

## **Executive Summary**

The print task force was convened by CIO Joseph Vaughan at the request of the President's cabinet. The charge was to review questions about printing at HMC and make recommendations for changes or improvements.

The task force members were drawn from many departments across campus and were asked to take an institutional point of view when addressing the questions posed in the charge letter. The task force self organized, rotating people into the roles of facilitator, meeting convener, writer, editor etc. We found this to be a rewarding and engaging way of working.

This report sets out our recommendations, broken into key recommendations, which we believe the college should act upon as quickly as possible, and other recommendations, which are important but less pressing. This is followed by a narrative section which attempts to capture some of our discussions and provide a rationale for the recommendations.

## Key Recommendations

1. CIS should develop a website that contains information about all of the networked printers and copiers on campus, the functionality they provide and whether or not users can have access to them. This site should be well maintained and regular reminders about its existence should be provided to users. The task force referred to this site as a “virtual print center” in discussions.
2. The Task Force determined that there is neither need or demand for a single print center at one physical location.
3. The task force recommends that HMC explore the possibility of contracting with a company for printer support for the whole college.
4. We recommend a more uniform approach to printing, which would allow for better technical support, information sharing between staff about features and functionality and, potentially, lower cost to the college overall. In light of this CIS should, in close consultation with stakeholders from academic and administrative departments
  - define college standards for office personal printers.
  - define college standards for networked printers.
  - All standard printers should be capable of duplex printing and should be set to do so by default.
  - maintain an up-to-date list of standard office personal printers on the college website. The list should be revised regularly.
5. The task force determined that the college does not need to take any special steps with respect to large format printing (plotting), as current resources can meet current demand. The college should ensure that both the Mathematics Department and the Engineering Department agree with this recommendation.
6. The task force urges the Cabinet to reconsider its decision to mandate use of 100% recycled paper.
7. The college should pay close attention to the CUC initiative for document management. Until it becomes clear what the service will be and how it will work, the college should not authorize purchases of document management software. And initiatives that make use of the Feith document management system should proceed with caution.
8. In consultation with students, CIS should explore the possibility of placing an additional printer in the Platt living room, to relieve some of the pressure on the printer on the ground floor in LAC (known as “clifford”).
9. Lack of confidence in the file storage servers (“alice” and “charlie”) are obstacles in the path toward a more paperless environment. CIS should address this issue as soon as possible.
10. If it decides to urge people toward a more paperless environment, the college should

address the fact that some employees do not have easy access to email.

## **Other Recommendations**

1. The task force recommends that some educational materials be developed with a view to highlighting work habits that lead to less printing and less paper use. This will need to be an ongoing educational effort.
2. CIS should explore, in consultation with students, the possibility of placing additional printers in the dorms. This exploration should take careful account of the additional resources needed to maintain these printers, particularly if the college does not decide to contract a vendor for printer maintenance.
3. To reduce unintentional waste on networked printers, we recommend that CIS investigate and install some print queue management software. It is important that this be done in consultation with students (for example, via ASHMC and the LAC supervisors).
4. CIS should occasionally review large format printing needs, and be on the look out for companies willing to provide the college with a discount.
5. CIS should conduct a full review of its printing policies and communicate the results to the college community.