Information Technology Services

Widener University's computing resources are managed by the Office of Information Technology Services (ITS), which is located on the second floor of Academic Center North (ACN) and has satellite offices on the Wilmington and Harrisburg campuses.

ITS hosts Campus Cruiser as the web-based information portal for the university. Widener University provides each student with an e-mail account and other multiple services on Campus Cruiser. All "official" university correspondence will be sent to student's Campus Cruiser e-mail accounts. It is the student's responsibility to routinely check their e-mail. Campus Cruiser allows the university community to access personal and group calendars, e-mail, class schedules, and campus events. Campus Cruiser also allows users to register for classes and review personal academic information such as GPA, financial status, and more.

In addition to Campus Cruiser, ITS provides central computing resources, including Internet access via LAN and wireless, numerous lab-based academic-specific software applications, residential computing connections, and technical support. ITS maintains general-purpose labs on all campuses, with two on the Chester campus and one each on the Wilmington and Harrisburg campuses. Students are issued a network login and password to access the computers in the general labs. ITS maintains several computer classrooms throughout the university and provides support for classroom equipped with multimedia presentations.

Student Employment: ITS is also a major student employer for both work study and non work study positions. ITS currently employees over 30 Lab Attendants/Consultants for work in the University's general computing labs, 6 Student Support Techs, 2 Accounts Payable Clerks who assist our purchasing specialist with the daily operations of accounts payable, 3 Technical Assistants who assist our professional staff on a daily basis. For more information on our Student Employment, please visit our Student Computing webpage: http://www.widener.edu/its/studentcomputing.asp.

Internet2: Widener University is committed to the mission of Internet2 to facilitate and coordinate the development, deployment, and operation of a network for advanced network services and applications. Internet2's efforts at the universities and Widener University's involvement enable Pennsylvania and Delaware to provide services and leadership to higher education in the Northeastern region. Additionally, this partnership enables Widener to service the collaborative technology needs of its campuses and other research universities and centers.

Student Technical Support: The university is dedicated to providing both commuter and residential students technical support through the ITS Student Technical Support program. Students are hired and trained extensively by the ITS department to be the first line of support for students experiencing technical problems with their computers. This includes virus issues, spyware/adware removal, software incompatibility, hardware issues, and problems connecting to the university's network. A walk-in support office is also available to students throughout the week, located in the ITS computer lab located in the lower level of the University Center on the Chester Campus. For additional information about the Student Computing Support Center visit our webpage: http://www.widener.edu/its/studentcomputing.asp.

24/7/365: ITS has partnered with Presidium Learning, Inc. to offer members of the Widener University community *24 hour, 7days a week, 365 days a year technical support*. With our new service, you now have multiple options to find solutions to your problem. Search the Knowledge Base for easy to find answers to commonly asked questions. Chat with a Presidium Learning Support Specialist using our live chat – 24/7/365. Pick up a phone and talk to a Presidium Learning support specialist 24/7/365! ITS monitors all calls received by Presidium, which will be escalated back to on-campus staff for intervention, if Presidium cannot resolve the problem over the phone. In that case, an ITS professional from your campus helpdesk will call you to set up an office or dorm visit to resolve your issue, during regular business hours, Monday through Friday. Just click the 24/7 button on our webpage: http://www.widener.edu/ITS.