

# INFORMATION SYSTEMS

The Office of Information Systems (<https://is.wfu.edu/>) (IS) provides modern technology services for the unique academic, research and administrative needs of Wake Forest University (WFU) students, faculty and staff. The IS mission is to empower the WFU campus community in the use of information and digital technologies to further intellectual exploration, informed institutional decisions, and the creation and dissemination of knowledge. Driven by the core values of innovation, collaboration, and leadership, IS partners with the campus community to discover effective technology solutions which support Wake Forest as a vibrant place of learning and discovery.

Wake Forest employs a single sign-on approach for most university systems and logins. When a student is enrolled, and for the duration of their studies, they are provided with an @wfu.edu student account which provides access to Wake Forest's Google Workspace environment (WFU Mail, Docs, Sheets, Forms, Chat, Slides, Calendar and more), software licensing including Microsoft365 and Adobe Creative Cloud apps (Adobe Photoshop, Illustrator, Indesign, Premiere), the Workday student information system (advising, registration, degree planning and financial aid), Canvas and other instructional systems, and many other campus administrative sites and services. A self-service platform for password activation, resets and other needs for the WFU account is provided at [account.wfu.edu](https://account.wfu.edu/pwm/public/) (<https://account.wfu.edu/pwm/public/>).

For computing, most Wake Forest students, faculty and staff favor laptops for flexibility and mobility. The campus wireless network is likewise extensive and carefully maintained. Coverage extends to most buildings on campus, as well as numerous outdoor spaces (<https://help.wfu.edu/support/solutions/articles/13000199161-outdoor-wireless-on-reynolda-campus/>) to support learning and work in the natural surroundings. Through its designation as an eduroam partner site (<https://incommon.org/eduroam/eduroam-u-s-locator-map/>), Wake Forest extends connectivity to thousands of university and other partner campus networks nation- and worldwide.

The Bridge IT support desk (<https://is.wfu.edu/services/service-desk/>) provides walk-in technology support for the campus community and is centrally located in the ZSR library. In addition to general IT consultation, support and guidance, The Bridge is also an authorized Apple, Dell, Lenovo ThinkPad, and Microsoft Surface service center. The Bridge offers flexible routes for seeking IT help, with extended walk-in hours, chat support, phone support (758-HELP), and a knowledge library of IT solution articles (<https://help.wfu.edu/>). Additionally, simple video capture and green screen is available to students in the One Button Studio (<https://is.wfu.edu/services/one-button-studio/>), a fully automated video production facility in The Bridge.

To support their studies and modern campus needs, all Wake Forest undergraduate students are required to have a laptop meeting core minimum requirements (<https://help.wfu.edu/support/solutions/articles/13000010300-bring-your-own-device-byod-requirements/>). While some students bring their own laptop, many opt to purchase through the University's WakeWare (<http://wakeware.wfu.edu/>) official laptop program. WakeWare laptops include full on-campus repairs onsite at The Bridge (<https://is.wfu.edu/services/service-desk/>) and four years of extended warranty and damage protection. During times of repair, loaners are provided to students to minimize disruption to their studies. Undergraduate students receiving institutional aid qualify for a grant to

cover the full cost of the WakeWare Standard computer and have two years to redeem their grant.

Digital Accessibility is prioritized through the IS Technology Accessibility Program. In addition to guiding campus with awareness on digital accessibility best practices, IS employs accessibility reviews for university software purchasing, and promotes accessibility of university digital resources through various partnerships and advocacy efforts within and beyond campus.

For some academic programs and courses, students learn necessary skills in powerful software programs such as AutoCAD and COMSOL. Access to these applications is provided to students in a virtualized desktop environment. For advanced processing needs, such as some modeling or analytics exercises, students have access to the WFU Distributed Environment for Academic Computing (DEAC) cluster, a Linux-based High Performance Computing cluster. The DEAC cluster provides supercomputing services for academic research and coursework and are available to students 24 hours a day through connections over the campus network.

Wake Forest leverages the Workday Student platform for campus student information system functions, and the modern and integrated system supports many steps in the student academic journey, including enrollment, advising, registration, student financials and academic records.

The Wake Forest WakerSpace (<https://wakerspace.wfu.edu/>) is a student-staffed maker facility for student skill-building, creativity and making. Students have access to explore various maker and creative projects using 3D printers, laser cutters, woodworking, soldering, podcasting, knitting, and sewing, with workshops and interest groups holding sessions in the space throughout the year. With academic and extra-curricular programming, and with a creative community of students, faculty and staff alike, the WakerSpace serves a broad range of interests across campus.

Students have access to IS-supported cable television and streaming services. All residence hall rooms are equipped with cable TV connections and/or the ability to stream cable TV. Available to students on- and off-campus, Cable and streaming services (<https://is.wfu.edu/services/stream2/>) provide access to on demand and scheduled cable network programming as well as local campus information channels and recording storage for every account. Student gaming and other entertainment devices are permitted and may be networked through a special wireless service specifically reserved for these more non-standard devices.

Wake Forest cybersecurity strategy (<https://infosec.wfu.edu/>) is multi-pronged, with technical controls, policy (<https://policy.wfu.edu/>) and community awareness layers. Campus awareness and guidance around good cybersecurity practices are prioritized in annual programming. An annual student-focused cybersecurity awareness month, required faculty and staff training, as well as outreach and workshops targeted for unique needs of campus audiences all seek to increase campus awareness and efficacy in good information security practices.

Numerous student employment opportunities are available to students with an interest in technology and higher education, and IS offers positions for a variety of interests including technology support, digital literacy and the WakerSpace. IS consults a student advisory body regularly to seek guidance on various initiatives.

Students also have access to additional computing resources outside the University. Wake Forest is a member of:

- The Inter-University Consortium for Political and Social Research (ICPSR) (<https://www.icpsr.umich.edu/web/pages/>), located at the University of Michigan. Membership in ICPSR provides students and faculty with access to a large library of data files, including public opinion surveys, cross-cultural data, financial data, and complete census data.
- EDUCAUSE (<https://educause.edu>), a national consortium of colleges and universities concerned with computing issues.
- Eduroam, a global wireless network access service, available on thousands of partner campuses (<https://incommon.org/eduroam/eduroam-u-s-locator-map/>) for research and education, accessed using one's home institution credentials (WFU account login).