Google Cloud

Helping Higher Ed Institutions

We're thinking of you as businesses across the globe adjust to new ways of working due to COVID-19. We greatly appreciate your work and want to let you know that Google Cloud and our ecosystem of partners are here to support the education community. Here are a number of ways we can help support your organizations.

Remote work - Enable online meetings, move learning online and bring old devices back to life

- We've made premium features in Google Meet available to schools around the globe using G Suite for Education and G Suite Enterprise Education, so that educators can continue connecting with students and facilitating remote learning. This includes the ability to record meetings, livestream up to 100,000 people, and add 250 people to a Hangout. These features are available at no additional cost to all G Suite for Education customers until September 30, 2020.

- We launched 'Teach from Home' in partnership with UNESCO, a central hub of information, tips, and training tools to help educators keep reaching students. For educators and IT administrators affected by COVID-19, explore ideas and resources for remote teaching to help save time and engage students.

- To help keep businesses and teams working together effectively, we published 10 G Suite tips to work with remote teams, best practices for IT admins and end users.

- Read about tips for successful video conferencing and check out this "how to" playlist for working remotely on YouTube.

- Our partner, Itopia, is waiving licensing fees for virtual desktops for 3 months so students can access the necessary software when they're not on campus.

Search Alerts - People are looking for closure updates & information about their schools. Use Posts to share directly on Google Search

- Colleges & universities can use Posts on Google to publish time-sensitive COVID-19 updates, such as school closures and event cancellations, directly to their local communities via Google Search. Users may be able to find this information in the knowledge panel when they search for the institution name.

Virtual support - Reach your students, faculty and staff with timely and accurate information via rapid response virtual assistants

- The Rapid Response Virtual Agent allows organizations to quickly provide multi-channel support (voice, chat, and social) to address the influx of questions related to COVID-19.

- The Agent is pre-trained with COVID-19 FAQs provided by peer institutions, and your organization can customize questions and answers. Students, faculty and staff receive immediate, conversational answers to general questions related to COVID-19. With a virtual agent institutions can triage, resolve, and offload standard questions without staff increases. This allows human staff to focus on responding to more critical cases without staff increases. Note: The Virtual Agent is built with Dialogflow and Contact Center AI.

Analytics - Gain insights to support decisions on campus closures, enrollment and student engagement

- Our partner, MTX, has built an application on top of Google Cloud to help governments track the spread of COVID-19. It will help campus leaders track COVID-19 exposure, and help them make decisions on whether to close or re-open campuses. MTX will provide free access to K12 schools and higher ed institutions.

- Education, research, and government need ways to quickly collect and visualize data. We've been supporting organizations with Google Forms and Data Studio, which allows them to securely collect and privately view key data and generate insights. As an example, see Eagle County's public COVID19 dashboard.

- Our partner, Now IMS, offers real time reporting and notifications to help institutions respond more quickly to pressing needs like health and safety, all built on Google Cloud.

- As schools project matriculation for the fall, it will be important to bring together data from schools and their prospective and current students. Candidate360, by Deloitte, provides predictive, actionable insights to inform decision-making across the full recruiting and admissions lifecycle.

- Pluto7 is using Google Cloud AI and machine learning tools to track student engagement and augment distance learning. These metrics include watch history, G Suite usage and engagement with virtual courses to help give valuable feedback to professors as they adapt to new methods of teaching.

Security

- Palo Alto Networks has a solution called Prisma Access that uses Zero Trust principles for secure access across all of your cloud environments. This helps provide secure remote access to SaaS, Cloud, Internet and Data Center based applications for users that are working remote due to COVID-19.

Research - Provide grants and shared data sets to academic researchers who are working on COVID-19

- We are providing a pool of $20 million in Google Cloud credits for academic institutions and researchers to leverage our computing capabilities and infrastructure as they study potential therapies and vaccines, track critical data, and identify new ways to combat COVID-19.

- To aid researchers, data scientists, and analysts in the effort to combat COVID-19, we are making a hosted repository of public datasets, like Johns Hopkins Center for Systems Science and Engineering (JHU CSSE), the Global Health Data from the World Bank, and OpenStreetMap data, free to access and query through our COVID-19 Public Dataset Program so that other researchers can combine this data with their data for richer models.

  Apply for free credits

- For healthcare solutions, visit cloud.google.com/covid19-healthcare.

Our team of cross-functional experts across sales, engineering, and customer service is here to collaborate with you. Contact our sales team and speak to a Google Cloud representative here: **goo.gle/contact-us**

→ Explore how Google is helping people and organizations across the globe by visiting **www.google.com/covid19**