GRAND VALLEY STATE UNIVERSITY

INFORMATION TECHNOLOGY DIVISION
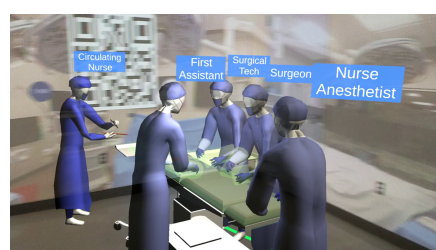
JULY 2023 NEWSLETTER

IT Services Updates Service Commitment Goals

In 2022, IT Services participated in a process improvement event to review and implement changes for the team. These changes would increase the efficiency of the IT Services processes, provide a proactive approach to customer service, and anticipate problems before they become service tickets or calls.

IT Services has implemented a set of Service Commitment Goals as part of the process. These Service Commitment Goals are IT's assurance to the GVSU community to provide exceptional customer service. Expectations and timelines for addressing a ticket or issue are clearly outlined, along with the steps involved in resolving it.

[IT Service Commitment Goals Outline What to Expect]

Innovation Insights
Augmented Reality App Increases Access to Simulated Operating Rooms for Nursing Students

In partnership with the GVSU Interprofessional Simulation Center, the IT Innovation + Research team is developing an augmented reality application for Microsoft HoloLens 2 this summer that allows nursing students to experience a life-sized operating room before shadowing in person. The app in development is called Sterile Field Visualization.

[Sterile Field Visualization App Enhances Nursing Program]

Security Corner
Know the Risks of Emailing Personal Information

While email remains convenient for everyday communication, it is crucial to recognize its limitations in safeguarding personal information. The lack of encryption, susceptibility to data breaches, phishing attacks, and insecure recipient devices all contribute to the inherent risks. To ensure the security and privacy of sensitive data, it is advisable to explore alternative methods of communication that prioritize encryption and data protection.

[Alternatives to Emailing Personal Information]

Academic Research Computing
Deadline Approaching for Software Request Submissions

GVSU's Academic Research Computing (ARC) team supports university research in various ways, including strategic direction and support for academic technologies. This support effort includes ensuring that all physical and virtual computer labs are prepared for the upcoming academic year. As the fall term approaches, ARC requests all software requests for Windows and Mac lab machines as soon as possible.

[Now is the Time to Submit Lab Software Requests]

IT Team Member Highlight
Jacob Fortman, Emerging Technology Research Analyst

GVSU's Information Technology division is always looking for innovative and emerging educational technology to improve the lives of students, staff, and faculty. The goal of Jacob Fortman, an Emerging Technology Research Analyst within IT's Innovation + Research Team, is the same. Jacob has been at GVSU for ten months, researching the design and implementation of various advancing educational technologies. He examines whether and how they might work at GVSU. This work ranges from rubric-based evaluations to empirical qualitative methods.

When asked what he found most rewarding about his work, Jacob reflected on the importance of higher education missions. "I enjoy my work because I am passionate about the mission of public higher education, and I want technology to further those missions." Jacob stated that he is particularly interested in advancing equitable, collaborative, and design-based pedagogies through new technologies at GVSU.

Jacob holds a B.A. in Music Education from Michigan State University and an M.A. in Education from the University of Michigan. He has also taken additional computer science and philosophy courses to further his education and knowledge.

When he is not at work, he enjoys playing his saxophone, recording music, and playing shows around Michigan. Jacob is also a decorated runner, having completed multiple ultramarathons.

Need IT Assistance?

Phone: (616) 331-2035   **Email:** it@gvsu.edu   **Service Portal:** services.gvsu.edu

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