

Information Systems (Reynolda Campus)

Information Systems supports University instruction, research, and administrative needs through computing and telecommunications services. The campus computer network offers wired and wireless high-speed connectivity from all campus buildings.

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 networked computer resources such as electronic mail, client-server software packages, various courseware applications, and administrative services. Upon matriculation, and again at the beginning of the junior year, undergraduate students receive a new ThinkPad computer as part of their tuition. The current ThinkPad model specifications can be found on the Information Systems Web site, www.wfu.edu/is. Standard software on the ThinkPad includes Windows XP Professional Edition, Microsoft Office, Adobe Acrobat and digital media tools, and Internet applications like Mozilla and Adobe Dreamweaver. The ThinkPad also has a variety of research, analytical, and development tools, as well as the latest version of Symantec AntiVirus. Maintenance and support for the ThinkPad computers is provided on campus through a service center located in the Information Systems Building. Loaner computers are available for students as needed. In addition to the ThinkPad, all first-year students receive an HP color inkjet printer/scanner/copier.

Information Systems maintains an extensive array of online information systems that support University admissions, student registration, grade processing, payroll administration, accounting services, and many other administrative and academic applications. In addition, the Wake Forest Information Network (WIN) provides the University community with features like faculty, staff, and student directories; an alumni directory and career networking service; online class registration; and vehicle registration.

Students also have 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.

The University has an extensive collection of computing facilities that serve both academic and business needs. Wake Forest's network infrastructure includes a gigabit Ethernet backbone, 100 megabit switched connectivity to the desktop, and pervasive, 802.11a/g wireless connectivity in all campus buildings. LINUX and Windows-based servers provide for business computing needs and services. A mix of LINUX, AIX systems and Windows-based systems provide for messaging, systems management, Internet, intranet, courseware, various research needs, and file and print services. A LINUX supercomputing cluster provides supercomputing services for math, computer science, physics, and other scientific research applications. These systems are available to students, faculty, and staff 24 hours a day through the Wake Forest University network or ISP connectivity. All connections are protected by VPN and firewalls.

Programming languages available on the Academic Computing (AC) system include C, C++, Java, Perl, Tcl/Tk, Fortran77. Statistical packages such as SPSS 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, classroom, and research resources through the campus network including the online catalog, databases, and electronic journals provided by the Z. Smith Reynolds Library. Many departments on campus have their own computing resources in addition to those available through the Information Systems Department.

Information Systems also provides telephone and cable television services to the students, faculty, and staff of Wake Forest. All telephone users receive voice mail, caller ID and call waiting. Cable television, while providing a recreational outlet, plays an important role by providing access to campus information and educational offerings. Cable channel 2 is the Wake Forest Information Systems channel, which provides updated information on campus technology, Help Desk hours, and the status of various technology services. Cable channel 6 is student-run WAKE-TV, which features various student programming. Channels 20 and 22 carry SCOLA and SCOLA2, nonprofit educational services that feature television programming from more than 50 different countries in their original languages. Information Systems also offers select HDTV channels to students in residence halls.

Information Systems provides assistance online at <http://help.wfu.edu>, by telephone at xHELP (x4357) and supports walk-in customers in room 256 of the Information Systems Building from 8 a.m. until 7 p.m. Monday through Thursday; 8 a.m. until 5 p.m. on Friday; and 3 p.m. until 7 p.m. on Sunday. A voice mail retrieval system is activated on weekends and during holiday breaks to respond to emergency calls. Help Desk Lite, housed in the Z. Smith Reynolds Library, offers limited services to customers and has on-site staff available between 7 p.m. and 9 p.m. Monday through Thursday. On-site computing support in the residence halls is available from Resident Technology Advisors (xRTAS). In addition, students have 24-hour access to online support resources at <http://help.wfu.edu>.

More than 100 students are involved in Information Systems student technology programs. Students work in a number of settings that include providing direct support for students, faculty, and staff as well as providing technology services for external organizations in the surrounding community. In addition, students participate in unique leadership and community outreach programs including a technology-focused theme house.

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 American Library Association 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, which is located on the Reynolda Campus and supports the undergraduate College, the Calloway School of Business and Accountancy, the Graduate School of Arts and Sciences, and the Divinity School. The Professional Center Library, housed in the Worrell Professional Center on the Reynolda Campus, serves the Law School and the Babcock Graduate School of Management. The Coy C. Carpenter Library serves the Wake Forest School of Medicine and is located on the Bowman Gray Campus. The three library collections total over 1.9 million volumes. Subscriptions to more than 35,000 periodicals and serials, largely of scholarly content, are maintained at the libraries. The Z. Smith Reynolds Library holds over 1.4 million volumes in the general collection, over 1 million reels of microfilm and pieces of microtext, and nearly 25,000 media items. 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 over 200,000 volumes and the Coy C. Carpenter Library holds over 160,000 volumes. The three libraries share an online catalog, which also provides access to electronic resources, journals and databases, all accessible via the campus network and on the Internet.

Through interlibrary loan service, students, faculty and staff may obtain materials from other libraries at no charge. In addition, Wake Forest University faculty members have borrowing privileges and on-site access to the collections of some of the most important research libraries in North America. The Z. Smith Reynolds Library provides access to a number of digital current awareness tools to help faculty stay up-to-date in their fields of interest. Photocopy services and campus delivery of books, media and ILL materials are provided to faculty as well. Library staff members instruct and support faculty in using the Blackboard course management system. Faculty may place course materials and readings on Reserve, with electronic reserve options available. Faculty participate in collection development by recommending purchases through Library Liaisons, Faculty Library Representatives, and Academic Department Chairs. Faculty members, along with students, serve on the Library Planning Committee. Library services specifically tailored for faculty are outlined at <http://zsr.wfu.edu/faculty.html>

The Z. Smith Reynolds Library provides comprehensive reference and research services including assistance with directed and independent research and online searching, discipline related library instruction, general library orientation, tours, and a one-credit elective course entitled "Accessing Information in the 21st Century." Reference tools are available in electronic and print formats.

Special collections in the Z. Smith Reynolds Library include the Rare Books and Manuscripts Collection and the Ethel Taylor Crittenden Baptist Historical Collection. The Rare Books and Manuscripts Collection, greatly enhanced by the donation of rare and fine books of the late Charles H. Babcock, emphasizes American and British authors of the nineteenth and twentieth centuries. Among the collections are works of Mark Twain, Gertrude Stein, William Butler Yeats, T.S. Eliot and the publications of the Hogarth Press. The extensive Anglo-Irish literature collection includes the Dolmen Press Archive. The archive of alumnus Harold Hayes, editor of *Esquire* magazine in the 1960's - 70's, and the Maya Angelou works for theater, television and screen are maintained in the special collections. The Ethel Taylor Crittenden Baptist Historical Collection contains significant books, periodicals, manuscripts and church records relating to North Carolina Baptists, as well as the personal papers of prominent ministers, educators, and government officials with ties to Wake Forest College/University. The Wake Forest College/University Archive is maintained in the library as well.

The entire library is equipped for wireless internet access. Facilities in the Z. Smith Reynolds Library include an Information Technology Center (ITC) which offers a computer lab, technology training classes and collaborative space for student group work. The ITC also offers a multimedia lab with stations for digital imaging, scanning, and multimedia projects. Small group study rooms may be reserved at the circulation desk. In addition, 90 locking study carrels located throughout the Reynolds stacks may be reserved by graduate students and faculty. Two 24 hour study rooms, one of which houses a cyber café, are located near the entrance to the library and may be accessed by keycard when the library is closed. A full description of the Z. Smith Reynolds Library resources and services is found at <http://zsr.wfu.edu/>.