Program Guidebook

Bachelor of Science, Cloud Computing

The Bachelor of Science in Cloud Computing (BSCC) degree program prepares IT professionals with hands-on knowledge and practical application of cloud computing infrastructure, platform, and software. Students will learn of the business advantages of moving to the cloud including functions specific to compute, storage, database, networking, and security. Students will earn foundational and associate level

Understanding the Competency-Based Approach

Practically speaking, how do competency-based programs like those offered at Western Governors University (WGU) work? Unlike traditional universities, WGU does not award degrees based on completion of a certain number of credit hours or a certain set of required courses. Instead, you will earn your degree by demonstrating your skills, knowledge, and understanding of important concepts.

Progress through a degree program is governed not by the amount of time you spend in class but by your ability to demonstrate mastery of competencies as you complete required courses. Of course, you will need to engage in learning experiences as you review competencies or develop knowledge and skills in areas in which you may be weak. To help you acquire the knowledge and skills you need to complete your courses and program, WGU provides a rich array of learning resources. Your program mentor will work closely with you to help you understand the competencies required for your program and to help you create a schedule for completing your courses. You will also work closely with course instructors as you engage in each of your courses. As subject matter experts, course instructors will guide you through the content you must master to pass the course assessments.

The benefit of this competency-based system is that it enables students who are knowledgeable about a particular subject to make accelerated progress toward completing a degree, even if they lack college experience. You may have gained skills and knowledge of a subject while on the job, accumulated wisdom through years of life experience, or already taken a course on a particular subject. WGU will award your degree based on the skills and knowledge that you possess and can demonstrate—not the number of credits hours on your transcript.

Accreditation

Western Governors University is the only university in the history of American higher education to have earned accreditation from four regional accrediting commissions. WGU's accreditation was awarded by (1) the Northwest Commission on Colleges and Universities, (2) the Higher Learning Commission of the North Central Association of Colleges and Schools, (3) the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, and (4) the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges. The university’s accreditation status is now managed by the Northwest Commission on Colleges and Universities (NWCCU), which reaffirmed WGU’s accreditation in February 2020. The WGU Teachers College is accredited at the initial-licensure level by the Council for the Accreditation of Educator Preparation (CAEP) and by the Association for Advancing Quality in Educator Preparation (AAQEP). The nursing programs are accredited by the Commission on Collegiate Nursing Education (CCNE). The Health Information Management program is accredited by the Commission on Accreditation for Health

as 15–20 hours per week to the program, while others may need to devote more time. For this reason, pre-assessments are there to help your program mentor form a profile of your prior knowledge and create a personalized Degree Plan.

How You Will Interact with Faculty

At WGU, faculty serve in specialized roles, and they will work with you individually to provide the guidance, instruction, and support you will need to succeed and graduate. As a student, it is important for

The WGU orientation course focuses on acquainting you with WGU's competency-based model, distance education, technology, and other resources and tools available for students. You will also utilize WGU program and course communities, participate in activities, and get to know other students at WGU. The orientation course must be completed before you can start your first term at WGU.

Transferability of Prior College Coursework

Because WGU is a competency-based institution, it does not award degrees based on credits but rather on demonstration of competency. However, if you have completed college coursework at another accredited institution, or if you have completed industry certifications, you may have your transcripts and certifications evaluated to determine if you are eligible to receive some transfer credit. The guidelines for determining what credits will be granted varies based on the degree program. Students entering graduate programs must have their undergraduate degree verified before being admitted to WGU. To review more information in regards to transfer guidelines based on the different degree programs, you may visit the Student Handbook found at the link below and search for "Transfer Credit Evaluation."

Click here for the Student Handbook

WGU does not waive any requirements based on a student's professional experience and does not perform a "résumé review" or "portfolio review" that will automatically waive any degree requirements. Degree requirements and transferability rules are subject to change in order to keep the degree content relevant and current.

Remember, WGU's competency-based approach lets you take advantage of your knowledge and skills, regardless of how you obtained them. Even when you do not directly receive credit, the knowledge you possess may help you accelerate the time it takes to complete your degree program.

Continuous Enrollment, On Time Progress, and Satisfactory Academic Progress

WGU is a "continuous enrollment" institution, which means you will be automatically enrolled in each of your new terms while you are at WGU. Each term is six months long. Longer terms and continuous

academic standing, you must complete at least 66.67% of the units you attempt over the length of your program—including any courses you add to your term to accelerate your progress. Additionally, during your first term at WGU you must pass at least 3 competency units in order to remain eligible for financial aid. We know that SAP is complex, so please contact a financial aid counselor should you have additional questions. *Please note: The Endorsement Preparation Program in Educational Leadership is not eligible for federal financial aid.

Courses

Your Degree Plan includes courses needed to complete your program. To obtain your degree, you will be required to demonstrate your skills and knowledge by completing the assessment(s) for each course. In general there are two types of assessments: performance assessments and objective assessments. Performance assessments contain, in most cases, multiple scored tasks such as projects, essays, and research papers. Objective assessments include multiple-choice items, multiple-selection items, matching, short answer, drag-and-drop, and point-and-click item types, as well as case study and video-based items. Certifications verified through third parties may also be included in your program. More detailed information about each assessment is provided in each course of study.

Learning Resources

WGU works with many different educational partners, including enterprises, publishers, training companies, and higher educational institutions, to provide high-quality and effective learning resources that match the competencies you are developing. These vary in type, and may be combined to create the best learning experience for your course. A learning resource can be an e-textbook, online module, study guide, simulation, virtual lab, tutorial, or a combination of these. The cost of most learning resources are included in your tuition and Learning Resource Fee. They can be accessed or enrolled for through your courses. Some degree-specific resources are not covered by your tuition, and you will need to cover those costs separately. WGU also provides a robust library to help you obtain additional learning resources, as needed.

Mobile Compatibility:

The following article provides additional details about the current state of mobile compatibility for learning resources at WGU.

Student Handbook article: Can I use my mobile device for learning resources?

Standard Path

As previously mentioned, competency units (CUs) have been assigned to each course in order to measure your academic progress. If you are an undergraduate student, you will be expected to enroll in a minimum of 12 competency units each term. Graduate students are expected to enroll in a minimum of 8 competency units each term. A standard plan for a student for this program who entered WGU without any transfer units would look similar to the one on the following page. Your personal progress can be faster, but your pace will be determined by the extent of your transfer units, your time commitment, and your determination to proceed at a faster rate.

Standard Path *for* Bachelor of Science, Cloud Computing

Course Description	CUs

Course Description	CUs	Term
Technical Communication	3	10
Cloud Computing Capstone	4	10

Changes to Curriculum

WGU publishes an Institutional Catalog, which describes the academic requirements of each degree
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Areas of Study for Bachelor of Science, Cloud Computing

The following section includes the areas of study in the program, with their associated courses. Your specific learning resources and level of instructional support will vary based on the individual competencies you bring to the program and your confidence in developing the knowledge, skills, and abilities required in each area of the degree. The Degree Plan and learning resources are dynamic, so you need to review your Degree Plan and seek the advice of your mentor regarding the resources before you purchase them.

IT Fundamentals

Introduction to IT

Introduction to IT examines information technology as a discipline and the various roles and functions of the IT department as business support. Students are presented with various IT disciplines including systems and services, network and security, scripting and programming, data management, and business of IT, with a survey of technologies in every area and how they relate to each other and to the business.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner explains different computer hardware and networking technologies and their developments.*
- *The learner describes fundamental data management functions in databases.*
- *The learner identifies components of software and its relation to operating systems.*
- *The learner identifies computer hardware components.*
- *The learner describes the structure, function, and security associated with networks.*
- *The learner describes the basics of programming languages in software development.*
- *The learner describes the role of the IT department in IT infrastructure management, disaster recovery, and business continuity processes.*
- *The learner evaluates ethical concerns in information technology.*

IT Applications

IT Applications introduces skills in identifying operating systems and their configurations and in implementing security principles across devices and networks. Learners will also gain skills in troubleshooting software, security, and malware issues, and in implementing basic operational procedures in documentation, change management, compliance, and communication. The course will introduce basic disaster recovery and business continuity procedures, scripting basics, and remote access technology solutions. The course prepares learners for the CompTIA A+ Core 2 certification exam.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner identifies operating systems and their configurations.*
- *The learner implements security principles across devices and networks.*
- *The learner troubleshoots software, security, and malware issues.*
- *The learner implements basic operational procedures in documentation, change management, compliance, and communication.*
- *The learner implements basic disaster recovery and business continuity procedures.*
- *The learner identifies scripting basics.*
- *The learner identifies remote access technology solutions.*

IT Foundations

IT Foundations provides learners with an understanding of personal computer components and their functions in a desktop system; a knowledge of computer data storage and retrieval; and skills in classifying, installing, configuring, optimizing,

upgrading, and troubleshooting printers, laptops, portable devices, operating systems, networks, and system security. This course also gives learners the ability to recommend appropriate tools, diagnostic procedures, preventative maintenance, and troubleshooting techniques for personal computer components in a desktop system; strategies for identifying, preventing, and reporting safety hazards and environmental or human accidents in technological environments; and effective communication skills for interacting with colleagues and clients, including job-related professional behavior. The course prepares learners for the CompTIA A+ Core 1 certification exam.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized*

- *The learner analyzes complex problems and solutions using a systems thinking methodology.*
- *The learner designs a solution to a complex problem using systems thinking.*

Introduction to Physical and Human Geography

This is Introduction to Physical and Human Geography, a three-module course that addresses the question of what geography really is in today's complex world; how migration affects—and has been affected by—geography; and one of the biggest present problems related to geography: climate change. Because the course is self-paced, you may move through the material as quickly or as slowly as you need to, with the goal of demonstrating proficiency in the five competencies covered in the final assessment. If you have no prior knowledge of this material, you can expect to spend 30–40 hours on the course content.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner analyzes the message of a data visualization for a specific purpose.*
- *The learner interprets complex global systems through the lenses of physical and human geography.*
- *The learner analyzes the various causes and effects of human migration.*
- *The learner analyzes the connections among the various factors contributing to climate change.*
- *The learner applies logical reasoning to the analysis of climate change.*

American Politics and the US Constitution

American Politics and the U.S. Constitution examines the evolution of representative government in the United States and the changing interpretations of the civil rights and civil liberties protected by the Constitution. This course will give candidates an understanding of the powers of the branches of the federal government, the continual tensions inherent in a federal system, the shifting relationship between state and federal governments, and the interactions between elected officials and the ever-changing electorate. This course will focus on such topics as the role of a free press in a democracy, the impact of changing demographics on American politics, and the debates over and expansion of civil rights. Upon completion of the course, candidates should be able to explain the basic functions of the federal government, describe the forces that shape American policy and politics, and be better prepared to participate in America’s civic institutions. This course has no prerequisite.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized*
- *The graduate describes the influence of competing political ideologies on the development of the United States government.*
- *The graduate explains how the structure and powers of the United States government interact to form public policy.*
- *The graduate examines the influence of political parties, citizens, and non-governmental organizations on elections and other political processes inside a participatory democracy.*
- *The graduate examines the struggle to balance individual liberty, public order, and state’s rights.*
- *The graduate examines the influence of the media, public opinion, and political discourse on American democracy.*

Integrated Physical Sciences

This course provides students with an overview of the basic principles and unifying ideas of the physical sciences: physics, chemistry, and earth sciences. Course materials focus on scientific reasoning and practical, everyday applications of physical science concepts to help students integrate conceptual knowledge with practical skills.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner describes the nature and process of science.*
- *The learner examines applications of physics including fundamental concepts such as forces, motion, energy, and waves.*

course plan together.

- *The learner implements ethical decision-making frameworks in the information age.*
- *The learner describes ethical issues regarding data privacy, accuracy, access, and security.*
- *The learner explains professional ethical codes and their role in guiding professional behavior.*
- *The learner identifies interventions for personal bias and related legal concerns.*

Technical Communication

Technical Communication introduces skills in editing professional communications, evaluating the impact of professional etiquette in digital environments, and in creating artifacts that are persuasive, informational, and research-based. The course also introduces skills in delivering multimedia presentations using professional verbal communication skills.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized*
- *The learner edits corporate communications for proper grammar and punctuation.*
- *The learner evaluates the impact of business etiquette and communication in digital environments.*
- *The learner creates technical artifacts that are persuasive, informational, and research based.*
- *The learner delivers presentations with professional verbal communication skills and multimedia.*

Network and Security

Network and Security - Foundations

Network and Security - Foundations introduces learners to the basic network systems and concepts related to networking technologies. Learners will gain skills in applying network security concepts for business continuity, data access, and

Cloud Applications prepares learners for the CompTIA Cloud+ certification exam. Learners will gain skills in designing cloud infrastructure and services and in recommending cloud security solutions, policies, and procedures. The course will also introduce skills in deploying cloud solutions for storage, networking, and security, and in managing cloud operations with processes, procedures, and improvements. Learners will also gain skills in troubleshooting cloud services issues in networking, security, and performance.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner designs cloud infrastructure and services.*
- *The learner recommends cloud security solutions, policies, and procedures.*
- *The learner deploys cloud solutions for storage, networking, and security.*
- *The learner manages cloud operations with processes, procedures, and improvements.*
- *The learner troubleshoots cloud services issues in networking, security, and performance.*

Information Technology Management

Cloud Foundations

Cloud Foundations introduces learners to real-world issues and practical solutions to cloud computing. This course covers

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner identifies the fundamentals of open-source software.*
- *The learner develops resources for data access and security.*

General Science Content

Introduction to Biology

This course is a foundational introduction to the biological sciences. The overarching theories of life from biological research are explored as well as the fundamental concepts and principles of the study of living organisms and their interaction with the environment. Key concepts include how living organisms use and produce energy; how life grows, develops, and reproduces; how life responds to the environment to maintain internal stability; and how life evolves and adapts to the environment.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The graduate analyzes the characteristics and classifications of living organisms.*
- *The graduate analyzes the basic chemical composition of cells and the basic processes that happen at the cellular level.*
- *The graduate analyzes different types of cells based on their structures and biological functions.*
- *The graduate analyzes the biological basis for and patterns of heredity and gene expression.*
- *The graduate analyzes inter-dependencies of organisms and their environments.*

Networks

Networks

Networks introduces skills in configuring networking components and a network infrastructure. Learners will gain skills in optimizing network operations for availability, performance, and security, and in troubleshooting network issues. The course prepares learners for the CompTIA Network+ certification exam. Network and Security - Foundations is a prerequisite for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized*
- *The learner configures networking components.*
- *The learner configures a network infrastructure.*
- *The learner optimizes network operations for availability, performance, and security.*
- *The learner troubleshoots network issues.*
- *The learner implements network security techniques.*

Business of IT

Business of IT - Applications

Business of IT - Applications examines Information Technology Infrastructure Library (ITIL®) terminology, structure, policies, and concepts. Focusing on the management of information technology (IT) infrastructure, development, and operations, learners will explore the core principles of ITIL practices for service management to prepare them for careers as IT professionals, business managers, and business process owners. This course has no prerequisites.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized*

- *The learner applies Information Technology Infrastructure Library (ITIL) concepts, core components, principles, and models of service management.*
- *The learner applies the Information Technology Infrastructure Library (ITIL) six activities of the service value chain.*

IT Leadership Foundations

IT Leadership Foundations is an introductory course that provides students with an overview of organizational structures, communication, and leadership styles specific to information technology in organizations. It also introduces students to some of the power skills that help make successful IT professionals, including time management, problem solving, and emotional intelligence. Students in this course explore their own strengths and passions in relation to the field. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner selects appropriate influential leadership strategies for workplace situations.*
- *The learner communicates ideas, opinions, and information suitable for various professional settings.*
- *The learner reflects on the emotional reactions of self and others in a variety of professional situations.*
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Business of IT - Project Management

In this course, students will build on industry standard concepts, techniques, and processes to develop a comprehensive foundation for project management activities. During a project's life cycle, students will develop the critical skills necessary to initiate, plan, execute, monitor, control, and close a project. Students will apply best practices in areas such as scope management, resource allocation, project planning, project scheduling, quality control, risk management, performance measurement, and project reporting. This course prepares students for the following certification exam: CompTIA Project+.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner determines requirements of a project management plan.*
- *The learner identifies project factors, constraints, and risk strategies.*
- *The learner applies communication methods and change control processes within a project.*

Scripting and Programming

Scripting and Programming - Foundations

Scripting and Programming - Foundations introduces programming basics such as variables, data types, flow control, and design concepts. The course is language-agnostic in nature, ending in a survey of languages, and in0 rgeutpi1

PowerShell, an automation and configuration management tool based on a command-line shell and .NET Framework.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner implements tools that automate manual processes for an organization.*
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Web Development

Web Development Foundations

Web Development Foundations introduces students to web design and development using HTML, XML, and Cascading Style Sheets (CSS), the foundational languages of the web. This course also covers how to troubleshoot problems using developer tools and integrated development environments commonly employed in web development. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner creates the structure of basic web documents using HTML and XML.*
- *The learner implements web page formatting and interface aesthetics using CSS*
- *The learner resolves software problems in web development environments with debugging tools.*

Networking

Python for IT Automation

Python for IT Automation covers the fundamentals of the Python language and its features to control program flow, inform decisions, and automate IT tasks and processes. The course emphasizes a systematic approach to solving problems and the application of programming logic to administer secure, scalable, and resilient IT networks and systems.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.* *SQL) 78.95 -449.397461 Td/R10 9 Tf[675e learner implements toET Fram0.271 rg66 -509.397461 Td/R20 9 Tf[691*
- *The learner applies Python principles and syntax to manage variables, data structures, and operators and to perform IT tasks.*
- *The learner creates Python scripts using control structures to automate system tasks.*
- *The learner integrates Python scripts, modules, packages, and libraries to automate networking tasks and processes.*

Data Management

Data Management - Foundations

Data Management Foundations offers a

Data Systems Administration

Data System Administration provides learners with foundational skills to become a Database Administrator (DBA). This course illustrates how DBAs ensure businesses are able to leverage significant data to increase profitability and support key business functions. Topics include database management tools, account administration, recovery procedures, and maintenance through upgrades and migrations.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner performs database administration tasks from resource allocation to performance tuning.*
- *The learner manages user accounts, roles, and privileges of data access according to enterprise standards and policies.*
- *The learner performs backup and restore procedures in accordance with enterprise policies and requirements.*
- *The learner upgrades database processes and procedures for business optimization.*

Data Management - Applications

Data Management - Applications covers conceptual data modeling and introduces MySQL. Students will learn how to create simple to complex SELECT queries, including subqueries and joins, and how to use SQL to update and delete data. Topics covered in this course include exposure to MySQL; creating and modifying databases, tables, views, foreign keys and primary keys (FKs and PKs), and indexes; populating tables; and developing simple Select-From-Where (SFW) queries to complex 3+ table join queries. The following course is a prerequisite: Data Management - Foundations.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner recommends databases and database management systems to meet organizational needs.*
- *The learner queries database tables and views with SQL code.*
- *The learner creates DML statements that insert, update, and delete data in data tables.*
- *The learner implements joins and aggregate functions in SQL queries.*

Web and Cloud Security

Managing Cloud Security

Managing Cloud Security prepares learners to safeguard cloud data with identity and access management and to implement secure solutions in cloud service models. Learners will be introduced to skills in identifying security policies and procedures for cloud applications and in implementing operational capabilities, procedures, and training in relation to organizational needs. Learners will also gain skills in conducting risk analysis and risk management in alignment with disaster recovery and business continuity plans and in identifying legal, compliance, and ethical concerns.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner safeguards cloud data with identity and access management.*
- *The learner implements secure solutions in cloud service models.*
- *The learner implements operational capabilities, procedures, and training in relation to organizational needs.*
- *The learner identifies security policies and procedures for cloud applications.*
- *The learner conducts risk analysis and risk management in alignment with disaster recovery and business continuity plans.*
- *The learner identifies legal, compliance, and ethical concerns within a cloud environment.*

Cloud and Virtualization

Azure Fundamentals

Cloud Platform Solutions

Cloud Platform Solutions examines skills in identifying cloud system administration tasks related to user access groups, single sign-on (SSO), and server deployments. Students will gain skills in determining machine access for cloud storage solutions and in explaining the configuration of virtual machines for availability, scalability, performance, and security. Students will also be introduced to implementing virtual networking services and machine image monitoring. The following courses are prerequisites: Network and Security - Foundations, Network and Security - Applications, Networks, and Cloud Applications.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner identifies cloud system administration tasks related to user access groups, single sign-on (SSO), and server deployments.*
- *The learner determines machine access for cloud storage solutions.*
- *The learner explains the configuration of virtual machines for availability, scalability, performance, and security.*
- *The learner explains how to implement virtual networking services and machine image monitoring.*

Cloud Computing Capstone

The Cloud Computing Capstone offers learners opportunities to demonstrate the culmination of their skills learned within the Cloud Computing program. In this course, learners will show their skills by defining system components and creating implementation plans for cloud solutions. The course also offers learners ways to demonstrate their skills in determining configurations for API, performing system administration tasks, and creating test plans for cloud solutions.

This course covers the following competencies:

- *The learner defines system components for cloud solutions.*
- *The learner creates implementation plans for cloud solutions.*
- *The learner determines configurations for API and system administration tasks.*
- *The learner creates test plans for cloud solutions.*

Information Assurance

Introduction to Cryptography

Introduction to Cryptography introduces skills in applying cryptography principles in alignment with organizational and information security guidelines. Students will determine requirements and techniques for cryptanalysis. This course builds skills in implementing encryption methods with symmetric and asymmetric algorithms.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner applies cryptography principles in alignment with organizational and information security guidelines.*
- *The learner implements encryption methods with symmetric and asymmetric algorithms.*

Accessibility and Accommodations

Western Governors University is committed to providing equal access to its academic programs to all qualified students. WGU's Accessibility Services team supports this mission by providing support, resources, advocacy, collaboration, and academic accommodations for students with disabilities and other qualifying conditions under the Americans with Disabilities Act (ADA). WGU encourages student to complete the Accommodation Request Form as soon as they become aware of the need for an accommodation. Current and prospective students can reach the Accessibility Services team Monday through Friday 8:00 a.m. to 5:00 p.m. MST at 1-877-HELP-WGU (877-435-7948) x5922 or at ADASupport@wgu.edu.

Need More Information? WGU Student Services

WGU's Student Services team is dedicated exclusively to helping you achieve your academic goals. The Student Services office is available during extended hours to assist with general questions and requests. The Student Services team members help you resolve issues, listen to student issues and concerns, and make recommendations for improving policy and practice based on student feedback.

Student Services team members also assist with unresolved concerns to find equitable resolutions. To contact the Student Services team, please feel free to call 877-435-7948 or e-mail studentservices@wgu.edu. We are available Monday through Friday from 6:00 a.m. to 10:00 p.m., Saturday from 7:00 a.m. to 7:00 p.m., mountain standard time. Closed Sundays.

If you have inquiries or concerns that require technical support, please contact the WGU IT Service Desk. The IT Service Desk is available Monday through Friday, 6:00 a.m. to 10:00 p.m. and Saturday and Sunday, 10:00 a.m. to 7:00 p.m., mountain standard time. To contact the IT Service Desk, please call 1-877-HELP-WGU (877-435-7948) or e-mail servicedesk@wgu.edu. The support teams are generally closed in observance of university holidays.

For the most current information regarding WGU support services, please visit "Student Support" on the Student Portal at http://my.wgu.edu.