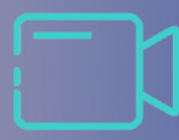


INFORMATION TECHNOLOGY DIVISION

MARCH 2026 NEWSLETTER



New Zoom Capabilities Now Available

The university has recently completed a renewal of our Zoom agreement, expanding the tools available to faculty, staff, and students across campus. These updates support teaching, collaboration, and communication while making several previously premium features available to everyone.

What's New:

- Host Zoom meetings with **up to 500 participants** (previously 300)
- Host [Zoom Webinars](#) for **up to 500 attendees** (previously a paid add-on)
- **Unlimited Zoom Clips** for quick video updates and sharing
- Access to [Zoom Scheduler](#) for easier meeting coordination
- **Translated captions** during meetings
- **Increased cloud recording storage**

To take full advantage of these features, community members should [sign in to Zoom using their university account](#) when joining meetings. Faculty are encouraged to ask students to sign in rather than joining class sessions as guests, which can require manual approval to enter the meeting.

Zoom has also expanded its AI capabilities. [AI Companion 3.0](#) now provides powerful AI tools through both the Zoom desktop application and a web interface. [Community members may opt in to begin piloting this capability ahead of broader availability](#). Beginning in August, this feature will be available to all who choose to use it. Zoom provides helpful support documentation for [using AI Companion on the web](#).

Learn More:

Faculty and staff are invited to attend a brief overview session covering these capabilities and how they can be used in day-to-day work. [Register to attend the Zoom Essentials Overview Webinar on March 31 at 3:00 p.m.](#)



Manage Duo Devices with New Self-Service Option

Add, remove, or update devices anytime - no support ticket needed.

Duo Self Service is now available, giving you the ability to manage your own Multi-Factor Authentication (MFA) devices anytime.

If you get a new phone, change your number, or need to update your setup, you can now make those changes yourself - no need to wait for support.

With Duo Self Service, you can:

- Add or remove devices
- Rename devices
- Set your default device
- Manage Duo Mobile activation

Use it when:

- You upgrade or replace your phone
- You change your phone number
- You want to add a backup device before traveling
- You notice an old device listed on your account

Security reminder:

Only add devices you own and control and never approve a Duo prompt you didn't initiate. If you see something unfamiliar, contact [Information Security](#) right away.

Duo MFA is still required for protected services - this simply gives you a faster way to manage your devices.

[View step-by-step instructions using this Knowledge Base article.](#)



Register: Microsoft & Google Tools Open Forums

Virtual and In-Person Sessions Available for Faculty & Staff

Earlier this month, faculty and staff were invited to attend open forums focused on the current review of how GVSU uses Microsoft 365 and Google Workspace. These sessions provide an opportunity to learn about the assessment process and share perspectives.

The first session took place on March 18 on the Valley campus. Two additional dates are available:

- [Thursday, March 26, 10:00 a.m. - City Campus](#)
- [Wednesday, April 15, 3:00 p.m. - Virtual \(Zoom\)](#)

Important: There are no proposed changes to Microsoft or Google services at this time. Faculty, staff, and students will continue to have access to both platforms as they do today. These forums are intended for listening and learning. Additional community and student-focused sessions will be offered in the coming months.



Building an AI-Ready Community Starts Here

Registration Now Open to GVSU and greater community for AI Literacy Course

GVSU Information Technology is excited to co-present AI Literacy for Life & Work in partnership with the GVSU College of Computing.

This free, self-paced online course is designed for students, faculty, staff, and community learners who want to build practical AI knowledge for everyday life and work. Participants will explore how AI systems function, how to communicate effectively with AI tools, and how to use AI responsibly and ethically, no technical background required.

This initiative supports broader efforts to increase AI literacy in line with national workforce development goals and GVSU's Blue Dot vision of building an AI-ready community.

[Explore the AI Literacy for Life and Work course and register.](#)



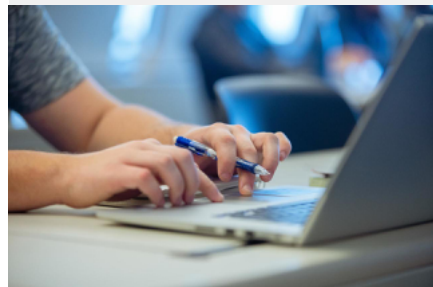
IN CASE YOU MISSED IT: MORE GVSU IT HIGHLIGHTS!



GV Technology Summit Returns: Submit Your Proposal

The [GV Technology Summit](#) is back on **November 3, 2026**, at the Kirkhof Center, Valley Campus! This university-wide event showcases how faculty, staff, and students are advancing technology in learning, research, and daily work.

Have a project or tech initiative to share? [Submit a presentation proposal](#) for a breakout, roundtable, or poster by **June 30, 2026**. Planning to attend? [Register now](#) to reserve your spot. Email techsummit@gvsu.edu with any questions.



Boost Your Skills: March Training for Faculty & Staff

Stay ahead with GVSU IT's eLearning Technologies team! This month, explore hands-on training in Blackboard, Zoom, Adobe, Microsoft 365, and more—all designed to help you work smarter and teach more effectively.

[View the full training schedule and register at \[www.gvsu.edu/it/training\]\(http://www.gvsu.edu/it/training\).](#)



Erion Adams Honored with WMCAT Award

Congratulations to Erion Adams, Emerging Technologies Developer on IT's Innovation + Research team, who was recently honored at the [West Michigan Center for Arts + Technology's \(WMCAT\) iBall event](#) on March 12.

Erion received the WMCAT Award for Inspiration, recognizing her investment in the community and her contributions to the design, development, and implementation of innovative technology driving digital transformation.



Meet Ellie Ohm

Systems Analyst, IT Enterprise Applications

Ellie Ohm is a Systems Analyst on the Enterprise Applications team in IT, marking six years at Grand Valley this month. Much of Ellie's work currently supports the Workday Student project, where she serves on the Data Conversion team. In this role, she is responsible for converting courses, sections, and registration data for the university's active population from Banner to Workday Student. She also develops reporting that supports Institutional Advancement and helps Gift Officers in their fundraising efforts.

Ellie says she enjoys the challenge of the Workday Student project, describing it as "a giant, complex puzzle." The work requires creativity, persistence, and a willingness to troubleshoot - but when the queries finally work correctly, she says the sense of accomplishment is incredibly rewarding. Ellie holds a Bachelor of Science in Business Data Analytics from Ferris State University and a Graduate Certificate in Data Analytics from Davenport University.

Outside of work, Ellie stays busy with several creative pursuits. She teaches circus classes at the Great Lakes Circus Center, including lyra (aerial hoop) and handstands, and can often be found taking classes or performing throughout West Michigan. She also runs a floral business, Cloud Nine Floral, and frequently spends her Fridays creating arrangements for local weddings. When she's not working or teaching, Ellie enjoys spending time with friends, her partner, and their two golden retrievers.

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