

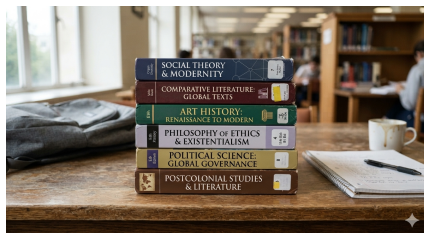
Subject: News from the CIO, September 2026
Date: Monday, September 14, 2026 at 8:05:01 AM Eastern Daylight Time
From: Dave Baird
To: Rachel Schnepfer



Wesleyan University Information Technology Services

Issue #51, September, 2026

The "Back to School" Edition:



Dear Colleagues:

It's been a minute since our last newsletter... And, I'll try to keep this one relatively brief as I know everyone has lots to do as we shift into high gear. For those new to Wesleyan, welcome! Also, a quick reminder that an archive of past newsletters is maintained [here](#). OK, on with the show...

In this newsletter:

- Ch-Ch-Ch-Ch-Changes...
- Need Help? Use WesSupport and NowAssist!
- Stellic / Workday Updates
- Casper Life Sciences Building Opens!
- Message from the Information Security Office
- Your random seasonal lyric

Let's get to it...

Ch-ch-ch-changes...

First, I am pleased to announce a few changes to the ITS leadership team:

Last Spring, we welcomed Adnan Hameed as our new Chief Information Security Officer. In addition to an article below, he will feature prominently next month as October is Cyber-security Awareness Month.

Kevin Kane was recently promoted to Associate Vice President and he leads the Enterprise Systems and Technical Support Services teams.

Erik Quimby was promoted to Senior Director of IT Service Delivery, continuing his responsibility for the Service Desk, Service Center, Print Shop, and Desktop Support teams.

A complete listing of ITS staff is on our website at <https://www.wesleyan.edu/its/about/staff-list.html>

Need Help? Use WesSupport and NowAssist!

At the beginning of the Spring 2026 semester, ITS launched NowAssist, a one-stop shop where you can get answers about any of the systems and services provided for faculty, staff, and students @Wes. Just click on "WesSupport" in the top banner in [WesPortal](#) and ask your question. The AI-driven chatbot will scour the entire Wesleyan website, ITS Knowledge Base documentation, Workday training materials, and much more. Since its launch last January, the

system has fielded more than 2000 questions, providing much-needed scalability for staff who support numerous services in several areas:

- Campus Support (Residential Life, OneCard and Package Delivery, Student Resource Center)
- Facilities Office Planning (Ergonomic Evaluation, Office Move, Add, or Change)
- Finance (Accounts Payable, Accounting and Reporting, Financial Planning, Payroll, and Purchasing)
- Information Technology (Tech support, hardware, software, etc)

If you prefer a mobile experience, check out the [WesSupport App](#).

The article [Getting Started with Wesleyan Technology!](#) covers a variety of ITS services including Duo MFA, printing, network connectivity, VPN, and much more.

Finally, general information about the ITS department and our staff is on the ITS website at <https://www.wesleyan.edu/its/>.

Stellic / Workday Student Update

What students and instructors need to know during registration

Permission of Instructor (POI) is the process students use in Stellic to request an instructor's consent to take a course section. The process is straightforward, but it includes an important final step: instructor approval places the section in the student's plan; the student must then return to Stellic and complete the registration.

How the POI process works

- 1 Student submits a request The student selects the desired course section in Stellic and sends a POI request to the instructor.
- 2 Instructor reviews the request The instructor approves or denies the request. Where more than one person can approve, the first completed response determines the outcome.
- 3 Approved section is added to the plan Approval allows the course section to appear in the student's Stellic plan.
- 4 Student completes registration The student must return to Stellic and register for the approved section. Approval by itself does not enroll the student.

Tutorials follow the same process as other course sections and are registered in Stellic using Permission of Instructor.

Use filters to find the right course section

Course and section filters in Stellic make it easier to narrow the schedule before adding a class to a plan or submitting a POI request. Students should confirm that they have selected the intended section and review the displayed meeting information and other section details before sending a request. Using the filters first can reduce requests for the wrong section and make instructor review more efficient.

Job aids training and help

Job aids and FAQs. Search for job aids using Now Assist in Wes Support on WesPortal. A consolidated [FAQ from the Workday and Stellic training](#) is also available for common questions.

Faculty guidance. Faculty members can use the [Faculty Stellic Guide](#) for advising and teaching instructions.

Faster Moodle updates during add drop

Once the integration is live during add/drop, Moodle will synchronize registration changes within two hours. This tighter refresh schedule is an improvement over prior years and should reduce the time between a student's completed registration and the corresponding update in Moodle. Students and instructors should allow up to two hours before reporting a missing Moodle course or roster update.

A few related reminders

- WesMaps will remain available during Add/Drop, but it will not display enrollment totals or seat availability.
- Departments can review capacity, enrollment, and availability in the Class Schedule by Academic Period – AA report in the Academic Department Toolbox.
- Faculty requests to increase course capacity should be submitted through CourseLeaf CLSS; changes will not appear immediately.
- Students declare majors, minors, certificates, and other academic credentials in Workday, not in Stellic.

The key takeaway: a POI approval is permission to register, not the registration itself. Students must return to Stellic and complete the final registration step.

Casper Life Sciences Building Opens!

After many years of construction, and arguably decades in the making, the Casper Life Sciences Building opened this fall, and, boy, folks, is it fancy! We've got a beautiful new lecture hall, a new computer lab classroom with high powered Mac studios, and a new active learning classroom. This is in addition to three more classrooms, nine teaching labs, five seminar rooms, and seventeen conference rooms! Wowza! The lecture hall and regular classrooms are all Zoom Rooms, and all of the seminar rooms and conference rooms are web-conferencing ready. We are so proud of the work that the IMS staff has done in designing and installing the technology in this building, and are incredibly grateful for the wonderful collaborations with our colleagues in Physical Plant, notably Mike Rosalie and the always amazing Brandi Hood. But our biggest thanks go to Ruth Johnson, whose tireless work and leadership on this project has been awesome. While we'd love nothing more than watching the community enjoy this new building, we're now moving on to the Shanklin renovations. Things are always happening here at Wes!

Message from the Information Security Office

As a new semester begins, let's make an effort to look out for one another. Reusing the same password for your university account and personal sites like shopping or streaming may seem convenient, but if one of those external sites is hacked, attackers could use that password to try to access your university account too. Because many of our systems are connected, one compromised account can affect a colleague's research, a friend's financial aid, or someone's grades.

The good news is: protecting each other is easy...

- ☐ Use a unique password for your university account that you do not use anywhere else.
- ☐ Let a password manager remember your passwords so you don't have to.
- ☐ Keep two-factor authentication turned on whenever it's offered.

It only takes a few minutes, and it goes a long way toward keeping our whole community safe.

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

I feel ill-equipped to select the "right" lyric to honor the late, great Dolly Parton who passed away last month. She wrote some 3000 songs(!) and if she were an academic her H-Index would be off the charts... Some of her songs were upbeat and catchy, some hauntingly sad. This one, no surprise to those who are familiar with my taste in these matters, tends toward the latter.

"[The Grass is Blue](#)" was released in 1999 and won her a Grammy for Best Bluegrass Album.

*Rivers flow backwards
Valleys are high
Mountains are level
Truth is a lie
I'm perfectly fine
And I don't miss you*

*The sky is green
And the grass is blue*

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

