faculty with the opportunity to gain hands-on experience.

- **September 29: YouTube, You Teach** - Dr. Christopher Heard of the Seaver College will describe the pedagogical benefits of turning lectures into homework and will demonstrate some of the tools and techniques for doing so. [Click here](#) to register.
- **October 6: How Podcasting Enhanced My Classes** - Professor Gregory Ogden from the School of Law will discuss the effective use of podcasting in his classes. [Click here](#) to register.
- **October 13: Learning Circles for Online Learning** - Dr. Margaret Riel of the Graduate School of Education and Psychology will share her insights on using online collaborative tools to promote student learning and engagement. [Click here](#) to register.
- **November 2: Successfully Using the Tests & Quizzes Tool in Courses** - Dr. James DiLellio of the Graziadio School of Business and Management will discuss his use of assessments within Courses. [Click here](#) to register.

To view more upcoming workshops and webinars hosted by the Technology and Learning group visit the [events calendar](#).

Benchmarks and Accountability

Anytime Support Help Desk Statistics for August. During August 2011, there were 1697 requests for support managed through the Anytime Support Desk. Of these requests, 68 percent were resolved within two days and 94 percent were resolved in fewer than five days. The average wait time for individuals calling the Anytime Support Desk was 41 seconds. Eighty percent of requests were resolved by the Anytime Support Help Desk on the first call.

Online Requests. In August 2011, there were 338 additional requests for support managed through [online web request forms](#). The top two types of online requests were: departmental telephone service (81) and network resources request (66).

Anytime Support Desk User Survey Results for August. Through an automated feedback process, all Anytime Support Desk callers have the opportunity to complete a web-based satisfaction survey. In August 2011, 169 (11%) of 1474 survey requests sent to customers were submitted. The four-question survey uses a “1 to 5” scale with “4.00-5.00” equal to excellent.

Month	Response Rate	Overall Satisfaction	Competency	Customer Service	Resolution Timeliness
June	13.9%	4.29	4.40	4.14	4.35
July	16%	4.34	4.46	4.15	4.42
August	15%	4.44	4.54	4.25	4.56

Staff Support by Major Area. All Pepperdine IT staff allocate their day-to-day efforts using client, project, and task codes; using this data, total division-wide staff effort for August 2011 was distributed as follows:

University Administration Support	1,795 hours	11.36%	\$72,280.92
Colleges, Academic Affairs	3,248 hours	20.56%	\$85,156.85
University-Wide, Common Services	4,826 hours	31.00%	\$184,825.20
IT Administration and Management	2,887 hours	18.27%	\$94,638.36
General Overhead (Leave, Holiday)	3,043 hours	19.26%	\$111,410.97
Total:	15,798 hours	100%	\$548,312.30

Support for Schools. Pepperdine IT staff effort provided to Pepperdine schools is as follows:

Month	Seaver	GSBM	GSEP	SOL	SPP
June	49.31%	24.23%	21.38%	1.57%	3.52%
July	54.01%	23.14%	17.86%	2.09%	2.90%
August	61.92%	17.32%	16.73%	1.22%	2.81%

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