

# Networking 101

West Virginia Network (WVNET)

## West Virginia Statewide Technology Conference 2017



### West Virginia Statewide Technology Conference

2017 will be held at the Morgantown Marriott at Waterfront Place and the Morgantown Event Center in Morgantown, West Virginia, on July 18-20, 2017. Visit the conference website for additional information: [wvstc.com](http://wvstc.com)

Vendor and attendee registration are now open:

<http://mgr.wvstc.com/register/vendor> and <http://mgr.wvstc.com/register/attendee>

WVSTC 2017 Call for Proposals may be viewed here:

<http://mgr.wvstc.com/conferencesoftware/call-for-prop/#/form/introduction>

The WVSTC 2017 conference committee welcomes proposals for presentations on a wide range of topics including those of interest to K-12 education, higher education, and state agency personnel. Presenters should plan for 40 minute presentations with an additional 5-10 minutes of questions and answers. *All proposals must be submitted via the conference website no later than April 29, 2017. Conference presenters may attend WVSTC 2017 for a discount if the proposal you submit is accepted by the Conference Committee. Pre-conference fees are not discounted. You will receive an email notice if your proposal is accepted (limit one discounted admission per presentation).*



Shannon McClintock Miller

**Opening Keynote** on Tuesday, July 18, 2017 at 1:00pm is Shannon McClintock Miller whose topic of discussion is "Let Them Be Heard, Giving Our Students a Voice."

**Closing Keynote** on Thursday, July 20, 2017 at 11:30am is Robbie Melton, PhD, whose topic of discussion is "The Emergence of The Internet of Everything (IoE) Smart Connected Devices and EduGadgets for Real Time On-Demand Transformation of Education."



Robbie K. Melton, Ph.D.

This year's conference offers twelve pre-conference sessions to choose from on Monday (all day), Monday afternoon or Tuesday morning: <http://wvstc.com/wp-content/uploads/2017/04/Pre-conference-Descriptions-2.pdf> Space for pre-conference sessions is limited, so register soon.

You may view the tentative program schedule here:

<http://wvstc.com/wp-content/uploads/2017/03/WVSTC-2017-TENTATIVE-Program-Schedule.pdf>

(Guest article by WVNET staff member Fran Barnes)

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## FROM THE DIRECTOR



With the legislature entering its final day of the regular session, here's what we know for sure: WVNET will remain under the HEPC for the foreseeable future. WVNET has lost its \$1.7 million state appropriation that has been there since 1975. It also appears that next year may be the big year for higher education changes, not this year.

We are still fighting, with the help of many friends, to get some or all of the state appropriation back into our budget. But we do not yet know the outcome of that effort. If we do not get it back, we will have to take a look at the pricing for all of our services.

These are difficult times for West Virginia, for higher education, and for WVNET. But we have lived through times like this before, and we are still here 42 years later!

## CUSTOMER SATISFACTION SURVEY WINNER

I know there is a lot of anxiety amongst the educational community right now as the legislature works to decide the fate of budgets and people within both higher education and K-12. WVNET has certainly been in the conversation, and in my travels around the state many people have asked me about the fate of WVNET and if we would still be here to provide services. WVNET has been here for our customers' needs for over 40 years now and should absolutely continue to do so. It has been very refreshing to hear from many friends of the Network about how they believe in WVNET's mission and the value that we add to their work. I speak for the entire WVNET community when I say thank you for your support. If anything, it has only strengthened our resolve to bring quality services to each and every one of our clients. We appreciate your continued patronage and strong opinions towards what we do.



Each month, WVNET recognizes a customer who took the time to complete our Customer Service Survey to tell us how we are doing. We thank everyone who takes that extra time to give us advice, kudos, or criticisms that will help us improve our service.

This month we'd like to congratulate our winner, *Crystle Cartagena from Sharpe Hospital*. Ms. Cartagena called at 4pm on a Saturday afternoon and talked with Network Operator James Dubose, who was able to quickly log her back into her system so that she could tend to the work at hand.

Crystle was very happy with James' demeanor within the phone conversation, commenting that he was "*Very pleasant and patient with me, thank you!*" It could have been two in the morning and he would of absolutely of been the same way. I know this because he works for me and he has no choice! Just kidding, but in all reality, it's not just about solving the problem efficiently, it's about creating a positive customer experience that creates consumer confidence. We strive to do that on every call.

As always, at the end of every month, we will draw a winner, contact them by email and 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, *Crystle*, and thanks again to all customers who continue to shape and improve WVNET.

*(Guest article by WVNET staff member Booker Walton, III)*



## HIGHER ED DAY AT THE CAPITOL



WVNET staff member Uriah Sypolt (left)

WVNET attended Higher Ed Day at the Capitol in Charleston, WV, on March 15. This was a great opportunity to get the word out about WVNET's diverse services and support that save educational institutions money while providing more personal in-state support. We enjoyed meeting members of the West Virginia Legislature as well as colleagues from colleges and universities throughout the state.



Uriah Sypolt (l), Verne Britton (r)

## BIENNIAL REGIONAL TECHNOLOGY CONFERENCE— BLUEFIELD STATE COLLEGE



Verne Britton (left), Monica Brooks (right)

WVNET displayed our services at the 3rd Bluefield State College Biennial Regional Technology Conference (RTC) in honor of its co-founder Mrs. Audrey Biggs, Interim Director of Virtual Learning School, on April 3. We were pleased to meet administrators, faculty and students from southern West Virginia. *Thanks Bluefield State College for inviting us!*



Verne Britton (right)

## Bob Burton this month's recipient of "Moby Award..."



*Bob Burton* is the latest recipient of WVNET's Moby award. The Moby is presented from one staff member to another for "doing a whale of a good job." Congratulations, Bob!

## Abbyrose Sisler Art featured in Knight News...

Art created by Preston High School junior Abbyrose Sisler was featured in Knight News for *Youth Art Month at Preston High*. Abbyrose is the daughter of WVNET staff member Dianne Sisler and, on occasion, Media Services intern. See the article here:

[https://www.theet.com/unique-artwork/image\\_06da8888-bb58-5659-8a80-b35a2eb2a832.html](https://www.theet.com/unique-artwork/image_06da8888-bb58-5659-8a80-b35a2eb2a832.html)





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**Save the date!**

**WVHETC 2017 — October 2-3, 3017**

Morgantown Marriott at Waterfront Place  
 Morgantown Event Center, Morgantown, WV

Vendor Registration is now open:

<http://mgr.wvhetc.com/register/vendor>

Deadline for Concurrent Session Proposals—August 28

Call for Poster Sessions—to be announced

More info: [wvhetc.com](http://wvhetc.com)

**ASSISTIVE TECHNOLOGY SHOWCASE —  
 POWERFUL TOOLS FOR EVERYONE!**

*As featured in the Winter 2016 Issue of the West Virginia Assistive Technology System Newsletter, these powerful tools could assist anyone.*

**Electrolux Front Load Washer and Dryer** — The Electrolux front load washer and dryer have front controls to make them easier to reach. Each appliance sits on a pedestal base to make it easier for a person who is standing or sitting to reach the door and controls more easily. The pedestals have drawers for laundry detergent storage. This washer and dryer combination has round doors that open away from each other so you can transfer clothes from the washer to the dryer easily. To learn more, call 877-435-3287 or visit [www.electroluxappliances.com](http://www.electroluxappliances.com)

**Delta Faucet** — Delta Faucet has designed a series of residential hands-free faucets called Delta Touch20. The line includes bathroom and kitchen faucets. Users can activate the faucets by touching anywhere on the spout or handle rather than gripping a knob. This faucet series makes it easier for people to switch the faucet on and off while preparing food or activate it with dirty, sticky hands. The touch feature can also be helpful for people with grip, reach, dexterity or strength limitations. For more information, call 800-345-DELTA (3358) or visit [www.deltafaucet.com](http://www.deltafaucet.com)

**Nest Thermostat** — The Nest Thermostat can adjust the temperature on its own based on preferred heating and cooling settings. It can also be controlled from any location using a smartphone, tablet or laptop. The Nest app works with iOS 8 or later devices and Android 4.1 or later devices. The thermostat has a large display that automatically turns on when someone walks into the room. To save energy, the Nest will turn itself off when no one is home. For more information, visit [www.nest.com](http://www.nest.com) or call 855-469-6378.