



Program Guidebook

Master of Arts, Science Education (5-12, Bio)

The Master of Arts in Science Education (5-12, Biological Science) is a competency-based degree program that prepares already licensed teachers to be licensed to teach biology in grades 5-12 and provides the opportunity to develop skills in science curriculum development, design, and evaluation. All work in this degree program is online and includes General Science Content, Biology Content, and Science Education courses. All students complete a culminating Teacher Performance Assessment.

Understanding the Competency-Based Approach

Practically speaking, what does it mean when we say that WGU's programs are competency-based? Unlike traditional universities, WGU does not award degrees based on credit hours or on a certain set of required courses. Instead, you will earn your degree by demonstrating your skills, knowledge, and understanding of important concepts through a series of carefully designed courses.

Progress through your degree program is governed not by classes but by satisfactory completion of the required courses that demonstrate your mastery of the competencies. Of course, you will need to engage in learning experiences as you brush up on competencies or develop knowledge and skills in areas in which you may be weak. For this learning and development, WGU has a rich array of learning resources in which you may engage under the direction of your student mentor. You will work closely with your mentor to schedule your program for completing the courses. You will also work closely with additional faculty members as you proceed through courses of study that are designed to lead you through the content you must master in order to pass the assessment(s) for each course.

The benefit of this competency-based system is that it makes it possible for people who are knowledgeable about a particular subject to make accelerated progress toward completing a WGU 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, indeed, 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). The WGU Teachers College is accredited by the National Council for Accreditation of Teacher Education (NCATE). 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 Informatics and Information Management Education (CAHIIM).

The Degree Plan

The focus of your program is your personalized Degree Plan. The Degree Plan is a detailed blueprint of the courses you will need to complete in order to earn your degree. The Degree Plan also lays out the accompanying learning resources and assessments that compose your program. The list of courses in the Degree Plan is often referred to as the standard path. The amount of time it takes to complete your program depends on both the amount of new information you need to learn and the amount of time you plan to devote each week to study.

Students will vary widely in the specific skills and information they need to learn. For example, some students may be highly knowledgeable in a particular subject matter and would not need to engage in new learning opportunities. Other students may find that portions of the program require them to learn new information and that they may need to take an online class or participate in a study module to acquire the knowledge and skills needed to pass the program competencies in that area. Some individuals may be able to devote as little as 15–20 hours per week to the program, while others may need to devote more time. For this reason, you will complete preassessments to help your mentor form a profile of your prior knowledge and experience for use in creating your personalized Degree Plan.

WGU's Mentoring Approach

The mentoring approach is a powerful component of the WGU educational experience. When you enroll at WGU, you will begin interacting with your student mentor, course mentors, and other support staff. Your student mentor will meet with you on a regular basis and take an active role and a personal interest in your success. Your student mentor will be your point of contact throughout your program and will be available to communicate with you via e-mail or phone. Your mentor will help you set weekly study goals, guide you to learning materials, help you understand what to expect in courses, and motivate you to work hard to complete your program. When you have questions or concerns, your mentor will help you resolve them.

As you work on each course, you will also be assigned course mentors. These course mentors are content experts who can discuss your learning for the course, help you find answers to content questions, and help you navigate the course successfully. Your course mentors are available to meet with you individually to provide personal support. You can also communicate with them by posting in the online learning community and participating in live discussion sessions such as webinars and cohorts.

Working closely with your own personal mentoring team will help you engage in the learning process and be a successful student while at WGU.

Connecting with Other Mentors and Fellow Students

As you proceed through your Degree Plan, you will have direct contact with multiple faculty members. These communications can take a variety of forms, including participation in one-on-one discussions, chats in the learning communities, and live cohort and webinar opportunities. As a WGU student, you will have access to your own personal myWGU Student Portal, which will provide a gateway to your courses of study, learning resources, and learning communities where you will have interactions with faculty and other students.

The resources in each course are specifically designed to support you as you develop competencies in preparation for your assessments through the utilization of reading materials, videos, tutorials, cohort opportunities, community discussions, and live discussions that are guided by content experts. You will access your program community during your orientation course to network with peers who are enrolled in your program and to receive continued support through professional enrichment and program-specific chats, blogs, and discussions. WGU also provides Student Services Associates to help you and your mentor solve any special problems that may arise.

Orientation

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." Within the Teachers College, there may be additional courses to meet state requirements.

[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 enrollment allow you to focus on your studies without the hassle of unnatural breaks between terms that you would experience at a more traditional university. At the end of every six-month term, you and your student mentor will review the progress you have made and revise your Degree Plan for your next six-month term.

WGU requires that students make measurable progress toward the completion of their degree programs every term. We call this "On-Time Progress," denoting that you are on track and making progress toward on-time graduation. As full-time students, graduate students must enroll in at least eight (8) competency units each term, and undergraduate students must enroll in at least twelve (12) competency units each term. Completing at least these minimum enrollments is essential to On-Time Progress and serves as a baseline from which you may accelerate your program. We measure your progress based on the courses you are able to pass, not on your accumulation of credit hours or course grades. Every time

you pass a course you are demonstrating that you have mastered skills and knowledge in your degree program. For comparison to traditional grading systems, passing a course means you have demonstrated competency equivalent to a “B” grade or better.

WGU assigns competency units to each course in order to track your progress through the program. A competency unit is equivalent to one semester credit of learning. Some courses may be assigned 3 competency units while others may be as large as 12 competency units.

Satisfactory Academic Progress (SAP) is particularly important to students on financial aid because you must achieve SAP in order to maintain eligibility for financial aid. We will measure your SAP quantitatively by reviewing the number of competency units you have completed each term. In order to remain in good 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.

External Content & Basic Skills Exams

Western Governors University requires that candidates pass the state-mandated content exam that aligns with their WGU program in addition to a basic skills exam (initial licensure programs only). Specific information regarding required content and basic skills exams required for each program and state can be found in the WGU Student Handbook. In many cases, it is the candidates’ responsibility to register and pay for the required exams and submit their official passing score reports to WGU.

State Licensure Requirements

Many states have specific licensure requirements that are not part of WGU programs that you will have to fulfill in addition to the degree requirements of your program. These state licensure requirements might include, but are not limited to: subject-specific licensure exams, state-specific teacher performance assessments, course work related to state history, basic skills exams, and background clearances. The WGU Student Handbook outlines the credentialing requirements of each state. Teacher candidates should consult the applicable section to become familiar with their state’s expectations regarding licensure.

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're 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. It includes a list that can be referenced to determine the mobile friendliness of all core course materials used in a program.

[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* Master of Arts, Science Education (5-12, Bio)

Course Description	CUs	Term
Introduction to Biology	2	1
Human Anatomy and Physiology	3	1
General Chemistry I	2	1
General Chemistry Laboratory I	1	1
Molecular and Cellular Biology	3	2
Heredity and Genetics	2	2
Science, Technology, and Society	2	2
Zoology	2	2
Ecology and Environmental Science	2	3
Evolution	3	3
Biology: Content Knowledge	1	3
Science Methods	3	3
MA, Science Education Teacher Performance Assessment	6	4

Changes to Curriculum

WGU publishes an Institutional Catalog, which describes the academic requirements of each degree program. Although students are required to complete the program version current at the time of their enrollment, WGU may modify requirements and course offerings within that version of the program to maintain the currency and relevance of WGU's competencies and programs. As these changes are implemented, WGU will ensure that the length of the student's degree program (i.e., total competency unit requirements) will not increase and that competency units already earned will be applied to the updated program version. When program requirements are updated, students readmitting after withdrawal from the university will be expected to re-enter into the most current catalog version of the program.

Areas of Study for Master of Arts, Science Education (5-12, Bio)

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.

General Education

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:

- *The graduate analyzes interdependencies of organisms and their environments.*
- *The graduate analyzes the characteristics and classification of living organisms.*
- *The graduate analyzes different types of cells based on their structures and biological functions.*
- *The graduate analyzes the basic chemical composition of cells and the basic processes that happen at the cellular level.*
- *The graduate analyzes the biological basis for and patterns of heredity and gene expression.*

Biology Content

Human Anatomy and Physiology

This course examines the structures and functions of the human body and covers anatomical terminology, cells and tissues, and organ systems. Students will use a dissection lab to study the healthy state of the organ systems of the human body, including the digestive, skeletal, sensory, respiratory, reproductive, nervous, muscular, cardiovascular, lymphatic, integumentary, endocrine, and renal systems. There are no prerequisites for this course.

This course covers the following competencies:

- *The graduate analyzes the structures and functions of the human cardiovascular and respiratory systems.*
- *The graduate analyzes the structure and function of the human nervous system.*
- *The graduate analyzes the structure and function of the human digestive system.*
- *The graduate analyzes the structure and function of the human renal and reproductive systems.*
- *The graduate analyzes the structure and function of the human lymphatic and endocrine systems.*
- *The graduate applies appropriate terminology to communicate about body position and human anatomical features and relationships.*
- *The graduate analyzes the structures and functions of the human muscular, skeletal, and integumentary systems.*

Molecular and Cellular Biology

Molecular and Cellular Biology provides students seeking licensure or endorsement in biology, grades 5-12, with an introduction to the area of molecular and cellular biology. Molecular and Cellular Biology examines the cell as an organism

emphasizing molecular basis of cell structure and functions of biological macromolecules, subcellular organelles, intracellular transport, cell division, and biological reactions. Prerequisite: Introduction to Biology.

This course covers the following competencies:

- *The graduate analyzes the structure of biological macromolecules to determine their function within a cell.*
- *The graduate examines chemical principles, enzymes, biochemical pathways, energy flow, and cellular environments to analyze cellular metabolism.*
- *The graduate examines the processes within the cell cycle in order to recognize their impact on growth and development.*
- *The graduate distinguishes the steps involved in the synthesis and processing of mRNA and protein to analyze their purpose in cell function.*
- *The graduate examines cells, organelles, viruses, and vaccines to analyze their structure and function in biological systems.*
- *The graduate applies basic laboratory techniques to examine biological processes and reactions.*

Heredity and Genetics

Heredity and Genetics is an introductory course for graduate students seeking initial licensure or endorsement in biology (grades 5–12). This course addresses the basic principles of heredity and the function of molecular genetics. Topics include Mendelian and non-Mendelian inheritance and population genetics. This course has no prerequisites.

This course covers the following competencies:

- *The graduate examines the structure and expression of genes to explain resulting phenotypes.*
- *The graduate researches applications of molecular genetics to analyze chromosomal disorders and mutations.*
- *The graduate researches the biological basis of inheritance to analyze patterns of heredity.*
- *The graduate applies the principles of population genetics to determine characteristics of a population.*

Zoology

Zoology provides students seeking licensure or endorsement in biology, grades 5-12, with an introduction to the field of zoology. Zoology includes the study of major animal phyla emphasizing characteristics, variations in anatomy, life cycles, adaptations, and relationships among the animal kingdom. Prerequisite: Introduction to Biology.

This course covers the following competencies:

- *The graduate distinguishes the characteristics of animals to organize them into phyla.*
- *The graduate analyzes the life cycles of animals to determine the relationships within and between phyla.*
- *The graduate analyzes the anatomies of animals to distinguish the relationships among organisms.*
- *The graduate analyzes adaptations to recognize the impact on the evolution of phyla.*

Evolution

Students will learn why evolution is the fundamental concept that underlies all life sciences and how it contributes to advances in medicine, public health and conservation. Course participants will gain a firm understanding of the basic mechanisms of evolution including the process of speciation --- and how these systems have given rise to the great diversity of life in the world today. They will also explore how new ideas, discoveries and technologies are modifying prior evolutionary concepts. Ultimately, the course will explain how evolution works and how we know what we know.

This course covers the following competencies:

- *The graduate appreciates the different opinions about how species are defined based on using molecular data to understand evolutionary processes.*

- *The graduate can explain the basic theory of evolution and how evolutionary mechanisms have driven diversification among organisms.*
- *The graduate recognizes how evolutionary theory impacts our lives through modern medicine, agriculture, and conservation efforts.*
- *The graduate has an in-depth understanding of how coevolution, genetic drift, natural selection, and sexual selection contribute to the organization of the Earth's biodiversity.*
- *The graduate has a practical understanding of Darwin and the evidence that led him to propose his theory of evolution.*
- *The graduate recognizes the complexities of human evolution, where humans fit with respect to other organisms on the Tree of Life, and what sets humans apart from other animals.*

Biology: Content Knowledge

This comprehensive course examines a student's conceptual understanding of a broad range of biology topics. High school biology teachers must help students make connections between isolated topics. For example, when studying hormones created by endocrine glands traveling through the circulatory system to maintain homeostasis, a student is connecting many biology topics. This course starts with macromolecules that make up cellular components and continues with understanding the many cellular processes that allow life to exist. Connections are then made between genetics and evolution. Classification of organisms leads into plant and animal development that study the organ systems and their role in maintaining homeostasis. The course finishes by studying ecology and the affect humans have on the environment.

This course covers the following competencies:

- *The graduate verifies that they possess the requisite biology knowledge and skills by passing the biology content knowledge test required to become a beginning teacher of secondary school biology.*
- *The graduate synthesizes concepts and processes from across biology to generate a comprehensive understanding of the field.*

General Science Content

General Chemistry I

In this course students will attain a solid understanding of fundamental chemistry concepts and a reasonable ability to solve chemical problems. Topics include measurement, elements and compounds, properties of matter and energy, the periodic table and chemical nomenclature, quantities in chemistry, chemical reactions, the modern atomic theory, and the chemical bond. Laboratory work focuses on using effective laboratory techniques to examine the physical and chemical characteristics of matter.

This course covers the following competencies:

- *The graduate predicts the nature of chemical bonds formed between atoms from various elemental groups.*
- *The graduate applies the principles of measurement and the concepts of matter and energy to solve problems.*
- *The graduate applies the modern atomic theory to explain the structure of atoms and periodic trends.*
- *The graduate determines quantities of materials consumed and produced in chemical reactions using moles and stoichiometry.*
- *The graduate analyzes the structure of atoms and compounds and applies systems for naming compounds.*

General Chemistry Laboratory I

In this course students will attain a solid understanding of fundamental chemistry concepts and a reasonable ability to solve chemical problems. Topics include measurement, elements and compounds, properties of matter and energy, the periodic table and chemical nomenclature, quantities in chemistry, chemical reactions, the modern atomic theory, and the chemical bond. Laboratory work focuses on using effective laboratory techniques to examine the physical and chemical

characteristics of matter.

This course covers the following competencies:

- *The graduate applies effective laboratory techniques to examine physical and chemical characteristics of matter.*

Ecology and Environmental Science

Ecology and Environmental Science is an introductory course for graduate students seeking initial licensure or endorsement in science education for grades 5–12. The course introduction to ecology and environmental science and explores the relationships between organisms and their environment, including population ecology, communities, adaptations, distributions, interactions, and the environmental factors controlling these relationships. This course has no prerequisites.

This course covers the following competencies:

- *The graduate assesses the challenges associated with resource management in order to compare potential sustainable solutions.*
- *The graduate examines ecosystems to analyze the relationship between populations and the environment.*
- *The graduate analyzes biogeochemical cycles to explain the importance of these cycles to global processes.*
- *The graduate examines the flow of energy in an ecosystem to assess how changes in that flow affect biodiversity.*
- *The graduate researches environmental challenges to discuss potential solutions.*

Science Education

Science, Technology, and Society

Science, Technology, and Society explores the ways in which science influences and is influenced by society and technology. A humanistic and social endeavor, science serves the needs of ever-changing societies by providing methods for observing, questioning, discovering, and communicating information about the physical and natural world. This course prepares educators to explain the nature and history of science, the various applications of science, and the scientific and engineering processes used to conduct investigations, make decisions, and solve problems. There are no prerequisites for this course.

This course covers the following competencies:

- *The graduate conducts investigations in science to solve open-ended problems using appropriate scientific methods.*
- *The graduate analyzes the historical development of science, including how scientific knowledge evolves.*
- *The graduate analyzes the various ways in which science, technology, and society are interrelated.*
- *The graduate analyzes the nature of science, including how science distinguishes itself from other ways of knowing.*
- *The graduate analyzes the relationships among themes that appear across multiple scientific ideas.*
- *The graduate formulates testable hypotheses for scientific investigations.*
- *The graduate analyzes socially relevant scientific issues to make informed decisions based on data and context.*
- *The graduate uses technology tools and mathematics to improve investigations and the communication of results.*
- *The graduate analyzes the principles, processes, and assumptions of investigations in science to engage students in the nature of inquiry.*

Science Methods

Science Methods provides graduate students seeking additional licensure or endorsement in the sciences for grades 5-12 with an introduction to science teaching methods and laboratory safety training. Course content focuses on designing and teaching with the three dimensions of science: disciplinary core ideas, crosscutting concepts, and science and engineering practices. Laboratory safety training and certification will include the proper use of personal protective equipment and safe

laboratory practices and procedures in science classrooms. This course has no prerequisites.

This course covers the following competencies:

- *The graduate establishes an emergency response plan to prepare for potential emergency situations in the science learning environment.*
- *The graduate develops plans for the use, storage, and maintenance of science materials and protective equipment and for the care of living organisms to comply with district, state, and federal safety, ethical, and legal standards for science teachers.*
- *The graduate analyzes connections among the three dimensions of science instruction—disciplinary core ideas, crosscutting concepts, and science and engineering practices—to prepare and plan for instruction.*
- *The graduate integrates technology into science activities to support student engagement and content mastery.*
- *The graduate develops assessment strategies that measure three-dimensional science learning to determine the effectiveness of teaching and learning experiences.*
- *The graduate develops lessons that integrate the three dimensions of science with applicable technologies to connect scientific concepts and phenomena.*

Teacher Performance Assessment

MA, Science Education Teacher Performance Assessment

MA, Science Education (5-12 Geo) Teacher Performance Assessment contains a comprehensive, original, research based curriculum unit designed to meet an identified educational need. It provides direct evidence of the candidate's ability to design and implement a multi-week, standards-based unit of instruction, assess student learning, and then reflect on the learning process. The WGU Teacher Performance Assessment requires students to plan and teach a multi-week standards-based instructional unit consisting of seven components: 1) Contextual factors, 2) learning goals, 3) assessment, 4) design for instruction, 5) instructional decision making, 6) analysis of student learning, and 7) self-evaluation and reflection.

This course covers the following competencies:

- *The graduate integrates strategies to develop academic language that facilitates effective student participation and engagement in learning.*
- *The graduate integrates and synthesizes competencies from across the degree program, thereby demonstrating the ability to participate in and contribute value to the chosen professional field.*
- *The graduate demonstrates ethical responsibilities and appropriate teaching dispositions, including those outlined in the Western Governors University Teachers College Code of Ethics.*
- *The graduate utilizes assessment data to profile student learning, communicate information about student progress and achievement, and guide and modify instruction.*
- *The graduate evaluates the teaching context to accommodate student differences to plan for instruction and assessment.*
- *The graduate plans comprehensive learning segments of instruction and assessment that align with standards and the needs of students.*
- *The graduate evaluates teaching experiences including the planning and implementing of curriculum and instruction through ongoing reflection.*
- *The graduate recommends strategies that support the development of academic language for all students.*
- *The graduate recommends various strategies to differentiate instruction to meet the diverse needs of individual students.*
- *The graduate recommends improvements for instruction and professional practice through personal reflection.*
- *The graduate develops appropriate plans for professional growth in subject matter knowledge and pedagogical skills, including habits and skills of continual inquiry and learning.*

- *The graduate plans learning environments that support individual learning, collaboration, and positive social interaction.*
- *The graduate applies instructional strategies that promote learning, engage students, and provide differentiated instruction.*

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 administrative or accessibility issues. 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. The Student Services team provides a formal means by which you can express your views, which in turn will inform the decisions we make.

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>.