

CAMPUS PRINT MANAGEMENT PROGRAM STANDARDS

I. Subsection

11.21 Campus Print Management Program

II. Date of most recent changes

October 1, 2010

III. Statement

It is in the best interest of the College to assure that we make optimum use of print technologies by providing appropriate solutions to accommodate users needs in the most efficient but cost effective manner possible. Grand Rapids Community College (GRCC) seeks to provide effective, quality print and copy services to meet the needs of its faculty and staff at the most reasonable cost to the College with the least damage to the environment.

IV. Reason –

The purpose of this is to outline the acceptable use of multifunction print devices and where required printers, at Grand Rapids Community College. These rules are in place to protect students, faculty, staff and the College. Inappropriate use exposes the College to a number of risks, including but not limited to virus attacks, compromise of network systems and services, and legal liability.

V.

Section A - Description

The Grand Rapids Community College Document Management Program provides multifunction, (mfp's) (copy/print/scan/fax), black and white and color that are strategically located throughout the College, as well as a centralized production center for staff and student use.

Placement of Devices

Mfp's are strategically placed throughout the College, based upon needs and service requirements as determined by the needs assessments and the standards set forth in Section D (Placement/Replacement Standards). These needs assessments are provided by our document management contractor and placement and reallocation recommendations are reviewed and approved by the Director of GRCCePRINT, Chief Information Officer, and the Executive Budget Control Officer in that area.

Imaging technologies (mfd's and printers) are managed under a centralized program that provides needs assessments, appropriate equipment (as specified in Section B – Device Standards), service, supplies, and support. Users are charged back at the appropriate rate per image, based on services they use. Usage is monitored and tracked using enterprise software designed for that purpose.

In an effort to meet environmental green standards, placement of desktop printers will be based upon standards as specified in section D. Labs and classrooms will be supported as needed with desk top printer solutions under this program.

General Use of Devices

All staff should make use of the central production center services (quick copy), whenever their imaging needs exceed the standards as specified in section C –Access Standards. These services are available to all staff via <http://printshop.grcc.edu>, the Internet (online web ordering), or in person by visiting GRCCePRINT – G1 Main.

All users need to use greening practices by:

- Limit paper usage by taking advantage of duplex printing (i.e. double-sided printing) features offered by some printers and other optimization features (e.g. printing six PowerPoint slides per page versus only one per page).
- Avoid printing e-mail messages. Instead, use the folders and archiving functionality in your e-mail application to organize and view your messages.
- Avoiding printing a document just to see what it looks like.

MFP (Copy/Print devices) are to be used for documents that are relevant to the day-to-day conduct of business at Grand Rapids Community College. Grand Rapids Community College printers should not be used to print personal documents unless individual is paying for the use by using their Raider Card at time of use. Staff may pay cash by using the services through GRCCePRINT.

See Acceptable and Unacceptable use documentation for using College print devices.

Non Supported Printers

Installation of non supported printers through the Print Management Program will not be supported under the Print Management Program vendor program. The person or department can contact the contracted vendor who will order supplies or offer repair as outside expense and must be purchased by the employee or department and will not be a GRCC expense.

Paper for these non supported printers will be at the expense of the person or department and can be purchased through GRCCePRINT.

Budget Control Officer, (BCO) Staff Print Monitoring

BCO's should monitor staff usage of these services to assure utilization of the appropriate service. Desk top printers represent the most expensive way to print and are only supported in the event of criteria outlined in Section D. The Mfp's are the most cost effective for campus quick immediate needs. GRCCePRINT Quick Copy is the least expensive option and is well equipped to provide high quality service when and where needed.

Review of department mfp usage is available by reviewing the Pharos reports located at S:\groups\public\QuickCopy\2012-2013\Pharos Copier-Printer Reports.

BCO can review online web submission orders for their department through the GRCCePRINT online ordering system <http://printshop.grcc.edu>

Section B - Device Standards

Devices must:

- be laser technology
 - be capable of copy/print/fax/scan except in locations where volume or application does not justify it.
- Must be connected to the GRCC network
- be sized to support requirements based on needs assessment data
- have a minimum of 2 paper trays with support for letter, legal, and envelope printing
 - where required, devices must have additional paper trays and support ledger printing.

Section C - Access Standards

- GRCCNET will have access to high speed, high quality black and white and color printing in designated areas throughout the campus and GRCCePRINT.
 - These services are currently available to all staff via <http://printshop.grcc.edu>, or in person at GRCCePRINT (G1-Main).
- Print/Copy jobs that exceed the equivalent of enough copies to support one class* will require routing to GRCCePRINT Quick Copy (***150 pages in any combination**).
- Everyone on GRCCNET will have access to a black and white mfp within the facility in which they are located and/or a network printer within their work group.
- Color printing is best done in GRCCePRINT however color mfp or printers will be available to those work units with sufficient volume to justify placement (there will be a minimum departmental cost commitment).
- Mfp assessment is based on number of users per device. The standard is 17 users to 1 device with in 100 feet of the device.

Section D - Desk Top Printer Placement/Replacement Standards

All purchases of printing or copying equipment and printing or copying devices require the prior explicit approval of the Director of GRCCePRINT and the Director of Purchasing. Special circumstances for desk top Printer placement is determined and purchased through GRCCePRINT and is based on the following:

- More than 100 feet from a network mfp device
- Customer Service implications where staff cannot leave work desk/space
- Lab or Classrooms requiring print capabilities where students cannot leave the classroom
- ADA considerations

VI. Entities Affected by This Program Standards

All faculty, staff and students of GRCC

VII. Who Should Read This Program Standards

Executive Budget Control Officers
Budget Control Officers
Faculty and staff who need any campus print services
Students of Grand Rapids Community College

VIII. Related Documents

Reduce Cost through Printer Consolidation
Optimize Print Operations to Reduce Costs
Acceptable and Unacceptable use of campus mfp and print devices

IX. Contacts

Director of GRCCePRINT
Chief Information Officer
Executive budget Control Office in each area

X. Definitions

MFD – Multi-Functional Device capable of copying, printing, faxing, email, and scanning.

XI. Procedure

- Requests for placement or replacement must meet the Standards.
- A needs assessment will follow to determine appropriate device placement.
See request form at <http://printshop.grcc.edu>
- Installation and training will follow approval of placement recommendations.

XII. Forms

Print Management Needs Assessment- <http://printshop.grcc.edu>