NETWORKING 101

OH, THE PLACES TRANSCRIPTS GO!

What do BridgeValley CTC and Eastern CTC have in common? eTranscripts

BridgeValley Technical & Community College and Eastern West Virginia Community & Technical College, in partnership with National Student Clearinghouse, a leader in transcript exchange services, are now offering electronic delivery of student transcripts. The Ellucian eTranscripts solution provides an official, certified, electronic transcript through a fast, secure and environmentally friendly delivery method.

"We continually strive to provide efficient and convenient solutions to our students," said James Fauver, BridgeValley's Chief Student Systems Officer. "*There are several benefits to offering a service like eTranscripts at BridgeValley. The primary advantage is that students can easily initiate a request to send their transcripts to a potential employer, university school admissions office or other recipients with an email address anywhere in the world the same day the order is placed."*

Ellucian eTranscripts, developed through a strategic alliance between Ellucian and the National Student Clearinghouse, automates daily processes such as student authentication and identification, and transcript order submission. With a click of a button, students in good standing can request and receive official transcripts within minutes, as opposed to hours or days.

Eastern's Chief Information Officer, Ron Hamilton, appreciates how the college benefits from this highly secure delivery method which reduces transcript printing costs, saves on staff resources, decreases transcript fraud and is FERPA compliant.

eTranscripts works by creating a secure interface between Clearinghouse Transcript Ordering and the institution's administrative system: Banner by Ellucian. *"We've seen so many cobbled together so-called integration solutions through the years,*" observed Fauver. "*eTranscript is a sleek and elegant solution built to seamlessly integrate with Banner."*

Over 100 higher education institutions have deployed Ellucian eTranscripts since its introduction in 2014. On April 1st, BridgeValley and Eastern became the first community colleges in West Virginia to activate the Ellucian eTranscript solution. Several other West Virginia institutions are in the planning/implementation stage – We (WVNET) are currently busy helping our Banner hosted clients deploy this solution.

For more information about the Ellucian eTranscripts solution, go to: http://www.ellucian.com/Software/Ellucian-eTranscripts/

Ellucian

Ellucian is the world's leading provider of software and services higher education institutions need to help students succeed. More than 2,400 institutions in 40 countries rely on Ellucian to help enable the mission of higher education for over 18 million students. Since the late-80's, West Virginia higher education institutions have been using the Ellucian administrative information system - Banner.

National Student Clearinghouse

Founded in 1993 by the higher education community, the National Student Clearinghouse is dedicated to removing administrative burdens and costs related to student data reporting and exchange. A nonprofit and nongovernmental organization, it is the leading provider of trusted, secure and private educational reporting, data exchange, verification, and research services. More than 3,600 colleges and universities like BridgeValley Technical & Community College and Eastern West Virginia Community & Technical College participate in the Clearinghouse.

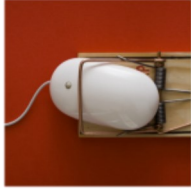*(Guest Article Submitted by WVNET Staff Member Barbara Long)*

If you've ever been in a hurry and mistyped the address of a website, this article is for you.

Hackers are waiting for you to make a typo.

If you've ever mistakenly typed ".om" instead of ".com," beware: hackers are serving up malware to web users who mistype web addresses, according to a report from the research team at security firm Endgame.

The exploit is fairly simple: Buy up domains that are similar to popular ones, then load them with malvertising and threatening messages in order to get victims to download malware. Examples of the assault, known as typosquatting, include netflic.com and netflixc.om. The latter example, using .om, is the target of this latest rash of attacks.

Netflixc.om is not the same as Netflix.com
The company found that 334 established brands had a ".om" version of their sites with only 15 being owned by the actual brand. Endgame was able to find an unofficial website for Netflix registered to a ".om" domain that would redirect unaware users to a download page for "Flash Updater." While the page appears to be legitimate at first glance, it actually was malicious in nature.

The danger is particularly acute for Mac users, who according to Endgame might be bombarded with pop-ups to update a new version of Adobe Flash Player. While tech-savvy users may recognize this type of attack—or know to stop using Flash Player entirely—users who follow through on the update prompts may be unknowingly installing adware on their machines. This adware, called Genieo, will then attempt to inject targeted advertising into the user's web browser.

That's not to say Windows users aren't at risk. Visiting one of the affected sites with a Windows machine may redirect users to various scareware, adware, or survey sites, several of which try to coerce users into installing harmful or unnecessary programs.

"Phony...sites can be hard to tell apart from the genuine ones, and even legitimate sites can be hijacked," said a spokesman for security firm Symantec. "Often these hackers (referred to as "typo-squatters") add extra characters, such as googgle.com, adjacent keys, such as googlw.com, or swap the position of letters, such as googel.com. These fake sites often rely on shoppers mistyping the genuine web addresses of popular websites or clicking on messages from phony vendors who have a similar address, so slow down and check what you've clicked or typed."

To avoid falling victim to a typosquatting attack, users should ensure that they spell a site's domain correctly before proceeding. However, if you are rushed for time, using a search engine or your saved bookmarks (that you have checked for correct spelling) might just be an easier route.

(Guest article submitted by WVNET staff members Steven White, Randy Long and Barbara Long)

SPEAR PHISHING WARNING

Stay one step ahead of cybercriminals with our series of security awareness articles.

In recent days, WVNET Systems has noticed an increase in spear phishing attacks. While we have highlighted the damages of "phishing" in a December 2015 article, we now focus on phishing's slightly more serious big brother, 'spear phishing.'

"Spear phishing is an email that appears to be from an individual or business that you know. But it isn't."

Spear phishing attacks are designed to avoid traditional methods of detection. The attack is typically one or two messages from a sender (to avoid spam attack defenses). Often, there's no HTML link in the message or file attached (to avoid malware defenses). Since the email is so unique, it avoids the usual phishing defenses, which rely on a database of signatures of known phishing attacks. Lastly, the attack is designed to avoid the recipient's defenses. The email was sent by a known person, even their supervisor.

Targets of spear phishing attacks are being attacked with personal information on the Internet. Attackers need some inside information on their targets to convince them the email is legitimate. Lately attackers have been researching higher education websites gathering email addresses and staff organization information. For instance, a spear phishing attack email will appear to be sent by the CFO or the President of the university or college. The attackers do enough research that the email might be addressed to the administrative assistant or some other direct subordinate of that individual.

The clues that an email is a phishing attack are:

- An unusual request to send personal information
- Misspelled words in the body of the message
- Full mail header inspection indicates a different email address for 'Sender:' then the 'From:'.

How do you avoid becoming a phishing victim?

Symantec, a leading security company and maker of the popular Norton antivirus software, suggests the following:

- Take a look at your online presence. How much information is out there about you that could be pieced together to scam you?
- If you are unsure whether an email request is legitimate, try to verify it by contacting the company or sender directly. Contact the company using information provided on an account statement, not information provided in an email. Reach out to the sender (colleague, friend or family member) directly instead of hitting "reply."

What do you do if you think you are a victim?

- Report it to the appropriate people within the organization, including network administrators. They should be alerted concerning any suspicious or unusual activity.

(Guest article submitted by WVNET staff members Steven White, Randy Long and Barbara Long)

Times are tough everywhere right now. But they are particularly tough in West Virginia. And, in West Virginia, they are very, very tough on higher education. A recent article in the Charleston Gazette highlighted the financial dilemma for our state colleges, universities, and community and technical colleges.

So, Chancellor Hill is taking the lead to try to find ways for our schools to save money. We at WVNET are working hard to be a part of that solution. We offer many services such as Blackboard, Banner, Degree Works and other technologies at the lowest possible cost.

We strive constantly to offer our schools the best service at the lowest cost.

WVNET is proud to be working with the Chancellor in helping our schools to make it through this period and on to better days ahead!

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

I just came back from my vacation, and I must admit it was good to get away from work for a little bit, to enjoy my family and some down time. At the same time, however, I'm excited to be back and reenergized to help WVNET continue to move forward as a technology leader. I'm sure others feel the same way, but always know that the lights don't go off when one of us is away for personal time. There's always someone who will be knowledgeable in what you need assistance with. That's why we have backups for everyone at WVNET, and we make sure that they are available to you in another person's absence.

Each month, WVNET recognizes a customer who took the time to complete our Customer Satisfaction 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 will help us improve our service.

This month we would like to congratulate our winner, *Cheryl Mielke, Records Officer in the Registrar's Office at West Liberty University*. Cheryl contacted WVNET requesting help with a specific Banner process that she needed created and run. She worked with our Applications team, specifically, Mark Hartzell and George Tilko, to create the necessary job. Cheryl was pleased with the assistance from WVNET, singling out George Tilko in particular. *"George Tilko is my go to person. He has always been very willing to help me on any Banner problem."*

We are pleased that you had such a successful interaction with our Applications team to get your request handled. George has many years of experience working in this realm, and while Mark is newer to our staff, he certainly has a wealth of knowledge on the subject matter that makes him equally valuable. Their combined teamwork has led to a happy customer, and I couldn't be more thrilled.

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

*(Guest article by Booker Walton, III, Customer Resource Specialist, pictured.)*

Dianne Sisler receives meritorious service award... Last week, I attended the *Spring 2016 Conference of the West Virginia Association of Student Financial Aid Administrators (WVASFAA)* in Wheeling. WVASFAA members meet twice per year for professional development activities. Those activities include updates presented by a US Department of Education trainer and our State Update (Promise Scholarship, WV Higher Education Grant, etc.) presented by a WVHEPC representative. Recently, we also have sessions that enable participants to take tests in various areas of financial aid and acquire credentials awarded by the National Association of Student Financial Aid Administrators. Besides the basic financial aid information, we can attend sessions that also benefit us as we serve our students; topics like diversity, financial literacy, and ALICE (Alert, Lockdown, Inform, Counter, and Evacuate).

Several years ago, I was asked to do a Banner update session at one of the conferences as my predecessor had done before me. Since that time, the program committee has made space for me at every conference. In the past two years, I have shared the session with Nadine Hamrick of Marshall University in order to add the perspective of a daily user. We each present whatever hot topic we have encountered recently and allow enough time for discussion. We always have good attendance and I get lots of follow-up questions.

At last week's conference, I was honored to receive the *Neil E. Bolyard Meritorious Service Award from Kathy Bialk, WVASFAA President and the Director of Financial Aid at Marshall University*. This award is presented to a member that the president feels has made an outstanding contribution to WVASFAA. I was doubly honored since this award is named for the person who founded WVASFAA and was the Director of Financial Aid at WVU while I was a student there. He became my first boss when I chose financial aid as a profession.

(Guest article by WVNET staff member Dianne Sisler)

James Wolff bids us goodbye... While it serves to make us sad when a coworker leaves, we're happy that James Wolff (Oracle/Banner DBA), *pictured at right*, has accepted a great new position at Rowan College of Gloucester County. James will be the DBA there, similar to his job at WVNET. One key difference is that he will have to handle Banner/Oracle upgrades and the Middle tier as well. Another difference is that James will have 5 databases to manage, not 33. James comments *"I truly enjoyed my working experience at WVNET. I will certainly miss the Judge and all of the great people I worked with."* *(Guest article by WVNET staff member Fran Barnes)*
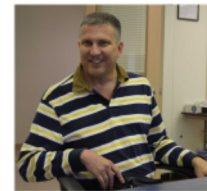
LaVonne Doljac says 'see you later...'Again, while it gives us pause when someone leaves, we're happy for LaVonne Doljac, *pictured at left*, who has accepted a position with Laurel Business Institute. LaVonne comments, *"After a memorable time at WVNET, I am not saying 'good-bye,' only 'see you later.' I am moving on to an opportunity that I had hoped would someday cross my path. I have accepted a dual-role of IT Instructor and Assistant Network Administrator at Laurel Business Institute in Uniontown, PA. I am excited about my new career and am departing with fond thoughts of WVNET, my experience here and its wonderfully unique staff."* *(Guest article by WVNET staff member Fran Barnes)*

Brown bagging it with Moises... This month, WVNET began a series of brown bag lunch sessions. On April 7, Moises Cardenas, *pictured at right*, discussed social media. His session focused on how social media is important for any company's marketing efforts, as well as the benefits of using social media to represent your company. *(Guest article by WVNET staff member Fran Barnes)*
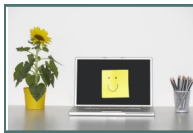
WVNET — Just Look at Us Now Continued...

Jason Chastain first recipient of "Moby Award..."

We're proud to announce that WVNET staff member Jason Chastain is the first recipient of the *"Moby Award"* for *"Doing a Whale of a Job"* while obtaining, setting up, distributing and training on video units for WVROCKS (via the Russ Grant). Congratulations, Jason. *(Guest article by WVNET staff member Mike Karolchik)*

WV STATEWIDE TECHNOLOGY CONFERENCE 2016

West Virginia Statewide Technology Conference 2016 (WVSTC 2016) will be held July 19-21, 2016, at The Waterfront Place Hotel and Morgantown Event Center in Morgantown, WV. Attendees may register online now. At one point in time, technology imposed barriers to education, but now, with expanded access and affordability, the tide has turned, and technology is actually breaking down the barriers to education. **The Call for Proposals deadline has been extended to April 29, 2016.** Opening session keynote speaker will be Kelly Reddin, Global Master Trainer, Lego Education, who will speak on *"Engaged: Hands + Brain = Creativity + Learning."* Closing session keynote speaker will be Apple, Inc. Offering 12 one-half day pre-conference workshops, 120+ concurrent sessions, and 70+ exhibitors, you'll want to register to attend now. Explore the WVSTC 2016 website here: wvstc.com

(Guest article by WVNET staff member Fran Barnes)

WV HIGHER EDUCATION TECHNOLOGY CONFERENCE 2016

West Virginia Higher Education Technology Conference 2016 (WVHETC 2016) will be held September 26-27, 2016, at The Waterfront Place Hotel in Morgantown, WV. The conference theme is *"Transform Technology: Share, Educate & Secure."*

Call for Proposals and Vendor Registration will open soon. We look forward to building a fantastic program that will offer a broad spectrum of topics pertaining to technology.

(Guest article by WVNET staff member Fran Barnes)