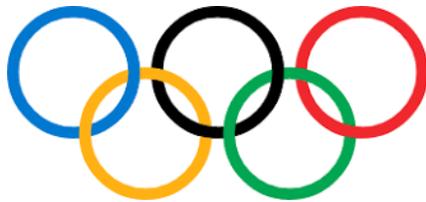**Subject:** News from the CIO, February 2026
Date: Wednesday, February 18, 2026 at 1:32:17 PM Eastern Standard Time
From: Dave Baird
To: Rachel Schnepper

Wesleyan University
Information Technology Services

Issue #50, February, 2026

The "Olympic" Edition:

Dear Colleagues:

Did you catch that issue number over there? This is our 50th ITS newsletter! As such, it is probably a good time to thank my team for contributing all their good content over the years. Also, a quick reminder that an archive of the collection is maintained here. OK, on with the show...
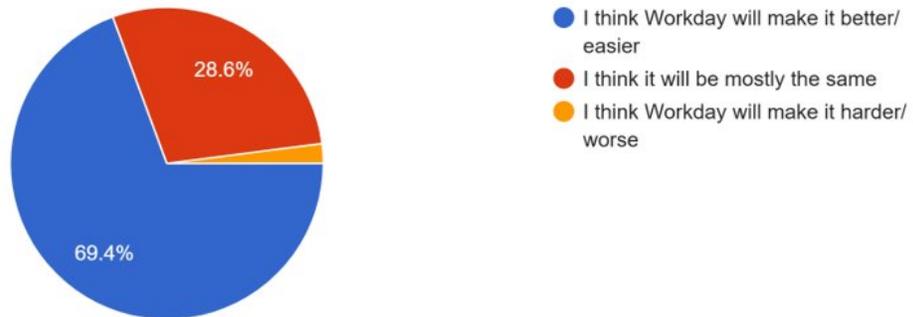
In this newsletter:

- Students give "Thumbs up" during Workday demos
- CEN WiFi Grant Extends Eduroam to the Community
- WesSupport - a unified service portal for Wesleyan
- Working smarter with Google Gemini
- Important Security Note: Keep Your Account Recovery Info Up to Date
- Your random seasonal lyric

Let's get to it...

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Students give "Thumbs Up" during Workday demos

How do you feel Workday will impact your experience interacting with your student data based on this event?

98 responses

- I think Workday will make it better/easier
- I think it will be mostly the same
- I think Workday will make it harder/worse

28.6%

69.4%

Last week, in preparation for our Workday Student go-live, the implementation team recently hosted a Mock Semester exercise to simulate key academic and administrative processes from start to finish. This milestone allowed us to validate configurations, test cross-functional workflows, and ensure readiness across student, faculty, and staff experiences. Early sentiment analysis from participant surveys is overwhelmingly positive, reflecting strong engagement and growing confidence in the system's usability and functionality. Over the next 2 months as we prepare to go live, we will incorporate the feedback we received and/or prioritize changes post-go live.

CEN WiFi Grant Extends Eduroam to the Community

Wesleyan has been awarded a State of Connecticut Community WiFi Grant to expand the reach of Eduroam to local community partners. Through this grant, four partners: Northern Middlesex YMCA, the City of Middletown, Middletown Public Schools, and Russell Library will expand their wireless networks to broadcast Eduroam.
The city will extend access through Harbor Park and the Youth Services Bureau on Green Street, while Middletown Public Schools will expand coverage to athletic complexes. Karen Warren applied for the grant after strong encouragement from the CT Education Network who views Weslayan and Middletown as important to the state's efforts to address digital equity. Warren is managing the project, enabling broader access for both the campus and surrounding community, and leveraging our technical expertise and strong grants operations to make participation possible for partners who otherwise could not.

WesSupport: Unified Service Portal

The new WesSupport user interface is a unified, multi-departmental, campus service portal overlayed with the Now Assist AI conversational chat interface.

Wesleyan faculty, staff, and students may use the Now Assist chat agent to efficiently locate and access information, resources, guidance, and step-by-step instruction for various Wesleyan services.

Simply access the WesSupport portal via the [icon] link at the top of WesPortal and use the search field under "How can we help you?"

WesSupport is a great starting point for staff, faculty, and students when seeking information or instructions for various Wesleyan resources.

The information sources which feed the Now Assist AI Agent are the www.wesleyan.edu web site, Wesleyan's ServiceNow knowledge base, and instructional articles, job aids, and resources from various Wesleyan departments (e.g. Human Resources, Finance, Academic Affairs, Workday instruction, and more).

If you wish to enable the WesSupport unified service portal to provide staff, faculty, and students with answers, information, or instruction related to services and resources important to your Wesleyan department, please submit a request via Request IT Support and we will be happy to assist you with getting your resources

connected.

Working Smarter with Google Gemini

One of the things that generative AI is really good at is making the tiresome, repetitive tasks that we all have to do easier. Matching receipts to credit card charges in Workday is one such task. Many of us can surely empathize with Deidre Goodrich, the program coordinator for the Center for the Study of Guns & Society, when she explains, "I handle a lot of expense reports (as do many of my peers), and it can be challenging trying to match receipts to Workday expense reports. It's even more challenging when you a get a mix of PCard receipts and personal credit card receipts from the same person." Her solution: build a gem, a customized, specialized bot running on Google's Gemini. Deidre uses the gem to match these receipts, as well as identify whether it's a charge from a PCard or a personal credit card. While it did take some trial and error and iteration with the instructions, Deidre reports that the gem is doing a good job with the matching, erring only on edge cases.

While Deidre is continuing to refine the gem, she hopes to be able to share it with others who want access shortly. In the meantime, you can learn how to build your own gem by signing up for the Build a Gem/GPT workshops offered through Success at Wes!

Important Security Note: Keep Your Account Recovery Info Up to Date

Calling on all faculty, staff , and students to please take a quick but important step to: verify and update your alternate email address. This simple action ensures you can securely and efficiently reset your Wesleyan SSO password on your own - no waiting, no tickets, no hassle. A few seconds now could save you a lot of time in the future.

Why does this matter? Your alternate email is the key to verifying your identity if you ever lose access to your Wesleyan SSO account. Without it, password recovery becomes slower and far more complicated. Keeping an alternate email address current is one of the easiest ways to safeguard your digital access.

Verifying and updating your alternate email address takes less than a minute. Follow the step-by-step instructions linked here to: Verify and Update Your Alternate Email Address via WesPortal

Take a moment today, your future self will thank you!

Finally, as a reward for reading this far, here is your Random Seasonal Lyric...

Taking author's privilege here, on the occasion of our 50th newsletter... Last week, I lost a dear friend, David Harpp, who taught organic chemistry at McGill University for 60(!) years before retiring last fall. Among his many excellent attributes was a fondness for music of all kinds, from Strauss waltzes to truly hokey country music from either side of the 49th parallel. So, given that Strauss was not a fountain of interesting seasonal lyrics, here is a snippet from another of Dr Harpp's favorite Canadian artists, Stompin' Tom Connors. He wrote wonderfully campy stuff, and released four dozen albums during his career. If you've never heard of him, that's okay... Here is a bit of " Bud the Spud" as an introduction:

It's Bud the Spud from the bright red mud
Rolling down the highway smiling
The spuds are big on the back of Bud's rig
They're from Prince Edward Island

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Until next time, please be in touch if you want more information on any of the above or if you have suggestions for future topics, and thanks for reading!

Dave Baird
VP for IT & CIO