

Networking 101

West Virginia Network (WVNET)

PROFESSIONAL LEARNING AND DEVELOPMENT (PLAD)

April 16, 2018 by Chevee Dodd, Web Developer

WVNET is proud to introduce our newest software innovation, the Professional Learning and Development system. PLAD helps take the paperwork out of tracking personal training hours. Our simple and effective interface ensures that teachers and staff can quickly enter their training hours, and administrators can audit and approve training with ease. Our goal is to provide you with a solution that goes hand in hand with your current training practices and doesn't get in the way.



When logging in, staff are greeted with a notice of the hours they have accrued for the school year as well as a summary report of their training attendance. PLAD provides forms for entering attendance records, viewing records and providing feedback with a session survey.

Administrative users have access to a custom dashboard where they can approve attendance, edit staff, and maintain a list of pre-approved training sessions. District administrators can enter staff attendance records in bulk with just a few mouse clicks. There are also multiple customizable reports available.

PLAD was developed in conjunction with Lewis County schools and when asked about it, this is what Technology Director Jeff Tidd had to say about it: "PLAD is the staff development management system that Lewis County needed. Every vendor we reached out to was trying to sell us a staff development management system, plus other features that we didn't need or plan to use. PLAD is a simple, easy-to-use system that allows us to record staff development for all employees and print reports."

Tracking professional learning and development online has the advantage of being accessible by many people at any time from any computer with an internet connection, including mobile devices. At the same time, it is protected from unauthorized access by strong security and encryption. PLAD is hosted at our secure facility in Morgantown, WV and backed up, off-site, at our Charleston secure facility.

If you would like more information about how your institution can use PLAD, contact Chevee Dodd at WVNET 304-293-5192 x260 or cdodd@wvnet.edu



Volume 8, Issue 4

April 2018

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Dan O'Hanlon, Director

From the Director...

The Legislative Session has ended and, to our delighted surprise, they found a 5% raise for all state employees including WVNET! Since it has been 8 years since our last significant raises, there are a lot of smiling faces around the office these days.

We appreciate being appreciated and we note that this really means that the state is doing a lot better on revenues than the last few years when we actually took cuts in our budget.

Winter is coming to a slow end and Spring is in the air, so that also cheers us up. Some folks have retired after long careers and some have started with us in their place. Life, in other words, moves on...

We hope that all of you, our customers, have had similar positive experiences and, like us, are ready for Springtime. Enjoy it while you can!

WELCOME NEW EMPLOYEE...

Nathan Justice enjoys video games, attending music festivals, and hanging out with friends. He says he is a mediocre saxophone and guitar player. At Matthews International, Nathan set up new locations on the network, facilitated site moves, and troubleshot outages world wide. Having been born and raised in Morgantown, *the son of retired WVNET Associate Director James (Jay) Justice*, and having dealt with a pretty long commute for the last couple of years, Nathan is super excited about the opportunity to work closer to home and the free time that it provides.



In commenting about his new position as Telecommunications Specialist, Nathan says, *"The opportunity to work at WVNET is especially great. It was a pretty big part of my life growing up, and it feels great to be joining such a friendly team."* **Welcome Nathan!**

(Article by WVNET staff member Fran Barnes)

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 three members of our team, in particular, have reached significant milestones in their careers with us this month — **Barbara Long** (DegreeWorks Team Lead) has completed 33 years of service, **Dianne Sisler** (Banner Team Lead) 20 years, and **Libby Cress**, (Accounting Assistant II), 19 years. Thank you, Barbara, Dianne, and Libby for the contributions you bring to our organization to make it what it is today!

(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 March 2018, the Network Operations Center logged a phenomenal 965 tickets!**



This month we'd like to congratulate our winner, *Jonathan E. Jones at Tygart Valley Regional Jail*. Jonathan called the WVNET Network Operations Center (NOC) on a Sunday with a request for assistance with his account. Network Operator James Dubose received the call and immediately solved the problem — as simple as unlocking Jonathan's account. Jonathan commented, "*James was quick, efficient, professional and courteous,*" exactly what we like to hear. In terms of points, the NOC received 10 for satisfaction and 10 for timeliness (from Jonathan)...both pegging the board, and WVNET rated the interaction 10 as well. 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. We appreciate you, *Jonathan*, and look forward to continuing our relationship with all of our customers in 2018!

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, *Jonathan*, and thanks again to all of our customers who continue to shape and improve WVNET.

(Article by WVNET staff member Fran Barnes)



*WVNET — Ever present, ever mindful.
How may we help you?*

WVNET MOBY AWARD



Frank Seesink, this month's recipient of "Moby Award..."

Telecommunications Specialist III **Frank Seesink** (pictured on right in photo) was presented with WVNET's Moby award by Jerry Burchard (pictured on left 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, Jerry commented, "I chose Frank because he has been one of the guys we've depended on to get us safely through that harsh, dangerous place known as the Internet, where the DBA Group has had to traverse more these past years as the schools have required connections to new outside services. I thought that part of his daily toil should be recognized." **Congratulations, Frank!** We hope you enjoy your time in the Moby spotlight.

(Article by WVNET staff member Fran Barnes)

BROWN BAGGING IT...



WVNET Director of Human Resources Bob Roberts held an informational Brown Bag session on March 29. The topic of discussion was the popular focus on *Active Shooter Training*. *Active Shooter/ Shots Fired training is a safety program that explains how the Police will respond if in fact an Active Shooting has occurred.*



This training goes in depth on what is expected of you upon arrival by police. Bob (pictured on left) introduced his father, WVU Police Chief Bob Roberts (pictured on right), who showed participants a short video called "Getting Real" about workplace violence. Chief Roberts reported most active shooter situations are over in 2-5 minutes. **Get out! Get safe! Get tough! = words to live by in the event of active shooter.** Roberts encouraged everyone to know their building emergency plan. WVU Police should be the first call that is made. Dial 2677. Chief Roberts recommended staff members take a look at the WVU Police website: [www.https://police.wvu.edu](https://police.wvu.edu) and the wealth of information available there, including a Violence Reduction Manual and other resources, **WVU Alert** (a system that alerts subscribers via text message during an emergency with important information), **Live Safe App** (enables direct and discreet two-way communication with WVU Police using text, picture, video, and audio. It also lets you virtually walk your friends and family home with **SafeWalk**.)



Chief of WVU Police awarded national chief of the year...

Recently, Chief of WVU Police Bob Roberts was named national chief of the year by the National Association of Campus Safety Administrators. Roberts was acknowledged "as a proven leader with the ability to use logic and reason to solve today's problems facing police in higher education settings," the Association said in announcing the award in the "sworn officer" category. "He has displayed a propensity to be fair and balanced when directing his staff to achieve the goals set for successful police service." The Association also praised his "dedication to the community, exemplary performance as a police chief and service to public safety in higher education." Roberts joined UPD 33 years ago and was named Chief in 1990.

(Article by WVNET staff member Fran Barnes)



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WALK 100 MILES IN 100 DAYS



April 16 – July 24, 2018

The *Walk 100 Miles in 100 Days* annual walk began on April 16 and will end on July 24. WVNET staff member Karen Saffron collected completed Registration Forms and provided participants with individual mileage forms. Cost to participate as a community member is \$10.00 for the shirt. For anyone wanting to see how they stack up against other WVNET participants, Karen will keep track of their miles, no purchase of shirt required. 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)



LATEST NEWS FROM WVNET

HELP DESK

Greetings from WVNET!

February 19, 2018

WVNET Significant Accomplishments 2017

February 4, 2018

WVNET Partners with URcast

July 1, 2015