

WV Higher Education Technology Conference 2015



West Virginia Higher Education Technology Conference 2015 "Technology in Education: Revealing the Magic" will be held at The Waterfront Place Hotel and Morgantown Event Center in Morgantown, West Virginia, on October 26-27, 2015. Registration is now open!



[Dr. Corley Dennison](#)

Dr. Corley Dennison, Vice Chancellor of Academic Affairs, WVHEPC, will be the Opening Keynote Speaker and speak on *Moving Forward: Higher Education in Transition*.



[Dr. Robbie Melton](#)

Dr. Michael Adelman, President, WVSOM, will be the General Session Speaker and speak on *The Use of Technology in Medical Education*.



[Dr. Michael Adelman](#)

Dr. Robbie Melton, Associate Vice Chancellor of Mobilization Emerging Technology, Tennessee Board of Regents will be the Keynote Speaker on the last day of the conference and speak on *Are Emerging Smart Devices Smarter Than You?*

WVHETC 2015 will offer two Pre-Conference Workshops: *Blackboard System Administrator and XE Registration for Banner*; 45+ concurrent sessions (on topics such as *Big Data, Career and Professional Development, Distance Learning, Public Policy and Legislation, Enterprise Resource Planning, Innovative Technologies, Student Success, eLearning and others*); poster sessions, and 30+ exhibitors. View an exhaustive list of conference sessions here: <http://www.wvhetc.com/sessions> The call for poster sessions is open until September 25. Check out related info here: <http://www.wvhetc.com/call-for-poster-proposals> There will be two receptions for all registered attendees and vendors, including a *Magic Show and Reception* after the general session on October 26 and the *Exhibitor Reception* to close the conference on October 27. View a tentative conference schedule here:

http://www.wvhetc.com/documents/wvhetc_2015_conference_schedule.pdf

Please visit: wvhetc.com to register and receive important conference updates. *Early registrants will receive a conference t-shirt if registered before September 28!*

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FROM THE DIRECTOR

From time to time at WVNET, we all join in the bittersweet process of wishing a valued colleague farewell at a going away party. It happens sometimes that one of our talented employees has been recruited to another job that has better pay or some other attractive benefit. We wish them well and give them a wonderful send-off. But it is always difficult to see them go. Recently, two wonderful young people left us for new work elsewhere, Clarence Pearson and Heather Summers.



Clarence did extraordinary work helping our schools make the transition from Banner to Oasis, and Heather was a brilliant mathematician who worked on our Analytics Project. Both of them are bound for extraordinary careers and will be missed.

So, while it is difficult to see talented people leave state government for new jobs, it is a credit to the kind of people who work at WVNET. They are in high demand in the private sector and at other government projects. This speaks volumes about the high quality of all our employees. And so the cycle begins again to try to find the kind of talented, dedicated employees we need to continue providing top-level service that has been our trademark at WVNET. Heather and Clarence — thank you both for your exceptional work for us and good luck to you in your new careers!

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

Blackboard hosting and higher education support is a big part of what we do at WVNET since we host 12 Blackboard instances. Of those 12, six have chosen to use our *Premium Support Option* to receive the highest quality of customer service for their system administrators, instructional technologists, faculty, and students alike. Our Help Desk team works with Blackboard teams in both the Media Services and Systems Departments who work to ensure the best possible experience for those choosing to trust their information and content to the skilled professionals at WVNET. Your experience is our priority. Every day, we are working to make sure that your experience is top notch. Please check our [Schedule of Rates for more Blackboard information and hosting features' comparison](http://www.wvnet.edu/documents/WVNET_Schedule_of_Rates.pdf):



Each month, WVNET recognizes a customer who took the time to complete our Customer 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 can improve our service.

This month we would like to congratulate our winner, *Miriam Brock, an adjunct faculty member at Fairmont State University*. Miriam called with an issue relating to a class she was teaching through Fairmont State's Blackboard instance. WVNET NOC Operator James DuBose received the call. He created a ticket in our OZ Problem Tracking System and assigned that ticket to Media Services Blackboard team member Cory Morrison. Cory responded quickly and was able to reproduce the issue for resolution by WVNET's Systems team. Systems Programmer Jonathan Lynch was able to resolve the issue. The entire process from reporting to solving this problem took less than an hour even though it happened after business hours, with the phone call coming after 5:30pm.

Miriam relayed this about her experience, *"Everyone was helpful, clear with directions and FAST!!!"* This is a great example of the teamwork and camaraderie amongst workers here at WVNET. In the span of an hour, the ticket touched three different groups to solve the problem for the customer's sake, no matter the time of day or the time it took to resolve the issue. It's this effort that allows us to provide *Premium Support* for our customers who request it.

As always, at the end of each month, we will draw a winner, contact them by email and then 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, Miriam, and thanks again to all our customers who continue to shape and improve WVNET. *(Guest article by Booker Walton, III, Customer Resource Specialist, pictured.)*

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SYSTEMS CORNER

By Steven White

In this issue's feature article, Steven White, Manager of WVNET Systems, talks about the importance of passwords and ensuring they are strong and unique.

As we all know, passwords are a key to accessing our digital lives. We use them to access everything we do online from email to social networking. However, sometimes we forget the importance of ensuring these passwords are strong and unique. A simple password such as "puppy" is very easy for modern programs to decipher and allow those whom would perform malicious acts to gain access to our personal information. The same is true if we use that same password on multiple sites. Not only would a malicious person have access to our social media but to our email and online shopping accounts as well. That is why it is important to remember to use strong passwords that are unique for each site you access.

The following are some of the guidelines we should all follow when creating a password:

- You should not re-use old passwords.
- Passwords should be complex in that they should include a mixture of upper and lower case letters, numbers and symbols.
- Passwords should be relatively long in length. Many standards require at least 8 characters.
- Passwords should be unique for each account that you have.

Following all of these rules can sometimes be a challenge. One way to offset the issue of remembering passwords is to utilize a pass phrase generated from a word list or from some memorable phrase and then mixing up the information within.

Such as: **The sun is shining today and it is beautiful = T\$ist&iB** This is just an example. Please do not use this.

Another method would be to use a password manager. Password managers usually require you to remember one complex password to store all of your other passwords in an encrypted database. These programs can even generate very long, very complex passwords for you randomly. Some examples of these include:

- LastPass <https://lastpass.com/>
- 1Password <https://agilebits.com/onepassword>
- KeePass <http://keepass.info/>

We hope you will find these suggestions on ways to help protect your digital life beneficial.

WHAT THIS PLACE NEEDS ...is you!



United Way of Monongalia and Preston Counties has begun its 78th annual community campaign. The funding raised supports 49 programs at 27 local health and human service agencies. "What this place needs...is you!" is this year's campaign slogan. Craig Behr from Citynet is the 2016 Campaign Chair. This year's goal is \$1,540,000.

Over 70 people joined together for the Campaign Kick-Off event at Hilton Garden Inn last week, including WVNET Employee Coordinator Fran Barnes. The event, which was a Fiesta Celebration, was sponsored by the WVU Foundation. Pacesetter companies began their campaigns in July and reported their results to jumpstart the campaign. After all 12 reported, over \$404,800 has been raised already! *Because great things happen when we live united!!* <http://unitedwaympc.org>