



MEMO

To: Rice Faculty, Graduate Students, and Instructors

From: Carlos Solis, Ph.D., Manager, Educational Technologies

Date: April 10, 2008

RE: **Request New and Continuing Lab and Podium Software Installations by May 2**

If you require software for computer lab or classroom podium computers, for Fall 2008, you must complete the online software installation request form by May 2, 2008 at: <http://www.rice.edu/it/request.html>

Yes! You can complete the software installation request even if you don't know where you will be teaching. All of the technology-enhanced classrooms and labs are scheduled by the Office of the Registrar, and all podiums are loaded with the same software.

The Office of the Vice Provost for Information Technology (IT) needs to know which applications will be running during the fall of 2008 so that the machine loads and configurations can be properly tested. It is also important to gather this information by May 2 so that the parties responsible for purchasing software (IT or individual departments) will have enough time to do so.

IT's Educational Technologies group (Ed Tech) will financially support software deployments that impact teaching and learning across departments and schools, benefiting faculty and students. Priority is therefore given to university-wide deployments and applications that are widely used. While purchasing support can be given to other initiatives, Ed Tech cannot financially support the purchase of software for individuals, or of software that is used in a limited number of courses, and remain within their budgeting constraints.

The online form is also required to **confirm your intent to use existing software**. You do not need to request Microsoft Office Suite tools such as PowerPoint because this suite of applications is installed in all the technology-enhanced classrooms and labs supported by IT. In order to create installation space for new software requests, we will remove software no longer in use. If you wish to review other standard software installations for Mac, PC, Linux, and Unix classrooms and labs, the lists can be found online at: http://edtech.rice.edu/class_tech.html

Our goal is to provide support for the software you need to teach your courses. We manage an extensive array of software for your instructional classrooms and labs. Our staff can test the basic functionality of the installed applications, but we need your help in making sure that your applications work fully and in the way you need them. Starting July 28, Fall 2008 software applications will be available for testing at the IT facilities. Either you or your designate can stop by to test the software application and determine if it is working properly before the first week of class.

In previous years, some Rice instructors experienced software application problems at the beginning of the fall and spring semesters. By starting the software request and loading process earlier, and by adhering to a strict deadline, we expect to avoid most of these issues. Please note that software installations requested after the May 2, 2008 deadline may not be installed before the Fall 2008 semester begins. For requests that arrive after the deadline, there are two possible outcomes:

1. The requested application or upgrade might be incorporated into current software loads if there are adequate resources after work on the other software requests has been completed.
2. We may be able to meet your needs in another fashion.

If you have any questions or concerns regarding software installation requests and support for your classroom or lab, please feel free to contact me by email (solis@rice.edu) or phone (x5687).