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Western Governors University Announces Online Student Services Offerings

[Administration](#)

SALT LAKE CITY, UT -- Students of Western Governors University will go online with state-of-the-art registration, library and bookstore services, it was announced today by Robert C. Albrecht, chief academic officer.

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After reviewing numerous proposals, Albrecht announced that Washington State University will provide WGU "back office" administrative services, the General Library of the University of New Mexico will establish and operate the WGU Central Library, and Follett Campus Resources, one of the country's major suppliers of academic books and associated materials, will be responsible for the WGU Online Bookstore. Final contracts with the universities and Follett should be signed within the month.

[FAQs](#)

In announcing their association with Western Governors University, Albrecht said, "WGU is delighted to welcome the leadership of the WSU's nationally recognized distance education program, UNM Library and the Follett organization to work with us in serving WGU students. All three are well positioned to provide the quality of service that today's students need to be successful in an ever-more-competitive world."

Washington State University was selected to provide the administrative functions associated with the WGU Catalog. These include the critical "back office" functions which student will access throughout the catalog's Web interface and includes registration of students, financial transactions, and student records. WSU has extensive experience in providing such services to students enrolled in distance education programs.

WGU online library and bookstore services will be offered as a complement to services offered by the wide variety of educational institutions that will offer courses via WGU. This will assure that WGU students, who may be anywhere, will have support services comparable to those of traditional on-campus students.

The University of New Mexico General Library will provide comprehensive library services to WGU students, which is critical to the success of distance education. These will be time and location independent and will include online access to full-text and citation databases, reference services, and document delivery plus familiar services such as inter-library loan and a help desk available to WGU students by e-mail or phone. The library will also work with all of the institutions who will be offering WGU courses to provide WGU students with an electronic reserve reading room, similar to the online services offered by many campus-based libraries for their own students. A test project is also envisioned that will provide specialized services for WGU students with disabilities.

In operating the WGU Online Bookstore, Follett Campus Resources will provide their WGU student-customers full bookstore capabilities through their Express Sales service. This group specializes in home and business delivery of textbooks, packets of material customized to specific courses, computer software, video and audio recordings, and other resources needed for technology-supported learning. The store will also carry the inevitable university memorabilia, from T-shirts to monogrammed supplies.

About Western Governors University

Western Governors University was formed in 1997 as a result of the interest of the governors of the western United States to share higher education distance learning resources. WGU is a competency-based, degree-granting, virtual university that delivers cost-effective education using the Internet and other advanced telecommunications and networking technologies. WGU's mission is to expand educational opportunities for learners everywhere, offering courses from a wide array of sources. Educational access will be provided to a dispersed population of students who might not otherwise have access to higher education and to those needing workplace training. Its corporate offices are located in Salt Lake City, Utah, with academic offices in Denver, Colorado.

The states and territories participating in Western Governors University are Alaska, Arizona, Colorado, Guam, Hawaii, Idaho, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, Texas, Utah, Washington and Wyoming. The lead governors in the WGU development are Roy Romer of Colorado and Mike Leavitt of Utah, who serve as co-chairs of the Board of Trustees.

