Over the course of the past year, Technology Services (TS) partnered with offices and individuals across campus to launch the new PeopleSoft portal, myPugetSound, for current students, faculty, staff, and student applicants. All campus members can now access information and transactions in our PeopleSoft pillars (Campus, Financials, and Human Resources) through one streamlined, user-friendly interface.

The work to rollout myPugetSound began in early 2014 with the convening of a portal advisory group of academic and administrative representatives to guide design and content development. The Office of Communications created an attractive look and feel for myPugetSound that incorporates university branding and blends well with the delivered screens in PeopleSoft.

The content available in myPugetSound is tailored to each user’s role(s). After signing in, a user will see one or more tabs that house pages corresponding to a given role (student, faculty, staff, etc.).

Features of myPugetSound for all roles include a persistent navigation menu and quick-view home page information, including role-specific announcements.

Students were the first to get access in late October 2014, and they took quickly to the new site. Faculty access soon followed utilizing a custom menu developed in consultation with Associate Professor of Math James Bernhard, Associate Professor of Philosophy Ariela Tubert, Associate Dean Martin Jackson, and the Faculty Senate’s Library, Media, and Information Services (LMIS) Committee. The offices of Finance and Human Resources collaborated with TS and the portal advisory group to craft the staff page released in March 2015.

We opted to make the release of myPugetSound a “soft launch,” meaning the previous method of accessing PeopleSoft through Cascade is still available (for now) for current students, faculty, and staff. However, as indicated in the graph shown, most members of the campus community prefer using myPugetSound since it provides single sign-on and easier navigation to all pillars in PeopleSoft.

For the class of 2019 and beyond, myPugetSound will be the only portal to use. We worked with the Admission team last fall as they moved into PeopleSoft (see article on page 3) to launch a page in myPugetSound so student applicants could view their application status, financial aid, and admission decision. The page also features a campus video and Facebook feed as a means to engage and attach the student to Puget Sound. When admitted students confirm they are coming to Puget Sound, they get a colorful Welcome page in myPugetSound that provides easy access to tasks and information related to advising, housing, and orientation.

We in TS greatly appreciate all who have worked with us to make the launch of myPugetSound such a success. Oracle, the parent company for PeopleSoft, has been so impressed by our efforts, they suggested we do a webinar on myPugetSound for the Higher Education User Group (HEUG), a global organization of institutions using PeopleSoft. That session is scheduled for May 29, 2015.

For more information on myPugetSound, including how to access the HEUG webinar and sample screenshots for each campus role, visit pugetsound.edu/aboutmypugetsound.

myPugetSound may be grabbing the headlines, but it’s not the only PeopleSoft project of note! Many folks across campus are involved in technology projects and system upgrades these days. Technology Services has collaborated with the Office of Human Resources over the course of many months on a major upgrade of the HR pillar scheduled for go-live in mid-May 2015.

The Office of Finance is hard at work testing for an upgrade to the Financials pillar to be implemented at the end of May. And TS is partnering with numerous offices, including Academic Advising, Residence Life, Orientation, and the Registrar, to configure, develop, and test an extensive array of projects to support the onboarding of incoming students.
ARTIFACTS AND 3D MODELS ENGAGE LEARNING

By Lauren Nicandri, Educational Technologist for the Social Sciences

Artifacts (authentic or recreated) have long been used to model physical structures or to illustrate key concepts in teaching. Traditionally, such items were made from wood, clay, plastic, metal molding, or through other modern manufacturing techniques.

3D printers now give faculty and students the ability to directly create their own artifacts. Existing designs can be modified to meet the creators’ needs, or new designs can be created from ‘scratch’ using design software (which ranges from the very simple to extremely complex). Two of the best sites to find existing 3D design files for free are www.thingiverse.com and sketchfab.com.

Here at Puget Sound, Professor of Chemistry Steve Neshyba has used 3D printing to create his own teaching artifact: a model of an ice crystal whose surface morphology was based on an ice crystal grown and imaged in Puget Sound’s scanning electron microscope (SEM). Neshyba uses the model when discussing the behavior of light refraction on this type of ice crystal, including its similarities to the halo sometimes visible around the moon.

“The resolution of the SEM lets us look at very fine details of the ice crystal surface, but it only gives us pictures from particular angles,” Neshyba states. “By creating a 3D print, we can move the ‘crystal’ around in our hands and touch it, effectively giving us a new way to look at it and understand it.”

Neshyba says the next step is to create prints with a translucent material that behaves, optically, like ice.

“This will allow us to measure the light-scattering properties of these crystals in a way that so far we have only managed to do theoretically,” he notes. “I’m pretty excited about that.”

According to Neshyba, the very tangibility of the artifact itself provides new avenues for communicating with students.

“When prospective students are checking out Puget Sound, or when our majors are looking around for research projects,” he relates, “it’s been very helpful to put the crystal in their hands and say, ‘That’s what my research group is trying to understand better.’”

“The crystal has also helped out during meetings with my current research students,” Neshyba adds. “Instead of drawing imaginary ice crystals in the air or pointing to a picture, now we’re more likely to pick up the crystal and pass it around.”

Puget Sound’s educational technologists are available to work with faculty on integrating the use of artifacts into course plans. Kyle Cramer, educational technologist for the humanities, describes how artifacts “breathe life into teaching.”

“Being able to hold, manipulate, and see an object in a more realistic representation than one-dimensional paper or projection allows students to closely analyze and interpret or gain further appreciation for the course content,” he notes.

Cramer downloaded two designs, a dissection frog and a macaw skull, to print in high resolution as sample artifacts for the physical sciences.

“What I’ve learned in working on the macaw skull and other physical artifacts is that a lot more goes into printing a highly-detailed 3D model than simply pressing the Start button,” asserts Cramer. “The outcome on the skull was fantastic, but it required 2 to 3 hours of additional work in both extraneous support material removal and sanding of the finished product.”

Neshyba sees many areas in teaching and learning for the potential use of 3D printed artifacts.

“Our students regularly carry out electronic structure calculations that produce three-dimensional representations of molecules,” he says. “These representations are very data-rich; they can tell you the effective shape of a molecule, the distribution of charge on its surface, and so on. Currently, students look at these representations on a computer screen, but what would it be like to have them in your hands? Could you get different intuition about molecular structure than what you could otherwise? I think it’s worth exploring.”

PRINT & COPY SERVICES IS PLEASED TO OFFER 3D PRINTING!

3D printing lends itself to a wide range of academic topics from engineering to biology to graphic design. The time is right for faculty and students throughout the arts and sciences to explore 3D printing to create models, artifacts, and displays that enhance and enrich the teaching and learning experience.

3D design software is now available in the Tech Center’s Digital Media Lab in the lower level of Collins Memorial Library and the Department of Art and Art History Mac Lab in Kittredge Hall.

If you have a design you want printed or just want to learn more, please contact Print & Copy Services at print@pugetsound.edu or 253.879.3737.

For more information: pugetsound.edu/pcs
RESIDENCE LIFE HAS JOINED THE PEOPLESOF CLUB
by Debbie Chee, Director of Residence Life

I'm pleased to report that last fall we completed the first phase of Residence Life’s implementation of Academe Solutions, the housing module for PeopleSoft Campus Solutions. This system manages student housing and meal plan selection and is directly linked to Student Financial Services. As with many other technology implementations around campus, Res Life staff members were working on placing new students and preparing for the start of the school year while simultaneously deploying this feature. The learning curve was high, but we made it!

There is still work to be done. Residence Life is developing the new student application to be used for our Fall 2015 incoming students. After we complete that task, we are on to self-service, a new component that will allow continuing students to select housing at an assigned time on their computer or other device. The days of the in-person housing selection are over.

Assistant Director for Residence Life Tyler Pau recently noted that the implementation process “provided us the opportunity to revisit processes to become a more efficient office.” That’s very true, and now we’re excited to see how the self-service feature will simplify the student’s on-campus housing selection process.

Staff members in Residence Life are grateful to those in Technology Services and Student Financial Services who have provided assistance throughout this process. We were very new to doing an implementation of this sort, but we are definitely on our way now! 

"THE LEARNING CURVE WAS HIGH, BUT WE MADE IT!"
Debbie Chee

ADMISSION NOW IN PEOPLESOF
by Madeline Brooks ’18, TS Student Staff Member

Last fall the Puget Sound student admission process migrated from Enrollment Manager, a third party product in use on campus since 2009, to PeopleSoft, the university’s enterprise resource planning (ERP) system. For the Office of Admission, the move has provided numerous benefits and new opportunities.

“We are excited to not be managing our prospective students and applicants in a separate system but rather in the same general system used by the rest of the campus community,” says Director of Admission James Miller. “In addition to the basic advantages that PeopleSoft provides in terms of operational work, the cleaner and better storage of long term data and reporting will be of tremendous benefit. Additionally, we are excited to explore opportunities such as automating basic communications to prospective students and applicants.”

After months of preparation, Admission went live in PeopleSoft October 31 with import of The Common Application. The new system then facilitated a faster, richer admission process in the weeks that followed.

“The counselors were able to read and make decisions on a record number of admits earlier in the cycle than in years past,” notes Senior Admission Technologist Deirdre McGoldrick. “We went live with a new campus visit registration system, new email vendor, new processes for loading ACT and SAT Test scores, and new processes for loading data provided by coaches, web inquiries, college fairs, and high school visits.”

Applicants were directed to the new PeopleSoft portal, myPugetSound, where they could see information on any materials needed to complete their application as well as their admission status when published. See the article on page 1 for more information on myPugetSound.

"WE ARE EXCITED TO EXPLORE OPPORTUNITIES SUCH AS AUTOMATING BASIC COMMUNICATIONS TO PROSPECTIVE STUDENTS AND APPLICANTS."
James Miller

"THE LEARNING CURVE WAS HIGH, BUT WE MADE IT!"
Debbie Chee

They made it! The Residence Life team poses for a photo (l-r): Matt Irrell, Cyndy Gulyas, Starre Helm, Jenn Chaddick, Debbie Chee, James Spaan, Tyler Pau

SPRING 2015 • PAGE 3
EMAIL UPDATE: SPAM, PHISHING, AND FILTERS
by Mark Young, Technical Director for Network and Server Systems

We can all agree we get too much spam email these days, but did you know more than half the email traffic hitting university servers is spam?

For almost 10 years now, Puget Sound has utilized products called “antispam gateways” that filter email in search of viruses, malware, and spam. The latest is a cloud service called Microsoft Exchange Online Protection, or EOP, which has been in service since last summer. Messages to and from Puget Sound are directed through EOP and given a “spam score.” Messages deemed spam by virtue of their score are placed in a “quarantine” area and not delivered. Email administrators can release any such messages on request through a web interface.

To assess how EOP is performing for us, we ran the statistics shown over the last half of 2014. Our typical monthly volume was 2.5 to 3.5 million messages. Of that, about 2 million, or some 60 to 70%, were spam. September is an anomaly in that the “good” email volume dramatically increased that month with the start of the semester. Generally, the apparent spam percentage in the fall was lower than summer’s numbers.

These numbers are in line with those seen worldwide, with numerous industry reports showing the proportion of spam in email flows to be at or near 70%, often varying widely from month to month. Many reports indicate the overall percentage of spam is decreasing, while targeted email attacks such as those “phishing” for passwords and other sensitive data are on the rise. Technology Services continues to monitor these trends as well as the products and processes we utilize in response. We are always striving to maintain that delicate balance of successfully filtering spam while allowing the “good” emails to be delivered to your inbox.

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SPAM PERCENTAGE

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<td></td>
<td>67.8%</td>
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SERVICE DESK TICKET SYSTEM UPGRADED
by Joel Arakaki, Client Support Manager

If you’ve ever submitted a service request to Technology Services, you may have heard the term “ticket” mentioned. A ticket is what TS uses to track the support requests we receive.

We utilize Dell KACE’s K1000 system to manage both our tickets and university-owned computers on campus. In February we conducted a major upgrade of this system, and the updated version provides many new management features. The most noticeable change is the redesigned interface. You will experience the system’s new look and feel when you navigate to pugetsound.edu/osd to create a ticket or provide feedback in a satisfaction survey after a ticket is closed.

As always, if you have any questions or need assistance, please contact the Technology Service Desk at servicedesk@pugetsound.edu or 253.879.8585.

EXCHANGE 2013
Starting last fall we upgraded the university email system to take advantage of new features and a more modern interface available in Exchange 2013. This required migration of all campus accounts over the course of several weeks. Users now have the ability to review messages by conversation, see multiple calendars in a merged view, choose from optional themes to customize the experience, and utilize built-in apps for such things as Bing maps, message templates, and action items.

Check pugetsound.edu/ts for the latest service announcements.

INTERNET BANDWIDTH
Also this summer we plan to increase the university’s Internet bandwidth from 1 to 5 Gbps to better accommodate the rising numbers of devices accessing the campus network. Approximately 4 to 4.5 Gbps of this connection will be reserved for residential traffic. This upgrade represents a significant change in the way we provide Internet service to campus. Previously, residential and academic/administrative buildings were served through physically separate links. The upgraded system will operate through one link, reducing overall costs while providing abundant bandwidth for the entire campus.

BUT, WAIT, THERE’S MORE… KACE isn’t the only system upgrade to report. Here are three others of note:

WIRELESS NETWORK
Throughout the spring semester, we’ve been working to improve service on the wireless network, mainly in the residential areas. We’ve made some hardware upgrades and additions in certain campus houses and applied a major upgrade to the Aruba software that manages the overall wireless system. We’ve also conducted a pilot program in Harrington to look at the real effects of some planned configuration improvements. Results from these efforts have been very encouraging, and we plan on continuing this work over the summer.

Check pugetsound.edu/ts for the latest service announcements.