Subject: News from the CIO, September 2025

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To: Rachel Schnepper

Wesleyan University
Information Technology Services

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The "Back to Class" Edition:

Dear Colleagues:

Hard to believe that the summer has flown by... and cool nights signal the arrival of fall and a new academic year:

In this newsletter:

- How to get help (fastest) from ITS
- Workday milestones - looking back and forward
- Professional development opportunities for AI
- Wireless network upgrades
- Searching for a new CISO
- Your random seasonal lyric

Let's get to it...

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How to get help (fastest) from ITS

As we embark on a new academic year, it is a good time to re-familiarize yourself with the ITS resources available for use by the Wesleyan community. A great place to start is by reviewing this article:

[Getting Started with Wesleyan Technology!](#) This article is a one stop location for how-to instructions for a variety of ITS services including: Duo MFA, printing, network connectivity, VPN, email filtering and more!

We encourage you to install the [Wes Support App](#) available for both iOS and Android! The app provides quick and easy access from your mobile device to Wesleyan University services and requests for ITS, Finance / Purchasing, Payroll, Facilities office space requests, ResLife, The Resource Center, WesStation, and WesCard and allows you to search the ITS Knowledgebase and manage your service requests from the palm of your hand!

We have enabled and are continually improving the ServiceNow - Now Assist Virtual Agent. Accessible via the "Request IT Support" link in WesPortal, the Agent provides a natural language, interactive, and friendly generative AI experience to assist you with accessing support and service resources and to submit requests for assistance. Lastly, we will soon launch the new Service Now Employee Center, an AI-powered digital portal which will streamline access to service and support by providing centralized access to knowledge, enabling self-service for requests and issues, and facilitating personalized communication and support through a modern, user-friendly interface.

Workday Milestones - Looking back and forward

July 1st marked one year since Workday went live for HR and Finance! Since going live, our partners in Finance, Human Resources, Gordon Career Center, and Academic Affairs have worked with ITS staff to complete nearly *400 improvements* to how Workday operates. These changes were informed by community feedback and thoughtful reflection by administrative staff who have worked hard over the last 2 years to first implement and then enhance Workday. Some of these changes are small (adding a column to a report or adjusting how a specific field appears on a form), while others are large (such as implementing the advanced compensation module which was rolled out in conjunction with performance review season this spring). The financial reporting dashboard has had significant improvements over several iterations, and our first fiscal year close sparked ideas for additional changes in the months to come. Each day the team is identifying new ways to continuously improve Workday and will continue to work hard at incorporating community feedback and aligning Workday with Wesleyan's priorities.

Meanwhile, we are carrying our momentum into the Workday Student implementation which began last January. A look at the project timeline reveals that are in the "building" phase and we will begin testing individual processes in November, and doing "End to End" testing through next summer. We are planning a hands-on testing opportunity for faculty, staff, and students in February (a.k.a. the "mock semester") and course registration for Fall '26 classes will go live in March! We thank the student implementation team for their tremendous efforts!

Finally, one thing that is important to know about Workday is that the platform itself is continually evolving. Every six months, an upgrade is released that adds new capabilities, many of them in response to customer feedback. I'll talk more about this in future newsletters...

Professional Development Opportunities for AI

This fall, there will be several AI learning opportunities for Wesleyan staff. Through Success@Wes, Rachel Schnepper will offer multiple sessions—from foundational classes like Intro to Generative AI and Gen AI Tools at Wesleyan, to creative and applied trainings like Building a Gem/GPT and Vibe-Coding. Whether you're new or already exploring, there's something for you! HR will be rolling out announcements and sign-ups, so keep an eye out - in the meantime, here is the full schedule.

We're also kicking off a brand-new AI Small Cohort Program, designed for those with some prior exposure to gen AI who want to deepen their skills in a small, supportive group. If you've taken a class or been experimenting on your own, this is the next step. Cabinet member nomination is required to participate.

Later this fall, nominations will open for the Spring 2026 AI Ambassador Program, which will focus on Agentic AI—a powerful and emerging area of the field. This program is geared toward experienced users ready to lead and innovate in their departments. Participants will need a high level of comfort with generative AI tools and workflows.

Think of these offerings as a learning ladder:

- Success@Wes = 100 level (introductory, no experience needed)

- Small Cohort Program = 200 level (requires foundational knowledge)

- Ambassador Program = 300 level (advanced exploration and leadership)

Wireless Network Upgrades

As foretold in our May newsletter, this summer marked a major step forward in Wesleyan's wireless network. After months of research, we decided to change our wireless infrastructure from Aruba to Juniper Mist. The new system delivers greater insight into network issues, enhanced troubleshooting capabilities, and the flexibility to deploy solutions quickly. The new access points (APs) bring faster speeds, stronger reliability, and broader coverage across campus.

The system also includes built-in AI capabilities. This feature will automatically detect and diagnose wireless problems, even recommending solutions without requiring manual intervention.

Progress to Date:

This summer, the network team completed upgrades in several key academic and residential buildings:

- Residential:

- APs installed: 232

- Buildings completed: 18

- Highlights include Highrise (55), Fauver Upper (28), Bennett (28), and Eclectic (20).

- Academic & Administrative:

  - APs installed: 410

  - Buildings completed: 22

  - Major projects include Exley (75), PAC (65), Usdan (31), and the Center for the Arts (31).

- Other Highlights

  - Judd Hall (27 APs) completed last spring.

  - 56 Hamlin Street (14 APs) was upgraded.

  - The new Science Center is fully labeled and ready for installation with 150 APs.

We currently have about 1,500 APs remaining in the old Aruba system. These will be replaced over the next two summers, completing the project.

Searching for a new CISO

It is with mixed emotions that we bid farewell to Joe Bazeley who has served as Wesleyan's Chief Information Security Officer (CISO) for the past six years. During Joe's tenure, he has significantly elevated our cyber security posture in myriad ways (e.g. user education, multi-factor authentication, upgrading/patching systems and mitigating phishing attacks). Joe is moving on to become the CISO at Fairfield University and we have begun the search for his successor. During the fall semester, we have contracted with a local cyber security consulting firm that provides virtual CISO services to several of our peer schools. If you have questions or want to report suspicious email, please continue to send them to security@wesleyan.edu. You may also contact me directly if you have an urgent cyber security concern. Lastly, if you have contacts who you think might a good candidate for the role, please encourage them to apply at this link.

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

"September Song" is an American pop standard composed by Kurt Weill, with lyric by Maxwell Anderson, and introduced by Walter Huston in the 1938 Broadway musical *Knickerbocker Holiday*. Here is a link to Nat King Cole's version from his 1961 Capitol Records recording.

Oh, it's a long, long while
From May to December
But the days grow short
When you reach September

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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