

January 2020

# Horizons

A Golden West Customer Newsletter

## *What You'll Find Inside:*

Feature Story | Pages 2-3

Golden West 2020 Scholarships | Page 4

2019 Shop Local Giveaway Winners | Page 4

More Areas Will See Fiber Upgrade | Page 5

Microsoft Ends Support of Windows 7 | Page 6

Stream Free | Page 6

Fiber Makes OLC Classrooms 'Smart' | Page 7

Computer Support From Home | Page 8

# Where Are They Now?

A Look at Some of Golden West's  
First Scholarship Recipients  
20+ Years Later

 **Golden West**  
Telecommunications Cooperative, Inc.

*Adam Krogman at  
road construction site  
outside of Rapid City*





# Where Are They Now?

## A Look at Some of the First Scholarship Recipients 20 + Years Later

*For the 22nd year Golden West will award scholarships to more than 40 high school seniors across our service territory. The total financial contribution of the scholarships is approaching \$1 million, but what's more significant is how the students are impacted long term by the awards.*

*This year we dug through our records and used Google and LinkedIn to attempt to locate and contact scholarship recipients from 1999 and 2000, the first two years of the program. We connected with a handful of scholarship recipients and learned what they are doing now.*



“At the time I had never considered the tourism industry, nor was I aware of just how significant the tourism industry is in South Dakota.”

■ Wanda Goodman

### Wanda Goodman

Bon Homme High School Class of 2000 – *Deputy Secretary of the South Dakota Department of Tourism, Pierre*

Goodman studied journalism at South Dakota State University and enjoyed the Brookings atmosphere.

“There’s an energy there that is palpable, and it was clear to me that the community really embraces the university,” she recalls.

Goodman worked at a small advertising firm in Sioux Falls before she and her fiancée moved to Pierre to be closer to family. This is where her career took off by taking a left turn.

“At the time I had never considered the tourism industry, nor was I aware of just how significant the tourism industry is in South Dakota,” Goodman says.

She started as the South Dakota Department of Tourism’s Public Relations Manager in 2006 and was promoted to Deputy Secretary in 2012.

“We are fortunate to have such incredible diversity in landscape from east to west,” explains Goodman. “We have internationally-known national parks and monuments, a dynamic history and a beautiful mix of cultures and heritage right in our own backyard!”

### Adam Krogman

White River High School Class of 2000 – *Project Manager, Ferber Engineering, Rapid City*

Adam Krogman knew he wanted to study engineering after high school, and he wanted to stay in South Dakota, so he chose to attend the South Dakota School of Mines and Technology.

“I grew up in South Dakota and staying close to home has always been important to me,” Krogman says.

He received both a bachelor’s and a master’s degree in civil engineering, and his graduate studies included an emphasis in geotechnical engineering. As a student, Krogman interned with Ferber Engineering in Rapid City, and he hasn’t had to look for a job since.

“I started full time when I graduated, and I get to work on many different types of projects,” he explains. “Seeing a successfully constructed project completed from one of our designs is very rewarding.”



“Seeing a successfully constructed project completed from one of our designs is very rewarding.”

■ Adam Krogman





“There are many opportunities in South Dakota, and we wanted to raise our children in the same place that we are proud to call home.”

■ Kevin Petoske

### Kevin Petoske

Midland High School Class of 2000 – SVP of Business & Treasury Services, American Bank & Trust, Sioux Falls

Scholarships, including the one from Golden West, were incredibly important for Kevin Petoske.

“It helped take off the initial and long-term load of educational costs and helped me focus on acquiring my degree in business administration from Dakota Wesleyan University,” he says.

Petoske started as a bank teller in Rapid City. After 10 years in banking, he served for six years as the Director of Treasury at Sioux Falls-based POET, the world’s largest ethanol producer. Today he is the Senior Vice President of Business and Treasury Services at American Bank & Trust in Sioux Falls.

“I find it rewarding to find solutions for clients that have very specific needs, or that just need someone to listen and understand how to make their business better,” explains Petoske.

He and his wife, Emily, who is from Emery, are happy to live in South Dakota.

“There are many opportunities in South Dakota, and we wanted to raise our children in the same place that we are proud to call home,” he says.

### Jake VanDewater

Hot Springs High School Class of 1999 – Director of Network Operations, SDN Communications, Sioux Falls

Unlike the others, VanDewater initially left the state after graduating from Northern State University in Aberdeen.

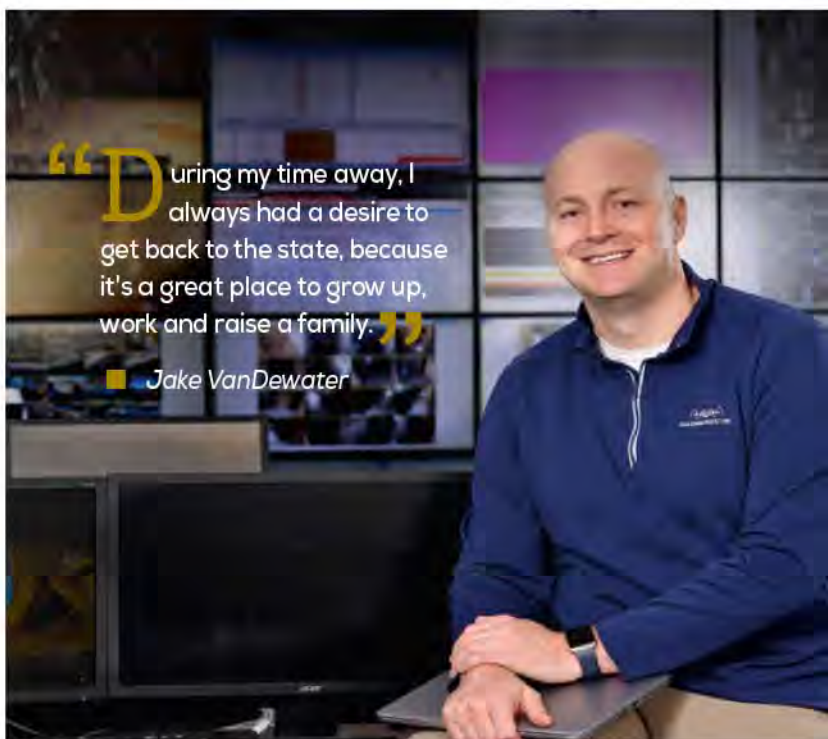
“During my time away, I always had a desire to get back to the state, because it’s a great place to grow up, work and raise a family,” VanDewater says.

He worked for an engineering company and a couple internet service providers before a position with SDN Communications brought him back to South Dakota.

“I got to know SDN through the industry and being their customer, and I had a great deal of respect for the organization and its leadership,” says VanDewater. He started overseeing their managed services in 2015, and became the Director of Network Operations in 2016.

In a slight twist of fate, Golden West still plays a small role in his professional life.

“The Golden West Scholarship is one that I remember with a sense of pride,” recalls VanDewater. “SDN is partially owned by Golden West, and I’ve often mentioned that Golden West helped to get me here.”



“During my time away, I always had a desire to get back to the state, because it’s a great place to grow up, work and raise a family.”

■ Jake VanDewater

*We would love to hear from other Golden West scholarship recipients. If you’d like to share your story, please email [chrisseljeskog@goldenwest.com](mailto:chrisseljeskog@goldenwest.com).*

**High school seniors can apply for the 2020 Golden West scholarship. See page 4 for details.**



# 2020 Golden West SCHOLARSHIPS

Golden West impacts education with \$1,000 scholarships for 45 qualifying students!

Each year the Golden West scholarship program awards a \$1,000 scholarship to a qualifying student from each of the 44 Golden West area high schools. One at-large scholarship is also given to a student whose parents receive Golden West services, but the student is either homeschooled or attends high school outside of our service area.

High school seniors interested in applying for the regular or at-large scholarship must meet these requirements:

- The student's parents or legal guardians must reside within one of Golden West's telephone service areas and subscribe to at least one Golden West service (phone, cable TV or internet).
- Applicant must be a high school senior.
- Applicant must take the Scholastic Aptitude Test (SAT), the American College Test (ACT), or Accuplacer Vocational Entrance Exam by December 31, of their senior year.



- Scholarship awards may only be applied to post-secondary institutions.
- Recipient must take 12 or more classroom credits (or equivalent to full-time course load) in the fall semester following high school graduation.

Students should contact their local high school to apply. At-large applications are available online at [goldenwest.com/scholarships](http://goldenwest.com/scholarships). The application deadline is March 16, 2020.

## Congratulations

### 2019 Shop Local Giveaway Winners

#### Grand Prize \$500 Winner:

Name	From	Local Merchant
Monica Wilcox	Union Center	Cammack Ranch Supply

#### \$100 Winners:

Name	From	Local Merchant
Bob & Janice Weisser	Hot Springs	Ace Hardware
Nancy Thorson	Quinn	Wall Food Center
Christine Arrow	White River	Buche Foods
Dennis Webber	Avon	Avon Locker
Julia Wilcox	Wanblee	People's Market
Ronald Vogt	Herrick	Green's Grocery
Mary Jane Flyte	Hot Springs	Sonny's Super Foods
Robert Sando	Colton	Dell Rapids County Fair

#### \$100 Winners *continued:*

Name	From	Local Merchant
Beth Amiotte	Wall	Wall Food Center
Scott Hausmann	Hartford	Sunshine Foods
Michelle Tucker	Hartford	Sunshine Foods
Sandra Guerue	Mission	Cherry Todd Electric
Sylvania Earll	Winner	True Value
Polly Olsen	Plankinton	Ron's Market
Steve Searby	Edgemont	Ranchers Feed & Supply
Mardelle Berg	Dell Rapids	County Fair
Hugh Hudson	Howes	Keffeler Kreations
Mark Foland	Midland	Philip Hardware
Lynnae Redenius	Humboldt	Sunshine Foods
Harold Brown	Pine Ridge	Buche Foods



# More Areas Will See Fiber Upgrade

We are excited to connect more customers this year as part of our Fiber to the Home (FTTH) project. This year, FTTH communities include Dell Rapids (rural), Hot Springs (town - year two), Plankinton (town and rural) and Springfield (town). We will also bring FTTH to the entire Reliance exchange, which includes Iona, Lower Brule, Lyman, Reliance and the rural areas in between.

Customers in the 2020 communities may have already seen Golden West contractors and technicians out preparing for FTTH construction. **The process for upgrading each customer to FTTH will include:**

- 1.** A clamshell will be attached to the outside of your home. It will serve as the point to which Golden West's construction contractor will bury a fiber optic cable.
- 2.** An electrical contractor will complete any inside wiring portions needed for the project. Some inside wiring may be completed when the clamshell is attached, or the contractor will contact you to make an appointment.
- 3.** A construction contractor will bury the cable to the clamshell for your home/business, leaving as little temporary impact as possible.
- 4.** After these steps and all outside construction work are finished, a contractor will schedule an appointment with you to "cut over" services to fiber optic technology.
- 5.** By the end of the project, Golden West and our contractors will return your yard to its original state.



## FTTH 2020 Customers - Update Your Contact Information

Listing your preferred email address and phone number on your Golden West account will help expedite communications throughout the FTTH process. Please call **1-855-888-7777**, and one of our Member Service Representatives will be happy to update your contact information. Keep in mind that only the person(s) authorized can make these types of changes to the account.

*As a reminder, Golden West abides by Customer Proprietary Network Information rules. We do not share account information without permission from the account holder.*

FTTH construction can take months to complete. Most customers in the 2020 FTTH communities will experience upgraded services by the end of the year.

Golden West will hold  
**OPEN HOUSES**  
in the 2020 FTTH communities  
in the coming weeks.

If you have any questions about the project or contractors working in your area, please visit [GoldenWest.com/FTTH](https://GoldenWest.com/FTTH) or call **1-855-888-7777** and ask for the Engineering Department.



# Microsoft Ends Support of Windows 7

## Microsoft ended support and security updates for their Windows 7 operating system on January 14.

While the Golden West Help Desk will still provide support to ensure internet connectivity, Windows 7 users are now much more susceptible to viruses, ransomware and spyware. In addition, several Windows 7 programs may lose some or all of their functionality over time.

“This could result in email software no longer working, network adapters becoming corrupted (which is very difficult to resolve), or a Windows 7 users’ device being unable to connect to the internet,” explains Golden West Help Desk Supervisor Seth Engel.

Again, Golden West will still provide best effort support for Windows 7, but users of this operating system should consider

moving to a newer version (like Windows 10) to prevent any virus or security issues.

The official statement from [support.microsoft.com](https://support.microsoft.com) reads:

*Windows 7 Support Lifecycle - Microsoft made a commitment to provide 10 years of product support for Windows 7 when it was released on October 22, 2009. When this 10-year period ends, Microsoft will discontinue Windows 7 support so that we can focus our investment on supporting newer technologies and great new experiences. The specific end of support day for Windows 7 will be January 14, 2020. After that, technical assistance and software updates from Windows Update that help protect your PC will no longer be available for the product. Microsoft strongly recommends that you move to Windows 10 sometime before January 2020 to avoid a situation where you need service or support that is no longer available.*

## Stream



Streaming services abound with new additions Disney+ and Apple TV+, and established giants Hulu, Amazon Prime, YouTube Premium and Netflix. While these services offer vast and critically acclaimed entertainment, each service generally comes with a monthly (or yearly) fee.

If you wish you could stream TV shows or movies at no cost, you are in luck. Many lesser-known streaming apps offer entertainment for free. These streaming apps can be used on most smart TVs, mobile devices, streaming players or gaming consoles. They may include advertising, which is why they are free!

### Here are six free streaming apps to check out:

**1. Sony Crackle** - Featuring original content as well as movies and TV shows from Sony, this app has an easy-to-use interface and a good search option. No login is required, and all movies have captions available.

## FREE!

- 2. Tubi** - The service features a broad selection of TV shows and movies organized by genre. It offers the ability to forward or rewind shows in 15-second intervals, and a landscape mode is available for better viewing experience.
- 3. Popcornflix** - This app features a movie queue (like Netflix) without a login. It includes original content and horror movies, and there’s a separate app for kids.
- 4. SnagFilms** - If classic movies and documentaries are your go to, this is the app for you. It also has fewer in-video ads and gives viewers the option to share films over social media.
- 5. Yidio** - Different than the other apps listed here, Yidio helps viewers locate free movies on other streaming services. You can filter your search to only include movies on apps you already have.
- 6. Pluto TV** - This app lets viewers watch live TV and movies for free, as well as stream movies on-demand. With a TV guide-like look, you can scroll through hundreds of channels of news, comedy and sports.

Golden West broadband internet service allows for streaming these types of services. For multiple users, upgrading to a faster internet speed (where available) may improve the online experience.

*Sourcing and inspiration for this article courtesy of [fossbytes.com](https://fossbytes.com) and [lifewire.com](https://lifewire.com). Golden West does not specifically endorse any products or services in this article.*



# Fiber Makes OLC Classrooms 'SMART'

Maria Cuny lives in the middle of the Badlands in a remote area on the eastern side of the Pine Ridge Reservation. Her home sits six miles off the main road on gumbo soil.

"I live in a very rural area," Cuny says. "If I don't have to, I don't drive. I don't like to be on the road."

Cuny is a junior at Oglala Lakota College, (OLC) majoring in Business Administration with an emphasis in accounting. Her home is 60 miles from Kyle where she takes an accounting class this semester. Thankfully for her, the class meets in a Smart Classroom.

"More often than not, I'll have to 'Zoom' my class from home," Cuny says, referring to the video conferencing software she uses. "It's really nice that I can just 'Zoom' in anytime I want."

## Kyle Center Upgrades

Golden West recently upgraded the OLC Kyle center connection to fiber optics, which made the Smart Classroom possible. According to OLC Vice President of Business Julie Johnson, the new fiber connection is excellent.

"Having the fiber installed for us has really given us the backbone that we need to be able to compete," she says. "Fiber has been a game changer for us, especially for our students."

Strong connections are especially important as OLC strives to continually produce quality students with a decentralized campus comprised of 12 centers, Johnson says. She uses the Smart Classroom in Kyle as an adjunct accounting instructor.

"We can share more," she says. "We have a whiteboard in the classroom that has a camera and captures everything that's written on the whiteboard and stores it. We capture video, and I can send it to students who miss. The interaction, the sound, the clarity - it's all really improved the learning, I think."

That's significant because distance education can sometimes lose students. If they can't hear or see well, Johnson says they may not engage or ask questions.

"With that Smart Classroom, there's no hiding spot," she says. "It's more like you're all in the same classroom together. It really does enable a lot better engagement with the students."



Pictured from left to right are OLC Director of Institutional Research and Assessment Ted Hamilton, OLC Education Instructor and Distance Learning Coordinator Tammy Bauck, OLC Vice President of Business Julie Johnson, FCC Commissioner Brendan Carr and OLC President Thomas Shortbull.

Golden West has also upgraded several other areas of the Pine Ridge Reservation, including Pine Ridge village where about two-thirds of Golden West subscribers now receive their telecommunication services over fiber. Fiber uses pulses of light to carry data and offers stronger, more reliable connections that can deliver Golden West's fastest internet speeds.

## FCC Commissioner Visits

Federal Communications Commissioner Brendan Carr visited the area in September. Along with Golden West General Manager and CEO Denny Law, Carr toured the Pine Ridge Hospital and the Smart Classroom in Kyle. He also visited a Golden West fiber construction site on the north end of Pine Ridge near Interior.

**"H**aving the fiber installed for us has really given us the backbone that we need to be able to compete. Fiber has been a game changer for us, especially for our students. "

■ Julie Johnson, OLC  
Vice President of Business

"Fiber opens a whole host of opportunities for tribal members, local businesses, schools and healthcare providers," says Law. "Broadband internet, delivered by fiber optics, will help tribal areas in the years to come."

Johnson understands the importance of the fiber connection on Pine Ridge. She alternates teaching accounting remotely between Kyle and Rapid City some 95 miles away, which doesn't yet have the same Smart Classroom.

But thanks to a technology grant from the U.S. Department of Agriculture, by next summer, another seven OLC centers will also have functional, fiber-served Smart Classrooms.

That will make things better for students like Cuny. The internet and phone service to her rural home are also delivered over fiber. As a result, not only can she video conference remotely into her classes, others in her home can also stream video entertainment, news and weather while she participates in class. "I'm looking forward to next semester when most of my classes will be online," Cuny says.





# Computer Support From the Comfort of Home

Golden Shield is your one-stop shop for malware removal, internet and PC troubleshooting and more. Featuring hassle-free remote support by Golden West A+ Certified technicians, we can remotely connect to your computer 24 hours a day, 7 days a week.

- Virus, Adware and Malware Removal
- PC Optimization
- OS Repair
- Advanced Router Setup
- Device Install and Software Install
- PC Training

*A one-time charge will apply. Prices vary by service(s) required.*

Call 1-866-264-7397

or visit [goldenwest.com/goldenshield](http://goldenwest.com/goldenshield)

**Golden West**  
TELECOMMUNICATIONS  
PO Box 411, Wall, SD 57790



**HORIZONS – Volume 20, Number 1**

Horizons is an award-winning customer newsletter published bimonthly by Golden West Telecommunications.

POSTMASTER: Send address changes to Golden West, PO Box 411, Wall, SD 57790

Dee Sleep, Editor • [goldenwest.com](http://goldenwest.com) • 1-855-888-7777