Networking 101
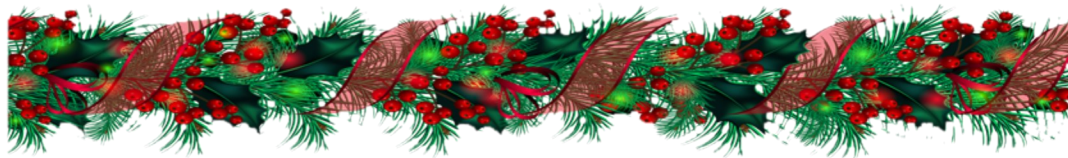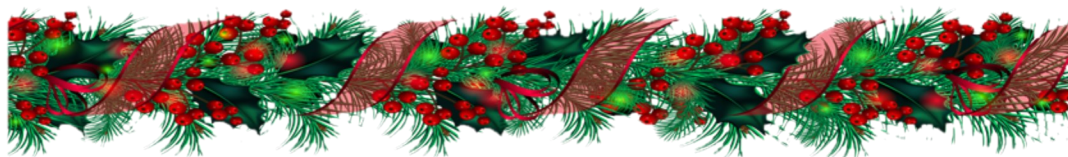
Season's Greetings from the Director...

It's hard for me to believe another year has gone by already! A year used to seem to take forever when I was young. Now it's like the blink of an eye.

What a year it has been too! First the Governor cut WVNET's budget 100%, then many friends and customers spoke out against that and persuaded him to put 100% of our budget back into his budget. Thank you to all who helped!

WVNET has made lots of progress on some of our initiatives like WVROCKS and URCast. We have hired several talented new employees. We have said goodbye to several employees who have moved on. And we are getting ready to provide another year of service to our loyal customers.

So, we wish you a very Merry Christmas and a Happy New Year!

Thanks for a Wonderful Year!

As 2017 comes to a close, the WVNET DegreeWorks team wanted to take a moment to thank our WVNET DegreeWorks Community. We did a lot together this year as a result of your input, contributions and hard work.

- Congratulations to Eastern West Virginia Community & Technical College on their implementation and roll-out of DegreeWorks this year. Welcome to the community.

- For our hosted institutions impacted by the 4.1.6 upgrade, thank you for your testing and patience.

- We appreciate the questions and comments you've posted to the listserv in 2017.

We are putting the final touches on our 2018 planning as we're sure you are too. The upcoming year will be an exciting one for us! Our biggest news: we will be launching an initiative to move from PC-based Scribe to Web Scribe in 2018. Stay tuned for this transformation.

Have a fun and safe holiday season. We wish you the happiest of holidays and a healthy and successful New Year to come!

Best,
The WVNET DegreeWorks Team

WELCOME NEWCOMERS!

Blaine Murphy is a maker who has a personal interest in communication technology. He has experience working as a professional software developer and as a freelancer has provided IT services for small companies in Morgantown. Blaine contributes to open source software and works on technical projects in his free time. He enjoys collecting and restoring old computers and loves finding ways to fuse new and old tech to create functional art. Blaine is a native West Virginian who currently lives in Morgantown with his three frogs. **Welcome, Blaine!**

In commenting about his new position as Network Operator, Blaine says, *"During the very brief time I've been here, I've had a wonderful experience. It's exciting to see so many people dedicated to building and improving West Virginia's educational infrastructure. I'm looking forward to working with the many talented and welcoming people of WVNET."*

Suma Ponnam was born in India and emigrated to the USA 10 years ago. She lived in Atlanta and the Pacific Northwest before moving to Morgantown. Suma lives in Morgantown with her husband of 10 years and two children, Aalya and Arjun. Suma has a Master's in computer science and is experienced in strategic analytics, collecting, storing, and analyzing large data. She enjoys multitasking and working with multidisciplinary teams. Suma actively volunteers and teaches kids in the local community. **Welcome, Suma!**

In commenting about her new position as Software Support Specialist DegreeWorks, Suma says, *"I am very excited to be a part of the WVNET team. The team at WVNET is awesome and I felt part of the organization within a week into my job. I always liked working with people and this job allows me to use my skills to solve their problems...what else can a gal ask for!"*

CUSTOMER SATISFACTION SURVEY WINNER

Each month, WVNET recognizes a customer who took the time to complete our *Customer Satisfaction Survey* to tell us how we are doing. We thank everyone who takes that extra time to give us advice, kudos, or criticisms that will help us improve our service.

This month we'd like to congratulate our winner, *Michelle Carpenter (WVOT) at the Health Statistics Center.* Michelle called the WVNET Network Operations Center (NOC) with a request for help in unlocking her account. Network Operator James Dubose handled the call, resolving the problem within minutes. Michelle commented, *"Received a call back on a Sunday within 15-20 minutes. Very pleased that my account was unlocked so I could work my shift and not have to leave without getting paid for the full shift. Thank you so much, James."* WVNET is dedicated to serving its customers no matter the problem, no matter how big, no matter how small. The NOC is staffed 24/7/365 during evenings, weekends, holidays and normal business hours.

Each and every employee at WVNET from senior staff, managers and staff members are dedicated to improving our services to you, our customers, in every possible way. While perfection is not realistically attainable, the quest to move towards it is a constantly driven goal of our staff. WVNET is committed to bringing new and innovative, cost effective technologies to both higher education and K-12 alike. We are reaching out in new directions and exploring different possibilities with the end goal of helping the State of West Virginia in any way possible. We continue to strive to be the ultimate one stop shop for all state customers for their varying needs.

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, *Michelle,* and thanks again to all of our customers who continue to shape and improve WVNET. We appreciate you and look forward to continuing our relationship with all of our customers in 2018! *(Guest article by WVNET staff member Fran Barnes)*

AROUND THE WATER COOLER...

Jason Chastain this month's recipient of "Moby Award..."
Receptionist Libby Cress (pictured on left in photo) presented WVNET's Moby award to Jason Chastain (pictured on right in photo) at a recent staff meeting. The Moby is given by one WVNET employee to another for "doing a whale of a good job." In making the presentation, Libby commented, *"I am passing the Moby award to Jason Chastain who in all my years at WVNET has always been helpful, kind, and always does it with a smile. He is an asset to WVNET and lets me ask all kinds of questions. His attitude is exceptional, and I think the whale has found a good home. So, here's to Jason for doing a whale of a good job!"* We hope you enjoy your time in the Moby spotlight, Jason! *(Guest article by WVNET staff member Fran Barnes)*

Years of Service to WVNET...
Enhancing Education Through Technology, WVNET serves the educational needs of West Virginia in the areas of networking, shared computing and support and consulting services by offering technological expertise to higher education, K-12, public libraries and state government. WVNET has an exceptional technology savvy team with a strong customer orientation. We're happy to acknowledge the fact that five members of our team, in particular, have reached significant milestones in their careers with us — Jerry Burchard (Applications) completed 39 years of service; Chris Freeman (Telecom), 19 years; Benjamin Mays (Systems), 12 years; Cory Morrison (Media Services), 5 years; and Anthony Masi (Operations), 3 years. Thank you, Jerry, Chris, Ben, Cory and Tony for the contributions you bring to our organization to make it what it is today! *(Guest article by WVNET staff member Fran Barnes)*

WVNET Holiday Charity Event 2017...
As the holidays quickly approached, WVNET staff members participated in helping to sponsor a family from the local Scotts Run Settlement House by contributing money and/or gifts. This year, we sponsored three children ages 15, 12, and 12. Holiday shopper elves were happy to spend cash contributions, while other staff members brought in gifts. Media Services *Web Assistant Marcie Merrill* spearheaded the effort, together with the able assistance of helper elf Karen Saffron.