Rules Based Printing Quick Action Committee Report and Recommendations

Charge

- ➢ Discuss needs of multiple users to identify any unique situations.
- ➢ Create "rules" that will use the system capabilities to generate the most cost-efficient print/copy options.
- ➢ Provide for communication to explain and describe the rules and rational for their use.
- ➢ Discuss monitoring, review, and feedback loops to continue to provide good service within the new system.

Work

The committee met every Thursday afternoon from March 18 until April 28 for a total of 11 ½ hours of discussion.

- ➢ Unique situations.
    1. Personal printers should not be allowed.
    2. May need a generic login for adjuncts if copying needs arise before their active directory is assigned.
- ➢ Rules
    1. Defaults
        a. Secure or Direct Print?
        Recommendation – Employee default should be direct print with option to select secure.
                        Student default should be secure to MFPs will be direct to lasers
        Comments- open and classroom labs will be an open print environment because they will be printing to laser printers; libraries will be a secure print environment as they have MFPs
        b. Duplex – default should be automatic duplex
        c. Black & White – all printing will default to B&W {certain URLs should automatically be defaulted to black & white print - Outlook, Fire Fox, Explorer, etc.}
    2. Should rules be automatic or interactive? Recommendation – Automatic
        a. Black & White Recommendation:
            i. Ten or more pages will be automatically rerouted to secure print (retrieval should be at the closest most efficient MFP)
        b. Color Recommendation:
            i. Ten or more pages will be automatically rerouted to secure print (retrieval should be at the closest most efficient MFP)
        c. Copy specific rules : None (information campaign & cost signage to be prominently displayed)
- ➢ Communication Strategies

- o End of year communication critical for faculty.
    - ▪ Visit ALT, APT, DOM's, End of year celebration
    - ▪ Critical that the information is passed along to all faculty & staff following the administrative chain of command.
    - ▪ College wide email update to be sent before faculty leave for summer.
    - ▪ Possible training video on UTube or website
    - ▪ Include training in orientation, business services training, etc.
    - ▪ End of year review – perhaps a Zoomerrang Survey
- ➢ Monitoring, review, and feedback loops
    - o Managers/supervisors should review Uniflow reports weekly/monthly
    - o Rules Based QAC should become an Action Team for FY12 to provide review, gather feedback and suggest improvements. Team should meet October 1 to discuss feedback survey and faxing.
    - o Feedback survey conducted in mid October for Action Team discussion November 1.
    - o Office Ware to provide results of service customer care cards.
    - o Periodic e-mail updates should be sent to all faculty and staff.
    - o Create website for information, updates, etc. (Barb Hoskins will help.)
- ➢ Other Discussion:
1. Target dates & deadlines
    - a. Installation & training of MFP – install after finals starting with the regional campuses, multiple training must occur during summer & at fall kick off on August 8.
2. Student P4P
    - a. Student copying location signage should be prominently displayed (students should not be given free access to all copy rooms)
    - b. Provide $5 of free printing credit per semester
    - c. Charge back costs: $.10 B&W: $.17 B&W duplex: $.25 color: $.47 color duplex
    - d. Student Refunds – see attached form and guidelines
    - e. Should students be allowed to scan and fax? Scan, NO: Fax, Maybe {Note: Faxing will be reviewed by the Action Team in approximately 6 months}
3. Information/Sustainability Campaign – Rebecca Glasscock will help develop information campaign
4. Devise Consolidation
    - a. Pick a date and eliminate – preferably middle of summer I or summer II.
    - b. Keep best printers as a replacement pool
    - c. Sale other printers to students and employees (bundled with any ink that cannot be used in printer fleet)
5. Budget implications – departmental charge back?
    - a. Managers should take advantage of Uniflow reporting abilities to track and identify any printing/copying abuse.
    - b. Faculty should be encouraged to prepare course packets ahead of the semester to be sold by Barnes & Noble.
    - c. Monthly reports should be sent to department heads identifying unit usage and total cost of printing.

d. Printing costs should be funded from a college pooled budget for one year. Analysis should then be performed to determine if unit printing costs should be recharged (similar to cell phone usage). Per LET, departmental charge backs will commence as soon as administratively possible.

6. Equipment changes: requests for additional printers or changes in functionality of current printers
    a. Need criteria & protocol – Should follow current protocol of all IT equipment is purchased through IT. IT would approve & call Office Ware.
    b. Reasons for additional devices? ADA issues or substantial increase in faculty or new programs.

7. Paper Purchase Process – Currently about 50% order their own paper and about 50% use the copy paper supply. Student lab paper is purchased through IT. Recommend pooling all paper purchasing and including a paper cost component to the charge back process when it's time to implement that process.

8. Ownership of responsibility – shared
    a. Service Calls – any employee experiencing problem calls the 1-800-officeware
    b. Managers/supervisors - review Uniflow usage reports weekly/monthly
    c. Business Office – budget oversight, P4P cashiering & charges to student accounts and reloads in Uniflow, paper purchasing (could be shared with IT or entire responsibility of either department), departmental charge backs when necessary (like cell phone charges – could be shared with business office or entire responsibility of either department)
    d. IT – Printers/Copiers equipment oversight, Uniflow software, Active Directory login issues, paper purchasing (could be shared with IT or entire responsibility of either department), departmental charge backs when necessary (like cell phone charges – could be shared with business office or entire responsibility of either department)
    e. MFP oversight – DOM's as per current practice
    f. Each department/division should designate one or two employees to be the OW/Uniflow contact.

9. Faxing – Faxing should remain as is until Office Ware can evaluate after installation. Will make sure that any confidential faxing needs are addressed. OW and ITS will review fax set up. Action Team will evaluate approximately six months after initial implementation.