

GRAND VALLEY STATE UNIVERSITY
**INFORMATION TECHNOLOGY
DIVISION**

AUGUST 2023 NEWSLETTER

Dear Faculty and Staff,

On behalf of the Information Technology (IT) Division, I am delighted to welcome you to another fall semester and wish you all a wonderful year. As we prepare for students' return to our campuses and the start of fall classes, I would like to share several updates and reminders we believe you may find helpful.

[Faculty and Staff Technology Guide](#): Available on the Information Technology home page, we have developed an overview of technology resources, software, and services at Grand Valley State University. Please check this page frequently, as it is continually updated and evolving.

[IT Service Portal](#): The Service Portal provides you with access to a comprehensive library of common technology resources and offerings which will enable you to:

- Find answers to your questions via the [Knowledge Base](#).
- [Submit a ticket](#) for technology assistance and view your current and previous requests.

[IT Service Status Webpage](#): The IT Service Status webpage provides up-to-the-minute information on IT-supported systems including operational statuses and upcoming maintenance notices.

[Cyber Safety](#): The start of the academic year is a good time to review how to protect your devices, identity, email accounts, and more. Here is where you will also find information on [Okta](#) (the university's single sign-on platform). With Okta, you only need to change your password every 18 months and activate multi-factor authentication (MFA) every seven days per device and per browser.

[Blackboard Ultra](#): Over the past few months, IT's eLearning Technologies Team has been working diligently to implement Blackboard Ultra. If you have not already done so, please consider attending one of their [training programs](#) to become familiar with the changes. In addition, check out their [New Semester Checklist](#), outlined in the article below.

I encourage you to visit the IT website at www.gvsu.edu/it to learn more about the resources available to you. If you have any technology needs either at the beginning of the semester or in the future, our team is available to assist you. We can be contacted through the [Service Portal](#), by telephone at 616-331-2101, or through email at it@gvsu.edu.

IT Service Desks are available for walk-up support in Allendale in the library (010 Atrium Level) and in Grand Rapids in the Center for Health Sciences (CHS 100). Service desk hours are regularly updated on the IT website.

We look forward to continuing our progress, growth, and innovation to strengthen and support our community in the coming year. Have a wonderful year and let us know how we can help.

Thank you,
Miloš

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



Check your Bb Readiness with the New Semester Checklist!

The [New Semester Checklist](#) is a great place to review some of Blackboard Ultra's basic and essential functions. Remember, Bb is a great place to share your syllabus, lecture notes, efficiently collect and manage assignments, and securely share grades and feedback. The [checklist](#) will remind you how to make your courses "open" to students and suggestions for organizing your course content. For additional assistance with Bb, visit the [eLearning Technologies webinar page](#) to take advantage of [virtual office hours](#) or register for a virtual workshop. [Bb Ultra instructor](#) resources can also be found in our [IT service portal](#).



Poster Printing Moves to Allendale Copy Center

In collaboration with the Copy Center, [poster printing](#) is now available at the Copy Center located at 011 Laker Market Place on the Allendale Campus. The hours of operation are Monday-Friday from 9 am to 5 pm. Poster requests can be emailed to copycenter@gvsu.edu or via [Copy Center Web Store](#).



Innovation Insights: Join GVSU at Tech Week GR and Confluence Festival!

From September 18-23, GVSU will be engaged in two premier events in Grand Rapids, Tech Week GR and Confluence Festival.

[Tech Week Grand Rapids](#) is a multi-day collection of events designed to showcase the region's vibrant tech community. Kicking off Tech Week GR is a special [keynote and Q&A featuring Malcolm Gladwell](#) on Monday, September 18 from 3:30 to 5:30 PM.

[Confluence Festival](#) is a multi-dimensional ideas festival that connects art, music, science, and tech through programs and shared experiences. This event will be held on Saturday, September 23 from 10 am to 7 pm in Rosa Parks Circle, downtown Grand Rapids.

[More on Tech Week GR and Confluence Festival](#)

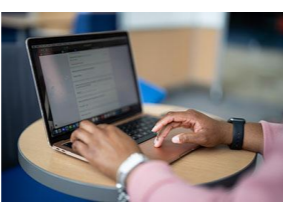


Security Corner: What's MFA Fatigue and How Do I Respond?

While Multi-Factor Authentication or MFA is a great tool for protecting your account, it also is something that can be a target for malicious actors to use to gain access without immediately raising red flags on an account. MFA Bombing or MFA Fatigue is a common cyber-attack that tries to take advantage of a user being acclimated to confirming MFA prompts in their day-to-day activities.

These attacks usually occur after the attacker has a username and the current password for an active account. Sometimes the attacker will trigger a single request with the hope the user thinks it's just an ordinary event because it's something they already deal with day-to-day and reflexively confirm the activity as legitimate when they receive a prompt. There's also the opposite, more extreme version where they attempt to log in as much as possible, causing the account owner to be flooded with requests to confirm from their MFA application, hoping the user gets annoyed and hits accept to end the flood of prompts.

[MFA Fatigue and How You Can Respond](#)



Technology Acquisition: Understanding IT Approval Requirements

In preparation for the new academic year, you may be considering the technology necessary to support you or your department's needs. Knowing which items require approval from Information Technology and which items can be purchased without going through this process is helpful when reviewing your needs.

[Review the Technology Purchasing Process](#)



IT Team Member Highlight

Colleen Cameron, Systems Analyst, eLearning Technologies

In her role as a Systems Analyst within the [eLearning Technologies team](#), Colleen Cameron supports many of the platforms that the university uses each day to enable faculty, staff, and students to accomplish their academic or professional objectives. Among these platforms are the Learning Management System (LMS - Blackboard), Blackboard Data, Panopto, Qualtrics, and integrations such as Ally, Respondus, and Zoom.

When asked what she finds most enjoyable about her work at GVSU, Colleen shared "The systems I work with are constantly updating and improving, so I am continuously learning new things. It's also rewarding to work in a role that gives me opportunities to interact and improve the experience for faculty, staff, and students at GVSU."

A Laker for a Lifetime, she holds multiple degrees from GVSU, including a Bachelor of Fine Arts (Graphic Design emphasis), a minor in Information Systems, and a Master of Business Administration. Colleen began working for the university in 2014.

Outside of work, Colleen enjoys traveling, hiking, kayaking, painting, and walking her two dogs.

Need IT Assistance?

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

