

GRAND VALLEY STATE UNIVERSITY  
**INFORMATION TECHNOLOGY  
DIVISION**

**JUNE 2024 NEWSLETTER**

**MOS Printer Consumables Ordering Process Streamlined**

Designed to reduce wait times and improve service.

Do you regularly order supplies such as paper, toner, and staples for your department's or division's printers? If your printers or devices are serviced by Michigan Office Solutions (MOS), [an improved process](#) has been established to expedite consumable delivery. A simple form facilitates the submission of direct requests to MOS's GVSU-based service technicians so that they can respond on-site as quickly as possible with the consumables required.

Unsure if your printer or device is serviced by MOS? All supported devices have a sticker on the front of the machine indicating equipment ID information and contact information for MOS. Still unsure if your printer or device is serviced by MOS? Call IT Services at (616) 331-2101/(855) 435-7488 or email [it@gvsu.edu](mailto:it@gvsu.edu).

Please note that this form and process are intended only for university department or division office printing at this time.

[MOS Printer and Device Consumables Ordering Process](#)



**Digital Studio Renamed to The Bridge**  
The Bridge Offers Digital Media Content Resources for the GVSU Community

Recently, IT's Digital Studios rebranded under a new name - The Bridge. While the name has changed, the mission and work remain the same. The Bridge seeks to enrich, evolve and enhance the learning experience of students by inspiring and supporting GVSU faculty and staff. This is achieved through content creation, project development, and modernizing academic practices to **bridge the gap** between media and education.

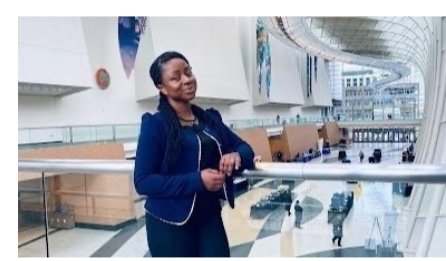
If you have an idea for a project but are still determining the best approach, please schedule a [consultation](#) with a Digital Media Developer. Additionally, personalized training and support for media creation technologies are available any of the [three studio locations](#).

Some popular projects include light board videos, video editing, podcasting, and creating interactive modules to be integrated into Blackboard. Review [past projects](#) to see how The Bridge can help you create digital media content!

**Upcoming Change to Scantron Paper Purchases**

Starting in July, Scantron paper ream purchases will be handled by the Copy Center rather than IT Services. This transition intends to make purchasing reams easier for users.

Additional details, including a specific transition date, will be shared soon. In the interim, all users are encouraged to order Scantron reams via the [IT Scantron Supply Request ticket](#).



**Innovation Insights:**  
Student Spotlight: Ruth Yeboah, Emerging Technology Research Assistant

*This month, IT's Innovation + Research Team (I+R) is highlighting one of their incredible students partnering with them to increase the use and experience of virtual reality at GVSU.*

I am Ruth Asuamah Yeboah, an international student from Ghana pursuing a Master of Science in Communications. My journey at Grand Valley has been remarkable, innovative, and life changing. Beginning my studies at Grand Valley in Fall 2023, I have had the great privilege of serving as a research graduate assistant for extended reality with the IT-Innovation and Research Team. My role as an extended reality research assistant has been one of the major highlights of my educational experience, as it has contributed to my personal, professional, and career development aspirations.

[Read More Ruth's Experience with I+R](#)



**Safely Navigating Artificial Intelligence (AI)**  
Tips for GVSU Faculty and Staff

Using AI in our daily work and personal lives is becoming more and more common. IT's Information Security team recently developed a [Tech Talk video](#) featuring practical and essential tips for using AI. Click the video link to learn more and visit the [Cyber Safety website](#) for additional ways to stay safe online.



**IT Team Member Highlight**  
Pam Potter, System Specialist - Enterprise Applications Team

**Featuring: Two Truths and a Lie**

When Pam Potter walked onto Grand Valley's campus in 1984, little did she know it would be the beginning of a lifelong educational and professional journey. In 1988, Pam received a Bachelor of Science degree in Computer Science with a minor in Mathematics and Statistics. Upon graduation, she began her working career within the University's Information Technology division.

Today, Pam's role is as a System Specialist in the Enterprise Applications Team. She manages and maintains system and administrative applications like OnBase and Banner. Among Pam's daily tasks are analyzing user needs, developing creative solutions to meet those needs, maintaining systems, and correcting inaccurate data.

When asked what the most rewarding part of her job is, Pam shared, "I enjoy finding solutions to problems or new functionality that will make someone's job easier. It's a joy to see someone do their work more efficiently and have a weight lifted off their shoulders. I also enjoy working with such a talented group of folks in our division. We have a great and fun group of people here!"

Pam enjoys a wide range of hobbies including hunting (she prefers bear hunting to deer hunting), hiking, contributing to 4H, attending Griffin's hockey games, genealogy, reading, and solving logic puzzles.

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

**TWO TRUTHS & a Lie...**

Pam is deeply tied into the GV community and its history! Try to guess which of these is NOT true!

1. Pam's uncle helped build the first buildings at the then Grand Valley State College (GVSC).
2. Pam has the most years of seniority within Information Technology, celebrating 36 years this September.
3. Pam's cousin was a member of the inaugural class of GVSC.
4. Pam was a member of the first graduating class to have University (vs. College) listed on their diploma in 1988.

Think you know the answer? See if you are right by looking in the footer below!

**Need IT Assistance?**

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



The lie is #2. Tom Buekema has the most years of seniority in IT at 38 years! Thank you to both for their many years of service!