Google Workspace Program Update

DCSS Spring 2022
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Google Workspace Program (GWP)

https://it.vt.edu/projects/GoogleWorkspace

- Today, all faculty, staff, students, alumni, and retirees have a hosted Google account with access to all Virginia Tech Google core services.

- Based on changes to the Google Workspace for Education Fundamentals (Google's no-cost tier of the education license model), the university's total pooled storage will change from unlimited to a new pooled storage limit.

- Currently, the university is operating at storage levels significantly higher than the expected no-cost storage limit and continues to grow.

- Virginia Tech must evaluate both how we are using Google services and Google's new licensing model to determine a plan to address the storage overages prior to Google's quota enforcement deadline.

- Failure to develop and implement a plan prior to the deadline may result in service disruptions and a loss of data access.

Google: Education License Changes

- April 2021, Google announced
  - Unlimited storage has ended
  - Initial education storage at no additional charge – 650 TB for VT
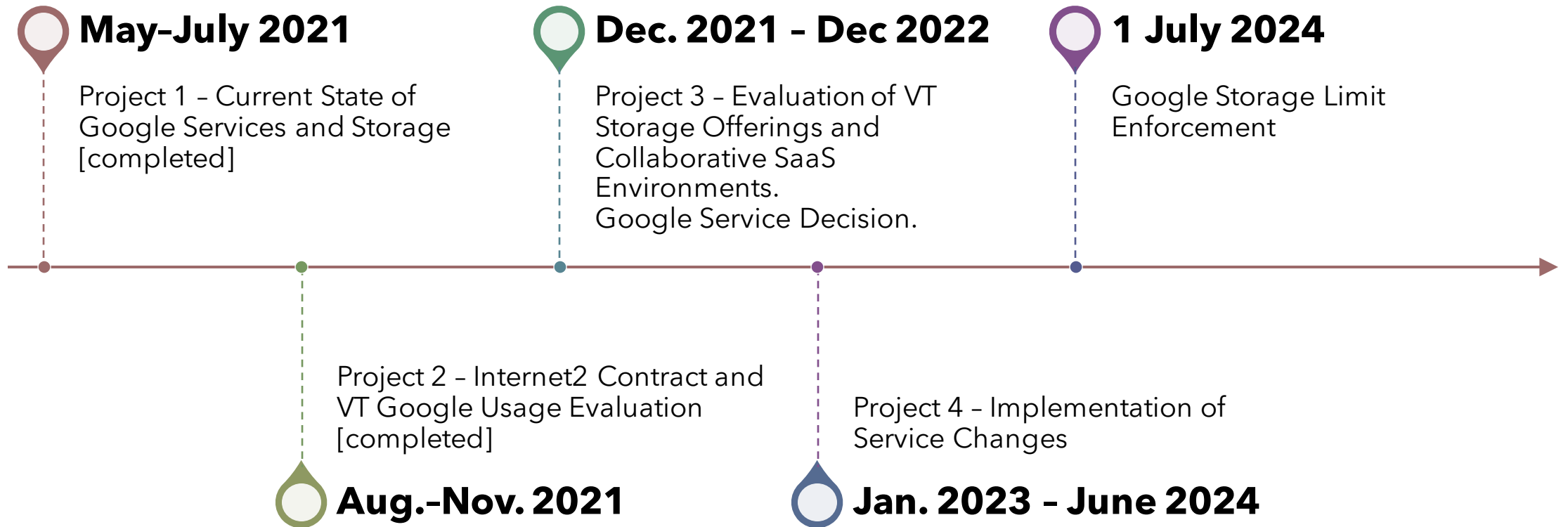 - Ability to add additional storage - ~$5 per 20 GBs

GWP Program Team

- Scott Midkiff - Sponsor
- Greg Kroll – Program & Project Manager
- Marc DeBonis – Project Lead & Steering Committee Chair
- Chris Shively – Project Lead
- Paige Ghra – Communications Lead

GWP Steering Committee

- Marc DeBonis – CCS - Chair
- Ali Butt – Faculty / Computer Science
- Dale Pike – TLOS
- Janice Austin – Graduate School
- Jerrad Miers – Advancement
- Maruf Hoque – Graduate Students
- Steve Yi – HR
- Scott Shetrone – CALS / Extension
- Shannon Philips – Library / ITC
- Truitt Elliott – Undergraduate Students
- Zeb Bowden – VTTI

GWP Timeline

May-July 2021

Project 1 – Current State of Google Services and Storage [completed]

Aug.-Nov. 2021

Project 2 – Internet2 Contract and VT Google Usage Evaluation [completed]

Dec. 2021 – Dec 2022

Project 3 – Evaluation of VT Storage Offerings and Collaborative SaaS Environments.
Google Service Decision.

Jan. 2023 – June 2024

Project 4 – Implementation of Service Changes

1 July 2024

Google Storage Limit Enforcement

GWP Project 2 Outcomes

- Internet2 contract – effective December 2021
- Benefits include
  - Moves the Google storage enforcement deadline to July 2024
  - Allows existing Google services to remain in place with no changes for calendar year 2022
  - Moves out the start date for implementing changes based on the final service decision to January 2023

GWP Project 2 Outcomes

- Google Usage Survey
  - Dates: 10/4/2021 - 10/18/2021
  - Sent to all eligible VT Google users (except alumni): 65,911
  - Total respondents: 4,765
  - Response Rate: 7.2%
  - Results: [Project 2 Final Report](#)

GWP Project 2 Outcomes

- Google Usage Survey – Results Highlights

Primary relationship with the university?

- 59.83% student
- 30.18% employee
- 03.55% retiree
- 06.44% other

How essential is your VT email address to you as a means of communication?

- 90.56% best way to reach me
- 08.50% important, but other preferred
- 00.59% rarely checked
- 00.36% never checked

GWP Project 2 Outcomes

- Google Usage Survey – Results Highlights

Do you automatically synchronize or backup files from your local system to your VT Google Drive?

- 52.8% Yes
- 47.2% No

How often do you access your VT Google account to use the following apps?

Results for "Daily" frequency:
- 85.71% Gmail
- 70.56% Google MyDrive
- 61.41% Google Docs
- 59.01% Google Shared Drives
- 54.94% Google Calendar
- 49.36% Google Sheets
- 20.57% Google Photos
- 11.35% Google Meet

Project 3 Update: VT Storage Offerings

- The Program is investigating storage offerings at Virginia Tech and external university-approved cloud vendors

- We are also assisting with data collection and testing to support a new storage wizard tool being developed by the IT Security Office (ITSO) and Privacy & Research Data Protection (PRDP)

- This new tool will help users select appropriate and compliant storage solutions based on their specific needs

Project 3 Update: Ineligible Users Cleanup

- The Program worked with partners around the university to identify and remove 10,713 user accounts from the VT Google environment
- These users no longer had an eligible VT affiliation associated with their Google accounts

Project 3 Update: Third Party Apps

- The Program has developed a report on all third-party apps connected with the VT Google tenant

  - 407,170 instances across 11,022 apps
  - The top 10 based on usage are shown in table to the right

Name	Type	# Users
iOS	iOS	42018
Zoom	Web Application	21983
Windows	Web Application	14973
Google Drive LTI by Canvas	Web Application	14104
macOS	iOS	11394
LinkedIn	Web Application	10010
Quizlet	Web Application	9452
Slack	Web Application	6758
Adobe	Web Application	6513
Duo Security Mobile App	Android	5682

VT Google – Where are we today?

- Accounts

	July 2021	March 2022	Change
User Accounts	202,803	197,366	-02.68%
GAEs	991	1,046	+05.55%
Shared Drives	54,647	63,177	+15.61%

VT Google – Where are we today?

- Constituent Groups*

	July 2021	March 2022	Change
Students	49,914	49,898	-00.03%
Employees	13,675	12,987	-05.03%
Alumni	108,992	111,833	02.61%
Retirees	2,646	2,796	05.67%
Other (Eligible)	1,996	2054	02.91%
Other (Ineligible)	26,568	18,850	-29.05%

*Eligible users are assigned to a single group based on this order: Employee, Student, Alumni, Retiree, Other-Eligible

VT Google – Where are we today?

- Storage

	July 2021	March 2022	Change
Google Gmail	~0.5 PB	~0.6 PB	+20.00%
Google MyDrive	~4.5 PB	~4.9 PB	+08.89%
Google Photos	~0.2 PB	~0.3 PB	+50.00%
Google Shared Drives	~0.5 PB	~0.7 PB	+40.00%

Examples from other universities

- University of Washington

- University of Virginia

Like Virginia Tech, both schools have Google Workspace for Education and Microsoft 365 services in their environments.

University of Washington Example

- How is UW handling Google's changes? [UW Google Changes Project | IT Connect](#)

    - The "unlimited storage" feature will be removed from all UW Google accounts in June 2022. Usage limits will be set based on existing usage levels to allow users time to adjust usage.

    - A quota of 100 GB will be set on all UW Google accounts in September 2023, even if the quota will impact services for the account.

    - UW Google accounts for Shared UW NetIDs (equivalent to VT's GAE accounts) will be deleted, including all associated data, by September 2023.

    - The creation of new Shared Drives was disabled on August 25, 2021. The future of Google Shared Drives as part of UW Google is uncertain. We continue to investigate the feasibility of offering Shared Drives and that work is ongoing with no current timeline for resolution. If a recharge service is feasible, existing Shared Drives will need to transition to the recharge service or be deleted by September 2023.

University of Virginia

- How is UVA handling Google's changes?
  - [Office 365 for Students Project - UVA ITS (service-now.com)](service-now.com)
    - Students with UVA Google accounts will keep their UVA Google accounts, including Gmail, and not be migrated to Office 365
    - As of December 1, 2021, new students receive Office 365 email & calendar and no new UVA Google accounts will be established
    - Summer 2025, all remaining active students still using UVA Gmail will be given Office 365 email. (They will retain their UVA Google account, but new emails will be routed to Office 365 email)
    - Future decision for Google Storage for the remaining users is still not defined in their program

- Faculty and staff will be using Office 365 as part of UVA's single, shared collaboration platform approach

How can departments help the GWP?

LET YOUR USERS KNOW ABOUT OUR REVISED TIMELINE AND THE STORAGE ENFORCEMENT EXTENSION

ASK YOUR USERS TO THINK ABOUT THEIR DATA AND WHAT THEY MAY BE ABLE TO CLEAN UP

How can departments help the GWP?

OU ADMINS - USE CCS'S CAT TOOL TO EVALUATE YOUR DEPARTMENTAL STORAGE FOOTPRINT

(HTTPS://ADTOOL.UNIVSVCS.W2K.VT.EDU/)

ENCOURAGE YOUR USERS TO ATTEND VT TRAINING SESSIONS ON M365 APPS, SUCH AS ONEDRIVE, SHAREPOINT ONLINE, AND TEAMS, TO LEARN ABOUT ALTERNATIVE STORAGE AVAILABLE

(HTTPS://PROFDEV.TLOS.VT.EDU/?QUERY=MICROSOFT)

Questions?