WESTERN GOVERNORS UNIVERSITY
ONLINE. ACCELERATED. AFFORDABLE. ACCREDITED.

Program Guidebook

Master of Science, Nursing - Nursing Informatics

The Master of Science degree in Nursing Informatics is a competency-based program that prepares graduates for a rewarding career as a specialist in the field of Nursing Informatics. Informatics Nurse Specialists have the knowledge, skills, and expertise to design, develop, implement, and evaluate Health Information Systems that support the delivery of safe, efficient and high-quality healthcare services. Students in the WGU M.S. Nursing Informatics program apply systems-thinking strategies to transform data to wisdom for understanding the determinants and distribution of healthcare needs in diverse populations. This program prepares students to select and use contemporary technologies to collaborate with interprofessional teams for the development and implementation of health education programs, evidence-based practices, and point-of-care policies. Through the integration of nursing science, computer science and information science, students will develop competencies for performing advanced informatics skills to improve health outcomes, such as data capture, management, mining, and analysis. This masters degree program supports students in applying their knowledge and conceptual understanding of nursing informatics to real-world situations where the use of information and communication technologies are essential for delivering and coordinating care across multiple settings. Graduates of the WGU masters-degree Nursing Informatics program are prepared to gather, document, and analyze outcome data that will serve as a foundation for data-driven decisions that inform practice processes and the implementation of interventions or strategies to improve healthcare outcomes.

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 Informatics 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."

[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.

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'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 Science, Nursing - Nursing Informatics

Course Description	CUs	Term
Professional Presence and Influence	2	1
Translational Research for Practice and Populations	2	1
Advanced Information Management and the Application of Technology	3	1
Organizational Leadership and Interprofessional Team Development	3	1
Pathopharmacological Foundations for Advanced Nursing Practice	3	2
Comprehensive Health Assessment for Patients and Populations	3	2
Essentials of Advanced Nursing Practice Field Experience	2	2
Policy, Politics, and Global Health Trends	3	3
Foundations in Nursing Informatics	2	3
Informatics System Analysis and Design	3	3
Data Science and Analytics	2	4
Data Modeling and Database Management Systems	2	4
Nursing Informatics Field Experience	4	4
Nursing Informatics Capstone	2	5

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 returning from term break or returning after withdrawal from the university will be expected to re-enter the updated version of the program.

Areas of Study for Master of Science, Nursing - Nursing Informatics

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.

MSN Professional Nursing Core

Professional Presence and Influence

Who we are and how we behave affects others. Our professional presence in therapeutic settings can support or inhibit well-being not only in patients, but also in the rest of the health care team, in the family and support system of the patients, and in the health care organization as a whole. This course will help registered nurses manage this impact by recognizing situations and practices that support a positive environment and cultivating actions and responses to achieve and maintain this environment. The growth of self-knowledge will expand nurses' ability to direct influence in ways that are intended rather than in random or destructive ways.

This course covers the following competencies:

- *The graduate utilizes personality tools to identify his/her own personality type and incorporate self-awareness practices to increase mindful presence into his/her own life, practice of health care, and interactions with patients and colleagues.*

- *The graduate uses principles of self-knowledge, active listening, authentic leadership, and mentoring in transforming and creating a healing environment.*

Translational Research for Practice and Populations

This graduate-level course builds on your baccalaureate-level statistical knowledge to help you develop skills in analyzing, interpreting, and translating research into nursing practice using principles of patient-centered care and applications to individuals and populations

This course covers the following competencies:

- *The graduate interprets evidence and evaluates its applicability to nursing practice.*

- *The graduate evaluates comprehensive literature reviews for historical context, completeness, applicability, reliability, organization, and quality of information sources.*

Organizational Leadership and Interprofessional Team Development

This graduate-level course builds on baccalaureate-level leadership knowledge to develop application skills in complex healthcare environments with diverse teams. Graduates will develop knowledge and competencies in the following areas:
- leadership theory
- systems and complexity theory
- advanced communication
- building consensus

Knowledge, skills, and abilities related to creating cultures of safety and leading quality improvement are key parts of this course and of contemporary leadership. Most importantly, students will develop and establish deep understanding of leadership roles within organizations, a central theme in the course. Upon successful completion of this course, Students will demonstrate:
- critical decision making, critical analysis, and visionary thinking to lead and affect positive healthcare environments;
- the ability to build consensus and communicate a compelling vision that facilitates teamwork.

This course covers the following competencies:

- *The graduate analyzes effective leadership strategies within the context of the interprofessional team.*

- *The graduate evaluates leadership practices that support accountability and integrity within an organization.*

- *The graduate analyzes the impact of contemporary healthcare trends and practices on the delivery of healthcare.*

- *The graduate identifies the impact of business and economic principles and practices, and regulatory requirements on the provision of healthcare.*

- *The graduate relates systems theory and change theory to the design, delivery, and evaluation of health care.*

Pathopharmacological Foundations for Advanced Nursing Practice

In Pathopharmacological Foundations for Advanced Nursing Practice, students will gain application skills by examining syndromes rather than looking at body systems independently. The course includes pathophysiologies, the associated pharmacological treatments, and social and environmental impacts Pathopharmacological Foundations for Advanced Nursing Practice is an integrated examination of five common and important disease processes:
- asthma
- heart failure
- obesity
- traumatic brain injury
- depression

These processes are relevant to advanced nursing practice because of their prevalence and impact on the healthcare system and the health of the nation.

This course covers the following competencies:

- *The graduate distinguishes between general information and relevant assessment findings to manage and minimize pathologies and risk factors to promote optimal patient outcomes.*

- *The graduate integrates relevant patient and population data to develop pathopharmacological management strategies for populations.*

- *The graduate evaluates salient pharmacological issues in managing patient care transitions.*

- *The graduate analyzes pharmaceutical impacts, including physiological, psychological, financial, and lifestyle factors on the selected disease processes.*

- *The graduate evaluates high volume-high impact disease processes including associated pharmacological interventions and implications for advanced practice.*

Comprehensive Health Assessment for Patients and Populations

In this course, students will learn about the principles of health assessment from the individual to the global level. Students will learn to perform a comprehensive functional health assessment that includes social structures, family history, and environmental situations, from the individual patient to the population. This course builds on prior knowledge gained in previous courses and in nursing practice, in areas such as pathophysiology, pharmacology, and epidemiology, and focus on applying this knowledge in various populations with common disorders.

This course is roughly divided into three parts:
- Advanced health assessment focusing on abnormal findings for common disease.
- Integrating health assessment findings into a population, considering such issue as culture, spirituality, and continuum.
- Functionality of clients based upon the problems and populations.

This course covers the following competencies:

- *The graduate develops strategies for assessment of health maintenance and risk reduction activities of individuals and populations.*

- *The graduate identifies integrative strategies for promoting physical and functional health, and preventing disease for individuals and selected populations.*

- *The graduate develops outcome goals for individuals and selected populations based on assessment findings.*

- *The graduate develops a comprehensive assessment approach for the assessment of individuals and populations.*

Essentials of Advanced Nursing Practice Field Experience

The Essentials of Advanced Nursing Practice Field Experience course gives you an opportunity to apply leadership knowledge to evaluate a healthcare facility and then recommend an organizational change to improve population health. In this course you will integrate and apply your learning in a clinical experience working with a nurse leader. You will demonstrate and document the following skills:
• lead change to improve quality health in populations
• advance a culture of excellence through lifelong learning
• build and lead collaborative interprofessional care teams
• navigate and integrate care services across the healthcare system
• design innovative nursing practices
• translate evidence into practice

This course covers the following competencies:

- *The graduate evaluates an organizational change or innovation as measured against the master's level nursing and interprofessional standards.*

- *The graduate adapts an organizational change or innovation to improve quality care outcomes while meeting the master's level nursing and interprofessional standards.*

Policy, Politics, and Global Health Trends

Social, political, and economic factors influence policies that impact health outcomes in acute care settings in communities, nationally and globally. Nurse leaders need to understand the determinants of health as well as how legal and regulatory processes, healthcare finances, research, the role of professional organizations, and special interest groups/lobbyists impact health outcomes.This course provides a framework for understanding the organization of healthcare delivery and financing systems in the U.S. and other nations. It addresses how policies are made and factors that influence policies at local, national, and global levels that impact health/wellness and the nursing profession. The roles of values, ethical theories, stakeholder interests, research, and recent legislation related to health policy and health outcomes will be explored. The nurse leader will gain expertise in effecting change through active participation in influencing or developing policies that impact health.

This course covers the following competencies:

- *The graduate analyzes strategies that healthcare advocates use to affect policies with the goal of improving the public health and the profession of nursing*

- *The graduate analyzes the organization of healthcare delivery and financing systems in the U.S .and other nations.*

- *The graduate analyzes the effect of major legal and regulatory policies on nursing practice, health care delivery, and health outcomes for individual, families, and communities.*

- *The graduate analyzes the historical, economic, and political, factors that affect health care policy development and the impact of those policies on healthcare cost, quality and access.*

- *The graduate analyzes the values that drive policies.*

Nursing Science

Advanced Information Management and the Application of Technology

In this course you will examine complementary roles of master's level-prepared nursing information technology professionals, including informaticists and quality officers. You will analyze current and emerging technologies; data management; ethical legal and regulatory best-practice evidence; and bio-health informatics using decision-making support systems at the point of care.

This course covers the following competencies:

- *The graduate distinguishes between the critical and useful electronic data needed for effective decision support (clinical, financial, and administrative outcomes) to provide high- quality and efficient care.*

- *The graduate evaluates the essential elements of safety, security, and privacy in an information management system or informatics project.*

- *The graduate evaluates information management systems that support timely, high-quality, patient-centered care.*

- *The graduate evaluates the implications of current and emerging technologies for practice, research, education, and administration.*

- *The graduate integrates knowledge of nursing initiatives, professional organizations, and leadership into strategies for enhancing nursing informatics.*

Nursing Informatics

Foundations in Nursing Informatics

This course addresses the integration of technology to improve and support nursing practice. It provides nurses with a foundational understanding of nursing informatics theory, practice, and applications. Topics include the role of nursing in informatics; use of computer technology for clinical documentation, communication, and workflows; problem identification; project implementation; and best practices.

This course covers the following competencies:

- *The graduate describes and applies information technology concepts, including life cycle, workflow, roles, and project management.*

- *The graduate applies standardized clinical terminologies, taxonomies, and decision support tools to identify problems, needs, issues, and opportunities for improvement.*

Informatics System Analysis and Design

In Informatics System Analysis and Design, a broad understanding of data systems is covered to build upon the Foundations in Nursing Informatics course. The importance of effective interoperability, functionality, data access, and user satisfaction are addressed. The student will be analyzing reports and integrating federal regulations, research principles, and principles of environmental health in the construction of a real-world systems analysis and design project. This course will be directly applicable to healthcare settings as electronic records management has become compulsory for healthcare providers. All of the information in this course will be directly tied to the delivery of quality patient care and patient safety.

This course covers the following competencies:

- *The graduate compiles the results of analysis reports to determine impact on healthcare consumers, families, communities, resources, networks, and healthcare organizations.*

- *The graduate evaluates informatics systems to distinguish effective from ineffective interoperability, functionality, data access, user satisfaction, and support of patient care quality and safety.*

- *The graduate researches federal and other regulation in selecting information systems and projects in practice.*

- *The graduate applies research principles to the inclusion of key data elements in systems designs in support of clinical evaluation and clinical processes research.*

- *The graduate evaluates principles of ergonomics and environmental health in the design and implementation of informatics projects in practice.*

Data Science and Analytics

This course addresses the interdisciplinary and emerging field of data science in healthcare. Students will learn to combine tools and techniques from statistics, computer science, data visualization, and the social sciences to solve problems using data. Topics include data analysis, database management, inferential and descriptive statistics, statistical inference, and process improvement.

This course covers the following competencies:

- *The graduate predicts clinical events or likelihoods from current state and/or trend historical data to plan and resource care needs.*

- *The graduate applies the concepts of data, statistics, databases, statistical modeling, and data management to nursing informatics.*

- *The graduate analyzes data from databases, electronic health records, dashboards, remote monitoring devices, telemedicine, and other technologies to support the provision of high-quality and efficient care.*

Data Modeling and Database Management Systems

This graduate course is designed to engage the student in planning, analyzing, and designing a relational database management system (DBMS) for use by nurse administrators, clinicians, educators, and informaticists. This experience will provide the knowledge needed to advocate for nursing informatics needs within the field of healthcare.

This course covers the following competencies:

- *The graduate integrates compliance requirements to the informatics system as outlined by government regulations, accreditation, licensing, and certification agencies to mitigate legal risk to healthcare organizations.*

- *The graduate proposes database models, including methods and policies for data mining and information retrieval within healthcare organizations.*

- *The graduate applies constructed data models for communication of clinical documentation across systems, including interoperability considerations.*

- *The graduate designs clinically relevant and user-focused informatics projects using informatics systems theory, information processing theory, and national taxonomies to support safe, high quality patient outcomes.*

Nursing Informatics Field Experience

In the Nursing Informatics Field Experience, you will complete a hands-on field experience while working with a preceptor in a setting relevant to your professional situation and nursing informatics. Today's rapidly changing health delivery system requires nurse informaticists to be prepared to effectively lead change and facilitate learning that is dynamic and meets the needs of a diverse student and professional nursing population. To help you develop competency in this area, you will apply methods and solutions to support clinical decisions and improve health outcomes by designing data collection instruments, developing a database management system and analyzing data using statistical and geospatial techniques in a simulated environment.

This course covers the following competencies:

- *The graduate designs comprehensive solutions, integrating change and complexity theory concepts, for effective implementation to enhance health outcomes.*

- *The graduate integrates the latest evidence and technology and the expertise of the interprofessional team to design or refine clinical decision-support tools.*

- *The graduate designs innovations in data collection and management, in collaboration with the interprofessional team, to effect change in practice and improve health outcomes.*

Nursing Informatics Capstone

The Nursing Informatics Capstone is the final leg in your journey to graduation. During this course, you will present evidence of the knowledge and skills you gained during this program by completing a comprehensive evaluation of a health information system. You will develop a multimedia presentation that reviews and reflects on your learning experiences during the Nursing Informatics program. This scholarly presentation is a synthesis that illustrates the acquisition of nursing informatics knowledge, skills, and competencies. Your final presentation should demonstrate how the integration of nursing informatics facilitates the transformation of data and information to knowledge and wisdom in a nursing practice. The presentation will be developed using the best practices for narrated PowerPoint presentations (see the MSN Capstone Presentation section for details).

This course covers the following competencies:

- *The graduate integrates and synthesizes competencies from across the degree program and thereby demonstrates the ability to participate in and contribute value to the chosen professional field.*

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.