Dear New Faculty,

The Office of Information Technology (OIT) welcomes you to the Rice community! OIT’s mission is to serve as the technology partner to the university and to help you with your computing needs. Below is an overview of campus technology resources available to you.

**Computing assistance** is provided by OIT Divisional Representatives, who can set up your current computer, help you purchase a new machine, or explain available campus services and resources. Request an appointment to meet your support representative through the Help Desk by calling 713-348-HELP (x4357) or sending an email to helpdesk@rice.edu.

**General resources** for faculty include office telephones and the campus wired and wireless networks as well as secure off-campus network access via a virtual private network (VPN). Rice also offers a variety of storage and backup solutions and we will provide you with an account on our internal Rice email system.

**Instructional technologies** include multimedia podiums and audiovisual equipment in 95 classrooms and seven teaching labs. The learning management system that supports Rice courses is called OWL-Space; students are automatically added to your course spaces when they register for the class. Training opportunities for learning how to use classroom podiums and OWL-Space tools are offered at the beginning of the semester; check the schedule included in this packet for details.

**Research support** is offered by the Center for Research Computing (CRC) for individuals utilizing high performance computing systems and resources. The CRC provides shared facilities and services for compute, visualization, and data-storage.

The enclosed materials contain more detailed information about our services. We look forward to working with you as you settle in your new position.

Sincerely,

Mike Dewey  
Director, Campus Services  
Office of Information Technology