

Policy

Print Policy 2014 - 2016

Purpose of policy,
procedure or regulation

To set out the rules and guidelines in relation to
printing, copying and scanning

Who formally approved this
policy, procedure or regulation?

Executive

Who has responsibility for its update?

Information Services

To whom does this policy, procedure or regulation apply?

All multifunction device (printer/copier/scanner) users

a) Date of approval

b) Proposed date of review

1. Policy statement

- 1.1 It is Staffordshire University's intention that a cost effective, efficient and 'fit for purpose' printing service is provided to meet the University's business needs. This policy will provide the guidance required to achieve these intentions.
- 1.2 The overall aims are:
 - to reduce the volume of printed and photocopied material where this is without detriment to the operational requirements of the institution
 - to reduce spending on printing and copying through providing print management solutions and obtain better value for money from the equipment
 - to support the "paperless" office approach already promoted by the University Executive and Senior Leadership teams move to using iPads
 - to promote the strategic management of printing ensuring that high volume and colour printing is channelled to the most appropriate devices with the necessary equipment and resource to provide this service
 - to provide complete visibility of the total cost of ownership of the printing infrastructure
 - to continue to promote the use of recycled paper and environmentally friendly printing processes resulting in energy savings

2. Solution

- 2.1 MFDs (Multi-Function Devices – Printer, scanner, copiers) will be available throughout University buildings with the majority being in open access areas available for staff and student use. MFDs in staff offices and locked rooms will be minimised.
- 2.2 MFDs will be managed via an outsourced contract which will ensure that the printer fleet is managed effectively. The software will manage the billing of jobs and provide timely reporting to enable departments to review the printing/copying in their area and to be billed appropriately for it.
- 2.3 Student printing will continue to be managed by Information Services.
- 2.4 Staff and students will access the MFDs using their id card. Prints will be on a "pull" basis which means that they will not print until the user requests them at any MFD across campuses.
- 2.5 Students will be able to buy print credit via the web or via print credit machines located in Thompson, Nelson, Brindley, Law and the Octagon.
- 2.6 Staff requesting volume prints and photocopies will be automatically routed via the print management software to the Print Room. The Print

Room will process the job in accordance with agreed service levels. The Print Room will contract with commercial printers to provide an outsourced print service for volumes which they cannot manage in-house. This will be subject to the service levels outlined below and regular reviews.

- 2.7 Students will continue to be able to print high volumes via the MFDs but this will continue to reduce as University processes change e.g. e-assessment.
- 2.8 All MFDs have a scanning function which enables users to scan to their email. This facility incurs no charge and therefore is the most cost effective solution

3. Print rules

- 3.1 Local network printers will not be approved for purchase or maintained
- 3.2 All staff are encouraged to minimise their printing/copying and instead to scan documents which need to be retained
- 3.3 Departments are responsible for ensuring MFDs in their areas are stocked with appropriate paper
- 3.4 MFDs are A4/A3 and mono/colour
- 3.5 All prints will default to black and white, duplex, no staples
- 3.6 If colour is selected, a pop up message will state the cost and recommend changing to black and white

To print this in colour will cost xx. Please print in black and white unless you really need it in colour. Every page will be charged at the colour rate, even if some are black and white.”

- 3.7 If a print job exceeds 200 pages a pop up message will display stating that the job should be submitted to the print room as it is more cost effective

This job exceeds 200 pages; it would be more cost effective to submit it to the central print room

- 3.8 High volume printing will be routed to the Print Room via the management software. If a print job exceeds 500 pages a pop up message will display stating that the job has exceeded the threshold and will be submitted to the print room.

This job exceeds the 500 copies limit; please submit to the central print room

Thank you for using the central print room. Your job should be returned to you within 48hrs. Should you have any queries please call the print room on ext 2767 quoting the reference number above”

- 3.9 Print jobs will be deleted from the system if they have not been printed within 72 hours

4. Applying the Policy

- 4.1 The following measures will be applied to implement the policy:
- Print Audit software will be run on a quarterly basis by Information Services to monitor the printing to each device by users and departments. Departments will be informed of the results and advice and training will be provided to ensure the correct methods are being used.
 - Electronic ticketing software will be made available for submission and tracking of large jobs to the Print Room.
 - Controls are implemented to prevent large jobs being produced outside of the Central Print Room. As a guide:
 - 1-500 pages to be printed on Multifunction Device
 - 500+ pages sent to the Central Print Room (reduction in costs, much better print quality).
 - Printing jobs will be recharged to the department for printing usage whether done by the Print room or through the other devices.
- 4.2 Regular board meetings will be held with Ricoh to monitor and review print output
- 4.3 Desktop printers are not supported under this contract but it is recognised that some may still exist in the University for those staff with mobility issues or for specialist applications

5. Contacts, Support and Submitting Print Jobs

- 5.1 Multifunction devices are available across all campuses and available when the buildings are open. They are supported by an onsite Ricoh engineer. Calls for support are logged via 3800. The Print Room contact for any enquiries about volume printing is 2767.
- 5.2 Print jobs that require an element of graphic design can be booked via create@staffs.ac.uk. These will not be printed without a proof being supplied and agreed
- 5.3 Only electronic print jobs, submitted online will be accepted by the Print Room.
- 5.4 Prints will be returned within 48 hours unless an alternative is agreed