Information Technology Services

Information Technology Services

WPI Information Technology Services (ITS) offers a wide range of information technology resources to the WPI community to support teaching, learning, research and student life.

Access

The WPI account acts as an undergraduate student's WPI virtual identity while the student is actively registered. Usage is governed by the [Acceptable Use Policy](#). The account provides access to many technology resources including:

Network

- Wired and wireless network access available in all academic buildings, residence halls, and participating Greek houses
- High speed Internet connectivity including connection to Internet2
- Virtual Private Network (VPN) secure remote access to WPI on-campus information technology resources

Information Security monitors the WPI network and provides Endpoint Detection and Response for ITS-managed Systems.

University Systems

- University services, such as email, learning management system, eProjects, web site, software applications, remote desktop, databases, etc. are enabled by ITS.
- Workday, and related campus-wide data systems, enable administrative departments to run the critical business functions of the University. They also provide students and faculty access to student registration, advising, and financial information. They enable students to update their biographical information, designate proxy access, and check grades.

Software

Numerous software applications including academic courseware ([The WPI Hub | Software Library](#)) are offered for student access:

- in public computer labs
- via remote services
- via network download for some applications
- via discounted purchase at online store

Computer Labs

Over 600 public computers are available across campus for student use. Many are located in open access labs within academic buildings and throughout the Gordon Library. Public computer labs offer a consistent user interface and software profile. Specialty labs for students include:

- Multimedia Lab enabling digital editing and scanning is located in the Gordon Library
- Maker space, prototyping and recording labs are housed in the Innovation Studio
- Design Studio offering powerful workstations for CAD/FEA/FEM projects and coursework is located in Higgins Labs
- Virtual labs with remote access are also available

Printing Services

The Gordon Library Information Commons Print Center is equipped to meet students' scanning and printing needs. Printers are also located throughout the Gordon Library as well as within some computer labs. These additional printing services are detailed in Technology Support and Instruction:

- Large-format poster printing
- Rapid prototyping/3D printing

Collaboration and Learning Resources

Collaboration and learning are supported through specialized software and applications, technology-enhanced spaces, and equipment loans.

- Learning Management Software: Canvas course web sites
- Tools: Microsoft 365 (email/calendar/contact, task, file storage and management, Teams), FusionForge, and CampusPress
- Web-conferencing: Zoom and Teams allow remote participants to conduct real-time meetings in a web-based environment from any location with a web-enabled device and a high speed Internet connection
- Tech Suites: Technology-enhanced meeting spaces with wireless screensharing are designed for student project group use
- Learning Spaces: Active learning classrooms, and technology-enhanced classrooms and conference rooms
- Equipment Loans: Laptops, digital cameras, audio recorders, hard drives, projectors, etc. are available through the Academic Technology Center

Technology Support and Instruction

Technology Service Desk

Gordon Library, Main Floor; (508) 831-5888; hub@wpi.edu; https://hub.wpi.edu

- Offers in-person and remote technology support
- Requests for assistance can be submitted via phone, email or web
- IT Service, Software, and Knowledge Catalog provides answers to common issues

Academic Technology Center (ATC)

Fuller Labs, Room 117; (508) 831-5220; atc@wpi.edu

- In-person technology support on audio-visual equipment loaned out for multi-media projects and campus events sponsored by WPI student organizations
- Large-format poster printing

Academic and Research Computing

Higgins Labs, https://www.wpi.edu/research/resources/support/academic-research-computing

- Instructor-led scientific and engineering software applications training
- Data management and access to cloud collaboration space
- Numerous high performance computational resources available for student research projects
- Large-format poster printing located in Higgins Labs
- Enterprise level rapid prototyping/3D printing located in Higgins Labs

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