WESTERN GOVERNORS UNIVERSITY

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Program Guidebook

Bachelor of Science, Cybersecurity and Information Assurance

To meet an increasing demand for cybersecurity professionals, the Bachelor of Science in Cybersecurity and Information Assurance (BSCSIA) degree program prepares IT professionals to apply knowledge and experience in vulnerability management, risk management, incident response, and cyber defense to safeguard data. Courses deliver proven methods for information security in the topics of penetration testing, network security, cloud security, scripting, intrusion detection, digital forensics, security operations, project management, cryptography, and Identity and Access Management (IAM) to prevent, detect, and mitigate cyberattacks. This program features nationally recognized, high demand certifications in the field of cybersecurity.

Understanding the Competency-Based Approach

Practically speaking, how do competency-based programs like those offered at Western Governors University (WGU) work? Unlike traditional universities, WGU does not award degrees based on completion of a certain number of credit hours or a certain set of required courses. Instead, you will earn your degree by demonstrating your skills, knowledge, and understanding of important concepts.

Progress through a degree program is governed not by the amount of time you spend in class but by your ability to demonstrate mastery of competencies as you complete required courses. Of course, you will need to engage in learning experiences as you review competencies or develop knowledge and skills in areas in which you may be weak. To help you acquire the knowledge and skills you need to complete your courses and program, WGU provides a rich array of learning resources. Your program mentor will work closely with you to help you understand the competencies required for your program and to help you create a schedule for completing your courses. You will also work closely with course instructors as you engage in each of your courses. As subject matter experts, course instructors will guide you through the content you must master to pass the course assessments.

The benefit of this competency-based system is that it enables students who are knowledgeable about a particular subject to make accelerated progress toward completing a 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 already 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), which reaffirmed WGU's accreditation in February 2020. The WGU Teachers College is accredited at the initial-licensure level by the Council for the Accreditation of Educator Preparation (CAEP) and by the Association for Advancing Quality in Educator Preparation (AAQEP). 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 College of Business programs are accredited by the Accreditation Council for Business Schools and Programs (ACBSP).

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. Your program mentor and course instructors will help you assess your strengths and development needs to establish a study plan.

Students 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 need to take an online class or participate in a study module to acquire the knowledge and skills needed to fulfill 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, pre-assessments are there to help your program mentor form a profile of your prior knowledge and create a personalized Degree Plan.

How You Will Interact with Faculty

At WGU, faculty serve in specialized roles, and they will work with you individually to provide the guidance, instruction, and support you will need to succeed and graduate. As a student, it is important for you to take advantage of this support. It is key to your progress and ultimate success.

Upon enrollment, we will match you with a Program Mentor. A Program Mentor will work with you from your first term through graduation. Working with a Program Mentor means you will always have someone by your side on your academic journey. Often, they will be the first person you contact when you have a question or need assistance. Here are some of the main roles the Program Mentor plays throughout your academic program at WGU:

- Meet with you regularly to answer questions, keep you focused, and help plan the next steps.
- Help you develop a personalized term plan based on your personal strengths, challenges, schedules, and needs. This plan includes deciding which courses to take and the start and completion date goals for each course.
- Keep track of your progress through your term plan, and help you make adjustments to the term plan as needed to meet your graduation goal.
- Help you ensure that your course start dates are accurate to keep you on track for each term.
- Refer and connect you to support services and follow up on resolution as needed.

Additionally, as you begin each course, you will be partnered with Course Instructors, who are here to ensure you pass each course on the road to completing your degree program by your chosen graduation goal. Instructors are subject matter experts who are here to assist you in many ways, including:

- Welcome you to the course.
- Help you develop a course study plan.
- Answer content specific questions.
- Keep track of your course progress and engagement, and help you finish on time.
- Offer webinars that provide you with support and information to help you make progress.
- Celebrate with you when you pass an assessment and work with you on a personalized support plan if you need another assessment attempt.
- Work with you and your Program Mentor to discuss any changes to your course dates.

For many of the courses at WGU, you will be required to complete performance assessments. These include reports, papers, presentations, and projects that let you demonstrate your mastery of the required competencies. A separate group of faculty members, called evaluators, will review your work to determine whether it meets requirements. Evaluators are also subject matter experts in their field of evaluation. If your assessment needs further work before it “passes,” these evaluators, who review your work anonymously, will provide you with instructional feedback to help you meet evaluation standards and allow you to advance.

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 interact with faculty and other students.

The learning resources in each course are specifically designed to support you as you develop competencies in preparation for your assessments. These learning resources may include reading materials, videos, tutorials, cohort opportunities, community discussions, and live discussions that are guided by course instructors who are experts in their field. 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 program 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 program 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 8 competency units each term, and undergraduate students must enroll in at least 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. Certification exams may require travel to a physical testing center or online proctoring. More detailed information about specific assessments and testing procedures is provided in each course of study and the student handbook.

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 are 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.

Student Handbook article: Can I use my mobile device for learning resources?

Outcomes

The Program Outcomes are the following:

1. The graduate will be able to evaluate security of a given system design according to defined security goals.
2. The graduate will be able to mitigate security concerns related to network, cloud, cellular, mobile, and wireless technologies.
3. The graduate will be able to evaluate the effectiveness of an organization's cyber operations to protect and preserve data.
4. The graduate will be able to conduct digital forensics as part of an incident response plan.
5. The graduate will be able to create a risk management plan that includes disaster recovery and continuity plan for information systems within a given organization.
6. The graduate will be able to relate ethical principles and legal issues governing cyber operations within an organization.
7. The graduate applies core information technology skills in IT systems, operating systems, networking, security, scripting and programming, data management, and project management to support organizational functions.

In addition to program outcomes, graduates of the program will have the ability to:

1. Analyze a complex computing problem and to apply principles of computing and other relevant disciplines to identify solutions.
2. Design, implement, and evaluate a computing-based solution to meet a given set of computing requirements in the context of the program's discipline.
3. Communicate effectively in a variety of professional contexts.
4. Recognize professional responsibilities and make informed judgments in computing practice based on legal and ethical principles.
5. Function effectively as a member or leader of a team engaged in activities appropriate to the program's discipline.
6. Apply security principles and practices to maintain operations in the presence of risks and threats.

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* Bachelor of Science, Cybersecurity and Information Assurance

Course Description	CUs	Term
Critical Thinking: Reason and Evidence	3	1
Introduction to IT	4	1
Composition: Successful Self-Expression	3	1
Fundamentals of Information Security	3	1
IT Applications	4	2
IT Foundations	4	2
Legal Issues in Information Security	4	2
Applied Probability and Statistics	3	3
Introduction to Systems Thinking	3	3
Applied Algebra	3	3
Network and Security - Foundations	3	3
Health, Fitness, and Wellness	4	4
Networks	4	4
Emerging Technologies in Cybersecurity	4	4
Network and Security - Applications	4	5
Digital Forensics in Cybersecurity	4	5
Business of IT – Applications	4	5
Data Management - Foundations	3	6
Data Management - Applications	4	6
Natural Science Lab	2	6
Linux Foundations	3	6
Information Systems Security	4	7
Introduction to Cryptography	4	7
Business of IT - Project Management	4	7
Scripting and Programming - Foundations	3	8
Introduction to Programming in Python	3	8
American Politics and the US Constitution	3	8
Ethics in Technology	3	8
Managing Information Security	6	9
Cyber Defense and Countermeasures	4	9
Introduction to Communication: Connecting with Others	3	9
Managing Cloud Security	4	10
Penetration Testing and Vulnerability Analysis	4	10
IT Capstone Written Project	4	10

Prerequisites

The standard path at WGU is essential for students to achieve success in their academic pursuits. By following the recommended sequence of courses, students pace their progress and build the necessary skills and competencies for future success. Prerequisite courses ensure that students have a comprehensive understanding of fundamental concepts and competencies necessary for completing advanced coursework.

The BSCSIA program requires students to complete a subset of courses in a specific sequence. Students and program mentors work together to plan the appropriate prerequisites for advanced courses and adhere to the standard path as recommended. Any exception to the prerequisite policy must be approved by faculty management.

The standard path is the recommended sequence for best success. The BSCSIA program requires that the following courses be taken as prerequisites to the next set of courses. Some courses may have additional prerequisites. Refer to specific course of study pages for more details.

(Prerequisite 1) Take this set of prerequisites before moving to the next section:

1. IT Applications
2. IT Foundations
3. Networks and Security – Foundations

(Prerequisite 2) Take this set of prerequisites before moving to the next section:

4. Networks

(Prerequisite 3) Take this set of prerequisites before moving to the next section:

5. Emerging Technologies in Cybersecurity
6. Network and Security – Applications

(Prerequisite 4) Take this set of prerequisites before moving to the next section:

7. Digital Forensics in Cybersecurity
8. Information Systems Security
9. Introduction to Cryptography
10. Managing Information Security
11. Cyber Defense and Countermeasures
12. Managing Cloud Security

All prerequisites must be satisfied prior to taking the following course(s):

13. Penetration Testing and Vulnerability Analysis

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. 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.

Cybersecurity and Ethics

When considering a major in cybersecurity, students must understand the importance of ethics and principles such as integrity, responsibility, and respect for privacy. Ethical behavior helps prevent misuse of critical data and fosters trust with clients, employers, and the public. This trust is essential for effective collaboration and security measures. Ethical behavior also guides professionals in

making decisions that comply with laws and regulations, preventing breaches, legal issues, or damage to an organization's reputation. Maintaining high ethical standards is key to building a secure and reliable digital environment.

While there are no WGU-specific criteria related to an applicant's background for program participation, some professional organizations like ISC2 require you to disclose any criminal history, association with criminal computer activity, or loss of license or certification during their application process. This may impact your ability to obtain specific certifications that align with WGU's standards of competency. Maintaining a clean legal record is important as it can affect your opportunities for certification and future employment opportunities in the field.

Cybersecurity is not a regulated profession; however, employers often require thorough background checks to ensure candidates have a history of integrity and reliability. Depending on the job, you might also need a security clearance, especially if you'll be working with sensitive government data. Obtaining a clearance involves a detailed review of your personal, financial, and criminal history. Any criminal records can impact your chances of getting these clearances.

Certifications

Certain courses are aligned to industry certifications:

- The courses IT Foundations and IT Applications are aligned to the CompTIA A+.
- The course Networks is aligned to the CompTIA Network+.
- The course Network and Security - Applications is aligned to the CompTIA Security+.
- The course Business of IT – Project Management is aligned to the CompTIA Project+.
- The course Cyber Defense and Countermeasures is aligned to the CompTIA CySA+.
- The course Penetration Testing and Vulnerability Analysis is aligned to the CompTIA Pentest+.
- The course Linux Foundations is aligned to the LPI Linux Essentials.
- The course Information Systems Security is aligned to the Systems Security Certified Practitioner (SSCP).
- The course Managing Cloud Security is aligned to the Certified Cloud Security Professional (CCSP).
- The course Business of IT – Applications is aligned to the ITIL®[1] Foundation Certification

In addition to the listed certifications, CompTIA automatically awards stackable certification based on the achievement of earning various combinations. These include:

- CompTIA IT Operations Specialist
- CompTIA Secure Infrastructure Specialist
- CompTIA Security Analytics Professional
- CompTIA Network Vulnerability Assessment Professional
- CompTIA Network Security Professional

Notes on specific certifications:
The BSCSIA program requires a passing score on the ISC2 SSCP certification to earn their degree. Anyone with prior criminal history will not be prohibited from taking the test, but it may prevent one from obtaining their official SSCP Certification.

This certification also requires that students take the exam at a live, on-site, proctored testing center. Some testing centers may be located closer to well-populated cities. Students should note that testing centers set their own hours and are independent both of the third-party certification agencies and of WGU. It will be important for students to plan ahead so as to allow for proper lead time and consideration of testing center availability, location and hours of operation. Students will need to make their own personal arrangements to meet the testing center requirements to complete the exam.

[1] Subject to vendor availability. ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Areas of Study for Bachelor of Science, Cybersecurity and Information Assurance

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.

General Education

Critical Thinking: Reason and Evidence

In this course you will learn key critical thinking concepts and how to apply them in the analysis and evaluation of reasons and evidence. The course examines the basic components of an argument, the credibility of evidence sources, the impact of bias, and how to construct an argument that provides good support for a claim. The course consists of an introduction and four major sections. Each section includes learning opportunities through readings, videos, audio, and other relevant resources. Assessment activities with feedback also provide opportunities to check your learning, practice, and show how well you understand course content. Because the course is self-paced, you may move through the material as quickly or as slowly as you need to gain proficiency in the four competencies that will be covered in the final assessment. If you have no prior knowledge or experience, you can expect to spend 30-40 hours on the course content.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner evaluates the quality of an argument*
- *The learner evaluates evidence based on source credibility.*
- *The learner evaluates bias and its impact.*
- *The learner makes claims based on evidence.*

Composition: Successful Self-Expression

Welcome to Composition: Successful Self-Expression! In this course, you will focus on three main topics: writing in the workplace, support with resources, and writing an appropriate message. This course consists of an introduction and seven sections aligned to the three main topics. The sections address cross-cultural communication, professional writing, valid and reliable sources, references, supporting a position, communication approaches, and self-expression. Each section includes learning opportunities through readings, videos, audio, and other relevant resources. Assessment activities with feedback also provide opportunities to check your learning, practice, and show how well you understand course content. Because the course is self-paced, you may move through the material as quickly or as slowly as you need to gain proficiency in the seven competencies that will be covered in the final assessment. If you have no prior knowledge or experience, you can expect to spend 30-40 hours on the course content.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The individual composes a written message with language appropriate for cross-cultural communication.*
- *The individual writes in a professional manner for a given scenario.*
- *The individual researches valid and reliable sources.*
- *The individual writes a reference list.*
- *The individual incorporates research to support a position or idea.*
- *The individual writes a message using an effective communication approach for a given situation.*
- *The individual incorporates self-expression in written communication.*

Applied Probability and Statistics

Applied Probability and Statistics is designed to help students develop competence in the fundamental concepts of basic

statistics including: introductory algebra and graphing; descriptive statistics; regression and correlation; and probability. Statistical data and probability are often used in everyday life, science, business, information technology, and educational settings to make informed decisions about the validity of studies and the effect of data on decisions. This course discusses what constitutes sound research design and how to appropriately model phenomena using statistical data. Additionally, the content covers simple probability calculations, based on events that occur in the business and IT industries. No prerequisites are required for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The graduate applies the operations, processes, and procedures of fractions, decimals, and percentages to evaluate quantitative expressions.*
- *The graduate applies the operations, processes, and procedures of basic algebra to evaluate quantitative expressions, and to solve equations and inequalities.*
- *The graduate evaluates categorical and quantitative data pertaining to a single variable using appropriate graphical displays and numerical measures.*
- *The graduate evaluates the relationship between two variables through interpretation of visual displays and numerical measures.*
- *The graduate evaluates the relationship between two quantitative variables through correlation and regression.*
- *The graduate applies principles and methods of probability-based mathematics to explain and solve problems.*

Introduction to Systems Thinking

Introduction to Systems Thinking provides learners with the skills required to engage in a holistic systems-based approach to analyzing complex problems and solutions. This course introduces the foundational concepts and principles of systems thinking and provides opportunities to use a systems thinking approach to analyze and evaluate real-world case studies. The course will culminate with using systems thinking to develop a solution to an authentic complex problem. This course has no prerequisites, but general education math (C955 or C957) is preferred. Because the course is self-paced, learners may move through the material as quickly or as slowly as needed, with the goal of demonstrating proficiency in the five competencies covered in the final assessment. If learners have no prior knowledge of this material, they can expect to spend 30 to 40 hours on the course content.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner applies the basic principles and foundational theory of systems thinking to a scenario.*
- *The learner analyzes complex problems and solutions using a systems thinking methodology.*
- *The learner designs a solution to a complex problem using systems thinking.*

Applied Algebra

Applied Algebra is designed to help you develop competence in working with functions, the algebra of functions, and using some applied properties of functions. You will start learning about how we can apply different kinds of functions to relevant, real-life examples. From there, the algebra of several families of functions will be explored, including linear, polynomial, exponential, and logistic functions. You will also learn about relevant, applicable mathematical properties of each family of functions, including rate of change, concavity, maximizing/minimizing, and asymptotes. These properties will be used to solve problems related to your major and make sense of everyday living problems. Students should complete Applied Probability and Statistics or its equivalent prior to engaging in Applied Algebra.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner interprets the real-world meaning of various functions based on notation, graphical representations, and data representations.*
- *The learner applies linear functions and their properties to real-world problems.*
- *The learner applies polynomial functions and their properties to real-world problems.*
- *The learner applies exponential functions and their properties to real-world problems.*

- *The learner applies logistic functions and their properties to real-world problems.*
- *The learner analyzes graphical depictions of real-world situations using functional properties.*
- *The learner verifies the validity of a given model.*

Health, Fitness, and Wellness

Health, Fitness, and Wellness focuses on the importance and foundations of good health and physical fitness—particularly for children and adolescents—addressing health, nutrition, fitness, and substance use and abuse.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The graduate identifies the influence of disease, fitness, and lifestyle on the body.*
- *The graduate identifies the principles of nutrition and the components of a healthy diet.*
- *The graduate identifies factors that influence mental, emotional, and social wellness.*
- *The graduate identifies the application of the core competencies of social and emotional learning.*

Natural Science Lab

This course provides students an introduction to using the scientific method and engaging in scientific research to reach conclusions about the natural world. Students will design and carry out an experiment to investigate a hypothesis by gathering quantitative data. They will also research a specific ecosystem using academic sources and draw conclusions from their findings.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The graduate evaluates academic sources for their credibility and relevance to a chosen research topic on a natural world phenomenon.*
- *The graduate accurately executes the process of scientific inquiry through experimentation in the natural world.*
- *The graduate draws conclusions based on academic research and scientific inquiry.*

American Politics and the US Constitution

American Politics and the U.S. Constitution examines the evolution of representative government in the United States and the changing interpretations of the civil rights and civil liberties protected by the Constitution. This course will give candidates an understanding of the powers of the branches of the federal government, the continual tensions inherent in a federal system, the shifting relationship between state and federal governments, and the interactions between elected officials and the ever-changing electorate. This course will focus on such topics as the role of a free press in a democracy, the impact of changing demographics on American politics, and the debates over and expansion of civil rights. Upon completion of the course, candidates should be able to explain the basic functions of the federal government, describe the forces that shape American policy and politics, and be better prepared to participate in America's civic institutions. This course has no prerequisite.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The graduate describes the influence of competing political ideologies on the development of the United States government.*
- *The graduate explains how the structure and powers of the United States government interact to form public policy.*
- *The graduate examines the influence of political parties, citizens, and non-governmental organizations on elections and other political processes inside a participatory democracy.*
- *The graduate examines the struggle to balance individual liberty, public order, and state's rights.*
- *The graduate examines the influence of the media, public opinion, and political discourse on American democracy.*

Ethics in Technology

Ethics in Technology examines the ethical considerations of technology use in the 21st century and introduces students to a decision-making process informed by ethical frameworks. Students will study specific cases related to important topics such as surveillance, social media, hacking, data manipulation, plagiarism and piracy, artificial intelligence, responsible innovation, and the digital divide. This course has no prerequisites.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner implements ethical decision-making frameworks in the information age.*
- *The learner describes ethical issues regarding data privacy, accuracy, access, and security.*
- *The learner explains professional ethical codes and their role in guiding professional behavior.*
- *The learner identifies interventions for personal bias and related legal concerns.*

Introduction to Communication: Connecting with Others

Welcome to Introduction to Communication: Connecting with Others! It may seem like common knowledge that communication skills are important, and that communicating with others is inescapable in our everyday lives. While this may appear simplistic, the study of communication is actually complex, dynamic, and multifaceted. Strong communication skills are invaluable to strengthening a multitude of aspects of life. Specifically, this course will focus on communication in the professional setting, and present material from multiple vantage points, including communicating with others in a variety of contexts, across situations, and with diverse populations. Upon completion, you will have a deeper understanding of both your own and others' communication behaviors, and a toolbox of effective behaviors to enhance your experience in the workplace.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner implements appropriate communication styles based on audience and setting.*
- *The learner uses communication strategies for managing conflict.*
- *The learner uses communication strategies to influence others.*

IT Fundamentals

Introduction to IT

Introduction to IT examines information technology as a discipline and the various roles and functions of the IT department as business support. Students are presented with various IT disciplines including systems and services, network and security, scripting and programming, data management, and business of IT, with a survey of technologies in every area and how they relate to each other and to the business.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner explains different computer hardware and networking technologies and their developments.*
- *The learner describes fundamental data management functions in databases.*
- *The learner identifies components of software and its relation to operating systems.*
- *The learner identifies computer hardware components.*
- *The learner describes the structure, function, and security associated with networks.*
- *The learner describes the basics of programming languages in software development.*
- *The learner describes the role of the IT department in IT infrastructure management, disaster recovery, and business continuity processes.*
- *The learner evaluates ethical concerns in information technology.*

IT Applications

IT Applications introduces skills in identifying operating systems and their configurations and in implementing security

principles across devices and networks. Learners will also gain skills in troubleshooting software, security, and malware issues, and in implementing basic operational procedures in documentation, change management, compliance, and communication. The course will introduce basic disaster recovery and business continuity procedures, scripting basics, and remote access technology solutions. The course prepares learners for the CompTIA A+ Core 2 certification exam.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner identifies operating systems and their configurations.*
- *The learner implements security principles across devices and networks.*
- *The learner troubleshoots software, security, and malware issues.*
- *The learner implements basic operational procedures in documentation, change management, compliance, and communication.*
- *The learner implements basic disaster recovery and business continuity procedures.*
- *The learner identifies scripting basics.*
- *The learner identifies remote access technology solutions.*

IT Foundations

IT Foundations provides learners with an understanding of personal computer components and their functions in a desktop system; a knowledge of computer data storage and retrieval; and skills in classifying, installing, configuring, optimizing, upgrading, and troubleshooting printers, laptops, portable devices, operating systems, networks, and system security. This course also gives learners the ability to recommend appropriate tools, diagnostic procedures, preventative maintenance, and troubleshooting techniques for personal computer components in a desktop system; strategies for identifying, preventing, and reporting safety hazards and environmental or human accidents in technological environments; and effective communication skills for interacting with colleagues and clients, including job-related professional behavior. The course prepares learners for the CompTIA A+ Core 1 certification exam.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner configures common hardware and software components of mobile devices.*
- *The learner configures wired and wireless networks.*
- *The learner configures common hardware in computer systems.*
- *The learner creates client-side virtualization with cloud computing components.*
- *The learner troubleshoots hardware, software, and network issues with best practice methodologies.*

Secure Systems Analysis & Design

Fundamentals of Information Security

This course lays the foundation for understanding terminology, principles, processes, and best practices of information security at local and global levels. It further provides an overview of basic security vulnerabilities and countermeasures for protecting information assets through planning and administrative controls within an organization. This course has no prerequisites.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner identifies security principles, policies, practices, and methods for asset protection and cyber defense.*
- *The learner identifies security requirements based on principles of confidentiality, integrity, and availability.*
- *The learner identifies cybersecurity guidelines in privacy and compliance.*

Information Systems Security

IT security professionals must be prepared for the operational demands and responsibilities of security practitioners

including authentication, security testing, intrusion detection and prevention, incident response and recovery, attacks and countermeasures, cryptography, and malicious code countermeasures. This course provides a comprehensive, up-to-date global body of knowledge that ensures students have the right information, security knowledge, and skills to be successful in IT operational roles to mitigate security concerns and guard against the impact of malicious activity. Students demonstrate how to manage and restrict access control systems; administer policies, procedures, and guidelines that are ethical and compliant with laws and regulations; implement risk management and incident handling processes; execute cryptographic systems to protect data; manage network security; and analyze common attack vectors and countermeasures to assure information integrity and confidentiality in various systems. This course prepares students for the Systems Security Certified Practitioner (ISC2 SSCP) certification exam.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The graduate manages control access to privileged, confidential, or proprietary resources.*
- *The graduate evaluates security operations concepts, and policies to ensure the confidentiality, integrity, and availability of information assets is applied.*
- *The graduate proposes security risks mitigations processes to identify, evaluate, prioritize, and prevent potential security threats.*
- *The graduate evaluates security incident handling plans to protect and preserve organization assets and data.*
- *The graduate evaluates cryptographic systems and operations to protect data security.*
- *The graduate defends the security of a network by maintaining the confidentiality, integrity, and availability (CIA) of the information transmitted over communication networks.*
- *The graduate evaluates security concerns with countermeasures to guard against the impact of malicious activity to end-point device security, virtualization, cloud, and large-scale distributed systems.*

Ethics & Cyber Law

Legal Issues in Information Security

Security information professionals have the role and responsibility for knowing and applying ethical and legal principles and processes that define specific needs and demands to assure data integrity within an organization. This course addresses the laws, regulations, authorities, and directives that inform the development of operational policies, best practices, and training to assure legal compliance and to minimize internal and external threats. Students analyze legal constraints and liability concerns that threaten information security within an organization and develop disaster recovery plans to assure business continuity.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The graduate describes the legal requirements to address compliance with cybersecurity policies and procedures within an organization.*
- *The graduate analyzes applicable laws and policies to legally protect the organization against security incidents.*
- *The graduate outlines legal issues that should be included within the security awareness training and education (SATE) program of an organization.*
- *The graduate discusses the implications of ethical issues for specific cybersecurity actions within an organization.*

Network and Security

Network and Security - Foundations

Network and Security - Foundations introduces learners to the basic network systems and concepts related to networking technologies. Learners will gain skills in applying network security concepts for business continuity, data access, and confidentiality, and in identifying solutions for compliance with security guidance.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The learner identifies basic network systems and concepts related to networking technologies.*
- *The learner applies network security concepts for business continuity, data access, and confidentiality.*
- *The learner identifies solutions for compliance with security guidance.*

Network and Security - Applications

Network and Security - Applications prepares learners for the CompTIA Security+ certification exam. The course introduces learners to skills in identifying threats, attacks, and vulnerabilities to organizational security. The learner will also gain skills in designing security solutions for enterprise infrastructures and architectures, as well as in implementing security solutions across hardware, applications, and network services. Learners will be able to execute operations and incident response with tools, policies, forensics, and mitigation techniques, and to analyze information security controls, governance, risk, and compliance.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner identifies threats, attacks, and vulnerabilities to organizational security.*
- *The learner designs security solutions for enterprise infrastructures and architectures.*
- *The learner implements security solutions across hardware, applications, and network services.*
- *The learner executes operations and incident response with tools, policies, forensics, and mitigation techniques.*
- *The learner analyzes information security controls, governance, risk, and compliance.*

Networks

Networks

Networks introduces skills in configuring networking components and a network infrastructure. Learners will gain skills in optimizing network operations for availability, performance, and security, and in troubleshooting network issues. The course prepares learners for the CompTIA Network+ certification exam. Network and Security - Foundations is a prerequisite for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner configures networking components.*
- *The learner configures a network infrastructure.*
- *The learner optimizes network operations for availability, performance, and security.*
- *The learner troubleshoots network issues.*
- *The learner implements network security techniques.*

Wireless & Mobile Technologies

Emerging Technologies in Cybersecurity

The continual evolution of technology means that cybersecurity professionals must be able to analyze and evaluate new technologies in information security such as wireless, mobile, and internet technologies. Students review the adoption process that prepares an organization for the risks and challenges of implementing new technologies. This course focuses on comparison of evolving technologies to address the security requirements of an organization. Students learn underlying principles critical to the operation of secure networks and adoption of new technologies.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The graduate determines how to address vulnerabilities and threats in cellular and mobile network technologies.*
- *The graduate determines how to address vulnerabilities and threats in wireless architectures.*

- *The graduate executes network mapping and monitoring procedures using industry-standard software for identifying vulnerabilities and threats.*

Digital Forensics and Incident Response

Digital Forensics in Cybersecurity

Digital Forensics in Cyber Security examines the relationships between incident categories, evidence handling, and incident management. This course teaches students to identify consequences associated with cyber threats and security laws using a variety of tools to recognize and recover from unauthorized, malicious activities and how to seek evidence that reveals who, what, when, where, and how threats compromise information. Fundamentals of Information Security is a prerequisite for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner identifies laws, rules, standards, policies, and best practices related to digital forensics.*
- *The learner conducts analysis on gathered evidence with forensic tools in alignment with investigation processes.*
- *The learner collects forensic evidence from deleted files and artifacts.*
- *The learner identifies steganography techniques for data transmission.*

Business of IT

Business of IT – Applications

Business of IT - Applications examines Information Technology Infrastructure Library (ITIL®) terminology, structure, policies, and concepts. Focusing on the management of information technology (IT) infrastructure, development, and operations, learners will explore the core principles of ITIL practices for service management to prepare them for careers as IT professionals, business managers, and business process owners. This course has no prerequisites.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner applies Information Technology Infrastructure Library (ITIL) concepts, core components, principles, and models of service management.*
- *The learner applies the Information Technology Infrastructure Library (ITIL) six activities of the service value chain.*

Business of IT - Project Management

In this course, students will build on industry standard concepts, techniques, and processes to develop a comprehensive foundation for project management activities. During a project's life cycle, students will develop the critical skills necessary to initiate, plan, execute, monitor, control, and close a project. Students will apply best practices in areas such as scope management, resource allocation, project planning, project scheduling, quality control, risk management, performance measurement, and project reporting. This course prepares students for the following certification exam: CompTIA Project+.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner determines requirements of a project management plan.*
- *The learner identifies project factors, constraints, and risk strategies.*
- *The learner applies communication methods and change control processes within a project.*

Data Management

Data Management - Foundations

Data Management - Foundations introduces learners to the concepts and terminology used in the field of data management. Students will be introduced to Structured Query Language (SQL) and will learn how to use Data Definition Language (DDL)

and Data Manipulation Language (DML) commands to define, retrieve, and manipulate data. This course covers differentiations of data—structured vs. unstructured and quasi-structured (relational, hierarchical, XML, textual, visual, etc.). It also covers aspects of data management (quality, policy, storage methodologies). Foundational concepts of data security are included. No prerequisites are required for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner explains attributes of databases, database tables, and structured and associated query language (SQL) commands.*
- *The learner determines how to run queries for creation and manipulation of data in relational databases.*
- *The learner defines primary and foreign keys in data normalization.*

Data Management - Applications

Data Management - Applications covers conceptual data modeling and introduces MySQL. Students will learn how to create simple to complex SELECT queries, including subqueries and joins, and how to use SQL to update and delete data. Topics covered in this course include exposure to MySQL; creating and modifying databases, tables, views, foreign keys and primary keys (FKs and PKs), and indexes; populating tables; and developing simple Select-From-Where (SFW) queries to complex 3+ table join queries. The following course is a prerequisite: Data Management - Foundations.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner recommends databases and database management systems to meet organizational needs.*
- *The learner queries database tables and views with SQL code.*
- *The learner creates DML statements that insert, update, and delete data in data tables.*
- *The learner implements joins and aggregate functions in SQL queries.*

Operating Systems

Linux Foundations

Linux Foundations prepares learners for the LPI Linux Essentials certification, and is an introduction to Linux as an operating system as well as an introduction to open-source concepts and the basics of the Linux command line. Learners will gain skills in identifying the fundamentals of open-source software and to develop resources for data access and security.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner identifies the fundamentals of open-source software.*
- *The learner develops resources for data access and security.*

Information Assurance

Introduction to Cryptography

Introduction to Cryptography introduces skills in applying cryptography principles in alignment with organizational and information security guidelines. Students will determine requirements and techniques for cryptanalysis. This course builds skills in implementing encryption methods with symmetric and asymmetric algorithms.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner applies cryptography principles in alignment with organizational and information security guidelines.*
- *The learner implements encryption methods with symmetric and asymmetric algorithms.*

Scripting and Programming

Scripting and Programming - Foundations

Scripting and Programming - Foundations introduces programming basics such as variables, data types, flow control, and design concepts. The course is language-agnostic in nature, ending in a survey of languages, and introduces the distinction between interpreted and compiled languages. Learners will gain skills in identifying scripts for computer program requirements and in using fundamental programming elements as part of common computer programming tasks. Learners will also gain an understanding of the logic and outcome of simple algorithms.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner identifies scripts for computer program requirements.*
- *The learner uses fundamental programming elements as part of common computer programming tasks.*
- *The learner explains the logic and outcome of simple algorithms.*

Introduction to Programming in Python

Introduction to Programming in Python introduces skills in creating Python scripts with basic programming concepts. Learners will be able to create control flow with functions and loops, and to implement code with packages, modules, and libraries.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner creates python scripts with basic programming concepts.*
- *The learner creates control flow with functions and loops.*
- *The learner implements code with packages, modules, and libraries.*

Risk Management

Managing Information Security

This course expands on fundamentals of information security by providing an in-depth analysis of the relationship between an information security program and broader business goals and objectives. Students develop knowledge and experience in the development and management of an information security program essential to ongoing education, career progression, and value delivery to enterprises. Students apply best practices to develop an information security governance framework, analyze mitigation in the context of compliance requirements, align security programs with security strategies and best practices, and recommend procedures for managing security strategies that minimize risk to an organization.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The graduate recommends modifications to established information security governance to increase information assurance levels within an organization.*
- *The graduate recommends risk mitigation strategies that meet regulatory and ethical compliance.*
- *The graduate recommends changes to established security management programs in response to a cyber-related incident on an organization.*
- *The graduate develops security incident response plans that align to an organization's security goals and objectives and maintain business continuity.*

Hacking Countermeasures and Techniques

Cyber Defense and Countermeasures

Traditional defenses—such as firewalls, security protocols, and encryption—sometimes fail to stop attackers determined to access and compromise data. This course provides the fundamental skills to handle and respond to computer security

incidents in an information system. The course addresses various underlying principles and techniques for detecting and responding to current and emerging computer security threats. Students learn how to leverage intelligence and threat detection techniques; analyze and interpret data; identify and address vulnerabilities; suggest preventative measures; effectively respond to and recover from incidents; and handle various types of incidents, risk assessment methodologies, and various laws and policies related to incident handling. This course prepares students for the CompTIA Cybersecurity Analyst (CySA+) certification exam. The following courses are prerequisites: Networks and Network and Security – Applications.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner manages security testing and response in defense of organizational threats and vulnerabilities.*
- *The learner applies controls and procedures for software and system security.*
- *The learner applies improvement techniques and automation based on system monitoring and threat hunting.*
- *The learner applies incident response procedures based on digital forensic analysis.*
- *The learner applies security concepts to risk mitigation with regards to privacy and protection.*

Penetration Testing

Penetration Testing and Vulnerability Analysis

Penetration Testing and Vulnerability Analysis introduces learners to the skills necessary to perform penetration testing and vulnerability management within an organization. Learners will gain skills in defining the scope and planning for procurement of penetration testing engagements, and in performing cyber reconnaissance for information gathering and vulnerability identification. Learners will also gain skills in developing penetration testing techniques in exploitation of physical, digital, and social vulnerabilities, and to simulate attacks and responses on an organization's security infrastructure. Lastly, learners will gain skills in reporting the results of cybersecurity assessments with recommended actions.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner defines the scope and planning for procurement of penetration testing engagements.*
- *The learner performs cyber reconnaissance techniques for information gathering and vulnerability identification.*
- *The learner develops penetration testing techniques in exploitation of physical, digital, and social vulnerabilities.*
- *The learner simulates attacks and responses on an organization's security infrastructure.*
- *The learner reports the results of cybersecurity assessments with recommended actions.*

Web and Cloud Security

Managing Cloud Security

Managing Cloud Security prepares learners to safeguard cloud data with identity and access management and to implement secure solutions in cloud service models. Learners will be introduced to skills in identifying security policies and procedures for cloud applications and in implementing operational capabilities, procedures, and training in relation to organizational needs. Learners will also gain skills in conducting risk analysis and risk management in alignment with disaster recovery and business continuity plans and in identifying legal, compliance, and ethical concerns.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*
- *The learner safeguards cloud data with identity and access management.*
- *The learner implements secure solutions in cloud service models.*
- *The learner implements operational capabilities, procedures, and training in relation to organizational needs.*
- *The learner identifies security policies and procedures for cloud applications.*
- *The learner conducts risk analysis and risk management in alignment with disaster recovery and business continuity*

plans.

- *The learner identifies legal, compliance, and ethical concerns within a cloud environment.*

Capstone

IT Capstone Written Project

The capstone project consists of a technical work proposal, the proposal's implementation, and a post-implementation report that describes the graduate's experience in developing and implementing the capstone project. The capstone project should be presented and approved by the course instructor in relation to the graduate's technical emphasis.

This course covers the following competencies:

- *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.*

Accessibility and Accommodations

Western Governors University is committed to providing equal access to its academic programs to all qualified students. WGU's Accessibility Services team supports this mission by providing support, resources, advocacy, collaboration, and academic accommodations for students with disabilities and other qualifying conditions under the Americans with Disabilities Act (ADA). WGU encourages student to complete the Accommodation Request Form as soon as they become aware of the need for an accommodation. Current and prospective students can reach the Accessibility Services team Monday through Friday 8:00 a.m. to 5:00 p.m. MST at 1-877-HELP-WGU (877-435-7948) x5922 or at ADASupport@wgu.edu.

Need More Information? WGU Student Services

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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.