

Subject: Information for Dual Delivery Teaching this fall

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From: dianeb@rice.edu

Dear Faculty,

I know everyone has been very busy getting ready for the start of school. Learning Environments (LE) has been busy helping you with Canvas, Kaltura, Zoom and various other software packages. We have also been outfitting the classrooms for dual delivery and hiring Technology TAs to assist you with the technology. As we are in the final push to the start of school, LE wants to make sure you have what you need to teach your classes. There is very important information at the end regarding students studying remotely in China.

We have licensed the majority of our software that is currently offered on campus to be available for download for our remote students. Students living and studying in Houston should either download the software to their own computer or use a computer on campus. For a list of software, please click [here](#). If you have students that are fully remote outside Houston and are unable to download the software to their computer and need to access software for your class, email teaching@rice.edu. We have a limited pool of VDI computers that will be available to those students studying fully remote that can't download to their computer.

As a reminder, the status of the rooms can be found on the [wiki](#). This has the most up to date information. There is a [page](#) with a short video on the usage of the equipment in the rooms, a quick reference handout, and FAQs. There will also be a quick guide in every classroom to assist you. In every building with classrooms scheduled by the Registrar's Office, we will have an on call Technology TA in the building to assist as needed. The location of the TA will be posted in each room.

If you would like to test a classroom, please email teaching@rice.edu to request a time.

International and Remote Students

The networks on Rice campus are optimized for access to research and educational resources. This is not the case when students access these resources from home. Students connecting to Rice resources from abroad can experience slow connection speeds that may make interactive resources such as VDIs to access computer labs or video conferencing difficult to use. This issue may also affect students in the U.S. who do not have access to fast internet and have to use satellite or lower grade cellular connections. Please have students contact the Help Desk if they experience these issues so we can try to help them optimize their home network connection.

IMPORTANT INFORMATION IF YOU HAVE STUDENTS STUDYING REMOTELY IN CHINA

OIT is working very hard to make sure that our students studying remotely in China will have the best possible experience.

The Chinese cyberspace is protected by a firewall. The firewall controls and can inspect the internet information flow in and out of China. The settings of the firewall are at the control of the Chinese government and can change without warning depending on the geopolitical situation. The Chinese government uses the firewall to restrict access to certain internet resources that we take for granted such as Google, YouTube, Facebook, etc or access to information about topics the government views as sensitive. The International Operations team contacted students residing in China to validate their connectivity before the start of the semester. The students tested Canvas, Kaltura, Box and Zoom. We have moved all remote Chinese students to Office 365 from Gmail to make sure there would not be a disruption to email. We are working on various ways for students to access Google products. If you use other resources as part of your class and need them tested please contact teaching@rice.edu. The International Operations team and OIT Networking are also working on a set of options that students can use if their connectivity or access to resources unexpectedly change during the semester. Please note that these options involve using Chinese companies to provide the connectivity and as such there are privacy and security concerns connected to these connections. OIT proactively migrated students in China from

Gmail to Office 365 to assure that they have access to e-mail.

If you have websites that your students need to access from China, please fill out this [form](#), so that we can work with our companies in China to get these sites whitelisted. If you have any questions, please contact teaching@rice.edu.

Kind regards,

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