

Information Systems (Reynolda Campus)

Information Systems supports University instruction, research, and administrative needs through computing and telecommunications services. The campus computer network offers high-speed connectivity from all residence hall rooms, all offices, and many classrooms and public areas.

All students on the Reynolda Campus are given a network login ID; the login is maintained as long as the student is enrolled. This account provides students with access to electronic mail and software packages. Upon matriculation, and again at the beginning of the junior year, undergraduate students receive an IBM ThinkPad as part of their tuition. The current ThinkPad model has an 2.2 GigaHertz Pentium IV processor, 512 MB RAM, 32 MB video ram, 15" active matrix screen, 40 gigabyte hard drive, DVD/CD-RW drive, and wireless network access. In addition to the ThinkPad, all first-year and third-year students receive a color inkjet printer. Software on the ThinkPad includes Windows XP, Microsoft Office 2002, and Netscape Communicator, as well as research, analytical, and development tools. Maintenance and support for the laptop computers is provided on campus through an award-winning service center. Loaner computers are available for students as needed.

Information Systems also supports an extensive information system that includes documentation, class schedules and grades, University-wide activity calendars, the Wake Forest University Libraries information system, and the electronic version of the *Old Gold and Black*. The Wake Forest Information Network (WIN) provides the University community with faculty, staff, and student databases and directories, an alumni directory, class registration and degree audit services, and customizable links to news, weather, and research sites.

The University has an extensive collection of computing facilities that serve both academic and administrative needs. A Hewlett-Packard series 3000/979, a 3000/969, and Windows NT servers provide for administrative computing needs. Three IBM SP/2s and five free-standing RS/6000 computers provide messaging, systems management, Intranet, and scientific and other research needs. These SP/2s contain 7, 9, and 12 computing nodes respectively. In addition to the 12-node SP/2 complex, Wake Forest also maintains a 24 node Linux Cluster for supercomputing applications in the sciences. Sixty-two Windows NT servers and four LINUX servers provide for file and print services and courseware. A Windows NT server and an IBM H50 provide library services. These systems are available to students, faculty, and staff 24 hours a day through network and dial-up connectivity.

Programming languages available on the Academic Computing (AC) system include C, C++, Java, Perl, Tcl/TK, Pascal, Cobol, Fortran77, and Fortran95. Statistical packages such as SPSSX and SAS can be used for data analysis, forecasting, and financial modeling. Maple, a symbolic algebra package, is also available. Using the ThinkPads, students have access to a large variety of instructional and classroom resources through the campus network, including the Library CD ROM network and OCLC FirstSearch.

Many departments on campus have their own computing resources in addition to those available through the Information Systems Department. For example, Physics and Chemistry share six DEC Alpha, six IBM PowerSeries, two SUN SPARC, and a SGI Indy workstation. The Wayne Calloway School of Business and Accountancy and the Education Department have their own microcomputer labs.

Wake Forest has access to computing resources outside the University. The University is a member of the Inter-University Consortium for Political and Social Research (ICPSR), located at the University of Michigan. Membership in ICPSR provides faculty and students with access to a large library of data files, including public opinion surveys, cross-cultural data, financial data, and complete census data. The University is also a member of EDUCAUSE, a national consortium of colleges and universities concerned with computing issues.

Wake Forest has a 622 megabit ATM (asynchronous transfer mode) connection to the Internet. Through this connection, Wake Forest has access to supercomputing resources located at the MCNC/North Carolina Supercomputing Center in the Research Triangle and to all the premier research networks in the World, including Internet II and Abilene. Wake Forest is also working closely with the North Carolina Research and Education Network on other advanced networking technologies. The Undergraduate Campus is connected to the Medical School and other educational institutions in Winston-Salem through a dedicated fiber optic network.

Information Systems supports and maintains the University's high speed, switched FDDI (fiber distributed data interface), Gigabit Ethernet, Fast Ethernet and extensive wireless campus network. This network currently connects all academic and administrative buildings and provides robust interconnectivity for independent building Ethernet networks. Each residence hall room is equipped with one Ethernet connection per resident.

Information Systems provides assistance by telephone, and supports walk-in customers, from 8 a.m. until 9 p.m., Monday through Thursday; 8 a.m. until 5 p.m. on Friday; and 1 p.m. until 9 p.m. on Sunday. A voice mail retrieval system is activated on Saturdays to respond to emergency calls. On-site computing support is available in residence halls through Resident Technology Advisors (RTAs). Over 140 students are employed by Information Systems in a variety of areas. This extensive student-centric computing environment is a key component of our educational support mission. Students work in a number of settings – from the RTAs and Help desk to direct faculty support. Students also gain experience in technology management and implementation through a consulting organization (Knowledge2Work).

Libraries

The libraries of Wake Forest University support instruction and research at the undergraduate level and in the disciplines awarding graduate degrees. The libraries of the University hold membership in the Association of College and Research Libraries, and in the Association of Southeastern Research Libraries. They rank among the top libraries in the Southeast in expenditures per student.

The Wake Forest University libraries include the Z. Smith Reynolds Library, the Professional Center Library (serving the Law School and the Babcock Graduate School of Management), and the Coy C. Carpenter Library of the Wake Forest University School of Medicine.

The three libraries maintain collections totaling over 1.6 million print volumes and subscriptions to more than 16,000 periodicals and serials, largely of scholarly content. The Z. Smith Reynolds Library holds over 1.3 million volumes in the general collection, over 1 million reels of microfilm and pieces of microtext, and expanding media collections. As a congressionally designated selective federal depository and depository of North Carolina government information, the ZSR Library holds nearly 170,000 government documents. The Professional Center Library holds nearly 200,000 volumes and the Coy C. Carpenter Library holds over 145,000 volumes. The three libraries share an online catalog that also provides entrée to electronic resources, databases, and an ever-increasing collection of electronic journals, all accessible via the campus network and remotely.

The Z. Smith Reynolds Library provides comprehensive reference and research services grounded in the tenets of information literacy, including assistance with online searching, directed and independent research, discipline-related library instruction, and general library orientation. Reference tools are available in electronic and print formats. Wake Forest students, faculty, and staff may use interlibrary loan services to borrow materials from other libraries throughout the country at no charge. Special collections in the Z. Smith Reynolds Library include the Rare Books Collection, which emphasizes American and British authors of the late nineteenth and early twentieth centuries. The Ethel Taylor Crittenden Baptist Historical Collection and the Wake Forest College/University Archive are maintained in this library as well.

Facilities in the Z. Smith Reynolds Library include the Information Technology Center which is equipped for multimedia viewing, editing, and scanning and has a computer lab for student use. Training in computer and multimedia technologies is available through the ITC. Several small group study rooms are located throughout the library and may be reserved. Two 24-hour study areas are accessible by key-card.

The Coy C. Carpenter Library of the Wake Forest University School of Medicine houses special collections including the written and oral history of the School of Medicine, the history of neurology, and the Suzanne Meads Art in Medicine collection. The Dorothy Carpenter Medical Archives also contain the papers of the American Neurological Association, the American Society of Neuroimaging, the Association of Medical Illustrators, the Society of Neurological Surgeons, the Association for Research in Nervous and Mental Disease, the North Carolina Surgical Association, and the North Carolina Baptist Hospital Nursing School.