The Year of Living (with) Google

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**Recommended Citation**

Ginsberg, Debbie; Barney, Emily; Vaishnev, Sejal; and Gaonkar, Mohit, "The Year of Living (with) Google" (2013). *Presentations*. 84.  
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Our Year of Living Google

Sejal Vaishnav, Mohit Gaonkar, Debbie Ginsberg, & Emily Barney
Chicago-Kent College of Law, June 13, 2013, CALI
The Decision

- Student driven:
  - Email for life
  - Students already familiar
  - Larger mailbox

- IIT Transitioning

- Due for Equipment upgrade

- Cost
Gmail
More than email

What's the status of Project Everest?

Kavita Singh
1:30 PM (11 minutes ago)

Hello Mike, I was reviewing the reports today and see that our launch date is...

Mike Chang
1:32 PM (9 minutes ago)

Hi Kavita,

We're all set to go! I just chatted with Katy and we're all synced. However, the weather report shows rain next week so I hope that doesn't delay our photo shoot. We may need to reschedule the shoot so it might be good to schedule a backup shoot date with the photographer for the following week.

Kavita Singh
1:34 PM (7 minutes ago)

Ok I've added another slot with the photographer for July 16th. She's also updated the shot list you sent with some additional recommendations.

Gmail groups replies to a message so it's easier to follow the conversation.
The Process/Planning

- Lots of Meetings with tech staff
- Engagement
  - SBA
  - Faculty Tech Committee
  - Senior Management
- Google accounts created for transition
- Deadline - Memorial Day 2012
The Preview

- Pilot power users / trainers
- Managing Expectations
- Videos from Google
- In-Person Training sessions
  - New single sign-on

**TIP:** Handle account issues in person before the switch (password/address changes, etc.)
Transitioning to Gmail

Learn about the benefits, features, and functionality of Gmail as you transition from Microsoft Outlook.

Uploaded on Jul 14, 2011

Top Comments

sebas11tian 1 year ago
The Migration

- Grouping Users
  - "Power Users" handled separately
  - 1,500 students, 250 staff and faculty
- Timeline
- Server issues
- Separating some content (notes)

**TIP:** Always, always reboot Exchange server before start!
The Introduction

- Email announcements
- Who to contact?
- FAQ page on website
- Online guides
Google Apps FAQ

Q: Is my mail in Google Apps kept private and secure?
A: Yes. The email is owned by Chicago-Kent and not Google. Google will not search your email for marketing purposes which is part of the education agreement.

Q: What is included in the Google Apps for Education account?
A: The accounts will include E-Mail, Docs, Calendar, Sites, Groups, etc.

Q: Will Google place ads in my CK Google Apps account?
A: No. Google will not place ads in your email or on the page when you view your account.

Q: What will be my official email address once the transition to Gmail is complete?
A: The official email address will be in the portalID@kentlaw.iit.edu format.

Q: How can I access my Google Apps account?
A: You can access your Google Apps account via a Single Sign-On to MyIIT. There will be a Google Apps for Chicago-Kent icon which will take you to your Chicago-Kent email. You will not be able to access your CK Gmail account via gmail.com.

Q: Can I view my CK Google Apps account on my tablet or mobile device?
A: Yes. We will provide instructions on mobile device configurations.

Q: Will my current email be transferred over to the Gmail environment?
A: Yes, all email, contacts, and calendar appointments within your current Chicago-Kent mailbox will be transferred to Gmail. This transfer was completed over the Memorial Day weekend, 2012.

Q: What will happen to class distribution lists?
A: Class distribution lists will appear as groups on your Google Apps account and will be managed by the CLC. Click here for more information on Google Groups.

Q: What happened to the folders in my mailbox?
A: Your folders were converted into Gmail "labels" (which provides the same function as "folders", but are named "labels" in Gmail). Click here for more information on using labels and editing labels.

Q: Why are some emails in my inbox grouped together in Gmail?
A: This grouping is because they are "related". Click here for more information on grouping and relatedness.
Welcome to Google Apps

Tips and info for using mail, calendar, and other Google Apps.

Last Updated: Jun 12, 2013  
URL: http://guides.kentlaw.iit.edu/googleapps  
Print Guide  
RSS Updates  
Email Alerts

FROM OUTLOOK TO GOOGLE APPS

Google Apps will make it easier for everyone to read, send and search e-mail quickly anywhere, as this video explains:

Transitioning to Gmail

Comments (0)

GENERAL QUESTIONS

Q: After the move, what will be my official email address?
A: Your official email address will be portalID@kentlaw.iit.edu. PortalID is the username you use to login to myIT.

Q: Will I lose email sent to my old @kentlaw.edu account?

Comments (0)
Training

- Hands-on training in labs
- Sessions for each basic app
- Lots of Q&A time
- Online Guides / FAQ again
Welcome to Google Apps

Tips and info for using mail, calendar, and other Google Apps.

Last Updated: Jun 12, 2013  URL: http://guides.kentlaw.iit.edu/googleapps  Print Guide  RSS Updates  Email Alerts

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### GOOGLE APPS FAQS

- Gmail Questions
- Contact Questions
- Calendar Questions

Comments (0)

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### GMAL QUESTIONS

Have a question about customizing Gmail? You may want to read through our [Getting Started page](http://guides.kentlaw.iit.edu/googleapps) as well to see how you can set up notifications or other basic features.

- How do I set up a signature?
- Can I use multiple signatures?
- How do I hide labels I don't use often?
- How do I hide the "people" information on the right side of the screen?
- Learn what the People Widget does in the right sidebar next to your messages and how you can turn it off if you find it intrusive or unhelpful.
- Can I get a "return receipt" in Gmail?
  - It's possible, but the person will need to agree to send it.
- Can I use "Undo Send" in Gmail?
  - There's a lab for that! It's a very quick response option, though.

Comments (0)

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### CHAT QUESTIONS

Google's built-in Chat tools (also called Google Talk) make it easy to see if someone is available and send them quick questions or updates.

- Can I prevent Gmail from saving my chat messages?
- Can I prevent others from saving my chat messages?

Comments (0)

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### CONTACT QUESTIONS

Don't forget you can also find basic setup information on our [Contacts page](http://guides.kentlaw.iit.edu/googleapps) in this guide

- How do I create a group?
  - The "Groups" you create in Contacts are like the Distribution Lists you created in Outlook. This will help you create a new group in your contacts.
- How do I import a Distribution List?
Resolving Tech Questions

- Support, support, support, support!
- Mobile Devices - personal help
- Mail Merges, HTML email
- Google Forums
Administrative Daily Tasks

- Rapid vs. Scheduled Upgrades
- Automatic vs. Manual release for new services
- Account, Group provisioning
- Account Delegation
User Daily Tasks

- Transitioning to new workflows
- Configuring settings
- Adjusting to new tools
- Conversation View headaches
Google Apps

- Introducing new tools:
  - Google Drive
  - Google Docs
  - Google Sites
  - Chat
Let's move the finished tasks and projects from the Open Issues page to this spreadsheet for easy referral later.

Feel free to add in details after a project is done or when you're reviewing the steps in a project, then sort by date to restore the chronological order. The date/month column is intended to help with filtering.

### Completed Tasks

<table>
<thead>
<tr>
<th>Staff member</th>
<th>Project</th>
<th>Task</th>
<th>Month</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emily</td>
<td>WordPress</td>
<td>Review Theme Pack from WPMUDev</td>
<td>Nov2012</td>
<td>11/</td>
</tr>
<tr>
<td>Emily &amp; Kim</td>
<td>StaffNews</td>
<td>Halloween Party Pictures</td>
<td>Nov2012</td>
<td>11/</td>
</tr>
<tr>
<td>Emily</td>
<td>Computer</td>
<td>Draft email to library staff</td>
<td>Nov2012</td>
<td>11/</td>
</tr>
<tr>
<td>Emily</td>
<td>Computer</td>
<td>Add monitor information to spreadsheet</td>
<td>Nov2012</td>
<td>11/</td>
</tr>
<tr>
<td>Emily</td>
<td>StaffNews</td>
<td>Costume Contest</td>
<td>Nov2012</td>
<td>11/</td>
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<tr>
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<td>StaffNews</td>
<td>Catering Survey</td>
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<td>Welcoming Committee Pics</td>
<td>Nov2012</td>
<td>11/</td>
</tr>
<tr>
<td>Emily</td>
<td>WordPress</td>
<td>Review DISC Website</td>
<td>Nov2012</td>
<td>11/</td>
</tr>
<tr>
<td>Emily</td>
<td>WordPress</td>
<td>DISC Website Finalization</td>
<td>Nov2012</td>
<td>11/</td>
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<td>DISC Website URL mapping</td>
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<tr>
<td>Emily</td>
<td>WordPress</td>
<td>DISC Website updates</td>
<td>Nov2012</td>
<td>11/</td>
</tr>
</tbody>
</table>
Encouraging Adoption

- Brownbags for Faculty & Staff
- Lead by Example
  - Internal use
  - Staff & faculty emails
- Build Peer to Peer training
Staff Taco Day! The Chicago-Kent Staff Committee is sponsoring a staff appreciation lunch with great Mexican food next week on Thursday!

Please RSVP below!

Date: February 14
Time: 12:00-2:00pm
Place: 10th Floor Event Room

Will you attend? *

☑ Yes
☐ No

Your kentlaw.iit.edu email will be recorded when you submit this form. Send me a copy of my response.

Submit

If you have trouble viewing or submitting this form, you can fill it out online:
https://docs.google.com/a/kentlaw.iit.edu/spreadsheet/viewform?fromEmail=true&formkey=dHvVzZoUExtUzdqYIVmTFQyUkQtwXc6MQ

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Deb Quentel  Emily, Thanks for forwarding - and Yes, I'll attend. Any idea who controls th...
Beyond Apps for Edu

● Users needed access to non-core services
  ○ Groups
  ○ Picasa
  ○ More

● Establishing processes for new apps
  ○ Google will not support non-core apps
Beyond Apps for Edu

● Issues:
  ○ Changes in TOS
  ○ Privacy factors
  ○ Other issues
    ■ No institutional policies for now for individual financial transactions

● But then....
  ○ Hangouts
  ○ Google Reader 😞
Google Apps at Chicago Kent

Find tutorials, tips, and FAQs for Gmail, Google Contacts, Google Calendar, Google Drive, and more

Last Updated: May 3, 2013 | URL: http://guides.kentlaw.iit.edu/cgoogleapps | Print Guide | Email Alerts

INTRODUCTION TO GOOGLE APPS

When you log into your Google Apps account from banner, you're sent directly to your email account. But you also have access to many more tools from Google, called "Google Apps."

Many of these tools are connected to help you make your work life more efficient and offer tools to collaborate with other Google Apps users.

Gmail
More than Email. Gmail's powerful search and mobile access combined with text, voice and video chat make communication with colleagues easy and efficient.
Learn More

Contacts
Store and organize contact information about the people you communicate with.
Learn More

Calendar
Stay in sync with your team. Organize schedules, share events and calendars with colleagues.
Learn More

Drive
Work together better. Publish and collaborate in real-time on documents, spreadsheets and presentations.
Learn More

Talk
Share quick thoughts in real-time using text, voice and video with your colleagues.
Learn More

Hangouts
Schedule online video meetings with up to 10 participants and join right from your laptop, phone or tablet. Learn More
NOTE: Hangouts require a Google+ Profile.

Google+
Find new ways to share with coworkers. Share private posts with your company to ask questions, find experts and get answers.
Learn More

Emily Barney
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Office: 985
Phone: 312-263-9500
Send Email

Links:
Website / Blog
Profile & Guides

Subjects:
web design, Google/Apps, graphic design, IILguides, WordPress, social media, educational technology

Title:
Technology Development & Training Librarian
This step lets you fill in your most basic work-related profile information. You can leave any fields blank if you prefer.

Photos are also optional.

Don't want everyone to see your information? We'll cover privacy settings next.
Handling Upgrades

- Gmail Changes:
  - Compose
  - Inbox
- Other App Changes:
  - Maps
Looking Forward, Looking Back

- Managing expectations
- Clear communication, multiple formats:
  - Email
  - Videos
  - Guides
  - Slides
  - In-person
- Teamwork!
Change for the better: no more silos

- Working together - no longer optional
- Less staff - must work with other departments
- Collaboration = more opportunity
Questions? Let us know:

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