

GRAND VALLEY STATE UNIVERSITY  
**INFORMATION TECHNOLOGY  
DIVISION**

**JULY 2024 NEWSLETTER**



**IT Services Offers Comprehensive Support to the GVSU Community**

IT Services recently developed a video that illustrates some of the ways this team supports the entire GVSU community. Access to IT Services is easy. Find IT contact information, submit a service ticket, and view updated walk-up hours at [gvsu.edu/it](https://gvsu.edu/it).

**Scantron Relocation Streamlines Printing Needs**

As of July 8th, Scantron paper ream purchases are now handled by the Copy Center rather than IT Services. With this move, more printing services will be provided in a centralized location.

Reams can be ordered from the [Copy Center website](#) by clicking on "New Order" in the top menu and then selecting "Store Order." If you have any questions regarding ordering or require a Copy Center login, please contact the Copy Center at [copycenter@gvsu.edu](mailto:copycenter@gvsu.edu) or 616-331-3407.



**Blackboard (Bb) Courses Open**

The eLearning team is ready to assist faculty in preparing for the new academic year

As the new academic year approaches, it is a good time to prepare and finalize courses. The eLearning team is ready to assist faculty and staff in these efforts. Here are a few key updates:

- 2024 Bb Fall Course Availability**  
 As of July 1, 2024, faculty assigned as the instructor of record in Banner now have access to fall courses on [Blackboard](#). Contact your departmental coordinator if you do not see your Fall courses.
- RSVP for the Course Design Institute – Develop your Bb Course in a Day**  
 Take advantage of this professional development opportunity to prepare your course for the semester. Faculty will walk through best practices in course design and pedagogy using backward design and a Course Alignment Map while breaking down the process into 5 Steps: Foundation Items, Assessments, Activities, Navigation, and Tech Check. Bring your laptop, syllabus, and course materials, and let us lead you through the steps. This event is in partnership with [FTLC](#) and lunch will be provided.

Date: **August 21, 2024**  
Time: **9:00 a.m. - 4:00 p.m.**  
Location: SCB2006 (Seidman College of Business/Pew Campus)  
Bring: Laptop, course syllabus and schedule, and any course materials.  
Reserve your seat: [Register today](#) and mark your calendars!

[Additional Questions? Contact an eLearning Liaison](#)

**Academic Research Computing (ARC) News & Notes**

Key Updates from [Academic Research Computing](#):

**Lab Software Requests for Fall Semester**

ARC is preparing all computer labs, both physical and virtual, for the new academic year. Software requests for Windows and Mac lab machines should be submitted as soon as possible. Email [arcit@gvsu.edu](mailto:arcit@gvsu.edu) with requests.

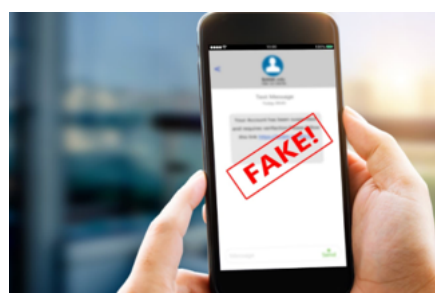
**Windows Lab Environment Upgrade**

The Windows Lab (Winlab) will be upgraded on August 12. The environment will now utilize OKTA Single Sign-On and will require MFA for every user. Additionally, a new look has been included in the upgrade. This upgrade provides several benefits to users including increased security, compliance, and better user experience.

**RStudio Server Maintenance August 14-16**

The RStudio server will be down for maintenance from August 14-16 as admins perform updates.

Please contact [Academic Research](#) if you have any questions.



**Security Corner:  
A Tale of the Midnight Smishing Attack**

In this day and age, there are numerous scams designed to trick individuals into divulging their personal information with the intention of hacking or stealing it. These scams can come in a variety of forms, including a form of phishing called Smishing. Smishing is phishing via SMS text protocol.

Here's a real-life smishing attempt and the steps taken to avoid information compromise:

*Recently, a family member of one of our IT staff experienced a smishing attack. Below is their story: It was 11:30 p.m. when a text arrived:*

***This is 'Local' Credit Union. We recently saw a suspect transaction on your account for \$515 at Walmart. If this was not a valid transaction, please immediately log in to cancel the transaction. securenet1.bank/creditunionname.***

*In a panic, the person clicked on the link and attempted to log in. The screen they were presented with showed the name of their credit union and looked valid. When nothing happened with the login, they sought advice from the IT staff member. Upon a quick look at the note, there was an immediate suspicion that this text message was a "smishing" attempt.*

[Read the Rest of the Story](#)



**IT Team Member Highlight**

**Amy Rhoades, Project Manager, PMO**

In her role as Project Manager within the Project Management Office (PMO), Amy Rhoades has first-hand experience of how creativity, organization, and balance are crucial to a project's success.

Amy manages a variety of technology projects daily, ensuring they are completed on time and within budget. She coordinates project team activities, manages resources, and communicates progress to stakeholders.

When asked what she enjoys most about her work, Amy shared, "I love working with a diverse group of people who bring their unique backgrounds, skills, and talents together to create something of value. Every project is different, so it keeps me open to learning new things and meeting new people."

Amy started working at GVSU in January 2023. Previously, she was a project manager and business analyst at an international social services agency and worked for 20 years in management positions at YMCAs throughout the country where she focused on membership development, service, and quality. She holds a Bachelor of Science in Business Administration from Cornerstone University and is currently preparing to pursue a Project Management Professional (PMP) certification.

Outside of work, Amy enjoys outdoor walks and reading - audio books are her current go-to. Despite her love for board games, she says she has learned her enthusiasm pales in comparison to some of her IT colleagues.

She is fascinated by the Enneagram and relishes finding out what motivates, inspires, and scares different personality types to improve her own self-awareness and to better understand others (she is a type 3w2).

Thank you, Amy, for all you do to support the GVSU community!

**Need IT Assistance?**

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

