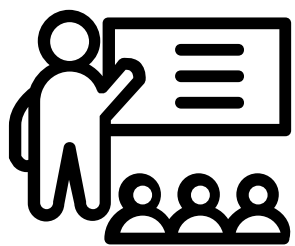# Faculty and Staff's Change Guide

These are the guidelines from the project team. In this guide, you will find all the key information to know about the Microsoft 365 migration.

Scope statement:

Microsoft 365 is replacing GSuite. By the end of Summer 2024, all active students (excluding graduating seniors and alumni), faculty, and staff will have access to the entire Microsoft productivity suite, including Outlook for email and OneDrive for file storage!

Change Guide for Faculty and Staff

Microsoft 365 - when and where you need it.
Work anywhere, anytime, on any device. Microsoft 365 is ready when you are

WHAT TO KNOW & WHY

Students will now be using **Outlook for email** and **OneDrive for file storage**!
- 1 TB of file storage, a significant increase!
- Advanced security measures to protect accounts and safeguard sensitive information
- A comprehensive suite of productivity tools, including Microsoft Teams, SharePoint, OneNote and more, to streamline workflow and enhance collaboration
- Seamless integration with other Microsoft applications, ensuring a smooth and efficient user experience

WHEN

Summer Session students will be migrated starting on **May 1st** and through **May 21st!** For all other students, Migrations will begin on **June 1st** and continue through **August 30th**

WHERE

The university's home for important systems and services

Students can sign into Microsoft 365 via **Access HU**!

Email ID will remain the same: **bison.howard.edu**

Access HU Mobile or **Microsoft 365** mobile app

WHAT TO DO

1) Review the changes summary to understand the impacts, benefits and key changes on the faculty side
2) Reinforce to students the need to review the **Student To Do List** and the **Post-Migration checklist** to ensure they are ready to complete the necessary steps ahead of time before and after the migration
3) Check all the **resources and review the support model** provided in this guide in case you or your students need assistance

Benefits for Faculty

- M365 minimizes the need to use personal emails or create new Google accounts
- It mitigates items unintentionally being moved to "Junk"
- It improves communication and efficiency – a new communication channel available, as students can send a chat/note on MS Teams if allowed
- Accessibility: cloud-based, access from anywhere and on multiple devices
- Efficient and Easy to Use Sharepoint Sites, including scheduling office hours via MS (Bookings App or BookwithMe) and more

Changes Summary

Communication

Student Emails
Now all Howard University Faculty, staff, and students are on the Microsoft platform. So, be on the lookout for student emails from Outlook, not Gmail anymore!

Communication Policies
Make sure that your communication policy with students is accurate and up to date. Students need to know if they can send you a chat over Teams or if they should email you instead!

Google Meet Access Removal

As part of this initiative to migrate all current students away from GSuite, **the University has designated Microsoft Teams as the collaboration tool for all faculty, staff and students.**

Starting **May 6th**, Faculty will no longer have access to Google Meet. In case you are using the Gmail address to utilize the Google Meet application, be sure to acquaint yourself with Microsoft Teams and **save any Google Meet recordings, files, and other data that you do not want to lose!**

You can access Microsoft Teams here

Microsoft Teams capability

Changes Summary

Microsoft Teams, Canvas, and Echo360 Integration

Integrate Microsoft Teams with Canvas for easy access! **Click on the icon and take a look at the video below for step-by-step instructions.**

And don't forget that you can still use Echo360 within Canvas, just be sure to use the cloud version on the podiums to avoid delay and unnecessary, extensive downloads!

Benefits of using MS Teams and Echo 360:

1. Echo360/EchoVideo via MS Teams is used as an editing and post tool
2. Students are able to interact with the video recordings by providing comments and feedback to Faculty; Faculty will respond accordingly via the recordings
3. You can take an existing video and add polling questions to it to create interactive media for your students.
4. If your Teams recordings reside in One Drive, you can use the Create button to upload those recordings into Echo for use (or create interactive media out of them!). See Your Media Library for more information on what you can do in your library and links to other help articles for creating and managing your media.

Efficient and Easy to Use Sharepoint Sites

Take advantage of **Microsoft Teams, Bookings App,** and more to assist with your daily activities, **including scheduling office hours and appointments with students.** Click on the icon and take a look at the video for quick instructions on how to publish your page in Microsoft Bookings

Another option is Bookings with Me - click on the icon and watch the video on using Microsoft Outlook and Bookings with Me. Bookings with Me, one of the new features in Outlook that has recently rolled out. Microsoft Bookings with Me allows you to create a public Bookings page to let anyone book your calendar for specific appointments

Microsoft Teams capability (continue)

Capabilities

Review the side-by-side breakdown of both applications to learn what Teams has to offer. Microsoft Teams has many of the same capabilities as Google Meet, so you won't lose any of your favorite functionality

Functionalities	Microsoft Teams	Google Meet
Meeting Participants and Length	300 , 24 hours	150, 300 hours
Number of Meetings	Unlimited	Unlimited
Invite external participants	✓	✓
Screen Sharing; Recording; Virtual background; Adjustable Layouts	✓	✓
Join from browser; Native Mobile Apps; Accessibility	✓	✓
Echo360 Integration	✓	✓
LMS Integration	✓	Pilot Program
Student Engagement tracking; Whiteboarding	✓	✓
Classroom Oriented Chat; Specialized Hybrid Learning	✓	✗

Changes Summary

Microsoft Forms

Take advantage of Microsoft Forms to assist with your daily activities, a web-based application for **surveys, quizzes, polls, and other data-gathering measures. Why Forms?**

- See real-time results as they're submitted
- Use built-in analytics to evaluate responses
- Ability to customize the form based on the responses
- Allows anonymous submissions

Click on the icon and take a look at the video for instructions on how to use MS Forms!

Best Practices Reminder

Personal Emails

Faculty should not use personal email to conduct or discuss any Howard University business. This includes communication with students, administrative processes, research obligations, and more. Please use your Howard email account for these actions now and moving forward

Google Suite

Faculty should not use Google Suite product offerings/apps to support student onboarding and administrative processes, house documents and communicate/ collaborate with the students

HOWARD UNIVERSITY

MICROSOFT 365 MIGRATION

POLICIES REMINDER

HOWARD UNIVERSITY EMAIL MANAGEMENT POLICY

Under section B Faculty:

Assigned faculty are expected to use their HU email account while conducting official Howard business that includes, but it is not limited to, interactions with students, business partners, and research sponsors. Personal email accounts should not be used to conduct official HU business

Series 700-101: Information and Technology

Office of the Chief Operating Officer

Effective Date: April 10, 2023

DOWNLOAD

ACCEPTABLE USE OF UNIVERSITY INFORMATION RESOURCES, DATA, AND COMMUNICATION SERVICES

Under section E. Responsibilities of Users - 11:

Authorized Users of the University's Computing Systems and Services WILL NOT: Maintain or store HU official/ business information/data outside of the University's enterprise network without proper approval

700-002, Information and Technology

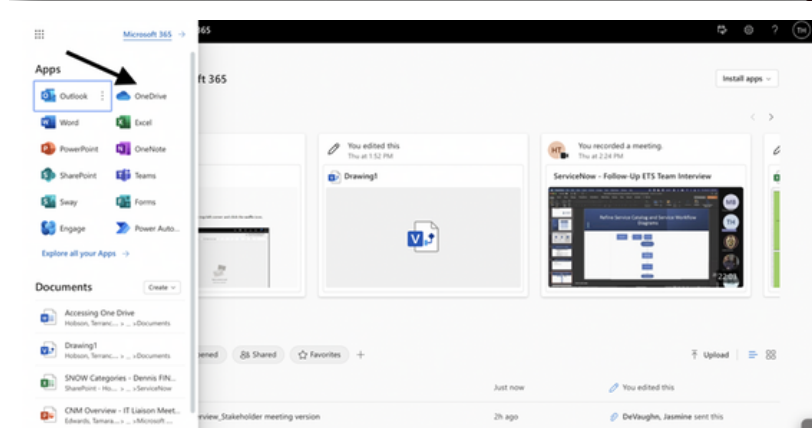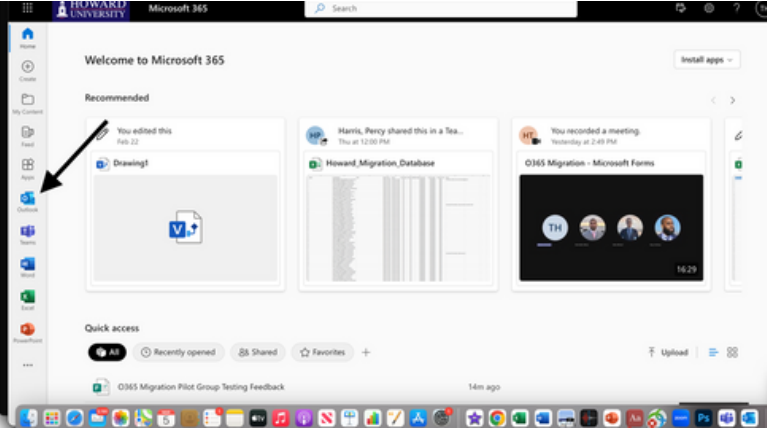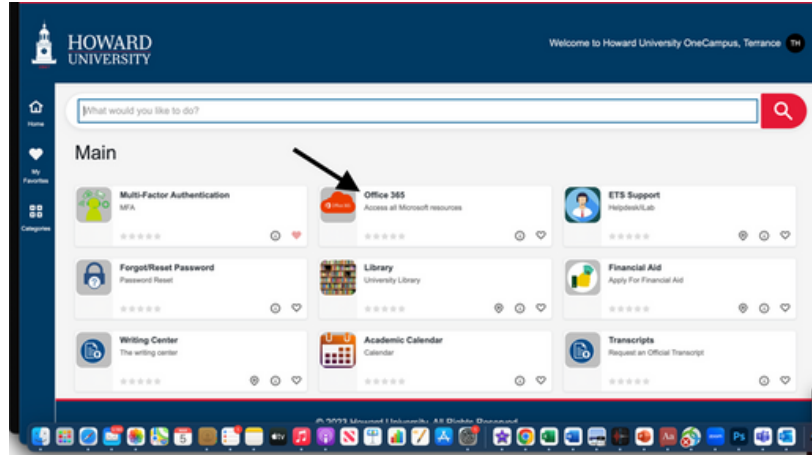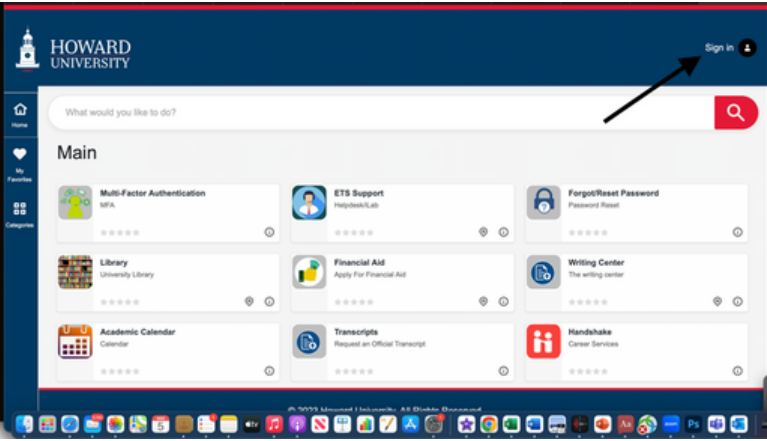Office of the Chief Operating Officer

Original – June 29, 2011

DOWNLOAD

Access / Log in / Mobile app:

Faculty, Staff and Students can sign into Microsoft 365 via **Access HU**!

Email ID will remain the same: **bison.howard.edu**

Download the free Microsoft 365 mobile app

Use Word, Excel, PowerPoint, and other tools for free in one mobile app. Enjoy exclusive features with the new Microsoft 365 mobile app for iPhone, Android, and other tablet devices.

Download the Android app   **Download the iOS app**
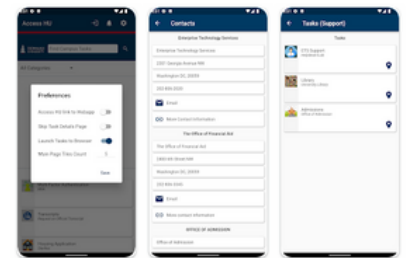
Download AccessHU Mobile

As a one-stop platform, AccessHU brings together all university resources, providing you with quick and convenient access to essential services and tools on your device.

Download the Android app   **Download the iOS app**

Student To do List

Take a look at the Student To Do List to ensure you are ready and complete the necessary steps ahead of time
Deadline to complete: May 22nd!

☐	**1. Review and Update your Personal email**	Stay up to date with all migration notifications by adding a secondary email in Bison WebHub. Make sure that it is not the same as your bison.howard.edu.
☐	**2. Review Shared Links and Important Documents**	Have important documents that you need to work on right now? Are you collaborating with your peers on any shared documents? Make sure to save a copy of these documents for yourself!
☐	**3. Let's get Organized!**	Revisit your GDrive and ensure that all of your important documents are SAVED! Clean Up your file structure; Delete any duplicates you may find. (Friendly Reminder: One Drive Storage capacity is 1 TB!)
☐	**4. Download AccessHU Mobile**	Don't miss important communications! Remember that you can receive migration notifications through the summer months.
☐	**5. Review & Update Notification Preferences**	Review your notification preferences to stay up to date with all migration notifications. Apple Users, make sure that your settings are set up to receive notifications the way you would like to on your all devices!

Quick Tips:

- **Native Mail App:** Did you previously use the native Mail app on your phone or other devices? Make sure you download the Outlook mobile app from the App Store and use that instead!
- **Formatting issues may occur during file conversion:** Make sure to review important documents to save a copy of these documents for yourself!

For more information and to stay up-to-date on all things Microsoft 365, visit the ETS website: technology.howard.edu

DOWNLOAD

Student Post-Migration Checklist

Once your account has been fully migrated, take a look at the post-migration checklist to ensure that it has been completed successfully!

Student's Post-Migration Checklist

☐	**1. AccessHU**	**a.** Are you able to log in to Outlook via Access HU?
☐	**2. Mobile/ Desktop Apps Access**	**a.** Please download the Outlook mobile app from your mobile device. Are you able to sign in? **b.** Update your Outlook mobile app account profile **c.** Confirm any other desktop app or device access (i.e: tablet)
☐	**3. Outlook**	**a.** Are all of your (previous Gmail) emails visible in Outlook? **b.** Please attempt to send a test email to yourself. Are you able to see this email in your "sent" folder? **c.** Are all of your previous Gmail contacts visible in Outlook? **d.** Are all of your previous Gmail appointments and meetings visible in your Outlook calendar?
☐	**4. OneDrive**	**a.** Please navigate to your OneDrive. Are you able to see all of your previous G-Drive documents stored in your OneDrive (look for the "GDriveMigration" folder)? **b.** Please try to open a document that is saved in your OneDrive. Were you able to open it? **c.** Are you able to save a new document to your OneDrive?
☐	**5. Notification Preferences**	**a.** Review your notification preferences to configure them according to your preferences for your daily academic activities. Apple Users: make sure that your settings are set up to date to receive notifications the way you would like to on your all devices!

Quick Tips:

- **Native Mail App:** Did you previously use the native Mail app on your phone or other devices? Make sure you download the Outlook mobile app from the App Store and use that instead!
- **Issues or need support?** Download the Self-help Guide to check common issues and how to solve them. For further assistance, contact helpdesk.

DOWNLOAD

Tip: review the M365 Instructional Guide for step by step information for checklist items 1 to 4

DOWNLOAD

Faculty's GO TO
RESOURCE LIST

Migration ToolKit

Download the migration toolkit to ensure a smooth and efficient transition and user experience.
Guides: Change Guide; MS Teams Deep Dive
One-Pager: M365 Apps and benefits; Support model
Post-cards: Key dates; Student's to do list, and post-migration checklist

Workshop & Training

Be on the lookout for Workshop and Training invites from the ETS team to increase your knowledge and skill set on Microsoft Suite

"How to Videos"

Check the "How to Videos" if you need further assistance in common topics as:
1. How to Integrate Microsoft Teams with Canvas
2. How to publish your page in Microsoft Bookings
3. How to use Microsoft Outlook and Bookings with Me
4. How to use Microsoft Forms
5. MS Teams tutorials: Quick start; Intro to Microsoft Teams; Set up and customize your team; Collaborate in teams and channels; Work with posts and messages; Start chats and calls; Manage meetings; Set up and attend live events; Search and find files and more; Explore apps and tools; Manage your activity feed; Teams on the go; Virtual Appointments
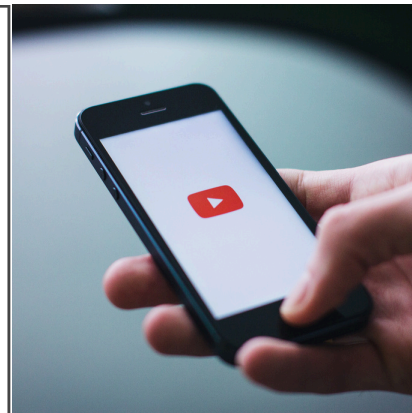
ETS Website - Microsoft 365 Faculty Resource Page

All the above resources are housed on the ETS website for your convenience. Scan the QR-code and access anytime to easily download what you need!

Check the menu tab for Announcements, Change Network, FAQs, and more!

HOWARD UNIVERSITY

G ►► **MICROSOFT 365** MIGRATION ►►

Student's GO TO
RESOURCE LIST

Migration ToolKit

Download the migration toolkit to ensure a smooth and efficient transition and user experience.
Guides: Change Guide; Self-help Guide; M365 Instructional Guide
Job aids: Sign-in; Add Profile in Outlook
One-Pager: M365 Apps and benefits; Support model
Post-cards: Key dates; Student's to do list, and post-migration checklist

---

Job Aids

Check the job aids per application to increase your knowledge and take advantage of the suite of productivity tools:

Deep Dives: Outlook; OneDrive; Stream
Tips and tricks: Word; Excel; PowerPoint; OneNote; SharePoint Forms; Whiteboard; Teams; To-do; Loop

---

"How to Videos"

Check the "How to Videos" if you need further assistance in common topics as:
1. How to install Outlook app for MAC
2. How to install Outlook app for Iphone
3. How to navigate to G-Drive folder within One Drive
4. How to share a document within One Drive
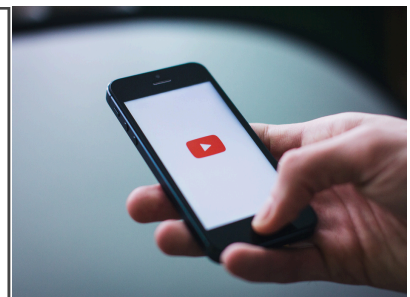
ETS Website - Microsoft 365 Student Resource Page

All the above resources are housed on the ETS website for your convenience. Scan the QR-code and access anytime to easily download what you need!

Check the menu tab for Announcements, Change Network, FAQs, and more!

Office 365 Migration
Click For Details

Support Model Guidelines

Self-help materials and the Helpdesk will be the two layers of the support for students

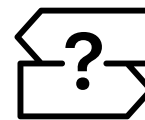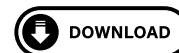| Type of Assistance	What to do?	Where to go?
Navigation, configuration and basic general guidance	Students should utilize the self-help documents as the first step of support prior to contacting Professional Services	**ETS Website O365 resource page** Check the How to videos, FAQ, Job Aids and more!) **Self-help Guide** DOWNLOAD
Troubleshooting or technical assistance	If Students can't self-resolve their issues, a helpdesk ticket should be submitted to report any Outlook and/or One Drive issues.	**Helpdesk**

Helpdesk Contact Information

IN PERSON
ETS WALK UP LOCATED ON THE FIRST FLOOR OF THE ILAB TECHNOLOGY CENTER.

Enterprise Technology Services

The iLab
Operational hours

Sunday............ 1:30pm - 10:pm
Monday.......... 8:30am - 10:pm
Tuesday......... 8:30am - 10:pm
Wednesday..... 8:30am - 10:pm
Thursday........ 8:30am - 10:pm
Friday............ 8:30am - 5:pm
Saturday......... 9:00am - 6:00pm

ETS Walk Up Hours of Operation	
Sunday	CLOSED
Monday	9:00 AM – 5:00 PM
Tuesday	9:00 AM – 5:00 PM
Wednesday	9:00 AM – 5:00 PM
Thursday	9:00 AM – 5:00 PM
Friday	9:00 AM – 5:00 PM
Saturday	CLOSED

CALL FOR ASSISTANCE AT

202-806-2020

EMAIL ISSUES TO

huhelpdesk@howard.edu