

WVNET Web Team Offers ADA Compliance Auditing

March 15, 2018 by Bradley Smoak, Web Developer, ADA Compliance Auditor

As a local leader in educational technology for more than 40 years, WVNET has joined the worldwide movement toward accessibility as it pertains to websites and web content. All visitors – including those with visual, auditory, or other disabilities – have the right to enjoy the fullest experience possible on the Internet. To that end, WVNET's Web Team is now offering ADA Compliance Auditing as a service to its clients.



As a modern interpretation of and logical successor to the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act was signed into law by President George W. Bush on July 26, 1990. The ADA prohibits discrimination of people with disabilities and guarantees the same opportunities as everyone else, including those in the digital world. Accordingly, the Worldwide Web Consortium (W3C) has established the Web Content Accessibility Guidelines (WCAG) in order to provide an international standard for web content accessibility.

Combining our knowledge of best practices established by the W3C and using the latest industry tools, WVNET can assist you in crafting and implementing an Accessibility Action Plan for your institution/business, helping to provide a path to compliance. Whether you are building a new website or making your existing web content more accessible, we are able to provide a comprehensive audit of online material, as well as the resources to remedy any issues identified. This service is offered at extremely competitive rates and helps to minimize and/or eliminate potential legal costs as more and more high-profile institutions (both government and private) are caught up in preventable litigation resulting from non-compliance.

For more information, and to make sure that your institution's web content is ADA compliant, contact WVNET at 304-293-5192.



Volume 8, Issue 3

March 2018

WVNET Web Team Offers ADA Compliance Auditing	1	Customer Satisfaction Survey Winner	4
From the Director	2	Years of Service to WVNET	5
Fond Farewells and New Faces	2	WVNET Staff Member <i>Jerry Burchard</i>	5
<i>New Kids on the block...</i>	3	Receives Whale of an Award	
<i>Brown Bagging It...</i>	3	Walk 100 Miles in 100 Days	5



Dan O'Hanlon, Director

From the Director...

It's March already and, as you read this, the legislature is wrapping up for the year. It has been a tumultuous time in West Virginia education with the legislature struggling to reallocate the small positive amount of money in the budget after many years of deficits. However, the good news is that, unlike the last few years, the revenues for the state are up significantly this year. That has given the Governor and the legislature some leeway to increase the salaries of all state workers, K12 teachers, state police and correctional officers.

For those of us at WVNET and in higher ed generally, it has been about 7 years since we had a raise. That's a very long time in the tech world, and we have felt the results. It is difficult to keep high quality technology workers for the salaries that the state is able to pay, so any increase is a big help to us. More people have left WVNET in the last 2 years, for higher paying jobs in the private sector where the wages are higher, than in the previous 40 years of our history.

We sincerely hope that things turn around with the state budget in the coming years so that more money can be reinvested in higher ed in general and WVNET in particular. West Virginia is no different from anywhere else: you get what you pay for. We appreciate the efforts of the Governor and the legislature to assist our employees with a salary increase as well as the Governor's freeze on PEIA health care premiums and his appointment of a special PEIA Taskforce to address the ever-increasing medical insurance increases.

FOND FAREWELLS AND NEW FACES...



A combined retirement party was held for WVNET staff members **Barry Gregg** (*on right in picture*) and **Dana Keith** (*on left in picture*) on February 21, 2018. Both are rumored to be drifting off into the finer green pastures of doing the things they've always wanted to but couldn't. As Barry Gregg passed the Newsletter Editor on his way out the door one day, with a big smile on his face, Barry said he was going to be gardening, doing lawn work and other things he loved. Barry Gregg had 35 years of service to the state upon his retirement. Now that Dana's no longer working 9 to 5, one can only imagine that he and his wife might be exploring the country in their RV with their Chihuahuas in tow. Dana Keith had 9 years of service to the state upon his retirement. **Best of luck, Barry and Dana!**



New kids on the block...

Chevee Dodd is a Fairmont native, Marine Corps veteran and father of two daughters. Prior to joining WVNET, Chevee worked in the K-12 school system for the past 8 years serving as an Information Technology Specialist and Network Administrator. Chevee hosts a daily YouTube journal about himself and his antics in and around his woodworking shop. When he's not online, he is probably playing board games or spending time making sawdust.

In commenting about his new position as Software Developer with Media Services, Chevee says, *"I am very excited to be joining the driven and creative WVNET team. Taking a career pivot at this stage in life can be very unsettling, but the whole team here at WVNET has made the transition extremely comfortable."* **Welcome Chevee!**



Zackery Smith has an interest in software development and network infrastructure. He has experienced medium-scale projects designing network topologies and interconnecting networks. Zack also spends time learning programming languages and expanding his list of certifications. He enjoys gaming with friends. After living in North Carolina for 16 years, he decided to move to Morgantown to be closer to his family.

In commenting about his new position as Network Operator, Zack says *"Everyone here is so friendly, it's like I have another family that I get to be a part of. My goal was to work in a positive environment, relevant to my field of study, and WVNET was exactly what I was looking for. I am grateful for this opportunity, and I can't wait to see what's in store for me in the years to come!"* **Welcome Zack!**

(Article by WVNET staff member Fran Barnes)

Brown bagging it...

WVNET Director of Human Resources Bob Roberts held an informational Brown Bag session on February 22. The topic of discussion was *Job Descriptions*. Bob reported the old point factor methodology is no longer being used and indicated the duty statement takes most of one's time to complete. The need to focus on the job and not the person was stressed as was the need to keep duties current. Deadline for submission of job descriptions is looming as the massive review/rewrite of all job descriptions is occurring. *(Article by WVNET staff member Fran Barnes)*



CUSTOMER SATISFACTION SURVEY WINNER

Each month, WVNET recognizes a customer who took the time to complete our *Customer Satisfaction 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. *During the month of February 2018, the Network Operations Center logged a phenomenal 934 tickets!*



This month we'd like to congratulate our winner, *Shannon DeWitt at Pierpont Community and Technical College*. Shannon called the WVNET Network Operations Center (NOC) with a request for Blackboard help. Network Operator Anthony Masi received the call and immediately directed it to WVNET's Distance Learning team for resolution. Harmony Garletts expertly assisted Shannon with the Blackboard enrollment adjustments that needed to be made. About this experience, Shannon commented, *"Harmony Garletts has acquired all of my requests and has been a joy to deal with, asking for clarification instead of just making changes without understanding the method behind my madness. The trouble ticket addition to Bb is awesome. Let's keep it! It really cuts down on the middleman and wasted/lost time."* We appreciate you, *Shannon*, and look forward to continuing our relationship with all of our customers in 2018!

WVNET is dedicated to serving its customers no matter the problem, no matter how small, no matter how big. The NOC is staffed 24/7/365 during evenings, weekends, and holidays, as well as normal business hours.

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, *Shannon*, and thanks again to all of our customers who continue to shape and improve WVNET. *(Article by WVNET staff member Fran Barnes)*



WVNET staff members standing at the ready.

How may we help you?

Dan O'Hanlon, Director
837 Chestnut Ridge Road
Morgantown, WV 26505
304.522.7303
dohanlon@mail.wvnet.edu



Fran Barnes
Newsletter Editor
fran@mail.wvnet.edu

Also edited by:
Mike Karolchik, Manager
WVNET Media Services
mike@wvnet.edu



Follow @ [wvnet](https://twitter.com/wvnet)



YEARS OF SERVICE TO WVNET

WVNET has an exceptional technology savvy team with a strong customer orientation. We're happy to acknowledge the fact that two members of our team, in particular, have reached significant milestones in their careers with us this month — **Randy Long** (Systems) has completed 36 years of service and **Charles Stevens** (NOC) completed 3 years. Thank you, Randy and Charles, for the contributions you bring to our organization to make it what it is today!
(Article by WVNET staff member Fran Barnes)

WVNET MOBY AWARD



Jerry Burchard, this month's recipient of "Moby Award..."

Database Administrator Team Lead Jerry Burchard (pictured on left in photo) was presented with WVNET's Moby award by Jason Chastain (pictured on right in photo) at a recent staff meeting. The Moby is given by one WVNET employee to another for "doing a whale of a good job." In making the presentation, Jason commented, "I chose Jerry because I often see him addressing complex and continuing problems for customers in our OZ ticketing system." We

hope you enjoy your time in the Moby spotlight, Jerry!
(Article by WVNET staff member Fran Barnes)

WALK 100 MILES IN 100 DAYS

The Walk 100 Miles in 100 Days annual walk will begin on April 16 and end on July 24. WVNET staff member Karen Saffron is collecting completed Registration Forms and providing individual mileage forms. Cost to participate as a community member is \$10.00 for the shirt, however, for anyone wanting to just see how they stack up against other WVNET participants, Karen will keep track of their miles and they do not have to purchase a shirt. If you want a shirt, Karen will collect cash or a check made payable to WVU Medicine. Interested individuals preferring to join on their own may do so by visiting this website:

www.wvumedicine.org/thewellnesscenter
(Article by WVNET staff member Fran Barnes)

