



# NETWORKING 101

MARCH 2019

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### WVNET Partners with Meals on Wheels

Earlier this year, Meals on Wheels Morgantown reached out to WVNET asking if we could migrate their website. Our response was, "yes," since we host, design and train on websites and development. WVNET uses WordPress and hosts over 300 websites for K-12 schools, universities, government and non-profit agencies.

Sara Bishop, Manager, Morgantown Area Meals on Wheels, stopped by WVNET and met with our team. We asked Sara about her experience, and

Sara replied, "When Morgantown Area Meals on Wheels realized our website software was obsolete and we needed to migrate to new software before we could update the website information, we were thrilled to learn that the WVNET Web team had developed multiple cutting-edge design templates that we could choose from we were thrilled to learn that the WVNET Web team had developed multiple cutting-edge design templates that we could choose from as well as provide the WordPress software needed and migration services. As we did not have the necessary skillsets, it was wonderful to have this service available through WVNET who has hosted our web site for years. As a non-profit, having WVNET's highly skilled technical team to collaborate with in meeting our organization's needs is invaluable."

### Morgantown Area Meals on Wheels

Home About Us Applying For Meals Cancel Meals History Volunteers

#### Our Mission

By preparing and delivering hot, nutritious and affordable meals to the homebound in the Morgantown area, we help people stay in their homes during periods of disability.

Volunteer Betty and her granddaughter Haley

#### Information

Office/Kitchen hours:  
5:30 AM - 12:00 Noon  
Monday - Friday

Phone: 304-599-1954  
Email: [morgantownareamow@gmail.com](mailto:morgantownareamow@gmail.com)

#### Our Location

Morgantown Area Meals on Wheels  
3375 University Ave  
Morgantown, WV 26505  
(304) 599-1954

3375 University Ave  
View larger map

Star City  
3375 University Avenue  
Texas Roadhouse  
UNIV

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#### Morgantown Area Meals on Wheels, Inc.

The Morgantown Area Meals On Wheels program is an independent, community based nutrition program affiliated with the national Meals on Wheels Association of America but is a separate organization from the Senior Monongalians food delivery program). The local program is funded by contributions from local foundations, organizations, individuals and the coal severance tax from the Monongalia County Commission.

The Morgantown Area Meals On Wheels program has three distribution centers: Star City Kitchen, Goshen Baptist Church, and Rock Forge Presbyterian Church. The hot meals are delivered within a 10-mile radius of each center. Meals are delivered by volunteers Monday - Friday year round, except on specified holidays (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas), or community-declared "snow days". As a general rule, if Monongalia County schools are closed due to snow or other weather emergencies, meals will not be delivered. Listen to the radio, WVAQ and WAJR, for information about school closings due to weather related problems and MOW deliveries.

All meals are planned by a licensed dietitian and prepared by certified cooks at the Star City Kitchen. Meals are delivered between 10 AM and Noon by volunteer drivers. Clients receive either a "general" meal or a "diabetic" meal. In some cases special diets can be accommodated, but the dietitian has final approval for any special meals served. Clients are charged for their meals based on their financial circumstances. There are no age or income limits for receiving meals.

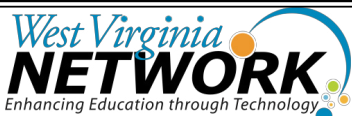
A new program of delivering shelf-stable meals for the weekend is being tried. These meals require little or no cooking and are delivered on Thursday or Friday depending on the customer's Monday thru Friday delivery schedule.

Volunteer Betty and her granddaughter Haley

Feb 12, 2019  
Read More

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[Zoom to see full text](#)



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## STRATEGIC MILESTONE UPDATES

### Network Operations Center

—Kim Jenkins, WVNET Operations Manager

During the month of February 2019, the WVNET Network Operations Center logged a phenomenal 611 tickets. WVNET provides technical support for our customers 24/7/365. You may call any time to report a problem and ask for assistance. In many cases, you should be able to find an answer to your question in the information provided on our website. Our goal is to solve your problem and get you back to computing in a timely and friendly manner. Connect with us on the web at: <http://wvnet.edu/resources/help-desk/> or call 304-293-5192.



### WVNET DegreeWorks Community

—Barbara Long, WVNET DegreeWorks Team Lead

Happy spring! As winter comes to an end, let's take a look at what the WVNET DegreeWorks Community has been doing during those cold months...



### Two more institutions transition from DegreeWorks PC Scribe to Web Scribe

Two institutions within the WVNET DegreeWorks community, Blue Ridge Community and Technical College and Fairmont State University, have chosen to deploy the web version of DegreeWorks Scribe. Moving to "Web Scribe" will help both schools prepare for future DegreeWorks upgrades. Congratulations to Blue Ridge and Fairmont for embracing the web version of Scribe to transcribe their course catalogs into DegreeWorks.

### Glennville State College use of DegreeWorks' elective credits allowed functionality to help students reach their goals

Committed to improving student success and spurred by the growing nationwide student loan debit crisis, Glennville State College is combining the DegreeWorks Elective Credits Allowed (ECA) functionality and advising to help students maintain satisfactory academic progress. The challenge for higher education institutions is to find ways to reduce time to degree that do not come at the expense of academic exploration and rigor. During the spring 2019 semester, Glennville implemented the DegreeWorks ECA functionality to give students more targeted guidance and greater visibility into their degree progress.

### *Efficiency is the name of the game*

*"Gone are the days of dog-earing and highlighting the course catalog in preparation for meeting with your advisor and the financial aid department," said Glennville State College's Certification Analyst, Denise Ellyson. "The ECA functionality offers a visual way for students to see on their DegreeWorks audit how electives are applying towards their program of study."*

The ECA functionality has given the college a significant boost in their ability to help their advisors understand their advisees' academic progress. Denise Ellyson said, "Federal regulations require that institutions monitor the academic progress for every student who applies for federal financial assistance. Our goal is to help students reduce the need for extra semesters by guiding them to a successful outcome – we want to change the paradigm of student debt."

## Blackboard Enterprise Surveys

—by Cory Morrison, Distance Learning GUI Specialist

Are you using Blackboard for all of your survey needs? Did you know that you can? Did you know this service is included in your WVNET/Bb contract?



**Goodbye Survey Monkey... Blackboard Enterprise Surveys are here!!**

Enterprise surveys collect feedback from specific groups of people. Survey recipients are selected based on their role in the system, enrollment in courses, or their membership in a department or business unit if your institution has access to community engagement features. You can also upload a list of recipient email addresses to target community members, business leaders, alumni, parents and other stakeholders.

Question types available in enterprise surveys include: Likert scale, matrix, multiple choice, either/or, and open-entry questions. You can add instructions, section breaks, and page breaks, as well as brand your survey with a customized header and footer.

You can send your survey out to multiple sets of recipients and analyze the results. Survey results are compared using response periods, which are sets of recipients and a timeframe that you specify. You can also compare by enrollments, membership, demographics, or by a specific survey question. You can't generate reports to compare results from different surveys, only different response periods for the same survey. To analyze results from different surveys, download the survey

data and use a third-party analysis tool.

Enterprise surveys require a special user account to access the enterprise survey tool. Please contact your school's On-Site System Administrator/WVNET support team for further support.

**Source:** [https://help.blackboard.com/Learn/Administrator/Hosting/Tools\\_Management/Enterprise\\_Surveys](https://help.blackboard.com/Learn/Administrator/Hosting/Tools_Management/Enterprise_Surveys)

## Years of Service to WVNET

WVNET has a long history of service to West Virginia education. Its talented staff consists of bright new minds along with dedicated employees who have been with us for many years. WVNET is certainly grateful to retain some of the expertise, experience and history as it is passed on to new generations. We acknowledge these staff members who have reached significant milestones in their careers with us during March 2019:

**Dianne Sisler – 21 years**

**Libby Cress – 20 years**

**Charles Stevens – 4 years**

**Nathan Justice – 1 year**



# How to Spot and Avoid Common Scams



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## From the desk of WVNET

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Have you ever gotten an email from someone claiming to be royalty? In their email they tell you that they will inherit millions of dollars, but need your money and bank details to get access to that inheritance. You know this email isn't legitimate, so you delete it, yet there are many more scams being perpetrated by criminals that sound more believable and aren't as easy to spot. Learning to identify and avoid these scams is the first step in protecting yourself from these schemes. Senior Citizens are often particularly vulnerable to some of these fraud campaigns. The world today is full of cybercriminals launching both phishing emails, and the tried and true phone scams that never fell out of fashion. Protecting not only your finances, but also your data from these scams is more important now than ever.

### Phone Scams

Scammers who operate by phone can seem legitimate and are typically very persuasive! To draw you in to their scam, they might:

- Sound friendly, call you by your first name, and make small talk to get to know you
- Claim to work for a company or organization you trust such as: a bank, a software or other vendor you use, the police department, or a government agency
- Threaten you with fines or charges that must be paid immediately
- Mention exaggerated or fake prizes, products, or services such as credit and loans, extended car warranties, charitable causes, or computer support
- Ask for login credentials or personal sensitive information
- Request payments to be made using odd methods, like gift cards
- Use prerecorded messages, or robocalls

If you receive a suspicious phone call or robocall, the easiest solution is to hang up. You can then block the caller's phone number and register your phone number on the National Do Not Call Registry (<https://www.ftc.gov/donotcall>).<sup>1</sup>

## Email Scams

Phishing emails are convincing and trick many people into providing personal data. These emails tend to be written versions of the scam phone calls described above. Some signs of phishing emails are:

- Imploring you to act immediately, offering something that sounds too good to be true, or asking for personal or financial information<sup>2</sup>
- Emails appearing to be from executive leadership you work with requesting information about you or colleagues that they usually do not request (for example, W2s)
- Unexpected emails appearing to be from people, organizations, or companies you trust that will ask you to click on a link and then disclose personal information.<sup>3</sup> Always hover your mouse over the link to see if it will direct you to a legitimate website
- Typos, vague and general wording, and nonspecific greetings like “Dear customer”<sup>3</sup>

Beware that many scam and phishing emails look legitimate! An email pretending to be a company might contain pictures or text mimicking the company’s real emails. If you’re unsure about an email you received, there are some steps you can take to protect yourself:

- Do not click links or open attachments in emails you were not expecting<sup>3</sup>
- Do not enter any personal, login, or financial information when prompted by an unsolicited email<sup>3</sup>
- Do not respond to or forward emails you suspect to be a scam<sup>3</sup>
- If in doubt, contact the person or organization the email claims to have been sent by using contact information you find for yourself on their official website<sup>3</sup>

If you get scam phone calls or phishing emails at home, hang up or delete the emails. If you get scam phone calls or phishing emails at work, let your organization’s security or Information Technology team know so they can help protect others from these scams! Additionally, please educate your parents and grandparents on these scams, as they are becoming only more and more common.

Resources:

1. <https://www.consumer.ftc.gov/articles/0076-phone-scams>
2. <https://www.stopthinkconnect.org/tips-advice/general-tips-and-advice>
3. <https://staysafeonline.org/stay-safe-online/online-safety-basics/spam-and-phishing/>



*The information provided in the MS-ISAC Monthly Security Tips Newsletter is intended to increase the security awareness of an organization's end users and to help them behave in a more secure manner within their work environment. While some of the tips may relate to maintaining a home computer, the increased awareness is intended to help improve the organization's overall cyber security posture. This is especially critical if employees access their work network from their home computer. Organizations have permission and are encouraged to brand and redistribute this newsletter in whole for educational, non-commercial purposes.*

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