NETWORKING 101

WEST VIRGINIA NETWORK (WVNET)

$28,765 GRANT AWARDED TO HELP IMPROVE QUALITY OF ONLINE COURSES OFFERED BY WEST VIRGINIA HIGHER EDUCATION INSTITUTIONS

A grant of $28,765 will allow the West Virginia Network and the West Virginia Higher Education Policy Commission to provide training to faculty on how to improve their online courses to meet Quality Matters' standards.

Dr. Roxann Humbert, Statewide Director of Higher Education eLearning, is the grant project director *(pictured at right in QM Training in Huntington, WV on February 7, 2014)*. Through the grant, training will be provided in either a half-day face to face or two week online format for twenty faculty currently teaching online from each of the colleges and universities affiliated with Quality Matters (QM). QM is a nationally recognized, faculty-centered, peer-based, continuous improvement online review process that is designed to certify the quality of online and blended courses. The "Improve Your Online Course" work-shop explores the QM Rubric and provides a framework to improve the quality of online courses. Participants use the QM Rubric to review their online courses and develop a course improvement plan. The content is based on the eight general standards of the Quality Matters Rubric. Institutions currently affiliated with Quality Matters include:

QM Training in Huntington, WV, 2/2014

> *Blue Ridge Community and Technical College*
> *Bluefield State College*
> *Bridgemont Community and Technical College*
> *Concord University*
> *Eastern West Virginia Community and Technical College*
> *Fairmont State University*
> *Kanawha Valley Community and Technical College*
> *Marshall University*
> *Mountwest Community and Technical College*
> *New River Community and Technical College*
> *Pierpont Community and Technical College*
> *Southern West Virginia Community and Technical College*
> *West Liberty University*
> *New River Community and Technical College*
> *West Virginia Northern Community and Technical College*
> *West Virginia State University*
> *West Virginia University – Including Potomac State and WVU Institution of Technology*
> *West Virginia University Parkersburg*

Faculty interested in participating in the training program should contact their institution's Quality Matters representative or email Roxann at rhumbert@hepc.wvnet.edu The grant is being offered through the West Virginia Technical Assistance Broadband Grant Program .

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The world of technology changes faster than some of its other parts. To keep up, WVNET has recently hired several young people right out of college. These budding geniuses truly understand this new world of social media, connected everything and wearable technology a lot better than some of us do. A great example is Chris Reed, one of our talented web developers in the Media Services Group headed up by Mike Karolchik.

Chris was recently chosen to be one of the first people in West Virginia to receive a pair Google Glasses. These fascinating creations actually allow you to see everything around you enhanced by the augmented reality reflected on the glasses. They also allow you to take still photos or videos with a touch of the finger.

Chris was part of a small group of developers selected by Google to try them out. He is also thinking about what kinds of apps he and the team might develop that will be useful to our students as Google Glass becomes more generally available.

WVNET is very proud of Chris and his talented colleagues. They are truly our future and we are gratified that a company as prestigious as Google agrees!

http://www.wvnet.edu/blog/308-wvnet-becomes-an-approved-google-glass-developer

WVNET Enhancing Education through Technology

WVNET approved for
Google
GLASS

WVNET HELP DESK RECOGNIZED FOR STANDARD OF EXCELLENCE 2014

WVNET's Help Desk has been recognized by the industry leader in help desk standards, HDI, as having a team certified in their training skills. Check it out here: http://www.thinkhdi.com/certification/team-certified/award-recipients

The HDI Team Certified Award recognizes teams for their commitment to service excellence through the adoption of best practices and the acquisition of enhanced skills and knowledge. This award is for any support team of four or more members where at least 80 percent of the team members are HDI-certified. Award recipients receive a certificate, permission to use the HDI Team Certified logo, and public recognition of their achievement.

Congratulations WVNET help desk members: Kim Jenkins, Booker Walton III, Cory Morrison, Tony White, Barry Gregg, Michael McDonald, Mark Saffron, and James DuBose.

PERSONNEL NEWS

Director of Human Resources Bob Roberts reports that Dana Keith has been promoted to WVNET Manager of Applications. Dana has proven his leadership skills over the past several months as Interim Manager and everyone is looking forward to watching his vision unfold for the team. The WVNET Applications Team is working in the realm of big data and analytics. They believe that through information we can identify ways to help the students in Higher Education in West Virginia ensure they are successful.
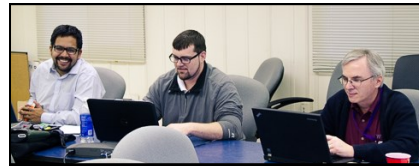
MARK YOUR CALENDAR!

West Virginia Statewide Technology Conference 2014 (WVSTC 2014)
July 15-17, 2014 —- The Waterfront Hotel in Morgantown, WV

West Virginia Higher Education Technology Conference 2014 (WVHETC 2014)
October 27-28, 2014 —- The Waterfront Hotel in Morgantown, WV
wvconference.com

VISIT BY ENTERPRISE RESOURCE PLANNING (ERP) CONSULTANTS

Two ERP consultants, Chad Alford and Hassan Ajmal, visited WVNET on January 13-14, 2014, to work with WVNET staff on the F5 Load Balancer configuration. The load balancer will give the ERP system additional flexibility and reliability by transparently spreading connections across multiple backend servers. The state Enterprise Resource Planning (ERP) contract was awarded to CGI www.cgi.com

ANDROID BOOTCAMP AT ASILOMAR

WVNET recently acquired Google Glass, so in January Media Services' web developer Chris Reed attended a five-day Android bootcamp in Monterey Bay, California to learn about developing applications for the device. While the locals were bundled up because of the recent cold spell, a frigid 60 degrees, Chris enjoyed the brief time he got to spend outdoors. Class started at 8:30am and ended at 6:00pm each day with a break only for meals and a short respite in the afternoon --- usually a quick walk down to the beach.

The class was casual but focused – brief, information-packed lectures followed by hands-on exercises. The instructor was always available after dinner from 7pm to 10pm to help with the day's lessons and/or discuss material not covered in the course. Participants were encouraged to stay and work during the evening, and most did. It was during this time that Chris sought answers to his questions about the Google Glass Software Development Kit (SDK).

The bootcamp instructor, Josh Skeen was extremely knowledgeable and very friendly. He developed an application for the U.S. Department of Energy that helps customers understand and monitor their energy use. Josh also led the development of a network security testing and auditing system for Emory University.

The Android bootcamp was a rigorous 5 days of training that left Chris both mentally exhausted and full of new ideas about Android applications to develop at WVNET. One application already in the works will enhance the flat screen displays in WVNET's lobby, providing more interactive and frequently updated content.

Chris says he "looks forward to bringing these ideas to life and he can't wait for the next Big Nerd Bootcamp."

SCIQUEST PHOENIX USER INTERFACE

SciQuest is the e-procurement system for the WVNET consortium. The WVNET consortium for SciQuest activated the new Phoenix user interface on January 6, 2014. This new user interface adds functionality and makes the shopping experience smoother. Greg Kidder and Phil Snitz are the system administrators for the WVNET consortium. Any higher education institution wishing to learn more about the SciQuest system and how it can save your organization money can contact Greg Kidder or Phil Snitz at 304-293-5192 x288 or x258.
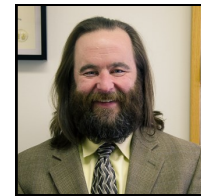
EMPLOYEE SPOTLIGHT—JAMES WOLFF :)

Meet team member James Wolff, Middle tier Oracle DBA. James lives in Morgantown, West Virginia (Monongalia County) and has worked for WVNET and the State of West Virginia since August 2012. James has a BS in Information Sciences from Taylor University, Upland, IN, and a Programming Certificate—The Chubb Institute, Parsippany, NJ..

In his position as Middle tier Oracle DBA, James ensures that the Middle Tier is functioning with no bottlenecks by keeping the software upgraded and patched. Also, he is part of the team that is responsible for installing Banner XE. James comments that the introduction of Java for the implementation of Banner XE is new for them and he is learning how it functions within WVNET's IT solutions for its customers. One of his goals is to increase his knowledge of the assorted platforms and software products here at West Virginia Network.

On the personal side, James reports that he used to collect beer cans and had over 1000 different cans, including one with a cone top. He dislikes Morgantown traffic! James' top priorities are his family and learning and growing in his technical knowledge to make West Virginia Network the best software and services provider in the state. James comments that, for him, having Dana Keith as his new manager is very beneficial and he is sure Dana will excel in his leadership of Applications' Services.

EMPLOYEE SPOTLIGHT—BOB ROBERTS :)

Meet team member Bob Roberts, SPHR, WVNET Director of Human Resources, who lives in Fairmont, WV, (Marion County). Bob has a Bachelor of Science in Business Administration from WVU 1997; a Master of Science in Industrial Relations from WVU 1998; Bachelor of Arts in Philosophy from UNC Greensboro 2004 and Master of Divinity from United Theological Seminary 2014 (anticipated). Bob has worked for WVNET for two and a half years and the State of West Virginia for about 5 years, off and on, beginning in 1997. He previously spent 8 years working for the State of North Carolina. Additionally, he has been a telemarketer, headhunter, Sbarro manager, college admissions officer, baseball umpire, Tupperware salesperson, paperboy, suicide hotline counselor, disability rights advocate, model, author, community organizer, Target manager and a drywall installer/finisher.

As Director of Human Resources, Bob's job is to serve WVNET's employees so they can serve WVNET's customers. He is responsible for ensuring that employees have health care, are placed onto the payroll and are generally content with their role at WVNET. Bob has served WVNET in a variety of other positions during his time here including snow shoveler, mail sorter, parking attendant, dish washer, benevolent dictator, coffee brewer, supply purchaser, interior decorator and printer repair person. During the time he has worked at WVNET, Bob has seen technology change in regard to the speed with which we can move data, together with the fact that there is more networking capability going into single buildings than total capacity when he first came on board. And, he has witnessed the explosion of tablets, phones and other hand held devices. Bob comments when he started working at WVNET, he still had an ancient flip phone. Today, he says he cannot imagine how he survived without his smartphone. In addition to his position at WVNET, Bob is a part time United Methodist Minister and he pastors two churches in Fairmont, WV. He is also a full time seminary student and actively involved in the Kairos Prison Ministry program and programs at Huttonsville Correction Center.

Bob's goals are, first and foremost, to be the best husband he can be. He would like to be a death row chaplain. finish seminary before he is 40 years old, run the 40th anniversary of the Marine Corp Marathon, become a great preacher (meaning becoming great at delivering sermons) and comments that he is a new pastor so he feels his sermons are still average at best. His priorities are God, his wife Madelaine, and his family, in that order. Good, bad or ugly, Bob comments that he came to WVNET as part of the new leadership team so the "new" leadership is the only leadership team he has known. That said, Bob has worked with a wide variety of leadership teams over the years and he has never felt as comfortable with and confident in a group of individuals than he does the leadership team at WVNET. Bob has said this before but he does not believe there is anyone in the world that could do Allen, Donna or Dan's jobs better than they do and he considers himself fortunate to work with each of them.