

# Electronic Communications, Collaboration and End User Technology Improvements

Kent State University  
Division of Information Services

## Google E-Mail Education Edition

Innovative and Frequently Updated

Virtually Unlimited Storage for E-mail and Documents

Built-in Chat and Video Chat

Google Search of E-mail

Reeducation of Internal Administration of E-Mail by 80 Percent



## Internet Bandwidth Increase

Tripled campus bandwidth

Doubled bandwidth to regional campuses

Set the table for cloud based technologies



## Network Upgrade: Summer 2011 - Summer 2012

Enhanced wireless throughput  
Upgraded all building telecommunication equipment  
Improved network performance to enable voice and video  
Prepared infrastructure for future technologies



## Office 365 E-mail Enhancement Spring 2012 - Fall 2012

With minimal cost - current functionality maintained  
Greatly enhanced web interface  
Cloud based e-mail



## Upgrade to BlackBoard Learn

Adds mobile connection  
Wimba for real time communications



## New Kent State Mobile Applications Summer 2012 -->

Students can view their grades  
Improve schedule lookup  
Enhance campus maps  
Athletic scores and schedules



## Unified Communications: Summer 2012 - 2014

### Phone and Voicemail Enhancements

Deploying new office phones or optional computer based phones  
Upgraded Voicemail will deliver to e-mail  
Adding computer based phone clients with video capabilities  
Regional campuses first

### Instant Messaging Upgrade

Enables faculty and staff collaboration  
Prepares for the communication enhancements of the university's telephone system

### Mobile Device Integration

#### Future (by 2014)

Extends the University communication tools to mobile devices

### Integrated Online Collaboration Future (by 2014)

Integrating Online collaboration tools with the computer client for desktop sharing and conferencing



## Storage and Computing in the Cloud 2013 -->

Store files and collaborate in the cloud  
Future services in the cloud



2008

Spring  
2011

Summer  
2011

Spring  
2012

Summer  
2012

Fall  
2012

Winter  
2012

2013

2014