

# INFORMATION TECHNOLOGY DIVISION

## MARCH 2024 NEWSLETTER



In Fall 2024, we will launch the Laker Dock, an online hub that features applications, tools, resources, and notifications for GVSU students. Laker Dock is a web-based service that will be accessible from any device, as well as a mobile application that can be downloaded from Apple and Google app stores.

The Laker Dock will be accessed and tested by a pilot group of students starting in March. Our goal is to utilize their feedback to shape the content and features found in the Laker Dock.

New and existing GVSU students will be introduced to the Laker Dock at orientation events and through other communication channels this summer. As students arrive on campus this fall, they will have numerous opportunities to learn about and connect to the Laker Dock.

Though we are currently focusing on the student experience, the Laker Dock will be accessible to faculty and staff at GVSU. We will continue to build out additional content targeted at faculty and staff as we develop this platform.

If you are interested in learning more about the Laker Dock or providing feedback, please contact Nick Nelson, Director of Enterprise Applications, at [nelsnich@gvsu.edu](mailto:nelsnich@gvsu.edu).

### Security Corner:

#### Mandatory Multi-Factor Authentication (MFA) for Students Begins May 6

To enhance individual privacy and digital security, IT is implementing mandatory multi-factor authentication (MFA) for students starting May 6, 2024. Students have always been able to use MFA, but now we are requiring it for access to university services and systems.

In addition to existing IT Services support, we have prepared comprehensive guides to assist students with this transition:

- [Multi-Factor Authentication for Students article](#)
- Students have the option of enabling MFA today by submitting [this form](#)
- Additional information about MFA is available on the [MFA for Students webpage](#)

We encourage you to remind students about these changes and direct them to available support resources. Your feedback on the implementation process and its impact on teaching and learning activities is invaluable. Email [it@gvsu.edu](mailto:it@gvsu.edu) with your observations and suggestions.

### From Surviving to Thriving Blackboard Faculty Event Taking Bb Ultra and Microsoft 365 to the Next Level

In May 2024, the university will mark the first anniversary of its migration to Blackboard Ultra. To assist faculty with the transition to Ultra, we are pleased to announce a half-day event on May 13, 2024, from 10 am to 2 pm in SCB 1008 (Seidman College of Business).

This event will feature dedicated pedagogical topic tables for group discussions and opportunities for hands-on immediate application. Lunch will be provided, and faculty are encouraged to bring laptops. Attendees are welcome to come and go as their schedules allow.

Our goal is to provide GVSU faculty with the opportunity to gain a deeper understanding of Bb Ultra's latest features. We will also share a few time-saving Microsoft Outlook email tips.

[Register for From Surviving to Thriving Blackboard Event](#)



### Innovation Insights:

#### Introducing Spatial Computing with the Apple Vision Pro in the Atomic Object Technology Showcase

If you haven't yet had the opportunity to try the new Apple Vision Pro, stop by the [Atomic Object Technology Showcase](#) in the Mary Idema Pew Library Learning and Information Commons! While in the Showcase, you can experience spatial computing and a variety of extended reality (XR) headsets including the Apple Vision Pro, Valve Index, Meta Quest 3, Magic Leap, and the Microsoft HoloLens.

As part of GVSU's [Digital Transformation Strategy](#), IT is on a mission to accelerate transformation through innovation. One area of focus is to explore, experience, and experiment with emerging technologies, such as extended reality, that contribute to building empowered educational experiences for learners.

Through XR applications and headsets such as the Apple Vision Pro, there is a tremendous opportunity to elevate high-impact practices such as real-world simulation, immersive learning, and personalized experiences that contribute to student success.

Have an immersive learning idea? The Innovation + Research team would love to hear from you. Check out our [Innovation Call for Proposals](#) web page to start the conversation!

### 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 computer labs, both physical and virtual, are prepared for finals. All software requests for [Windows](#) and [Mac](#) lab machines should be submitted to ARC as soon as possible.



### IT Team Member Highlight

Keifer McCrackin, Research Computing Specialist

In his role as a Research Computing Specialist within GVSU's Academic Research Computing Team, Keifer McCrackin makes it his priority to assist GVSU faculty, staff, and students in onboarding advanced computing and data systems, tools, and software that enable research productivity. This includes helping solve classroom issues, working on the [High-Performance Computing Cluster](#), and supporting [RedCap](#).

When asked what Keifer finds most fulfilling about his role, he shared, "The most rewarding aspect of my job is that faculty and students always appreciate the work I do. It's been great to hear people thank me for being there to help them find solutions. That makes me feel excited about what I can offer GVSU."

He also likes the challenge of the work - it's never the same day-to-day, so it keeps him on his toes.

Keifer holds a Bachelor of Science degree in Computer Science from Central Michigan University. During his free time, he enjoys traveling (he has visited over 20 countries!), riding his bike, spending time with family and friends, and playing video games.

## VISIT IT AT REACH HIGHER 2025!

Friday, April 12, 2024 - 4-7 PM -  
Richard M. DeVos Center Plaza  
Robert C. Pew Grand Rapids Campus

[CLICK HERE TO  
PREVIEW OUR  
PRESENTATIONS!](#)

### Need IT Assistance?

Phone: (616) 331-2101 Email: [it@gvsu.edu](mailto:it@gvsu.edu) Service Portal: [services.gvsu.edu](https://services.gvsu.edu)

