

### West Virginia’s higher education community arms students with career-ready technology skills

MORGANTOWN, W.Va. (For immediate release: Monday, October 27, 2014) – Representatives of West Virginia’s higher education community today announced a new collaboration with Microsoft Corp. aimed at giving students high-tech skills that are essential for success in today’s economy. Through the Microsoft IT Academy, students at each public four- and two-year higher education institution in the state now will have access to technology education and software that will boost their readiness for in-demand careers.

“Our students’ expertise must be ever growing and evolving, especially in technology. The Microsoft IT Academy can help them sharpen their technology skills in ways that the careers of today and tomorrow demand,” said Dr. Bruce Berry, Chair of the West Virginia Higher Education Policy Commission. “This is a positive step for our students, and a smart step for West Virginia.”

“West Virginia’s employers strongly value industry-recognized certifications,” said Dr. Sarah Tucker, Vice Chancellor for Community and Technical College Education. “This collaboration will strengthen the information technology credentials currently offered by our community and technical colleges and provide students flexibility in the pursuit of high-level certifications.”

According to the U.S. Bureau of Labor Statistics, more than 50 percent of today’s jobs require some technology skills, a percentage that is expected to increase to 77 percent over the next decade. In addition, studies suggest that in the coming years, there will be a significant shortage in the supply of skilled IT professionals.

The Microsoft IT Academy rollout already has begun to answer this call across West Virginia’s campuses, where students will receive curriculum, professional development and certifications for industry-relevant technology skills – with an emphasis on preparing them for high-tech careers.

This Microsoft Corp.-higher education collaboration is being supported by the West Virginia Network (WVNET).

“WVNET is proud to sponsor the first year of the IT Academy for all public higher education schools,” said Dan O’Hanlon, WVNET Director. “This will allow all K12 graduates who already have IT Academy experience to continue their certifications right through college.”

Benefits of the Microsoft IT Academy for West Virginia’s public higher education system include Microsoft online learning and digital literacy curriculum; ready-to-use, customizable lesson plans; and validation of technology skills through certification. As a result, students get real-world education and are better prepared to enter high-tech careers.

“We are deeply committed to working with governments, communities, schools and educators to use the power of information technology to deliver software, services and programs that provide anytime, anywhere learning and 21st century skills for all,” said Jamie Harper, General Manager, U.S. Education, Microsoft Corp. “We are pleased to work with the State of West Virginia on programs that will bring the right technology mix to help students achieve their goals. ”

Today’s announcement came in conjunction with the West Virginia Higher Education Technology Conference. Earlier this year, the West Virginia Department of Education announced its collaboration with the Microsoft IT Academy to provide students, teachers and staff statewide in grades K-12 with the opportunity to earn technology certifications. For more information, visit [www.microsoft.com/ITAcademy](http://www.microsoft.com/ITAcademy).

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**VOLUME 4, ISSUE 11**

**NOVEMBER 2014**

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CUSTOMER SATISFACTION SURVEY  
And this month's winner is...

Continuing our monthly giveaways for the Customer Satisfaction Survey, our customers continue to improve our service at WVNET. I want to thank everyone for their participation and taking very seriously the nature of how we do business at the Network. **This month, WVNET would like to congratulate Katie Cooper, from West Liberty University, where she serves as the Director of Financial Aid.** Katie was having an issue with Banner that needed some clarity and was assisted by Dianne Sisler, our Senior Administrative Applications Software Specialist. Dianne diagnosed the situation in a way that was understandable to Katie and suggested a resolution that worked! Katie commented about her experience, *"I do know that every time I work with WVNET, my issues are resolved quickly! Especially with Dianne, she is a true asset to WVNET and I don't know what I would do without her daily!"* We agree on your assessment of Dianne's work. Dianne is an asset to the organization and her expertise and customer service skills are something we all strive to achieve. Thank you, Katie, for taking the time to let us know that Dianne is indeed a special part of WVNET.



As always, at the end of every month, we will draw a winner, contact them by email and send them WVNET memorabilia in appreciation. Please complete our survey by looking within the incident email of any interaction that you have had with us. As you can see, we take all comments to heart.

Thanks again Katie, and thanks to all our customers who continue to shape and improve WVNET.

WVNET MEETS WITH THE CLAUDE WORTHINGTON  
BENEDUM FOUNDATION

On Friday, October 10th, WVNET employee Steven White, systems group manager, personnel from West Virginia University (WVU) and the West Virginia Department of Education (WVDE) visited Pittsburgh for a meeting with the Claude Worthington Benedum Foundation to propose a project for enhancing mathematics education throughout the State of West Virginia.

This meeting was part of the *Next Generation Mathematics for West Virginia Schools* project, which WVNET is working on in collaboration with WVDE and WVU Academic Innovation. This partnership has operated to develop digital content for all of the new West Virginia Next Generation Integrated Mathematics high school courses. Over 30 teachers were gathered to organize and design the content for these mathematics courses, which was then reviewed and validated by higher education faculty from WVU, Bethany College, and Marshall University. Following the design of the content, instructional and media designers from WVU Academic Innovation transformed the content into media-rich and interactive learning modules. These modules are now available free-of-charge on a platform-agnostic website for all teachers, students, and parents to access anytime and anyplace. These open and free high school courses include a student assessment system which provides teachers with real-time student data they can use to measure the effectiveness of their instruction. There are also personalized learning opportunities for students, and ongoing teacher support/collaboration possibilities.

WVNET has partnered in the project to host the digital content for all West Virginians to access through the support of the WVDE. With WVNET's involvement, the high school course content can be linked to the state's active directory for teachers and students, which will provide sustainable access to the digital content using teacher and student K-12 email accounts. Connecting course content with the state's active directory also provides the possibility of tracking long-term student achievement data.

Over the next few months, WVNET, WVU Academic Innovation, and WVDE look to establish a relationship with the Claude Worthington Benedum Foundation to support the further development of resources to help enhance the teaching and learning of mathematics for all West Virginian students at various grade levels.

*(Guest article by Greg Strimel, Director of K-12 Initiatives, Academic Innovation, West Virginia University)*

## NOC HELP DESK TIP OF THE MONTH ...Keyboard Shortcuts for Windows

In this day and age technology is moving fast, and only getting faster by the minute. You need to move fast too! As a Network Operator at West Virginia Network, I am often asked for tips and tricks to make life on the computer easier, faster and more efficient. One of the easiest ways to increase your productivity is to use shortcuts. No, I'm not talking about making 4 lefts and a right on a road trip across the state, but rather *Keyboard Shortcuts for Windows*. Here are some shortcuts that will save you time, and most likely impress a few friends along the way.



### Keyboard Shortcuts

#### **Copy only active window to clipboard**

The Print Screen key copies the entire display, but **ALT + Print Screen** only copies the currently active window to the clipboard. Whether you are taking a screenshot to diagnose a problem, or just because you want to show something to a friend, this will come in handy.

#### **Fix those little mistakes**

Did you know you can undo almost any action? **CTRL + Z** is the ultimate hot key! Undo doesn't just apply to typing. If you accidentally delete or move a file, you can hit **CTRL + Z** to bring it right back to where it was. In Chrome and Firefox you can also undo closing a tab using **CTRL + SHIFT + T**.

#### **Cycle through open windows Pressing ALT+TAB**

This shortcut allows you to cycle through currently open windows. This makes switching back and forth between running processes quick and painless. If you want a more stylish method of cycling through open programs, **Windows + TAB** will do the job for you.

#### **Interrupt all processes CTRL + ALT + Delete**

One of the most common PC shortcuts, and one almost everyone is familiar with. The important thing to note is that it interrupts all processes, including the one that is bogging down your system, which can mean the difference between needing to restart or not.

#### **Close the current program**

Typing **ALT + F4** will close the program that is running. This is useful as it saves you time mousing over the "X" and clicking. People will often use this as a joke, telling you to press **ALT + F4** to fix a problem. Don't fall for it unless you want to close what you are doing.

#### **Minimize all windows**

Sometimes you have many application windows open and you want to access the desktop. Simply pressing **Windows + D** will minimize all windows, which will save you some time from pressing the minimize button for each window. Pressing **Windows + D** again will re-open all windows with their previous size and location. **Windows + M** offers similar functionality but you cannot re-open the windows with a shortcut, so **Windows + D** is the more favorable approach.

#### **Open the task manager directly**

If you want to bypass the interrupt that happens when pressing **CTRL + ALT + DEL** and jump right to the task manager, typing **CTRL + Shift + ESC** launches it directly.

#### **Close the current window/tab**

Sick of moving all the way to that X button? Press **CTRL + W** and the current window will close. (Don't do it now, or you will miss the rest of the tricks!)

### Web Browsing Tricks

#### **Automatically add www. & .com to a URL**

You can shave off a couple of seconds typing in a URL by simply clicking **CTRL + Enter** after you type the name of the site. Need .net instead of .com, press **CTRL + Shift + Enter** instead.

#### **Jump to address bar**

There are a number of ways to jump right to the address bar from anywhere in browser. Pressing **CTRL + L, F6, or ALT + D** all accomplish this goal.

#### **Bring up the system information window**

This is so much quicker than digging this out the traditional way. Just press **Windows + Pause/Break** and the System Information panel will be ready to go. This might be the only use for the Pause/Break key you will ever find, so enjoy it!

#### **Bring back a closed tab**

We covered this already, but it's super useful. Accidentally closed a tab? Simply press **CTRL + Shift + T** to reopen the most recently closed tab and get back to what you were doing.

#### **Cycle through open tabs**

Pressing **CTRL + TAB** while in a browser will flip between each tab. This can be much faster than moving the mouse and clicking on a tab. **CTRL + NUM (1, 2, 3, 4, n..)** will take you to certain tab in that numeric order.



Keyboard Shortcuts Continued...

### File Management Tricks

#### **Rename a file quickly**

Right-clicking and selecting rename is not very efficient. Instead, simply press F2 while a file is selected to change its name. To alter the name of another file, type TAB without deselecting the current file.

#### **Rename files sequentially in Windows**

You actually don't need to download any programs to perform a batch file rename in Windows. Instead, **you can select all the files you want to change, right-click the first one in the list, select rename (or use F2), and type in the name.** This will automatically change all the other files with the same root name with a suffix: (1), (2), and so on.

#### **Select multiple files using the keyboard**

To select a bunch of files using your keyboard, you can press **Shift + down arrow** to select a single file or **Shift + Page Down** to select a large group of files at one time

The shortcuts listed above are just a few of the more popular choices. Check out the following sites if you want to learn more:

<http://tinyurl.com/29yy9m>

<http://tinyurl.com/omao6w4>

<http://tinyurl.com/y7dr7p>

Source: <http://www.techspot.com/guides/676-best-computer-tricks/>

(Guest article by NOC Employee Cory Morrison)

Follow the WVNET NOC Facebook Page at:

<http://www.facebook.com/wvnetnoc>

And the Twitter Feed at:

@wvnet\_noc

If you would just like to get the text message version of our Twitter updates, you can sign up via SMS:

Text *follow wvnet\_noc* to 40404. *Standard text messaging rates will apply.*

MOUNTAINEER CHALLENGE ACADEMY  
...Another satisfied customer

We received this message from Jim Flynn, MIS at the Mountaineer Challenge Academy: *"The Mountaineer Challenge Academy has been a customer of WVNET for many years, and when I called them recently to report a problem I was having with installing a SSL Certificate for Exchange 2003 they assisted me in a very professional manner. Even though the software was outdated they were still able to fix the problem and install the certificate correctly over the phone and remotely through my server. They researched the problem, found the solution and implemented the fix within 4 hours after my call. The professionalism and knowledge at WVNET is superior, and all of the techs are highly trained and very knowledgeable about any problem that I ever had. I have been very pleased with WVNET in all of my dealings with them."*

## FROM THE DIRECTOR

Whenever the seasons change, it reminds us all that we must change too. WVNET is no exception. Change is the only constant in life. It has been amazing for me to watch things that seemed permanent vanish in the blink of an eye. The recent election is a good example. But so are the incredible changes happening to the way we educate our students. For centuries we have taught our students with the same methods while the world changed around us. Suddenly that world is shifting quickly. West Virginia became the first state in the nation to connect every single school, college and library with fiber optic cable to the Internet. This means that a child in the most remote, rural location in West Virginia has access to the same educational resources as a child in the richest school district in the country. The Internet is the great equalizer.



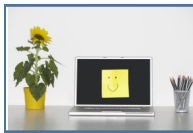
WVNET announced this month another dramatic cut in Internet access pricing for our schools, colleges and libraries. The price dropped more than 50% to \$9.95. WVNET searches relentlessly for the lowest price, highest quality access to the Internet. In the last 3 years, WVNET has dropped the price by more than 80%! This allows our schools, libraries and colleges to offer faster and faster internet to everyone. WVNET is very proud to be the provider of services to all of our schools and libraries. We are thrilled to play an important part in changing people's lives for the better in West Virginia.

## TV WHITESPACE PROVIDING BROADBAND FOR RURAL WV



At the 2014 Create West Virginia Conference at Glenville State College held October 26-28, WVNET, Glenville State College, and DAS Advisers partnered with the conference to demonstrate TV White Space, the old television broadcast spectrum being re-purposed to deliver broadband to the most remote places on the planet. This gave a cross section of creative people in business, education, technology, and community design a heads up, and potentially, an early crack at accessing and gaining some local control of this evolutionary use of a known resource. WVNET is now pursuing several more TV white space deployments around West Virginia. In partnership with the City of Huntington and Marshall University, WVNET is bringing free white space to the downtown Huntington area. Huntington has plans to offer it citywide within two years. Further, WVNET is partnering with the State Department of Education to deliver white space broadband to every K12 school in the state. We are also exploring partnerships with Microsoft, Google and another major TV white space company to bring this cutting-edge technology to the furthestmost regions of West Virginia.

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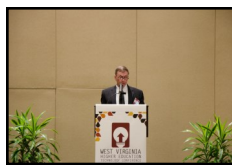
Newsletter Archives Here  
[www.wvnet.edu](http://www.wvnet.edu)

WVHETC — - ANOTHER HUGE SUCCESS

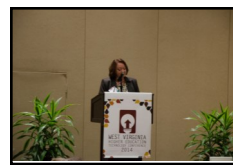
The West Virginia Higher Education Technology Conference (WVHETC) 2014 was held October 27-28, 2014, at The Waterfront Hotel in Morgantown, West Virginia. This



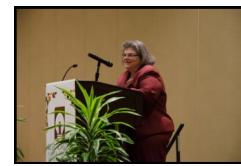
annual conference brought together higher education, K12 and state agencies for a common purpose, that of embracing new ideas, developing new insights, and designing new approaches to help move education forward in the state. Over 250 attendees participated in the two-day event which started Monday, October 27, with the opening keynote luncheon and ended on Tuesday, October 28, with an exhibitor reception. An ambitious schedule featured three keynote sessions, one general session on whitespaces, fifty-seven concurrent sessions and eleven poster sessions. *(Photo gallery follows)*



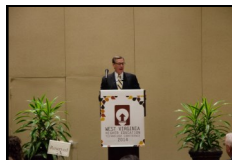
Dan O'Hanlon



Wanda Barker



Roxann Humbert



Senator Robert Plymale



Paul Garnett



Jamie Harper



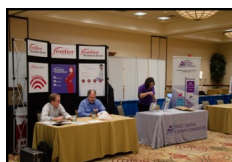
Registration



Vendor Area



Vendor Area



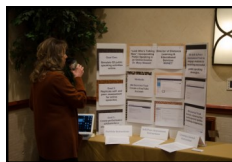
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Marjorie Darrah



Matt Turner



Poster Sessions



Mini Goblin (social event)



Prize Giveaways