12 Printer Device Policy

PURPOSE

Northern Oklahoma College strives to provide quality and cost effective print, copy, fax and scan services to meet the needs of students, faculty, and staff while directly impacting the sustainability goals of the institution. As a result, this policy which formalizes current practice aims to:

- Reduce climate impact by minimizing the number of printing devices at the College.
- Reduce expense of consumables by using the most cost effective print/copy/scan/fax devices.
- Reduce the maintenance and upkeep expense of all print/copy/scan/fax devices.

The goal of this printer policy is to control costs, ensure that equipment is properly maintained and in working order, and ensure compliance of responsible use of computing equipment (i.e. for college business). The information contained in this document addresses the management and operation of Northern Oklahoma College's document production assets. These assets include the Print Shop, printers, copiers, faxes and some scanning devices; and this effort is part of the effective management of these college resources. While this document will address how documents can be cost effectively produced across the entire college system, it falls on the individuals to assess the need for document production and the overall effectiveness of printed material.

SCOPE

This policy applies to all employees of Northern Oklahoma College:

- Whenever possible, printing should be discouraged in favor of working from displayed images.
- If bulk printing is required, Printing Services is to be utilized.
- Personal printers and supplies will not be purchased.

EXCLUSIONS

Northern Printing Services

Faculty and staff are encouraged to send all jobs over 100 sheets to the Northern Printing Services Office. Individual programs or brochures must be approved by the Vice President for Development before being prepared for distribution. Additional information can be located in the Graphic Standards Guide at www.noc.edu/graphicstandards.

Northern Oklahoma College's IT Department and Printing Services will be ultimately responsible for the fair and consistent application of these policies in addition to ensuring that the college continuously improves the management and operations of college document production resources.

12.1 DEVICES

MULTIFUNCTION PRINTERS (MFP)

As part of Northern Oklahoma College's continuing sustainability objectives, to save cost on printing and copying, and to provide more widespread access to print/copy/scan/fax devices, a managed print environment has been implemented. This will allow networked multifunctional devices to be utilized for printing, copying, scanning, and faxing. The MFP's provide the college with several benefits:

- Greater user flexibility – a user can release a print job from any desired device on campus.
- Better managed services – a network managed environment assures the right devices in the right location to meet user needs and can provide detailed usage reports. Software used for monitoring devices can provide usage reports for each department or division.
- Sustainability – the MFP's are energy efficient devices that reduce the college's carbon footprint. Additionally, jobs can be set to only print when the user releases them, so if a mistake or change occurs, paper is not wasted.
- Economical – the MFP's are more cost efficient and both supplies and maintenance services are included as part of the program. Maximizing use of these devices allows leveraging this arrangement to achieve volume pricing that can further reduce campus printing costs. Scanning to email can provide a more efficient means of communicating and utilization of faxing through software.
- Privacy – the MFP's print jobs only when the user releases them, so confidential documents are not forgotten and left sitting on open printers.

Multifunction Printer

An MFP is considered to be any network capable document production device that performs at least two of these following operations: print, copy, fax, and scan. These devices capitalize on the existing network infrastructure and provide economies of scale by being able to handle large volumes of jobs. In addition to being able to track document production, MFP's are capable of accepting commands from print control software. Scan-enabled print/copy MFP's are part of the college's overall strategy to provide effective document production services to the college community.

NON MFP (DESKTOP PRINTERS/LASER PRINTERS/INKJET PRINTERS)

Desktop printers constitute one of the most expensive document output processes that the college currently has. It is part of the overall strategic direction of Northern to reduce the total number of desktop printers in operation. While it is impossible for any organization to completely rule out the use of such devices, Northern will make the continued operations and acquisition of such devices the exception. In the rare occasion, a department or division may present a set of extenuating circumstances that would require the college to consider using a less cost effective alternative such as desktop printing.

MODIFICATIONS

The purchase or lease of copiers, printers, faxes and scanners will be handled by request through the Department of Information Technology. No individual, department or division is authorized to purchase or lease these devices. Requests for additional or replacement equipment should also be made through the Department of Information Technology.

Personal printers purchased by individuals with their own personal money are not allowed on Northern Oklahoma College's campuses. If an employee is found to have violated this policy the device identification information will

be recorded and the violation will be reported to their immediate supervisor. If further action is needed the device will be disconnected and the appropriate Executive will be contacted for further action.

Any department or division requesting a new device should contact the Department of Information Technology with a summary of the request. The Department of Information Technology will confer with the requesting department or division, Department of Financial Affairs, contracted print services and other campus operations in order to arrive at a recommendation. The Department of Information Technology will provide the requesting department or division the final recommendation. It is within the discretion of the Department of Information Technology to include as part of the final recommendation the relocation or disposal of output devices (printer, copier, fax, scanner).

REQUEST PROCEDURE

The Department of Information Technology should be contacted and provided with an initial definition of the need. IT will schedule an interview with the requestor and will personally conduct an assessment. The assessment will include the following:

- Location of current power, network, and analog service
- Number of users in the immediate area
- Applications, print job types
- Special Needs
- Sensitive Information
- Disability
- Current monthly usage (total output volume from printing, copying and fax)

If a device is approved, the Department of Information Technology will coordinate with the Department of Financial Affairs concerning any budgetary reporting arrangements. The Department of Information Technology will coordinate the install of any network, power or analog services, if needed. When the device arrives, the Department of Information Technology will contact the requesting department or division to schedule installation. After installation, the Department of Information Technology or the contracted print services vendor will conduct an onsite training session to ensure that the device works correctly in the intended environment as well as to educate users on the features and capabilities of the device.

The Department of Information Technology will review any medical-related issue that may warrant the use of a more local printer for the individual employee. These efforts will be conducted in association with Human Resources and will be handled on a case-by-case basis.

12.2 SUPPLIES & SUPPORT

SUPPLIES

The Managed Print Services Agreement of the approved MFP/Copiers and laser based print devices includes all supplies in the cost of a print/copy in the managed print environment (paper is not included), as well as equipment servicing.

Sustainable Print Practices

- Double-sided printing (Duplexing)
- Alternatives to printing: Faculty members are encouraged to consider substituting digital formats (Blackboard, etc.) for standard paper course packets as feasible. Faculty are encouraged to consider electronic vs. paper submission for class assignments as feasible.
- Printing Multiple Copies: Avoid printing multiple copies or sets of the same document on a desktop printer. A desktop printer is not a copier and in most cases desktop printers have a much higher operating cost than workgroup printers and MFP/copiers.

The following supplies for the normal operation of MFP/copiers and desktop devices will be ordered and deployed by the Department of Information Technology.

These supplies include:

- All toner and ink cartridges
- Staples used in finishers
- Maintenance Kits

The following supplies and devices are NOT ordered and deployed by the Department of Information Technology but can be ordered through the campus bookstore.

These supplies include:

- Inkjet Printers (toner can be purchased through the campus Bookstore)
- Paper

SUPPORT

All printers located within the department or division will be supported and maintained by the contracted print service staff unless the device is labeled otherwise. If the device is not supported by the contracted vendor it will be the responsibility of Northern Oklahoma College's Department of Information Technology. Although the devices supported by the contracted vendor are monitored for toner replacement, it will be the department's or division's responsibility to contact Northern Oklahoma College's IT Help Desk when toner needs to be replaced.

When requesting support or service for a device in your department or division please follow these steps:

- Call the IT Help Desk or submit the request online through the Printer Services Request form located on the IT web site
- Indicate the campus, building and room number
- Indicate whether the device is supported by the contracted vendor or not. If the device is supported by the vendor please report the service ID number located on the device
- Provide a brief description of the problem
- Provide your contact information

Before an actual service ticket is assigned to the contracted print service or IT's Track-IT system, Northern Oklahoma College's IT Technician will make every effort to resolve the issue immediately. If the issue is not resolved immediately the IT Technician will initiate additional steps with the contracted vendor or other means to provide a solution. The Department of Information Technology has a small inventory of backup devices that can be utilized as a temporary device while the assigned device is serviced. The contracted vendor has been authorized to work directly with faculty and staff remotely after a service ticket has been issued by the Department of Information Technology in an effort to resolve certain issues in the most efficient and effective manner.

12.3 INCURRED COSTS

CHARGES

Departments and divisions are billed an allocated Universal Cost Per Print (CPP) rate for mono and color according to volume. These costs include toner, service, supplies, as well as delivery charges for printing service jobs.

- **Cost per Print (CPP)**
  This is the pricing methodology that the college has adopted for the entire document production system. A print refers to ink/toner/pigments applied to a side of paper.

The Department of Financial Affairs will compile usage reports for network printing and copying output for each department and division and will charge each department and division accordingly. Charges will be reported on the expenditure report issued to each department and division. Networked printing charges will rely on the IP address, service ID number and physical location for reporting and tracking usage. Software has also been installed on most of Northern Oklahoma College's computers to enable tracking of usage to those devices that are not networked or supported by the contracted vendor. MFP devices that are not locked by an access code will be charged 100% of the usage to the department or division where the device is physically located.

- **Obtaining Copy/Print Codes (Access Code)**
  - Departments and divisions are fully responsible for the charges incurred under their specific copy/print code.
  - Placing copy/print codes in public access is strictly prohibited.
  - Many MFP/copiers will require a copy/print code for use. An access code has been created for every campus organization. If a new code is needed, the department head, division chair or designee should contact the Department of Financial Affairs.

In general, access codes are distributed to all MFP's on campus, so once a new access code is created, it is made available for use on most of the MFP's on campus.

PROHIBITED ACTIONS
- All printing and copying activity done through college MFP's and desktop devices should be for college business only. Non-work related printing, copying, scanning or faxing is prohibited.
- Printing or copying related to the employee's enrolled course work/assignments is not considered as part of their department's or division's work.
- Interfering with the intended use of college MFP's and desktop devices such as destroying, altering, dismantling, disfiguring, preventing rightful access to or otherwise interfering with the integrity of the device.

- Modifying or removing MFP's or desktop devices or print drivers without proper authorization.
- Using College MFP's and desktop device resources for commercial purposes or non-college-related activities without written authorization from the college. In these cases, the college will require restitution payment of appropriate fees.
- Using college MFP's and desktop devices in any manner which violates Federal, state, or local laws, or college policies.
- Using MFP's and desktop device resources to engage in political campaigning or commercial advertisement.