

Google Workspace Program Project 2 Final Report

NOVEMBER 2021

Project 2 Working Group Members

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Overview

Google Internet2 Contract and Timeline Impacts

Google Usage Survey Results

Faculty Use Case Analysis

Project 3 Scope of Work

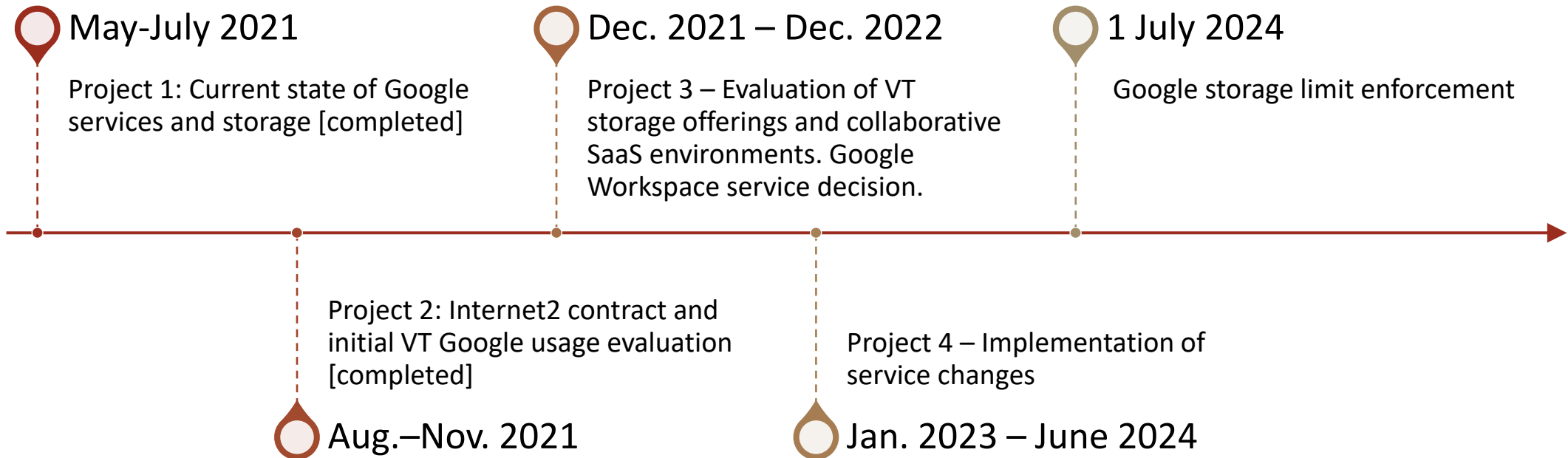
Google Internet2 Contract

On 11/23/2021, the university signed a new 4-year contract with Google.

Details include

- This new contract moves the Google storage enforcement deadline from July 2022 to July 2024 providing the university an additional two years to plan and act on this service change.
- With the new contract in place, the university does not anticipate any major VT Google service changes for most users during the 2022 calendar year.
- Starting in January 2023, the university will begin the implementation of service adjustments to meet Google's July 2024 storage enforcement deadline.
- Program Note: The original timeline for the Google Workspace Program was to make a final decision regarding Google Workspace services at Virginia Tech as a deliverable of Project 2. However, with the Internet2 contract providing a storage enforcement extension, the Program decided it would use a portion of the time to continue its evaluation of service and storage options. This additional information would be used to reach a service decision in 2022 as part of Project 3.

Google Workspace Program Timeline with Internet2 Contract



Google Usage Survey Results

Survey Dates: 10/04/2021 - 10/18/2021

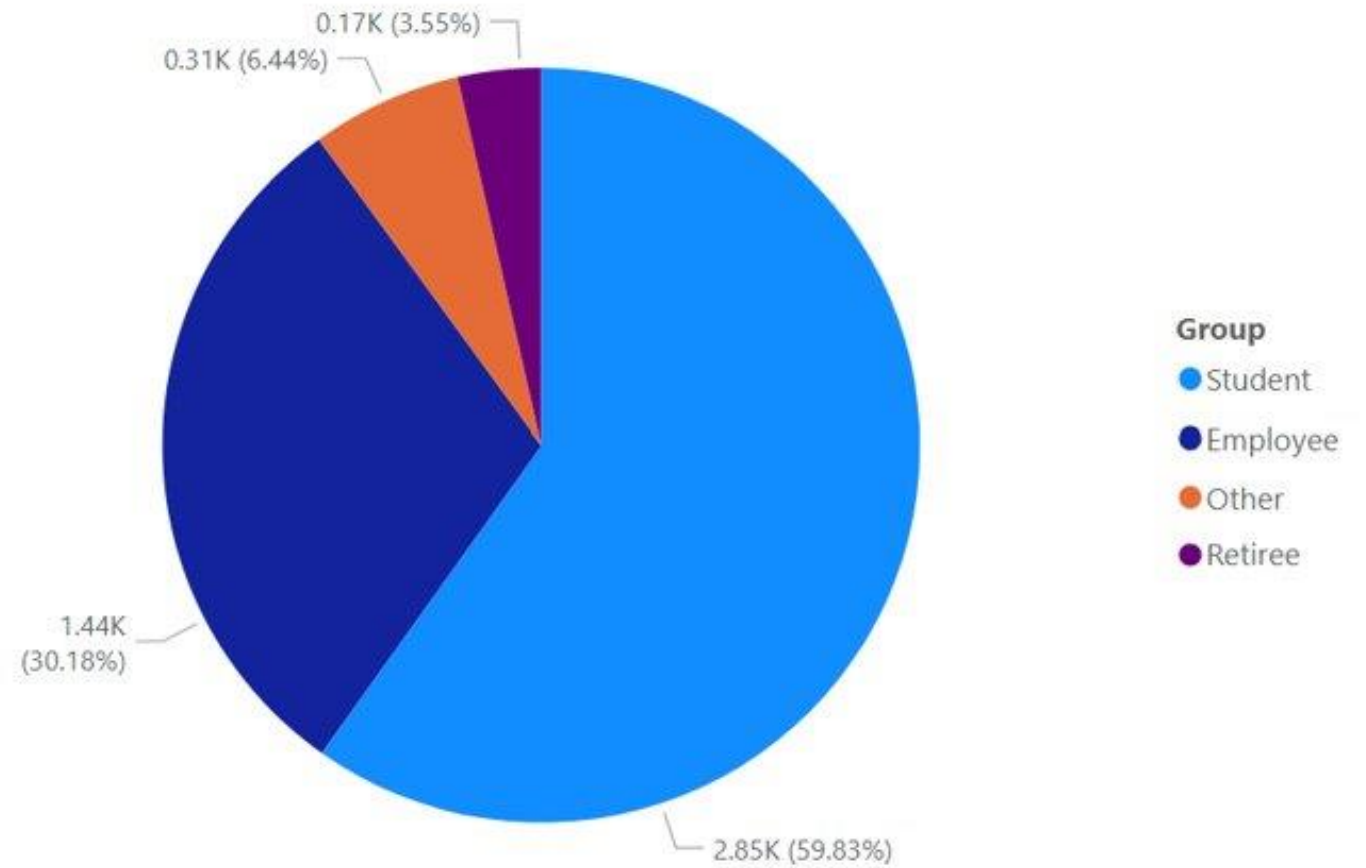
Email invitations to participate in the survey were sent to all eligible Google users except for Alumni (65,911 invitations total). The Alumni Office plans to conduct its own separate survey with its users.

Total respondents: 4,765

Response rate: 7.2%

Google Usage Survey Results

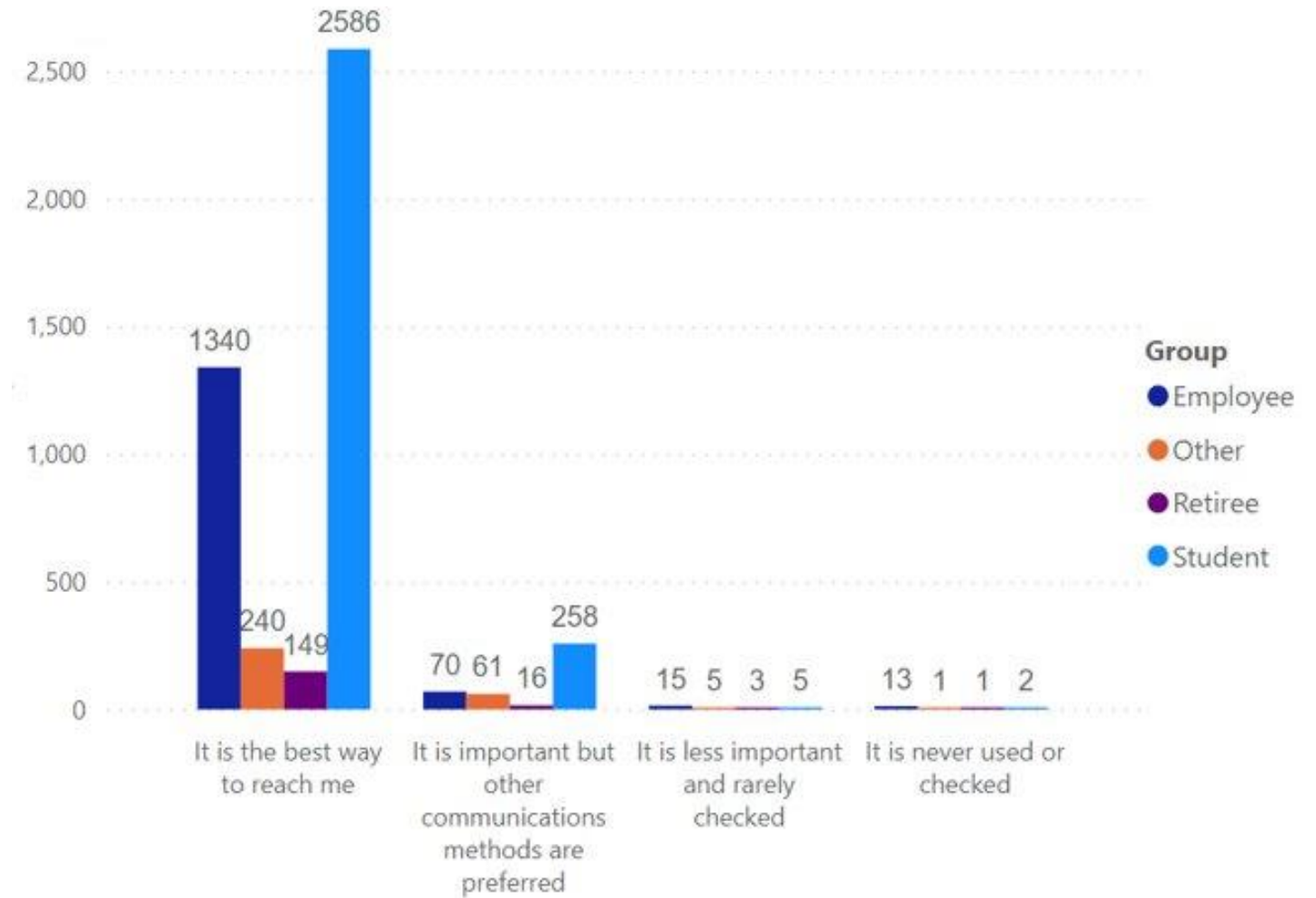
What is your primary relationship with the university? [required]



Google Usage Survey Results

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

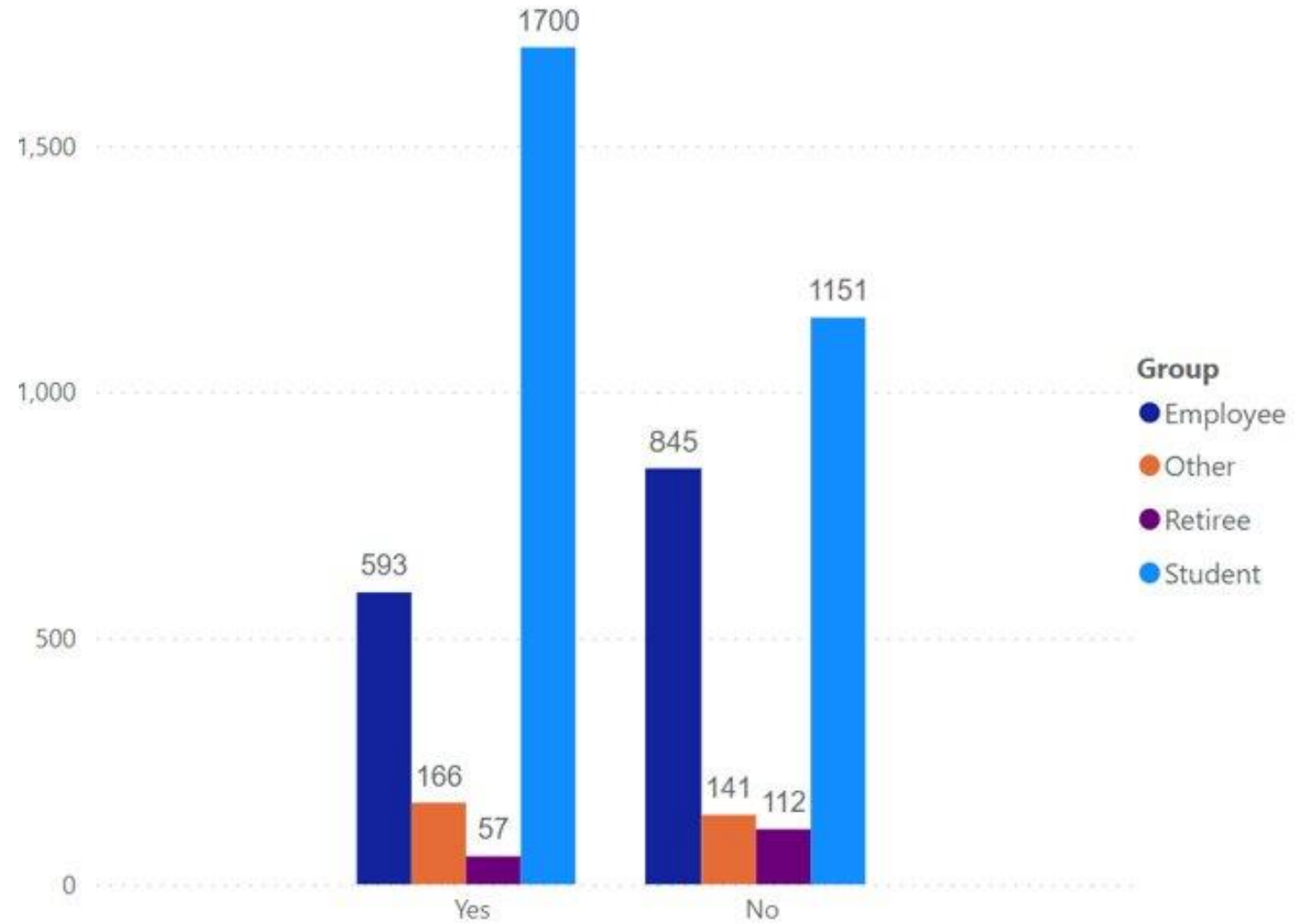
- Best way to reach me: 4,315 (90.56%)
- Important but others preferred: 405 (08.50%)
- Rarely checked: 28 (00.59%)
- Never checked: 17 (00.36%)



Google Usage Survey Results

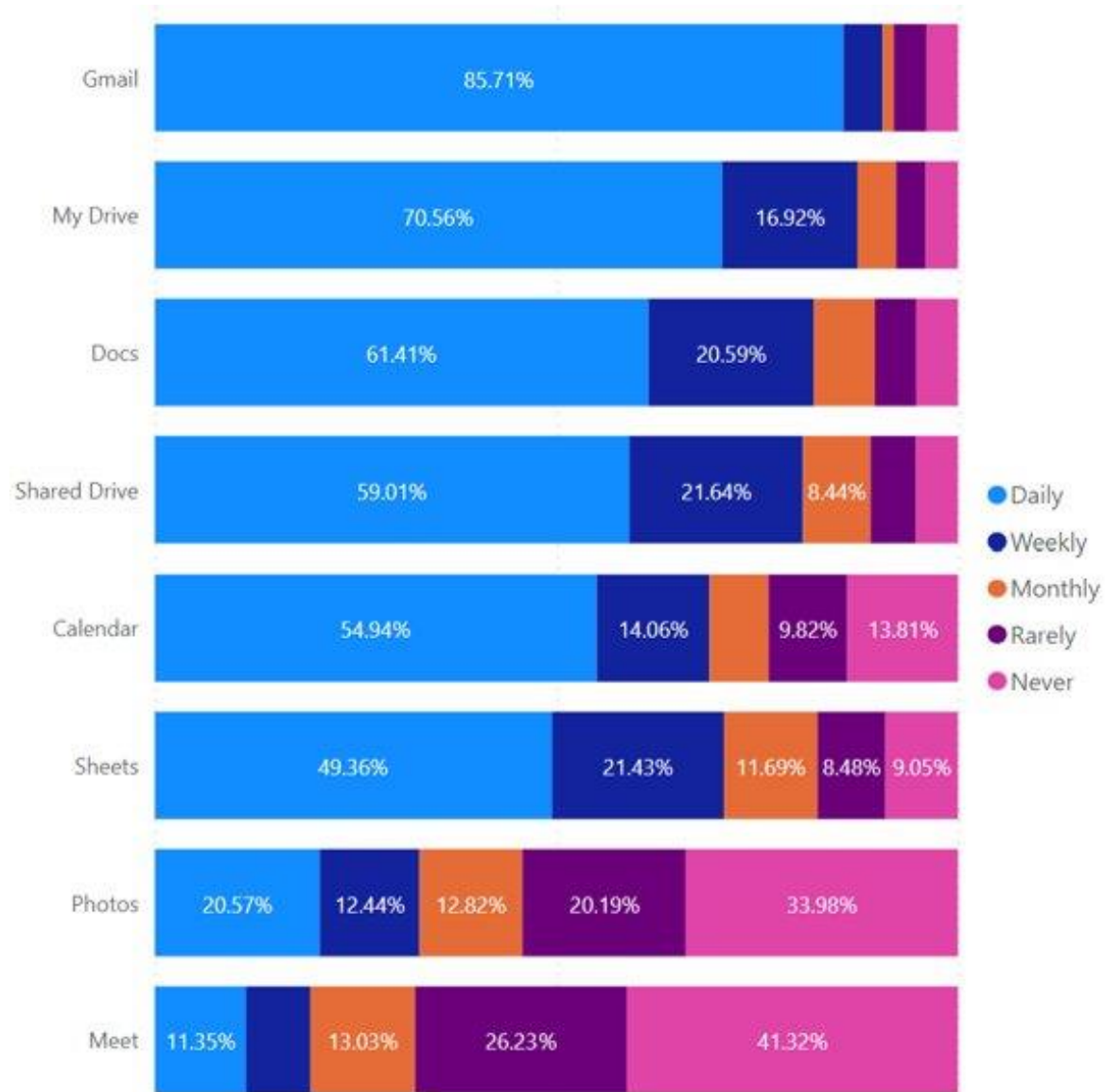
Do you automatically synchronize or backup files from your local system to your VT Google Drive? [required]

- Yes: 2,516 (52.8%)
- No: 2,249 (47.2%)



Google Usage Survey Results

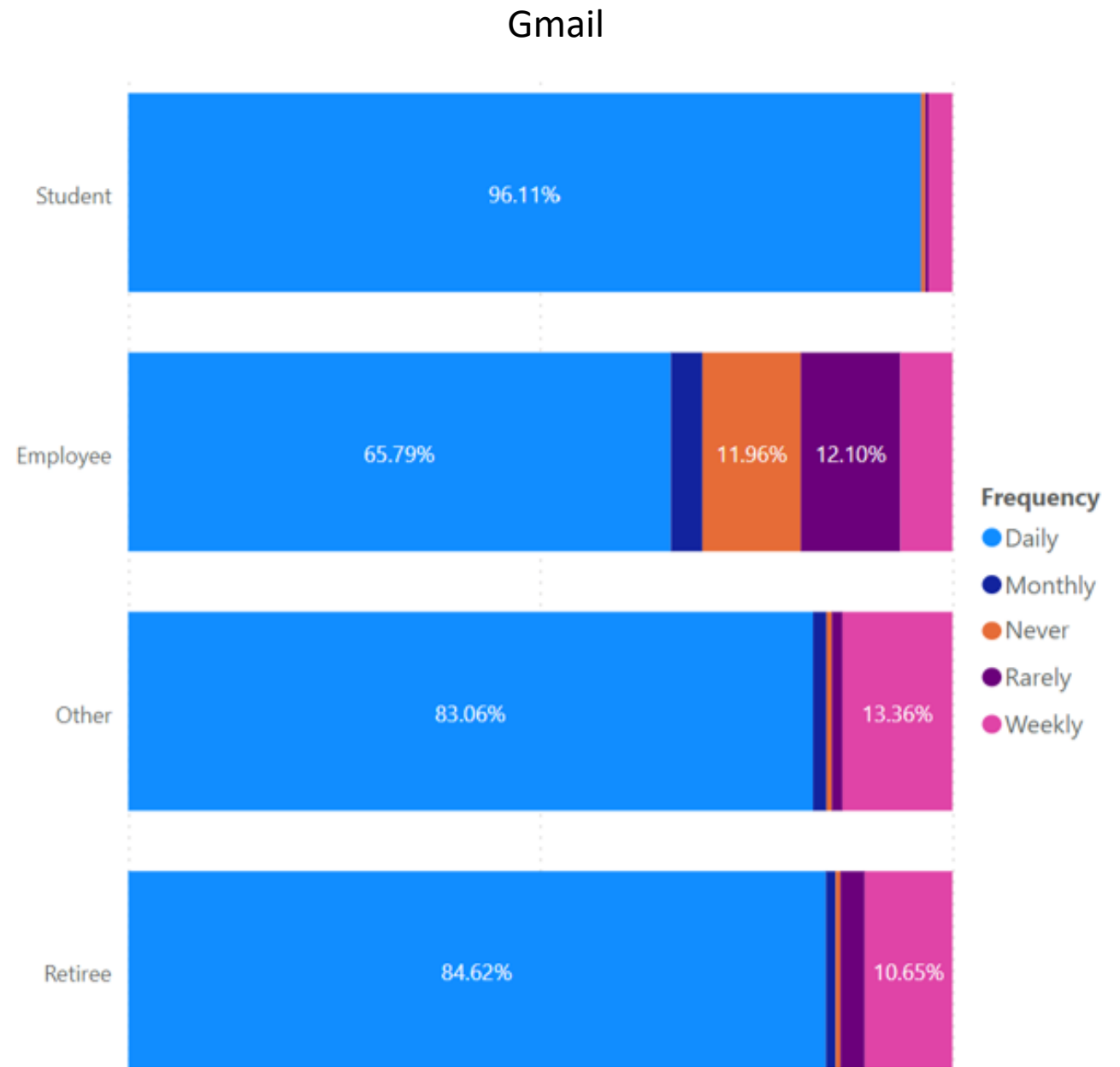
How often do you access your VT Google account to use the following apps? [required]



Google Usage Survey Results

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

This chart focuses on the Gmail app and provides a breakdown of responses by relationship to the university.

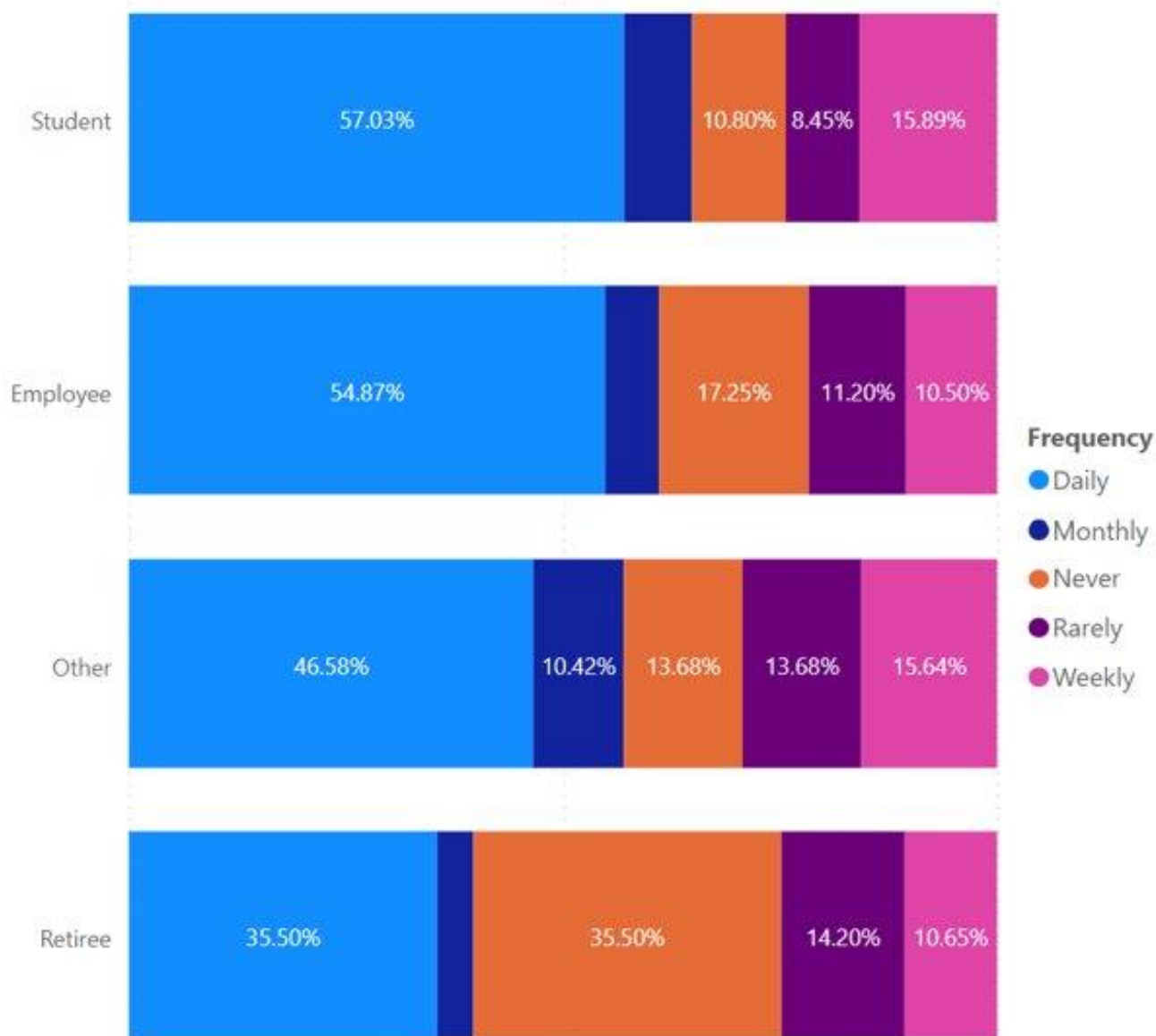


Google Usage Survey Results

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

This chart focuses on the Google Calendar app and provides a breakdown of responses by relationship to the university.

Google Calendar

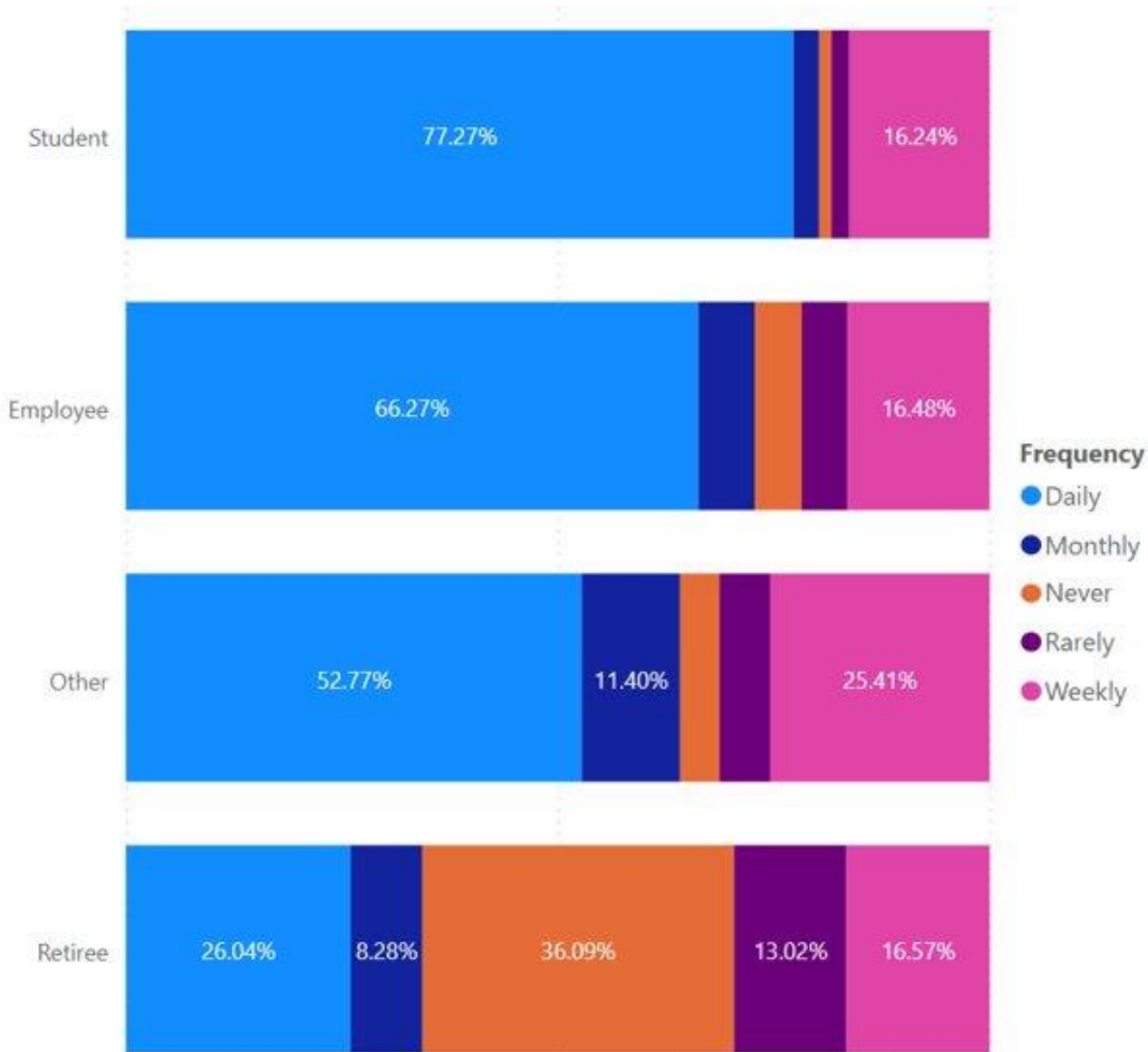


Google Usage Survey Results

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

This chart focuses on the Google My Drive app and provides a breakdown of responses by relationship to the university.

Google My Drive

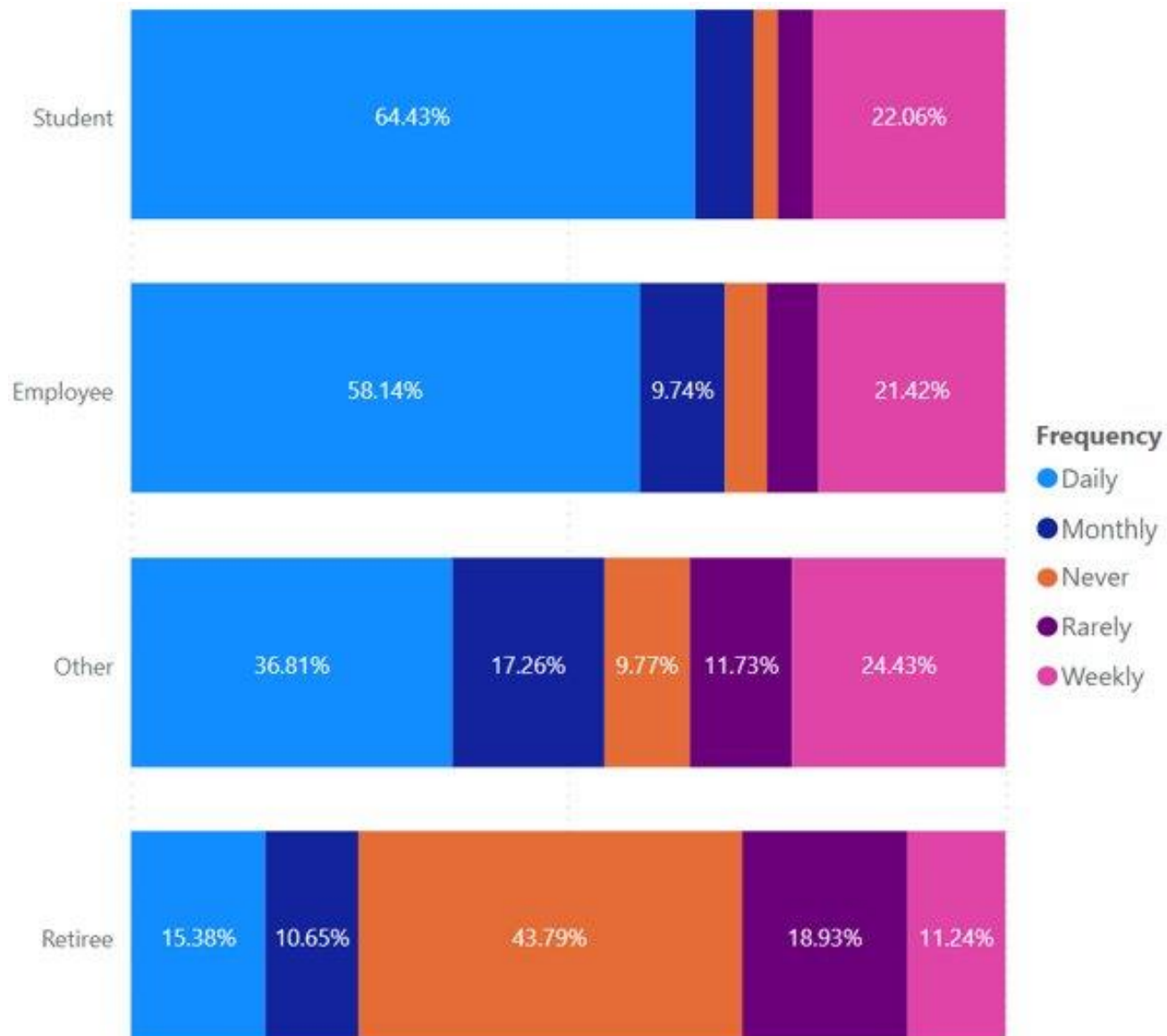


Google Usage Survey Results

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

This chart focuses on Google Shared Drives and provides a breakdown of responses by relationship to the university.

Google Shared Drives

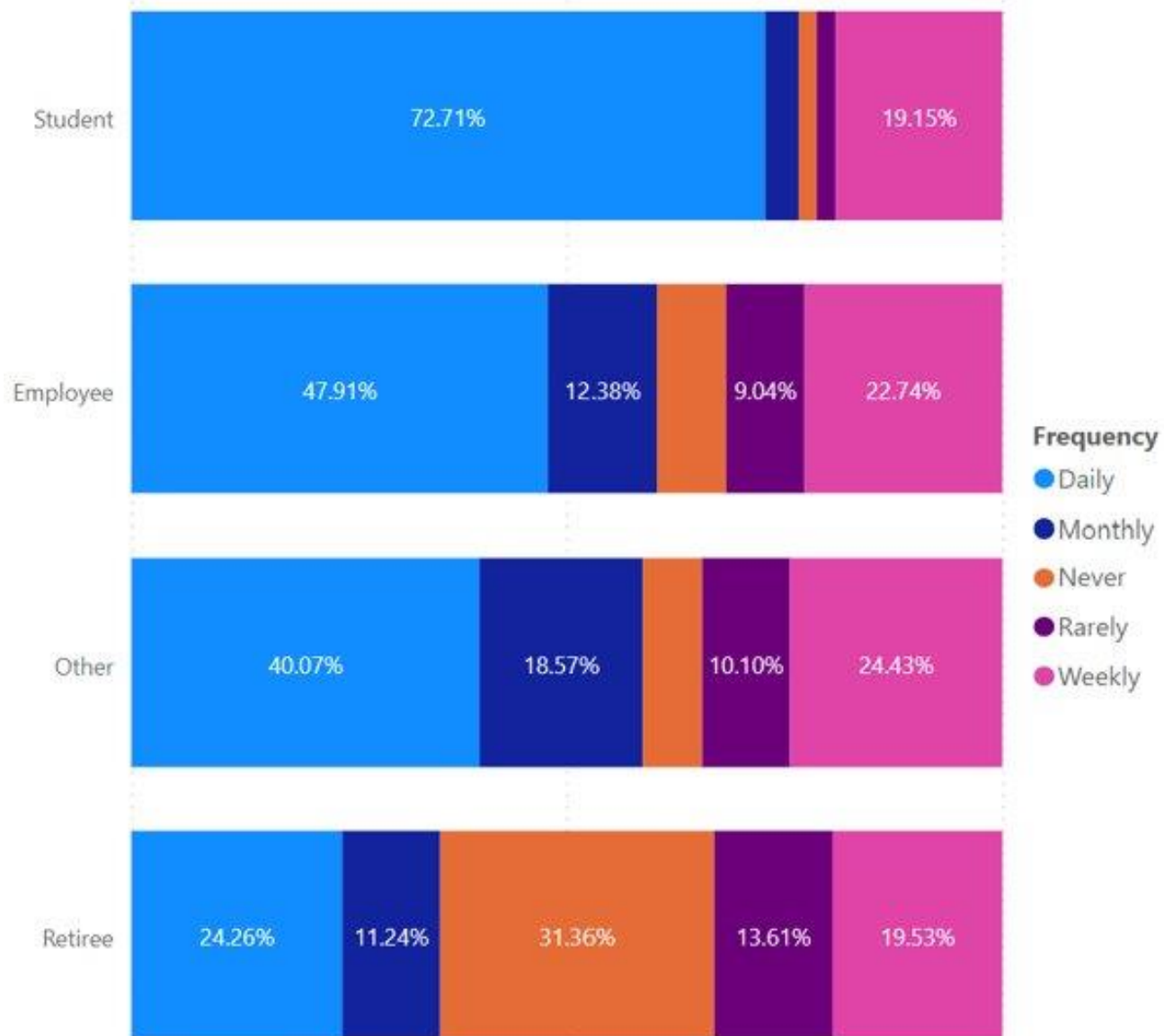


Google Usage Survey Results

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

This chart focuses on the Google Docs app and provides a breakdown of responses by relationship to the university.

Google Docs

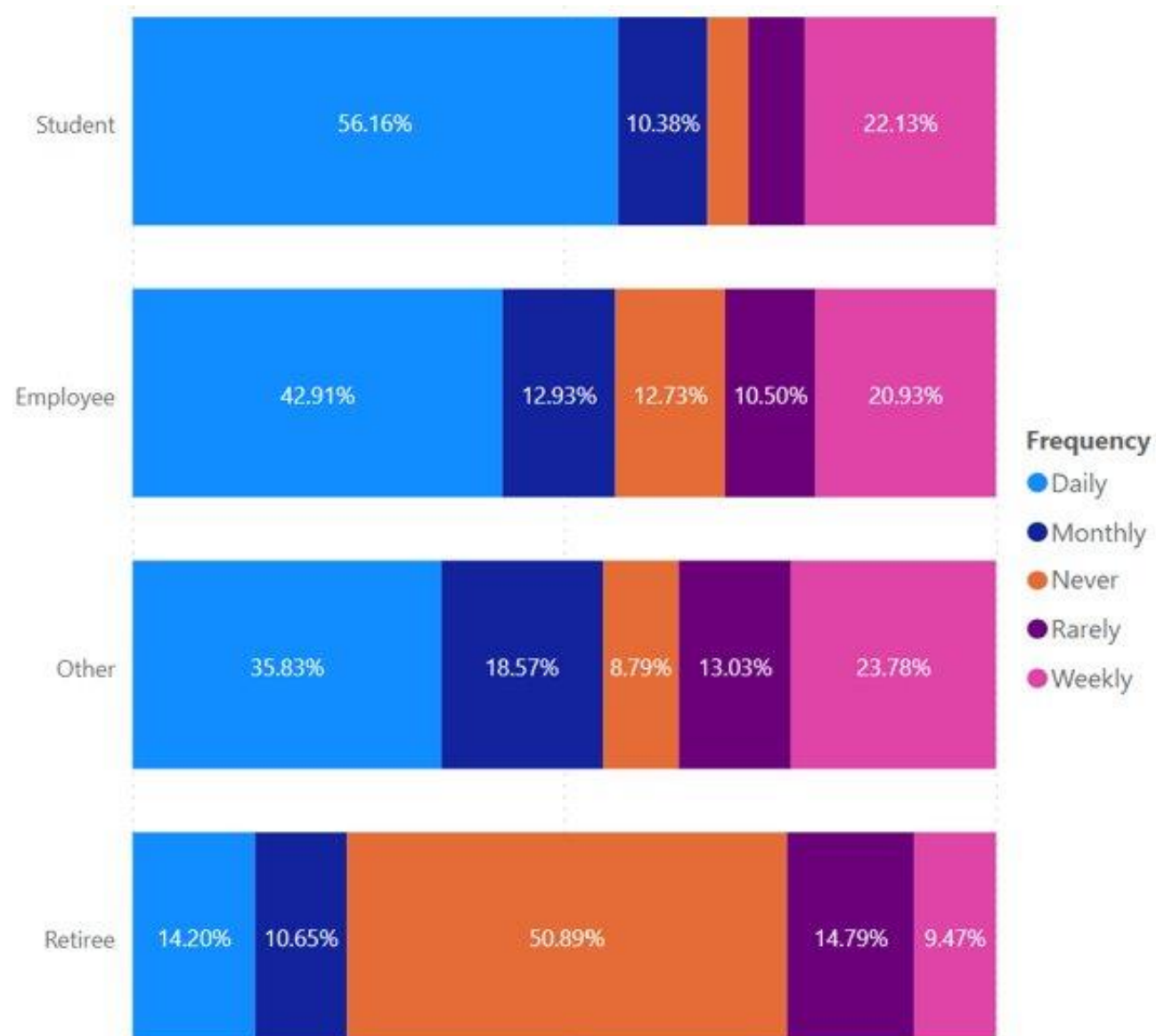


Google Usage Survey Results

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

This chart focuses on the Google Sheets app and provides a breakdown of responses by relationship to the university.

Google Sheets

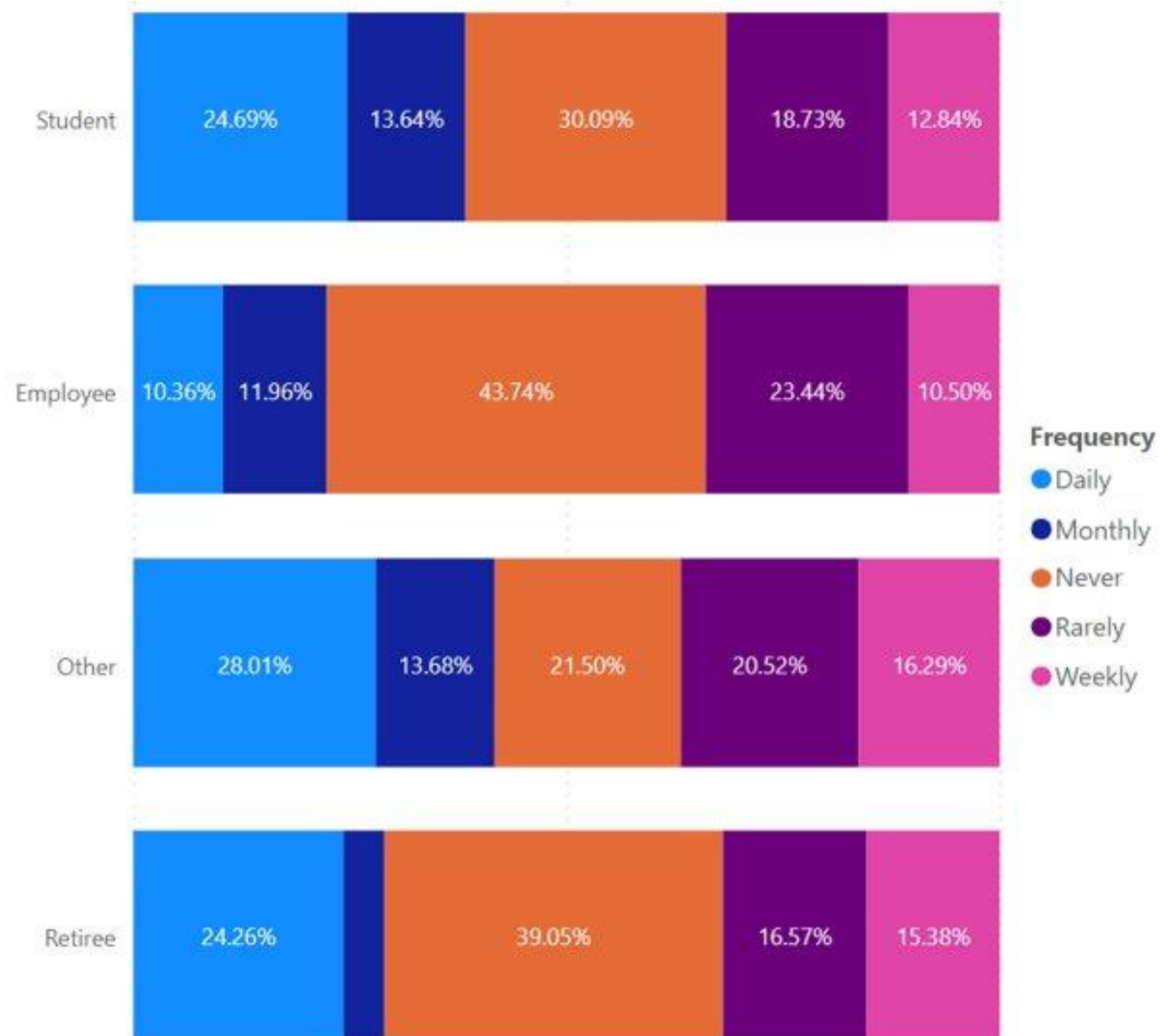


Google Usage Survey Results

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

This chart focuses on the Google Photos app and provides a breakdown of responses by relationship to the university.

Google Photos

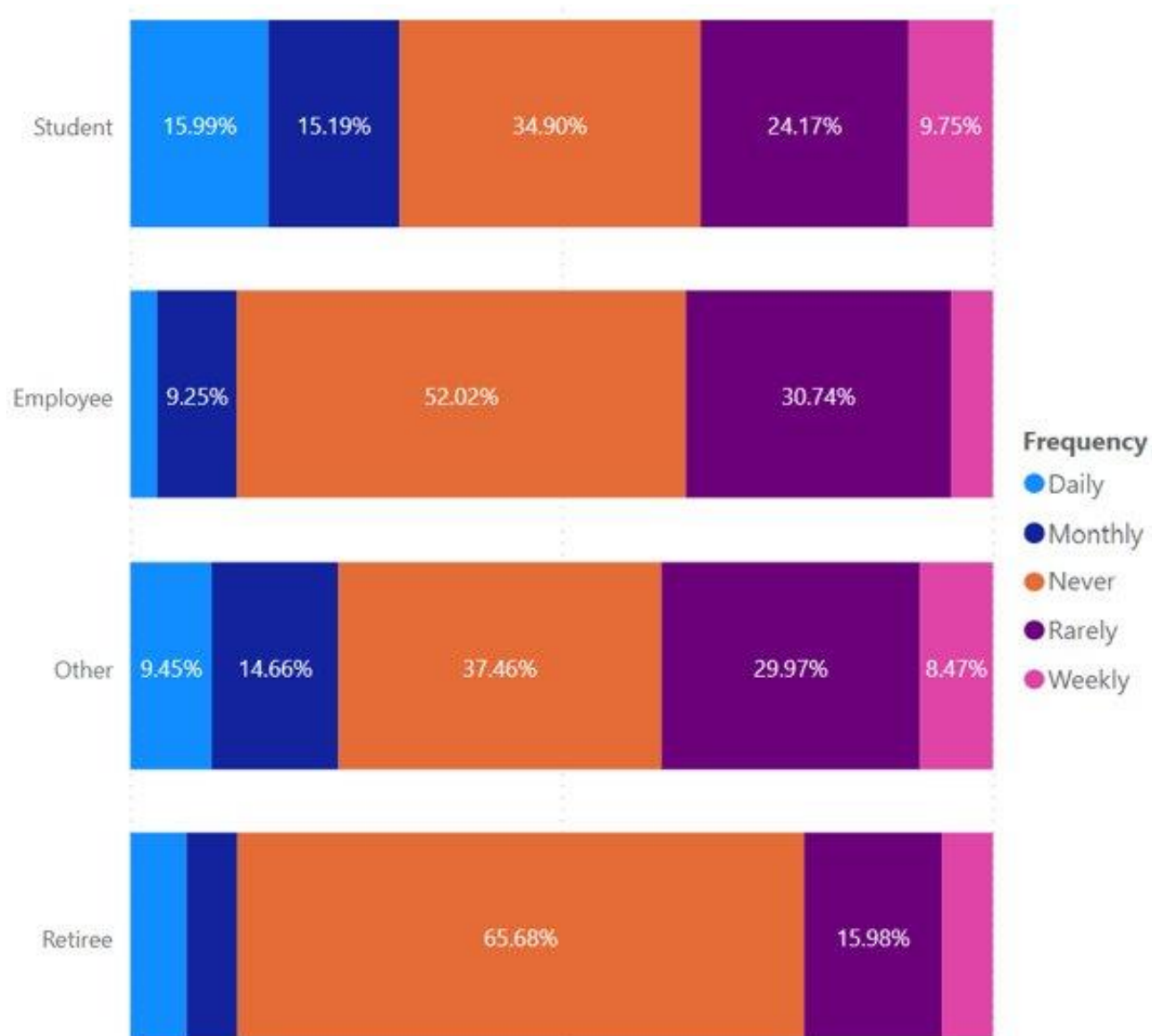


Google Usage Survey Results

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

This chart focuses on the Google Meet app and provides a breakdown of responses by relationship to the university.

Google Meet

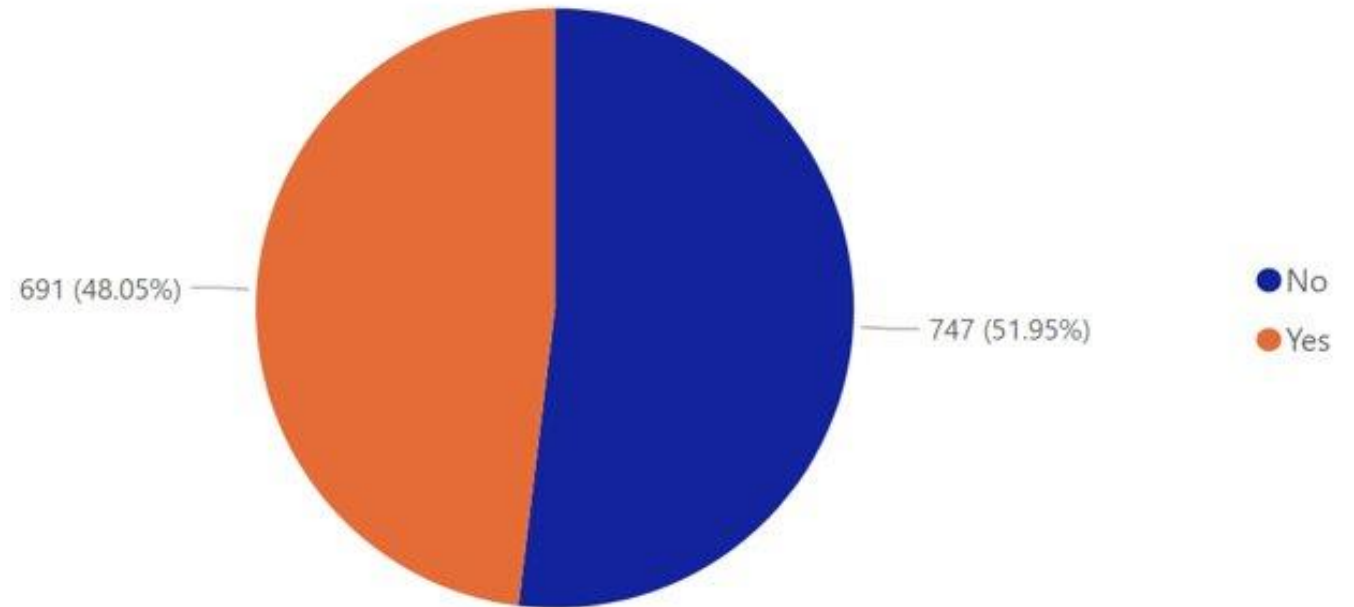


Google Usage Survey Results

In your collaboration efforts with organizations external to Virginia Tech, is having a Google account a requirement to access joint resources owned or shared by the external party?

This question was required for all respondents that identified themselves as employees.

Employee respondents: 1,438

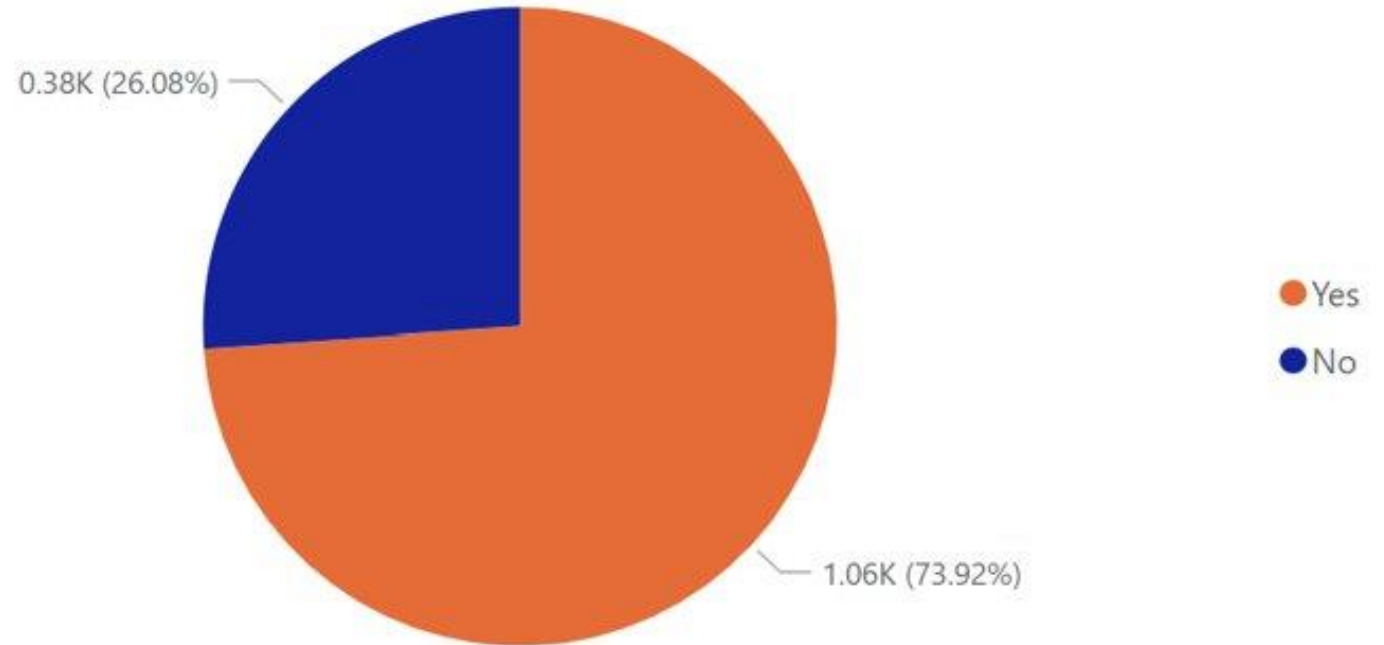


Google Usage Survey Results

Do you use Google Sites or integrated workflows, such as Google Scripts, Google Sheets, or Google Forms?

This question was required for all respondents that identified themselves as employees.

Employee respondents: 1,438



**Optional multi-select, follow-up question:
Please provide more detail about your use of
Google Sites or integrated workflows.**

Responses: **809**

Google Forms: 245 (30.3%)

Google Sheets: 231 (28.6%)

Google Sites: 67 (0.83%)

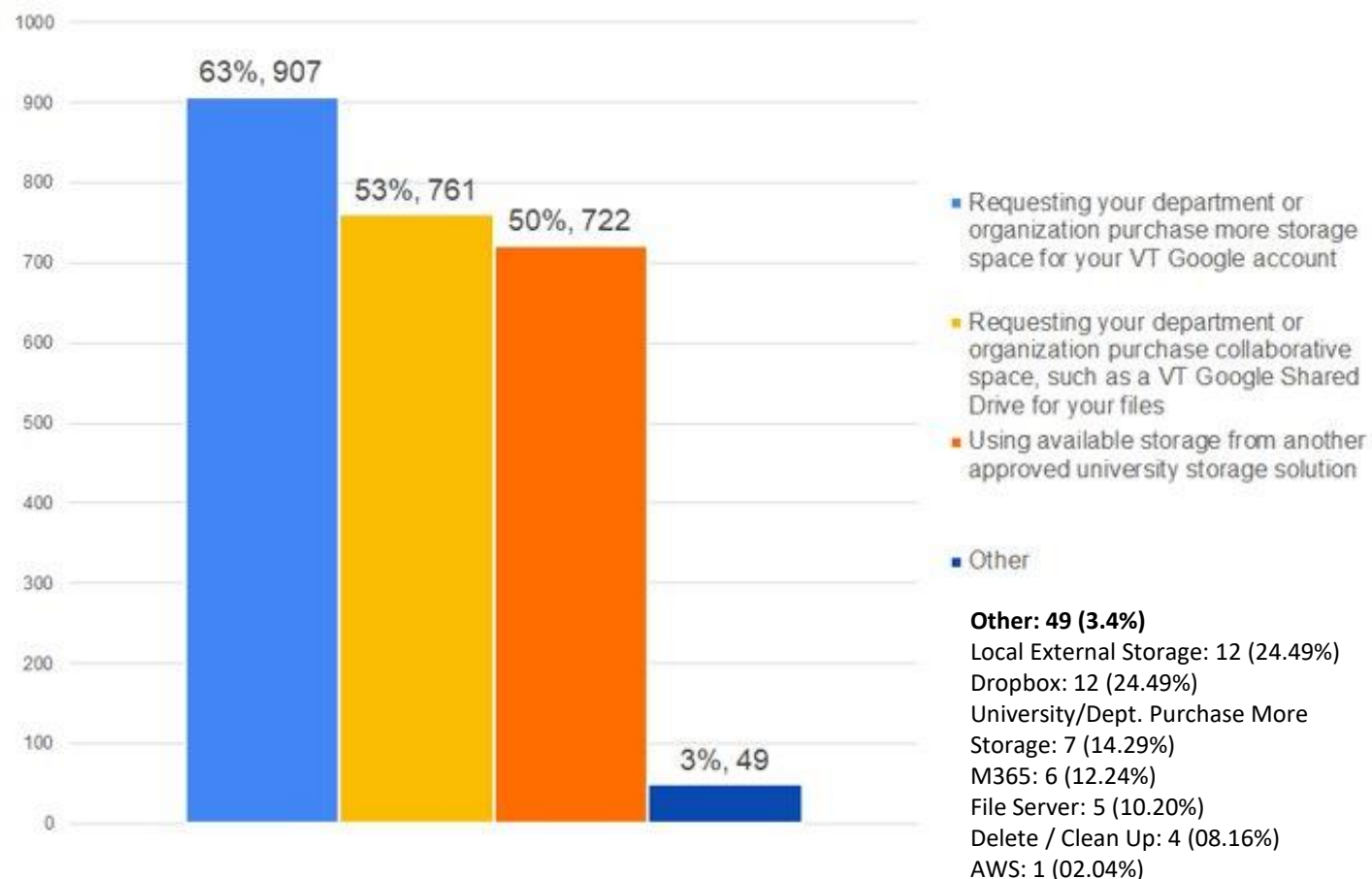
Scripts: 15 (0.19%)

Google Usage Survey Results

Google's new licensing model establishes storage limits for all user accounts. If the new storage limit was inadequate for your storage needs, which of the following options would you be willing to explore? Check all that apply.

This question was required for all respondents that identified themselves as employees.

Employee respondents: 1,438



Google Usage Survey Results

Is there anything else you would like to tell us about how you are using your VT Google account? [optional]

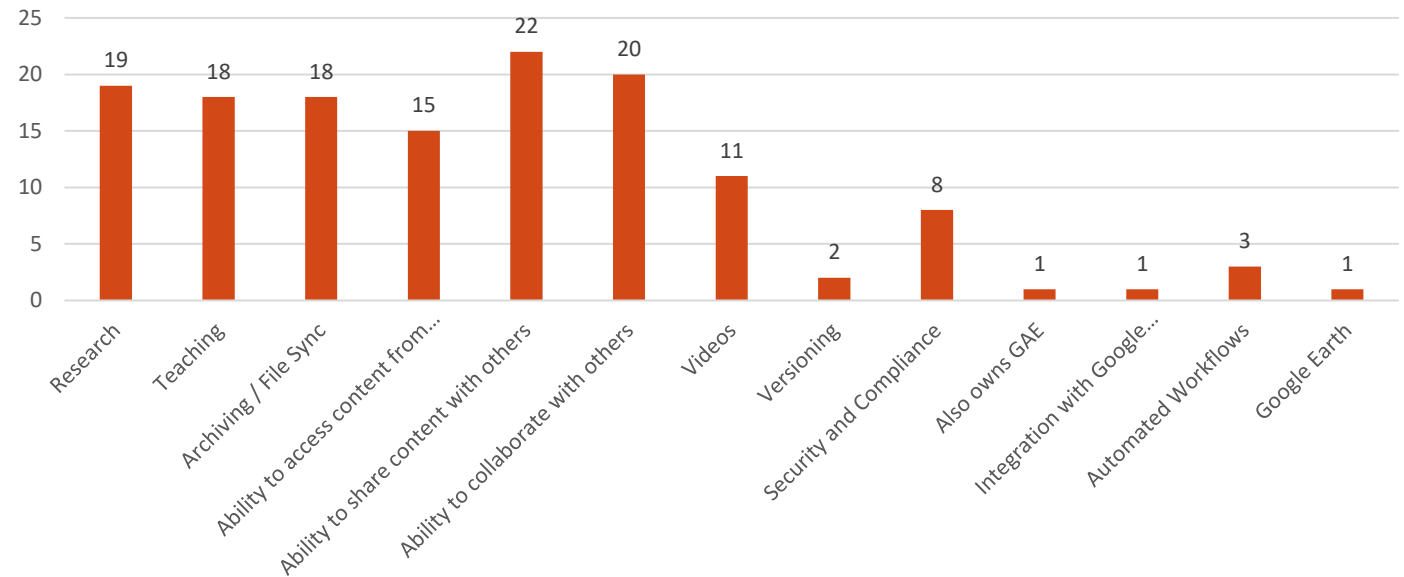
Responses: 1,881 (39.5%)

- 1565 (83.2%): VT Google Account is essential to work or school efforts
 - Includes generic comments about keeping the service
 - Includes comments about significant workflow / data investments
 - Includes using VT Google Account as an identity for other services
- 59 (3.8%): Switch to M365
- 38 (2.9%): Switch to alternative or simply do not use Google
- 11 (0.6%): University should have one solution for collaboration

Faculty Use Case Analysis

The Program Team has received 22 faculty use case summaries.

Note: Use case submissions did not follow a fixed templates so there was a lot of variation in the details provided.



Most common trends

- Google is used to support teaching and research
- Collaboration features are important, including the ability to
 - archive data and synchronize files from local systems
 - access the content from multiple devices and locations
 - share content easily with others
 - collaborate interactively with others

Other factors for consideration

- Video storage may represent larger file sizes
- Security and compliance requirements
- Automated workflows and Google app integrations

Project 3 Scope of Work

Timeline: December 2021 to December 2022

Work Efforts include

- Analysis of existing VT storage offerings
- Comparison of VT collaborative SaaS environments
- Service scenario options, including
 - Licensing costs
 - Vendor price (if applicable)
 - Total Cost of Ownership to implement and maintain
- Google Workspace service decision
- VT Google storage clean up for Project 1 outliers
- Ineligible accounts clean up from Project 1 findings
- Evaluation new Google administrative tools designed to manage storage quotas
- Review third-party IAM connections involving VT Google accounts