

GRAND VALLEY STATE UNIVERSITY
**INFORMATION TECHNOLOGY
DIVISION**

JANUARY 2024 NEWSLETTER

GVSU IT YEAR IN REVIEW

Dear GVSU Community,

Welcome to the New Year! In 2023, GVSU IT contributed to a year of progress, innovation, and exceptional collaboration across the university. Many initiatives and goals developed as part of [Reach Higher 2025](#) and the university's [Digital Transformation Strategy](#) have gained momentum and are in the process of development or implementation.

It is with the utmost gratitude that I offer my thanks and congratulations to our division. By taking a service-oriented approach and focusing on teamwork, each employee plays a key role in ensuring that the university has the necessary technology, support, and resources as a flagship institution today and in the future. The following are several select highlights from 2023:

- Throughout 2023, Information Technology was partnered with our friends and colleagues from HR, Payroll, and Finance on the [Workday platform project](#). IT team members handled many roles, including project management, change management, testing, reporting, configuration, and more.
- [Innovation + Research's Technology Showcase](#) has attracted nearly 13,500 visitors since January 2023. In collaboration with GVSU University Libraries, Facilities Services, Custer Office Furniture, and Steelcase, the showcase space expanded into the Exhibition Space in the Mary Idema Pew Library Learning and Information Commons.
- [Blackboard Ultra Learning](#) was fully implemented by the [eLearning Technologies](#) team in 2023. GVSU benefits from Ultra's enhanced user experience, robust analytics and reporting, and increased accessibility, among other features.
- [Okta](#) was introduced as the enhanced login interface for faculty and staff. The purpose is to improve security and user experience at GVSU. It provides a single point of access for all applications a user is entitled to access via the entitlement portal (my.gvsu.edu). Furthermore, Okta provides multifactor authentication (MFA), which is now mandatory for all faculty and staff. Many benefits are offered by Okta, including the ability to extend password expiration dates from six months to 18 months.

[These and other highlights from 2023 can be found on our website.](#)

Our collective progress in 2024 will be shaped by new opportunities, projects, and new collaborations. As the division, we would like to thank you for your ongoing support and partnership in our endeavor to serve the GVSU community with excellence.

Regards,
Miloš Topić, Ph.D.
Vice President for IT & Chief Digital Officer



Workday is Live!
Accessing Known Issues, Support Resources,
Maintenance Updates

Workday is live! Congratulations to the Workday project team on the successful launch of the new system. On top of their excellent work leading up to the go-live date, they have provided continued support and assistance to the university in the days following the launch date.

As the university becomes acclimated to Workday, here are some valuable resources and reminders:

[Status of Known Issues](#): This webpage is continually updated as issues arise and as they are resolved. Please review this page if you experience an issue with Workday to determine if it is already being addressed by the project team.

[Workday Support](#): The Workday Support webpage serves as a one-stop resource for all things related to supporting the university during the transition. In addition to self-service options such as FAQs, job aids, and demo videos, you will also find information on how to submit a support request.

[Workday Maintenance](#): Workday regularly undergoes maintenance on Saturdays between 2 a.m. and 5 a.m. In addition, there may also be extended maintenance windows. To find out when those additional hours of maintenance may occur, please visit the Workday is Unavailable webpage.

Thank you for your continued patience and support as we navigate Workday together!

Remote Teaching Assistance

Between winter storms or other critical situations, GVSU's campus locations can close. Information Technology has many digital learning solutions to help faculty continue their instruction. Review the [Academic Continuity and Remote Teaching website](#) for resources and suggested best practices. See the [GVSU policy website](#) for information on cancellation/closure and remote instruction. Faculty are also invited to contact their [eLearning Technologies liaisons](#) for assistance.

A recent period of poor weather indicates that faculty are working to make their courses available to students on Bb Ultra. The percentage of faculty making their courses available to students through Bb Ultra was 64% on January 12 compared to 84.9% on January 18.

Innovation Open House February 6

Are you a faculty member interested in the latest innovations in teaching and learning? We invite you to attend an Innovation Open House on Tuesday, February 6 from 2-5 pm in the new futureEDlab located in Zumberge 3015. The event is sponsored by the Laker Learning Futures program and IT Innovation and Research. The event will provide you with opportunities to meet with like-minded faculty members, learn about programs such as Laker Learning Futures, and have hands-on opportunities with new and useful technologies for teaching -- as well as an opportunity to tour the futureEDlab space and share refreshments.

Join your colleagues for an informal time of sharing ideas and connecting.



IT Hosts Cocoa Exam Cram Events
Events provide an opportunity to hear from students and celebrate Blackboard Ultra.

Information Technology hosted Cocoa Exam Cram events on December 5 and 6, 2023, in collaboration with technology partner Anthology. Over 2,000 donuts and hot chocolate were distributed to students across the Health, DeVos, and Allendale campuses to commemorate the university's transition to Blackboard Ultra (Bb Ultra). Additionally, students were able to provide feedback. Students expressed satisfaction with Ultra due to its user-friendly navigation, simplified assignment submissions, and modern design.

Contact your [eLearning Technologies liaison](#) to seek assistance or provide feedback.



IT Team Member Highlight
Celeste Lareau, IT Operations Coordinator, Technology Acquisitions

If you have ever ordered technology at GVSU, it is likely Celeste Lareau has been involved in this process, by providing quotations for the necessary technology and coordinating with vendors to ensure the successful fulfillment of the order.

Celeste began working for the university in 2018 as a student employee in Information Technology until her graduation in 2020. She returned to GVSU to work in IT Operations supporting [technology acquisition](#), and in 2023, she was promoted to her current position.

When asked what she most enjoys about her role, Celeste shared, "I like connecting the campus community with the technology they need to succeed in their jobs."

Celeste holds a bachelor's degree in international relations from GVSU (2020). Outside of work, she has many interests and hobbies. Her interests include hiking, visiting Traverse City wineries (she keeps a spreadsheet listing those she has visited and it is up to 26!), Greek mythology, Marvel, dinner parties with friends, and board games.

Thank you, Celeste, for all you do for Information Technology and GVSU!

Need IT Assistance?

Phone: (616) 331-2101 **Email:** it@gvsu.edu **Service Portal:** services.gvsu.edu

