

Networking 101

West Virginia Network (WVNET)

West Virginia Institutions of Higher Education Continue to Focus on the Quality of their Online Courses



Dr. Roxann Humbert

In January 2013, West Virginia entered into a contract with Quality Matters (<http://qualitymatters.org/>), an internationally recognized process for peer reviews of online courses. Over the past four years, grant funding totaling over \$75,000 was awarded to train WV faculty to create high quality online courses and to prepare peer and master reviewers. To date, over 1700 faculty have received training on the Quality Matters rubric, 126 have gone on to become peer reviewers, and another 16 have become master reviewers. Twenty-three additional peer reviewers are now eligible to take the training to become master reviewers. In addition, five faculty received training to become face-to-face and/or online trainers.

This investment in training has begun to pay off. There are now 12 courses that have been through the official Quality Matters Review process. These include seven courses from Southern West Virginia Community and Technical College, two from Blue Ridge Community and Technical College, two from New River Community and Technical College and one from West Virginia Northern Community and Technical College. A list of the recognized courses can be found at: https://www.qmprogram.org/qmresources/courses/grouped_by_inst.cfm?program=2. These reviews, managed by Quality Matters, cost the institutions \$1000 each.

As another attempt at cost-savings for institutions, West Virginia is now poised to conduct official subscriber-managed reviews for \$450 per course. Last month, West Virginia University submitted the first course for this in-state process. The course, SENG520: Software Analysis and Design, was submitted by Dr. James Mooney. Serving on the three-member review team are Ann Rose, West Liberty University; Dr. G. H. Budd Sapp, Fairmont State University; and Carol Howerton, Southern West Virginia Community and Technical College. Ann Rose is chairing the review team and Carol Howerton is serving as the subject matter expert. Once the review process is complete and the course recognized, this course will be listed on the Quality Matters website as WV's 13th QM Recognized Course.

Participating institutions interested in having a subscriber-managed review of a course should contact Dr. Roxann Humbert – roxann.humbert@wvhepc.edu for more information.

(Guest article by Dr. Roxann Humbert, Founding and Executive Director, WVROCKS)

Volume 7, Issue 3

March 2017

WV Institutions of Higher Education Continue to Focus on Quality of Online Courses	1	Latest Internet Security Disaster: Cloudbleed	4
From the Director	2	Opening Keynote Speaker Announced for WVSTC 2017 — July 18-20, 2017	5
Customer Satisfaction Survey Winner	2	Whale of an Award	5
Chrome Web Browser Attack	3	Save the Date — WVHETC 2017—October 2-3, 2017	6
Prompts Users to Download Missing Font		Assistive Technology Showcase — Grocery Store Kroger 'ClickList'	6

FROM THE DIRECTOR



These are difficult times for WVNET. I'm sure you all know by now that the State of West Virginia is having very difficult budget issues -- \$500 million dollars in the hole. Nevertheless, we were shocked the day after the State of the State address to read that the Governor, without any prior discussions with us or the HEPC, decided to cut \$1.7 million from the WVNET budget appropriation.

This amount was what was agreed upon by all the higher education schools in 1975 when WVNET was formed and has been appropriated to us for 41 years. \$1.7 million is a 100% reduction of our state appropriation. It helps WVNET offset the costs of providing necessary technology to run the schools. Things such as Banner for student registration, Blackboard for online classes, internet access for colleges, libraries and K12.

If WVNET loses our entire state appropriation, we will have to take a very close look at pricing for our services. We will truly hate raising our prices when every one of our customers is in the middle of the same state budget reduction. But we really won't have much choice.

Our legislative audit this year praised WVNET for doing more with less. They were amazed at how WVNET was able to provide such excellent services to our schools at such a low price. The state appropriation has been a large part of why we could do that. Even with an increase in prices for our services, WVNET cost to our customers will still be significantly cheaper than buying directly from the large companies like Oracle, Ellucian, Blackboard, etc.

We truly appreciate the efforts that have been made by K12, the HEPC and others to explain to the Governor's staff and the legislators what the implications of taking 100% of WVNET's appropriation would be. Time will tell if anyone is listening...

CUSTOMER SATISFACTION SURVEY WINNER

If you were to ask me what is the single biggest quality that describes WVNET, I would answer with the word "dedication." WVNET as an organization has a dedication to not only its customers, but the services we provide, making sure that the quality in what we do is evident. I also believe there's a dedication to service, recognizing our mission to *enhance education through technology* in West Virginia. Our employees are deeply invested in that, as West Virginia's Network's success is tied directly to our customers' successes. It's this dedication to our core values that drives us to achieve for this great state every single day. We appreciate your confidence in us and will continue to dedicate our energies to making sure that your work is influenced in a positive way by what we do.



Each month, WVNET recognizes a customer who took the time to fill out our Customer Satisfaction Service Survey to let us know how we are doing. We thank everyone who takes that extra few minutes to give us advice, kudos, or criticisms that will help us improve our service.

This month we'd like to congratulate our co-winners, *Cris Spradling from the West Virginia Library Commission, and Judith Williams from the Upshur County Library*. Mr. Spradling logged an incident into our OZ ticketing system, in which several areas around the state were having issues with internet connectivity. This ticket was immediately picked up by Verne Britton in our systems group, and then later in the evening joined by Andrew Parker of our telecommunications team. Between the two of them, they were able to determine that it came down to a particular server that was having an issue and contacted the appropriate parties to restart the server and resolve the issue for the affected entities around the state. [Continued on next page...](#)

Customer Satisfaction Survey Winner CONTINUED...

Mr. Spradling and Mrs. Williams were thrilled about the service, commenting, "Everyone I talked to was very professional, patient and understanding. Great customer service for those of us who are still a bit intimidated by technical difficulties!" They also complimented our work by adding, "I am so glad to be doing business with WVNET, it is such an improvement over what we had in the past. I really appreciate the easy going yet professional and highly efficient folks I have talked with."

Thank you both. I think this begins to demonstrate the dedication that we have to our customers, our service offerings, and the service we provide. Thank you for allowing me to detail this shining example of the work we put in every single day at WVNET!

As always, at the end of every month, we will draw a winner, contact them by email and send WVNET memorabilia in appreciation. Please complete our survey by looking within the incident email of any interaction that you have had with us. All comments are taken seriously and help to improve what we do on a daily basis.

Thank you *Cris and Judith*, and thanks again to all our customers who continue to shape and improve WVNET.

(Guest article by WVNET staff member Booker Walton, III)

CHROME WEB BROWSER ATTACK PROMPTS USERS TO DOWNLOAD MISSING FONT

There have been [reports](#) from security researchers about an attack on Chrome web browser users where compromised web sites will display poorly rendered text and then prompt to download a 'missing' font.

The "HoeflerText" font wasn't found.



The web page you are trying to load is displayed incorrectly, as it uses the "HoeflerText" font. To fix the error and display the text, you have to update the "Chrome Font Pack".

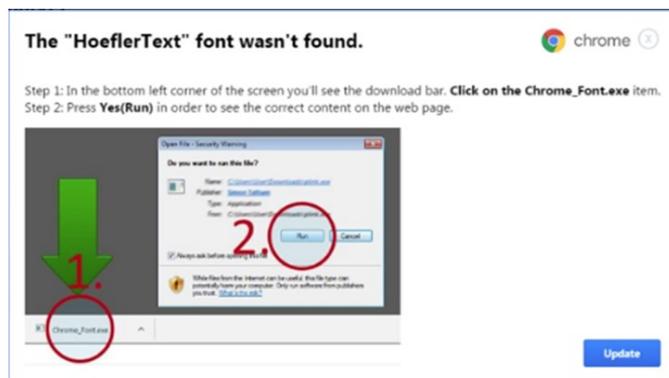
Manufacturer: Google Inc. All Rights Reserved
Current version: Chrome Font Pack **53.0.2785.89**
Latest version: Chrome Font Pack **57.2.5284.21**

Update

This request is believable and well socially engineered. The attack uses JavaScript to cause the website text to appear as misencoded text and there really is a HoeflerText font. The 'Chrome' logo and the 'Update' button make it appear as if it is a Chrome update. However, clicking the 'Update' button results in the file "Chrome Font v7.5.1.exe" being downloaded (which is a big clue that something isn't quite right) and the webpage then displays an instruction window to assist in installing the malware.

[Continued on next page...](#)

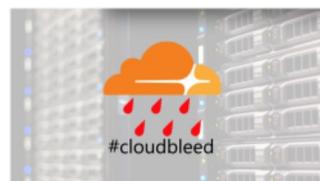
Chrome Web Browser Attack Prompts Users to Download Missing Font CONTINUED..



To avoid these issues, always make sure you are running the latest version of Google Chrome. Using anti-malware real time protection software is helpful too. (Guest article by WVNET staff members Steven White and Randall Long)

LATEST INTERNET SECURITY DISASTER: CLOUDBLEED

Security researcher Tavis Ormandy of Google's Project Zero identified a vulnerability in proxy software run by Cloudflare. Cloudflare is a web routing and security service. For several months, under certain circumstances, Cloudflare's servers slipped random chunks of system memory into webpages. This occurred when webpages had a particular combination of unbalanced HTML tags, which confused Cloudflare's proxy servers. Visiting any site hosted by Cloudflare would sometimes display sensitive information (such as authentication information and credentials) from previous web sessions. While Cloudflare's service was rapidly patched to eliminate this bug, data was constantly leaking for months.



The vulnerability was revealed when the researcher discovered session tokens and API keys, cookies and passwords in cached pages crawled by the Google search engine. "The examples we're finding are so bad, I cancelled some weekend plans to go into the office on Sunday to help build some tools to clean up," he said in an [advisory](#) explaining the issue.

The comforting news is that this wasn't a database hack such as the one Yahoo experienced. This vulnerability would require an attacker to organize the bits of secure data scattered in HTML code that was served from many sites. Millions of sites using Cloudflare services were potentially affected by the vulnerability. For security reasons, Cloudflare is unlikely to provide a list of web sites affected. This [site has compiled a list of websites](#) that use Cloudflare's services. As the site mentions, "This list contains all domains that use Cloudflare DNS, not just the Cloudflare proxy (the affected service that leaked data). It's a broad sweeping list that includes everything. Just because a domain is on the list does not mean the site is compromised, and sites may be compromised that do not appear on this list."

The most effective solution for individuals is to change your passwords. The list of affected sites is so extensive, that it's advisable to change ALL passwords. While this may be unnecessary (it is unlikely your passwords were exposed in this incident), it will improve your security from this compromise and many other far more likely security issues. That may seem like a daunting task, but a password manager can simplify it. Using a password manager is a good security practice in general, so Cloudbleed may be good motivation to start.

(Guest article by WVNET staff members Steven White and Randall Long)

WV STATEWIDE TECHNOLOGY CONFERENCE 2017

West Virginia Statewide Technology Conference 2017 will be held at the Morgantown Marriott at Waterfront Place and the Morgantown Event Center in Morgantown, West Virginia, on July 18-20, 2017.



Vendor registration is now open:
<http://mgr.wvstc.com/register/vendor>

WVSTC 2017 Call for Proposals may be viewed here:
<http://mgr.wvstc.com/conferencesoftware/call-for-prop/#/form/introduction>

The WVSTC 2017 conference committee welcomes proposals for presentations on a wide range of topics including those of interest to K-12 education, higher education, and state agency personnel. Presenters should plan for 40 minute presentations with an additional 5-10 minutes of questions and answers. *All proposals must be submitted via the conference website no later than April 29, 2017.*



Shannon McClintock Miller

Opening Keynote Speaker Shannon Miller is a mom and wife. She served as the K-12 district teacher librarian at Van Meter Community School District in Iowa for 8 years. A passion for education, librarianship, technology, social media, and making a difference in the world and lives of others, especially children, has led her to become an international speaker and consultant.

Miller is the Future Ready Libraries and Project Connect Spokesperson, Buncce's Teacher Librarian Advisor and Cantata Learning's Teacher Librarian Advocate. She is also a Skype Master Teacher.

Shannon is the author of the award winning *The Library Voice* blog and enjoys writing for various blogs, journals and other forums. She is currently writing two children's book series with Cantata. In 2014, she was named a *Library Journal Mover and Shaker*. In 2016, she was awarded *The Making It Happen Award* by ISTE.

As previously announced in the February 2017 newsletter, **Robbie K. Melton, Ph.D.**, will serve as the **Closing Keynote Speaker** and discuss *"The Emergence of the Internet of Everything (IoE) Smart Connected Devices and EduGadgets for Real-Time On-Demand Transformation of Education.*

Please check WVSTC 2017 webpages for additional conference details as they emerge: <http://wvstc.com/>

(Guest article by WVNET staff member Fran Barnes)

Jerry Burchard this month's recipient of "Moby Award..."

WVNET Database Administrator Senior Jerry Burchard is the latest recipient of the Moby award. Moby is given by one staff member to another, to acknowledge that they did "a whale of a good job."

Thanks for your expertise, Jerry, and we hope you enjoy your time in the Moby spotlight!



Jerry Burchard on left; Ben Mays on right

Dan O'Hanlon, Director
837 Chestnut Ridge Road
Morgantown, WV 26505
304.522.7303

dohanlon@mail.wvnet.edu



Fran Barnes, Editorial Assistant

fran@mail.wvnet.edu

Also edited by:
Mike Karolchik, Manager
WVNET Media Services
mike@wvnet.edu



Follow @ [wvnet](https://twitter.com/wvnet)



Save the date!

WVHETC 2017 — October 2-3, 2017
Morgantown Marriott at Waterfront Place
Morgantown Event Center
Morgantown, WV

Vendor Registration and 'Call for Proposals' opening soon!
<http://wvhetc.com/>

ASSISTIVE TECHNOLOGY SHOWCASE — KROGER CLICKLIST

Kroger 'ClickList' now offers shoppers the opportunity to order groceries online, then pick them up and pay in person! Similar to other online shopping opportunities, some local grocery store chains are now offering curbside pickup and pay!



"Investigative reporter" Fran Barnes talked with a Kroger ClickList Associate and explored this option recently at the Suncrest Town Centre Kroger Store in Morgantown, WV, a mere 5 minutes from WVNET. Reportedly, other Kroger stores in the state are offering this service as well.

SHOP — With an assistive device such as a laptop, tablet or smartphone, shop online for over 40,000 items available in store, including fresh meat and produce. New items are added every week. **RESERVE** — Confirm your order and select a time slot to receive your groceries. **RECEIVE YOUR ORDER** — Only credit or debit cards are accepted at time of order receipt.

A CONVENIENT NEW WAY TO SHOP — With ClickList, you can shop for your groceries online in the convenience of your home, lunch hour at the office, or repair shop! Then pick up your order at the store at a time that's convenient for you. You can even order using personalized product suggestions, so shopping is even easier. Some Kroger stores offer delivery (where available). After you place your order, ClickList Associates will choose your items with care. You may choose whether or not to allow substitutions if your favorite item is out of stock. Then, just come by the store at your reserved pickup time, and they'll load your order into your car. You don't even have to get out of your vehicle. When you receive your order, just use your credit card or debit card along with your Kroger Plus Card, and you can get on with your day — with grocery shopping checked off your list! The Kroger ClickList Associate will inform you if anything was out of stock and, upon payment, issue a receipt for your order.

These are the things we observed during this particular Kroger ClickList shopping excursion — on the day of pickup, they had done 65 orders! The average order is \$125.00 and a lot of busy moms with toddlers and/or school aged children in particular are loving this service. Working moms and dads are equally happy since they get to spend more quality time at home and/or at extracurricular activities with their kids. Some elderly and disabled in the community will find this service incredibly assistive too. At this particular Kroger, busy days are Friday and Sunday with the timeslots 4-7pm really buzzing. There are several dedicated parking spaces alongside the grocery store assigned for ClickList pickup. You simply pull into a space, call the ClickList number on the sign and inform them you have arrived and they'll bring out your order — the entire experience takes about 10 minutes time. First three visits using Kroger ClickList are free and thereafter there's a \$4.95 service fee. The Kroger store we visited is now offering same day service.



(Guest article by WVNET staff member Fran Barnes)