
GOOGLE WORKSPACE SERVICE ADJUSTMENTS

RETIREES/EMERITI TOWN HALL

May 17, 2024

UCLA

Agenda

- Team Introductions
- Background/Overview
- What is Changing & What to Do
 - Retirees
 - Emeriti
- Submitted Questions
- Support
- Q&A

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INTRODUCTIONS

UCLA



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GOOGLE WORKSPACE SERVICE CHANGES

Why is this change happening?



- In February 2021, Google announced a new model for Google Workspace for Education (GWE) and an **end to unlimited storage** effective July 2022
- Due to a two-year extension and strategic negotiations, UCLA, along with several other UCs, has deferred the transition of its GWE service
- **As a result, the implementation of these new storage policies for the UCLA campus is now scheduled for November 1, 2024**

GOOGLE WORKSPACE SERVICE CHANGES

What is UCLA's current state?



- UCLA's current storage significantly exceeds the new Google Workspace for Education model's limits
- UCLA must reduce its Google Workspace storage by November 1, 2024, to ensure uninterrupted service

GOOGLE WORKSPACE SERVICE CHANGES

What is part of Google Workspace?



- GWE storage is comprised of any data in UCLA Personal Drives, Google Mail and Photos, and Shared Accounts for all affiliate groups using the UCLA campus environment
- Because Google treats individual storage in My Drives and Shared Drive collaborative spaces separately, these drives may be subject to different UCLA storage limits

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WHAT IS CHANGING FOR RETIREES

Summary of what to expect in the weeks and months ahead

What is Changing	Description
Service Changes – Email Only	<ul style="list-style-type: none"> • Google Drive will be disabled for retirees in 5 weeks – on June 27, 2024 • Therefore, UCLA Google Workspace services for retirees will be limited to Google Mail only

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Permanent Baseline Quota of 5GB	<ul style="list-style-type: none"> • There will be a storage limit of 5GB for retiree UCLA Google Mail accounts effective June 27, 2024

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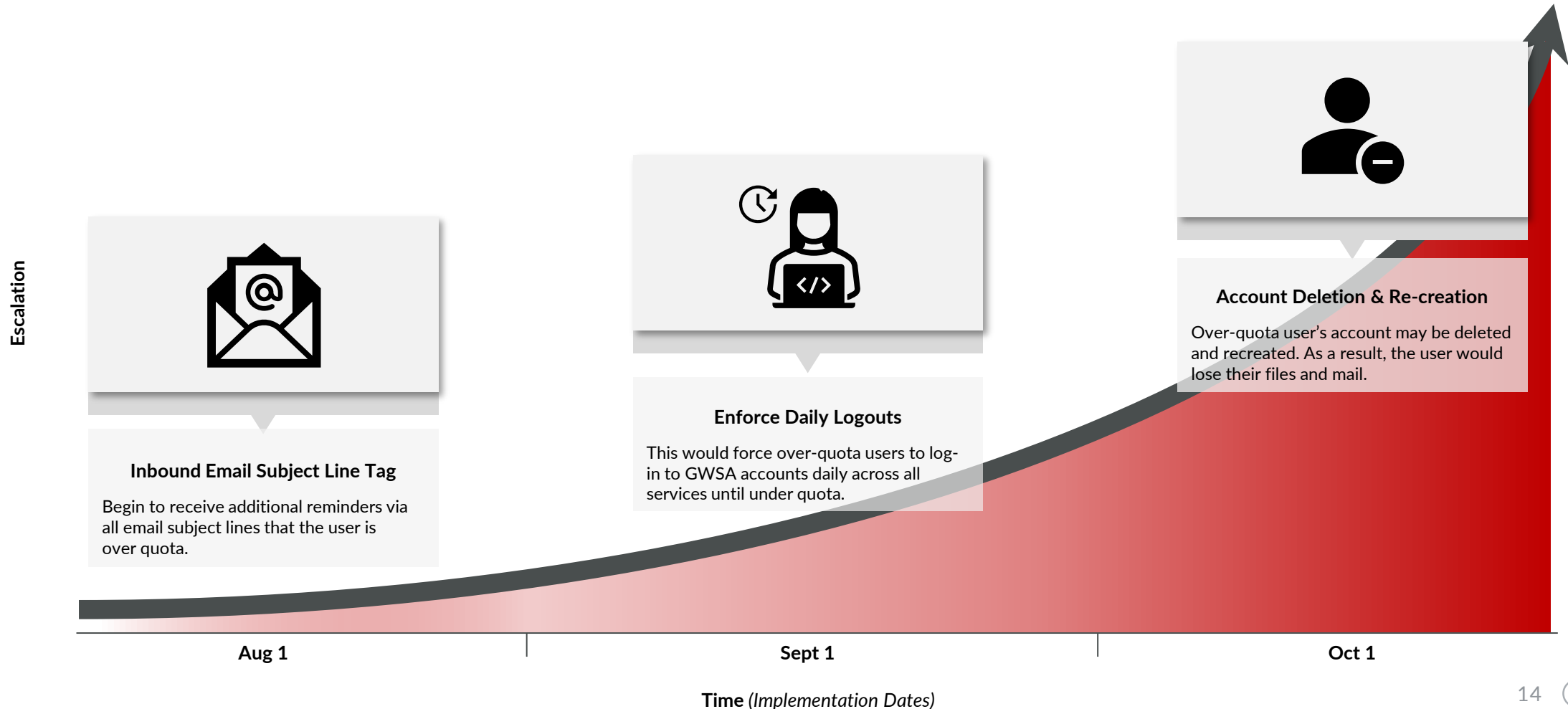
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Overage Service Interruptions	<ul style="list-style-type: none"> • Retirees whose UCLA Google Mail storage exceeds 5GB after June 27, 2024, WILL experience service interruptions, which will escalate in severity leading up to November 1, 2024 (the deadline for campus compliance)

OVERAGE SERVICE INTERRUPTIONS FOR RETIREES

UCLA Google Mail accounts with storage usage over 5GB after June 27, 2024, will experience service interruptions, which may include:



WHAT TO DO

Summary of the actions retirees are encouraged to take now

What To Do	Description
1. Check Your Current Storage	<ul style="list-style-type: none">• Check your current Google Mail usage relative to your upcoming 5GB Permanent Baseline Quota; this will tell you how much storage you must remove• Check your Google Drive usage and determine if there is data that you would like to transfer

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2. Find the Largest Emails and Files in Your Google Workspace Account	<ul style="list-style-type: none"> • Locate and remove or transfer your largest files and emails • Visit the ‘How do I find the largest sized emails in my Google Workspace for UCLA account’ knowledge base article • Visit the ‘How do I find the largest files stored in my Google Drive?’ knowledge base article

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3. Remove or Transfer Your Data (Photos, Videos, etc.)	<ul style="list-style-type: none"> • If your Google Mail storage is over 5GB, you will need to remove or transfer your data prior to June 27 • You are encouraged to transfer any data you would like to keep from Google Drive within the next 5 weeks, before it is disabled on June 27 • Visit ‘Tips for Storage Hygiene’ and ‘How Do I Download and Delete Photos and Videos stored on Google Photos?’ for instructions

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4. Ask for Help: Schedule Time with an IT Professional	<ul style="list-style-type: none"> • Email help@it.ucla.edu to request personalized assistance; we are here to help you!

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<p>Shared Drives Eligible for Extension (Registration Required)</p>	<ul style="list-style-type: none"> • Shared Drives directly connected to university research and include research data are eligible for the one-year extension; however, registration is required • Register your research-related Shared Drive by completing the Shared Drive Registration form as soon as possible (a minimum of one week prior to the June 27, 2024) • Request forms received early will be prioritized

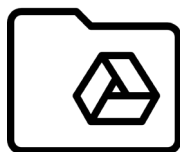
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QUOTA EXTENSION ELIGIBILITY

The Office of the Vice Chancellor for Research & Creative Activities has sponsored a temporary extension for eligible personal drives and qualifying Shared Drives



Personal Drives

- Extension through June 2025, for research-related personal drives **will be automatically applied** to the UCLA Google Workspace accounts for **faculty, emeriti, academic deans, recall, academic appointee nonfaculty, postdocs, and medical residents** starting June 27, 2024.
- **Students with academic appointments on June 27, 2024**, will be granted a temporary extension through Fall Quarter 2024. Students without academic appointment by June 27, 2024, will be able to submit a request for extension.
- Extension funding will terminate June 2025, then service interruptions will begin. Plan accordingly and begin to reduce storage now.



Shared Drives (Registration Required)

- Shared Drives with research-related data require registration to be eligible for the **temporary extension**, through June 2025. If you own or manage a Shared Drive, or if your lab uses a Shared Drive, please complete the [Shared Drive Registration form](#) as soon as possible.
- You are encouraged to **submit the registration form a minimum of one week prior to the June 27, 2024**, deadline to allow time for processing and to avoid risk of service interruptions. **Request forms received early will be prioritized.**

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SUBMITTED QUESTIONS

How do I delete Google Photos?

If you have photos and/or video saved in the Google Photos application, you want to transfer and/or delete them as soon as possible. This will:

- Reduce your storage usage as we approach the June 27, 2024 deadline
- Preserve any photos that you will intend to keep (as appropriate) before the Google Photos application is disabled on June 27, 2024

Visit [‘Tips for Storage Hygiene’](#) and [‘How Do I Download and Delete Photos and Videos stored on Google Photos?’](#) for instructions.

UCLA IT Services

[OPEN A TICKET](#) [BROWSE SERVICES](#) [REQUEST A SERVICE](#) [KNOWLEDGE](#) [SOFTWARE CENTRAL](#)

[Home](#) > [Knowledge Base](#) > [Email and Calendar](#) > [Google Workspace for UCLA](#) > [Miscellaneous](#)

How do I download and delete photos and videos stored on Google Photos?

How do I download and delete photos and videos stored on Google Photos?



Google Photos Transfer - Partner Sharing

The photos and videos in your Google Photos are separate from the photos and videos in your Google Drive folders against your storage limit so you may want to transfer them to a personal Google account. Our colleagues at UCLA have a useful guide at:

[Transfer Photos to personal Google account](#)

If you do not wish to transfer your photos to another Google account, you can [download them manually](#) to your local device. Use [Google Takeout](#) as referenced in the instructions below.

Google Takeout Backup

1. Go to <https://takeout.google.com>
2. Enter your Google Workspace for UCLA address (ex. jbruin@g.ucla.edu)

Google
Sign in
Use your Google Account

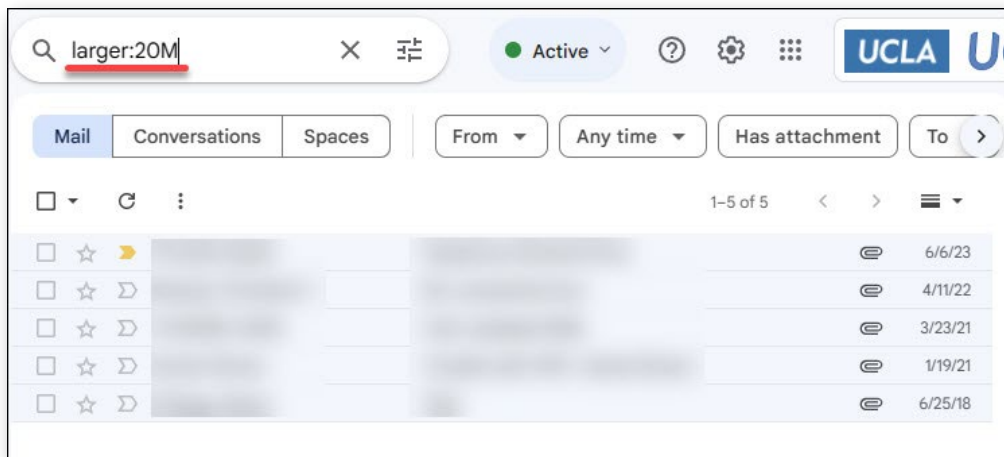
Email or phone
jbruin@g.ucla.edu

SUBMITTED QUESTIONS

How do I find my largest sized email in my Google Workspace for UCLA account?

To find the largest emails taking up storage in your Google Workspace for UCLA account, you can conduct a file size search in your inbox.

Visit the [‘How do I find the largest sized emails in my Google Workspace for UCLA account’ knowledge base article](#) for step-by-step instruction.



A screenshot of the UCLA IT Services Knowledge Base article titled 'How do I find the largest sized emails in my Google Workspace for UCLA account?'. The page has a dark blue header with the 'UCLA IT Services' logo and navigation links: 'OPEN A TICKET', 'BROWSE SERVICES', 'REQUEST A SERVICE', 'KNOWLEDGE', 'SOFTWARE CENTRAL', and 'MY STUFF'. Below the header is a breadcrumb trail: 'Home > Knowledge Base > Email and Calendar > Google Workspace for UCLA > Gmail >'. The article content includes a list of steps:

1. Go to <http://mail.g.ucla.edu>
2. If directed to, log in using UCLA Single Sign-On and confirm your authentication using MFA
3. Confirm you are logged into the correct account

 There should be a UCLA Logon in the top right-hand corner of the window. Hover your mouse pointer over the UCLA Logo to verify you are logged into your logonid@g.ucla.edu account.

 An inset image shows a close-up of the top right corner of the Gmail interface, highlighting the UCLA logo and a 'Google Account' dropdown menu for 'Joe Bruin' with the email 'jbruin@g.ucla.edu'.

 Below the steps, there is a note: '*If you are having trouble logging into your Google Workspace for UCLA account, follow the steps found at [Logging into my Google Workspace for UCLA account keeps redirecting me to my personal Gmail account](#)'.

 Step 4 is partially visible: '4. In the Search field at the top of your Inbox'

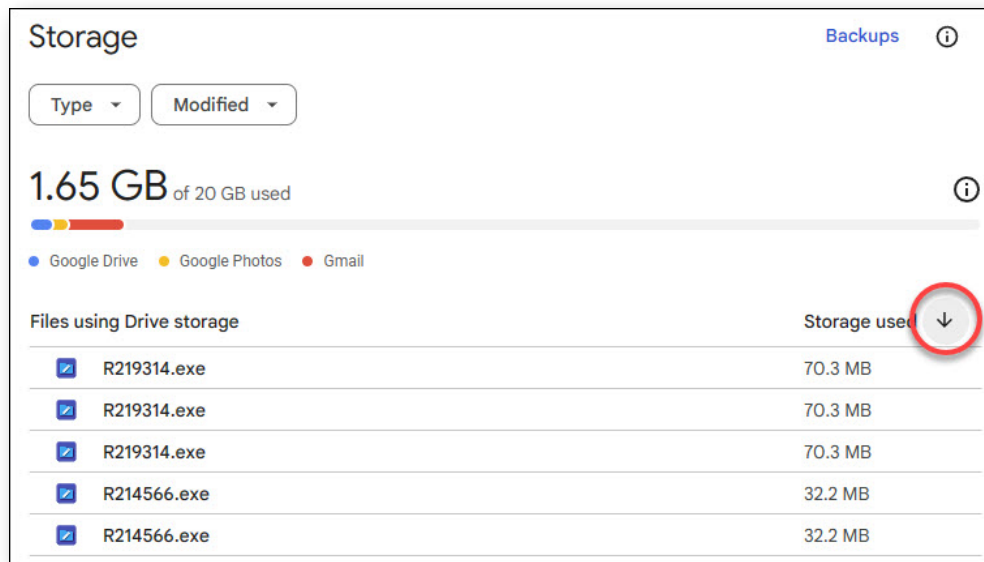
- a. Copy/paste or type in **larger:20M** (no spaces, all one word)
- b. Hit the [Enter] key on your keyboard or click on the Magnifying Lens to the left of where you typed larger:20M

SUBMITTED QUESTIONS

How do I find the largest files stored in my Google Drive?

To find the largest using storage in your Google Drive, you can sort the list of your files in descending order.

Visit the [‘How do I find the largest files stored in my Google Drive?’ knowledge base article](#) for step-by-step instruction.



UCLA IT Services

OPEN A TICKET BROWSE SERVICES REQUEST A SERVICE KNOWLEDGE SOFTWARE CENTRAL

Home > Knowledge Base > Email and Calendar > Google Workspace for UCLA > Google Drive

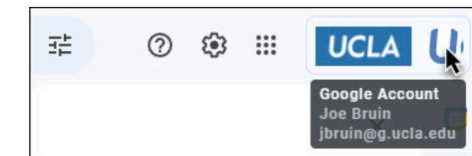
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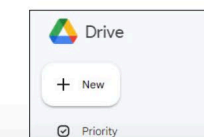
To find the largest files using storage in your Google Drive:

1. Go to <http://drive.g.ucla.edu>
2. If directed to, log in using UCLA Single Sign-On and confirm your authentication using MFA
3. Confirm you are logged into the correct account
There should be a UCLA Logo in the top right-hand corner of the window
Hover your mouse pointer over the UCLA Logo to verify you are logged into your logonid@g.ucla.edu account



*If you are having trouble logging into your Google Workspace for UCLA account, follow the steps found at [Google Workspace for UCLA account keeps redirecting me to my personal Gmail account](#)

4. Once logged into your My Drive, click on **Storage** in the bottom of the left-hand navigation window



SUBMITTED QUESTIONS

What is the best way to migrate both Google Drive and UCLA Google Mail to other Gmail accounts?

You can use Google Takeout to transfer your Google Workspace at UCLA (@ucla.edu/@g.ucla.edu) Google Mail and Drive data to another Google Account that you own. For more information please see: [‘Copy content from your school account to another account.’](#)

Also refer to the [‘Backing Up Your Google Workspace and Other Data knowledge base article’](#) for additional recommendations on transferring your Google Workspace data.

UCLA IT Services

OPEN A TICKET BROWSE SERVICES REQUEST A SERVICE KNOWLEDGE SOFTWARE CENTRAL

Home > Knowledge Base > Email and Calendar > Google Workspace for UCLA > Miscellaneous

Backing Up Your Google Workspace and Other Data

Backing Up Your Google Workspace and Other Data



Recommended: Google Takeout -- Transfer (Gmail and Drive ONLY)

You can use Google Takeout to transfer your Google Workspace at UCLA @ucla.edu/@g.ucla.edu e-mail and Drive data to another Google Account that you own. For more information please see:

[Copy content from your school account to another account](#)

Please note that we have limited ability to troubleshoot issues with Google Takeout. This option will also not work if you are trying to transfer your data to an account that does not have enough free storage. Google may ask you if you want to purchase additional storage for any personal Google accounts you are trying to transfer data to. To backup data from other Google services not included in Google Takeout Transfer such as Photos, please see additional options below.

Google Photos -- Transfer via Partner Sharing

The photos and videos in your Google Photos are separate from the photos and videos in your Google Drive folder. Transferring them against your storage limit so you may want to transfer them to a personal Google account. Our colleagues at UCLA have a useful guide at:

[Transfer Photos to personal Google account](#)

If you do not wish to transfer your photos to another account, you could [download them manually](#) to your local device. For more information on Google Takeout as referenced below.

Google Takeout -- Raw Google Workspace Data Download

SUBMITTED QUESTIONS

The research quota extension is automatic, but will emeriti have to make a formal request sooner or later?

- The funding for the one-year extension will terminate June 2025. It is advised that Principal Investigators plan accordingly and begin to reduce storage.
- Until then, a formal request is not required for extension on personal drives.
- However, for any Shared Drives directly related to university research, extension can be requested by completing the [Shared Drive Request form](#).

SUBMITTED QUESTIONS

How can I remove a shared file?

Each shared drive has its own Trash.

- Members with Content manager access and above can move files to Trash.
- Files and folders in Trash are deleted forever after 30 days.
- Members with Manager access can permanently delete files before 30 days.

Refer to the [‘Managing Storage for Personal vs Shared Drives’ knowledge base article](#) for additional details.

Managing Storage for Personal Drives vs. Shared Drives



Google Workspace offers two different cloud storage options through Google Drive. My Drive (i.e. your personal drive) and Shared Drives are accessed through the same Google Drive interface. The main differences between the two are:

	My Drive	Shared Drives
	The person who owns My Drive.	Any member with Contributor access or higher
	All file types.	All file types (except Google Maps and Data Studio)
	The individual who created the file or folder.	The team.
	Yes, you can move files and folders around in My Drive.	For details on moving files from My Drive to Shared Drives or between shared drives please see Move Files Between Shared Drives
	Yes, using Drive File Stream or Backup and Sync.	It depends on which sync solution you use <ul style="list-style-type: none"> • Drive File Stream: Yes • Backup and Sync: No
	Different users might see different files in a folder, depending on their access to individual files.	All members of the shared drive see all files in the shared drive.
	Files and folders in Trash are deleted forever after 30 days.	Each shared drive has its own Trash. <ul style="list-style-type: none"> • Members with Content manager access and above can move files to Trash. • Files and folders in Trash are deleted forever after 30 days. • Members with Manager access can permanently delete files before 30 days.

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What resources are available to support me through this change?

- Visit and bookmark the Google Workspace Service Adjustments website for updates:
<https://it.ucla.edu/google-workspace>
- Schedule time with an IT professional for personalized assistance:
help@it.ucla.edu
- Call for assistance:
(310) 267-HELP (4357)

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Thank you for attending today's Town Hall!