6-13-2013

The Year of Living (with) Google

Debbie Ginsberg  
*IIT Chicago-Kent College of Law, dginsberg@kentlaw.iit.edu*

Emily Barney  
*IIT Chicago-Kent College of Law, ebarney@kentlaw.iit.edu*

Sejal Vaishnev  
*IIT Chicago-Kent College of Law*

Mohit Gaonkar  
*IIT Chicago-Kent College of Law*

Follow this and additional works at: [http://scholarship.kentlaw.iit.edu/lib_pres](http://scholarship.kentlaw.iit.edu/lib_pres)  
Part of the [Law Commons](http://scholarship.kentlaw.iit.edu/lib_pres)

**Recommended Citation**  
Ginsberg, Debbie; Barney, Emily; Vaishnev, Sejal; and Gaonkar, Mohit, "The Year of Living (with) Google" (2013). *Presentations*. 84.  
[http://scholarship.kentlaw.iit.edu/lib_pres/84](http://scholarship.kentlaw.iit.edu/lib_pres/84)

This Article is brought to you for free and open access by the Library at Scholarly Commons @ IIT Chicago-Kent College of Law. It has been accepted for inclusion in Presentations by an authorized administrator of Scholarly Commons @ IIT Chicago-Kent College of Law. For more information, please contact dginsberg@kentlaw.iit.edu.
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
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

End of the Evening and my Head is Spinning by Aaron Hockley
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

Show more
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!
GA1
- CSV-1
- CSV-2
- CSV-3

GA1-CS4B
- Note: Only

GA1-CSV5
- CSV-1
- CSV-2
- CSV-3

GA2-CSV1
- Fails twice
- J. Young

GA2-CSV2
- CSV-1
- CSV-2

GA3-CSV1
- Rerun
- Chapman

GA3-CSV2
- CSV-1
- CSV-2

GA4-CSV3
- CSV-1
- CSV-2

GA4-CSV5
- CSV-1
- CSV-2

GA4-CSV6
- CSV-1
- CSV-2

GA5-CSV1
- CSV-2

GA5-CSV5
- CSV-1

GA6-CSV1
- CSV-2

GA8-CSV1
- CSV-2

GA8-CSV2
- CSV-1

GA8-CSV3
- CSV-1

GA8-CSV4
- CSV-1

GA8-CSV5
- CSV-1

GA8-CSV6
- CSV-1

GA11-CSV1
- CSV-2

FA/STAFF

Student Next

Continued GA16-18 phase

- GA16-CSV4
- GA16-CSV3
- GA16-CSV2
- GA16-CSV1

- F. Bazanta failed in
- S. Sowle calendar

- Admissions calendars
- M. Voednik calendars
- J. Young inbox

Phase 1

Phase 2
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: Gmail automatically groups emails together in a subject tray when you have more than one email with the same subject. Click here for more information on grouping.
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

I NEED HELP!
- CLDP/Help
  pchelp@kentlaw.iit.edu
  312-905-5300
- Library Technology Group
  libtech@kentlaw.iit.edu
  312-905-5673

GOOGLE APPS INDEX
Q: What is included in the Google Apps for Education account?
A: The accounts will include Gmail (email), Google Calendar, Contacts, Chat, Tasks, Google Docs, Google Sites, Google Groups, and more.

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

Transitioning to Gmail

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?
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

GOOGLE APPS FAQS
- Gmail Questions
- Contact Questions
- Calendar Questions

Comments (0)

MAIL QUESTIONS

Have a question about customizing Gmail? You may want to read through our Getting Started page 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?
- Can I get a “return receipt” in Gmail?
- Can I use “Undo Send” in Gmail?

Comments (0)

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)

CONTACT QUESTIONS

Don't forget you can also find basic setup information on our Contacts page in this guide.

- How do I create a group?
- 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
Completed Tasks

posted Mar 25, 2013, 1:03 PM by Emily Barney

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.

<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></td>
</tr>
<tr>
<td>Emily &amp; Kim</td>
<td>StaffNews</td>
<td>Halloween Party Pictures</td>
<td>Nov2012</td>
<td></td>
</tr>
<tr>
<td>Emily</td>
<td>Computer</td>
<td>Draft email to library staff</td>
<td>Nov2012</td>
<td></td>
</tr>
<tr>
<td>Emily</td>
<td>Computer</td>
<td>Add monitor information to spreadsheet</td>
<td>Nov2012</td>
<td></td>
</tr>
<tr>
<td>Emily</td>
<td>StaffNews</td>
<td>Costume Contest</td>
<td>Nov2012</td>
<td></td>
</tr>
<tr>
<td>Emily</td>
<td>StaffNews</td>
<td>Catering Survey</td>
<td>Nov2012</td>
<td></td>
</tr>
<tr>
<td>Emily</td>
<td>StaffNews</td>
<td>Welcoming Committee Pics</td>
<td>Nov2012</td>
<td></td>
</tr>
<tr>
<td>Emily</td>
<td>WordPress</td>
<td>Review DISC Website</td>
<td>Nov2012</td>
<td></td>
</tr>
<tr>
<td>Emily</td>
<td>WordPress</td>
<td>DISC Website Finalization</td>
<td>Nov2012</td>
<td></td>
</tr>
<tr>
<td>Emily</td>
<td>WordPress</td>
<td>DISC Website URL mapping</td>
<td>Nov2012</td>
<td></td>
</tr>
<tr>
<td>Emily</td>
<td>WordPress</td>
<td>DISC Website updates</td>
<td>Nov2012</td>
<td></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=dHV3VzZoUExtUzdqY1VmTFQyUkQtWXc6MQ
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/ckgoogleapps | 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
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:

Sejal Vaishnav - spatel2@kentlaw.iit.edu

Mohit Gaonkar - mgaonkar@kentlaw.iit.edu

Debbie Ginsberg - dginsberg@kentlaw.iit.edu

Emily Barney - ebarney@kentlaw.iit.edu