

GRAND VALLEY STATE UNIVERSITY INFORMATION TECHNOLOGY DIVISION

AUGUST 2025 NEWSLETTER

Dear Faculty and Staff,

As we welcome students back to campus, there's a renewed sense of energy and purpose in the air. Your dedication, creativity, and commitment to our mission are what make GVSU such a vibrant place to learn and grow. Thank you.

At GVSU IT, we're here to support you—whether you're returning or joining us for the first time. Our goal is to provide the technology, tools, and resources you need to teach, lead, and succeed.

In this newsletter, you'll find updates and opportunities designed to enhance your work and experience. Here are just a few highlights:

Technology Access & Support

A few key resources to help you get started or stay connected:

Service Portal: Your one-stop destination for IT Support - search the Knowledge Base, submit a ticket and track your results.

my.gvsu.edu: A centralized portal for quick, easy access to GVSU apps, tools, and tech resources.

Faculty & Staff Resources and FAQs: Visit our webpage featuring essential links, helpful resources, and answers to frequently asked questions—all in one place.

Save the Date: GV Technology Summit

We're excited to announce the inaugural **GV Technology Summit**, happening on **October 2, 2025**. This university-wide event—led by GVSU IT in collaboration with colleges and departments—is free and open to all faculty, staff, and students. I'll be there and hope to see you, too!

On behalf of the entire IT division, thank you for your continued partnership. Together, we're building a smarter, more connected GVSU—one project, one innovation, and one student success story at a time.

Here's to a year of fresh ideas, meaningful collaboration, and continued growth—for our students and for ourselves.

Warm Regards,
Miloš

Miloš Topić, Ph.D.
[Vice President for IT & Chief Digital Officer](#)



NEW TECH UPDATES FOR FACULTY & STAFF

Expanded IT Service Desk Locations

GVSU IT just made it easier for downtown faculty and staff to get tech help! Our new walk-up Service Desk is now open at the **Seidman Center (SCB 2046)** on the City Campus.

This location joins our other walk-up desks at Mary Idema Pew Library (LIB 010) in Allendale and Cook-DeVos Center for Health Sciences (CHS 100) in Grand Rapids, expanding convenient in-person support across campus.

Need help with Wi-Fi, password resets, software setup, or device issues? Stop by a Service Desk during open hours. *Hours are posted and updated on the [GVSU IT website](#) and in the [Service Portal](#).*

You can also contact IT through the [Service Portal](#), by email at it@gvsu.edu, or by phone at 616-331-2101.

Support Students' Digital Skills with New Blackboard Modules

This fall, all GV students (and faculty) will have access to Digital Skills for College Success in Blackboard. This self-paced course includes three short modules: Essential Tech Skills, Cybersecurity, and a Blackboard/Online Learning Orientation.

The modules cover topics like file management, productivity tools, online communication, password security, multi-factor authentication, and protecting an online presence. Each takes about 20–25 minutes to complete and awards a downloadable certificate.

Faculty can recommend these modules as extra support, integrate them into course activities, or use them to help ensure students are prepared to navigate the technology needed for academic success.

WinLab Upgrade: Access Powerful Software Anywhere

GVSU IT launched a new WinLab (GVSU's virtual Windows computer lab) in May 2025, offering increased capacity, enhanced computing power, and greater flexibility to meet the needs of faculty and students.

WinLab provides access to resource-intensive applications like SolidWorks, Ansys, ArcGIS Pro, and others that leverage GPUs for advanced work—making it possible to run software that once required specialized hardware in limited physical labs from anywhere.

To access WinLab, visit my.gvsu.edu and select the appropriate tile for the environment you wish to use. For full details on available software and setup instructions, see the [Knowledge Base articles](#).

Important Update: Login Process for Lab & Podium Computers

Effective immediately, all users must sign in to campus lab and podium computers with their @gvsu.edu email address instead of the former @office login. Notifications are posted on lab and podium computers to help remind users of this update.

This change allows for seamless automatic sign-in to OneDrive, so you no longer need to set up your account each time you use these machines. The result is easier access to your files and a boost in productivity. With questions, email it@gvsu.edu or connect through the [Service Portal](#).



TECH REMINDER & RESOURCES

Windows 11: Now is the Time to Upgrade!

GVSU began the transition to Windows 11 in January 2025, and all university-managed devices must be upgraded by October 2025 to avoid access or compatibility issues. We recommend completing your upgrade as soon as possible to keep your device secure and running smoothly.

If you've been notified but haven't yet upgraded, please do so promptly to meet the deadline and maintain optimal device performance. Visit the [Windows 11@GVSU website](#) for the full rollout schedule, upgrade instructions, and support resources.

For additional assistance, contact IT Services at it@gvsu.edu, 616-331-2101 or through the [Service Portal](#).

Submit Your Software Lab or Classroom Install Requests Today!

It's never too early to submit any lab or classroom software requests you may need to support your courses, research, or projects. Submitting these requests early ensures that your software will be available and ready when the semester begins. You can easily submit your requests through the [Service Portal](#). For questions, contact Academic Research Computing at arcit@gvsu.edu.

Get More Done with Zoom AI Companion

Last year, GVSU IT introduced Zoom AI Companion to all Zoom users. It's available by default, providing meeting hosts with AI-generated summaries, chat threads, and suggested responses to help streamline communication and boost productivity.

To learn more about its features and functionality, visit the [Zoom AI Companion Overview](#). For information on data privacy and AI training, [check out Zoom's official documentation](#).

While Zoom AI Companion is available to everyone, meeting hosts control whether it's enabled for their meetings—it is not automatically turned on for all meetings. Hosts who wish can set it to automatically enable for all meetings they host. [Follow this guide to activate Meeting Summary](#).

Watch the [Zoom AI Companion walkthrough video](#) to explore features, learn how to use the tool, and discover its many benefits.

GVSU Offers Free Access to Adobe Express and Adobe Acrobat Pro for Faculty and Staff

GVSU is committed to providing easy access to the tools you need. With this in mind, all faculty and staff have free access to [Adobe Express](#) and [Adobe Acrobat Pro](#).

Adobe Express is a user-friendly, web-based design tool that lets you quickly create professional graphics, flyers, posters, social media posts, and more — no design experience required.

If Adobe Express and Acrobat Pro don't fully meet your needs, [Adobe Creative Cloud subscriptions are available for purchase through Technology Acquisition](#).

To get started, visit Adobe.com, sign in with your GVSU credentials, and access Adobe apps online or install them on your device. For detailed instructions and troubleshooting, [check out our Knowledge Base article](#).



JOIN US AT THE GV TECHNOLOGY SUMMIT OCTOBER 2, 2025!

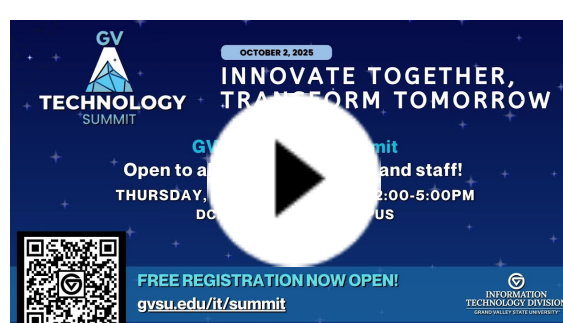
Registration is filling fast for the [GV Technology Summit](#) on October 2, 2025. This free event is open to all GVSU faculty, staff, and students and runs from noon to 5 p.m. at the DeVos Center for Interprofessional Health(DCIH), rooms 102–104.

Highlights include:

- Keynote Meagan Luttenton-Knoll, Senior Affiliate Faculty, Harnessing the Power of Data
- A Women in Technology panel
- Roundtable discussions and breakout sessions on topics like AI in education, accessibility, cybersecurity, and infrastructure
- Poster presentations showcasing cutting-edge projects
- Tours of learning spaces featuring emerging technologies
- Opportunities to network with colleagues and technology vendors

A special thank you to [Anthology](#), our Premier Sponsor for this year's Summit.

Don't wait - registration closes on September 19!



Need IT Assistance?

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



GRAND VALLEY STATE UNIVERSITY

1 Campus Drive
4490 KHS
Allendale, MI 49401

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