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Fayetteville Technical Community College

Detailed Assessment Report 2008-2009 Print Shop

Mission/Purpose

To provide a full range of printing and duplicating services such as typesetting, high speed copying, printing for both single and multicolor work, collating, stapling, binding, and folding of reproduced materials.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Review new equipment for campus printing

Printing department staff will use information to analyze problems and make logical decisions in reviewing new technologies and equipment that could enhance campus printing capabilities.

Associations:

Institutional Priorities:

- 4 ADMINISTRATION AND FINANCE-To provide a management and planning system which ensures productivity, fiscal responsibility, and accountability.
- 6 INSTITUTIONAL ADVANCEMENT-To provide a positive image through marketing and public relations and to provide institutional advancement activities which will support the College's goals and educational programs.

Strategic Plans:

Print Shop

- 5.3.11 Keep abreast of changing technology and its potential for improving the campus printing capabilities and processes. (2008-2013 Ongoing)
- 5.3.17 Acquire additional copiers to support and sustain operations. 2008-2009 Five (5) Ricoh Copies under State Contract to replace copiers on lease
- 5.3.2 Implement copiers in Printshop to accommodate E-Print Technology (Electronic Work Request Transmission). 2008-2009
- 5.3.4 Upgrade platemaker in Layout Area to accommodate off-set press area (2008-2009)

Related Measures:

M 1: Print Shop staff discuss new technologies

What – Review magazines, internet, and other media sources; attend graphic art shows to identify new equipment and software; prepare decision packages to acquire new technologies and coordinate installation when necessary.

Why? – Equipment is used heavily and must be phased out and replaced with newer technology for increased effectiveness and efficiency.

How? – Quarterly meetings with print shop staff to discuss new technologies and concepts identified by the staff in the preceding quarter.

When? – Quarterly beginning October 2008.

Who? – Print Shop Supervisor and full staff with results submitted and reviewed by the Vice

President of Administrative Services.

Source of Evidence: Service Quality

Achievement Target:

The staff will collectively identify and recommend at least 3 new technologies or print shop procedures on a semi-annual basis. The Print Shop Supervisor will recommend at least one of the three suggestions semi-annually to the Vice President of Administrative Services for consideration.

Findings (2008-2009) - Achievement Target: Met

The Print Shop staff met this achievement target. However, we could not continue beyond the achievement target to an exceeded stage due to the economic downturn and spending freezes implemented by the Governor and the Legislature of the State of North Carolina. Prior to the spending freeze, the print shop staff coordinated the following actions resulting in new technologies to support campus operations:

(New Technology # 1) Researched and leased a copier, in collaboration with the Director of Institutional Effectiveness and Assessment, that had the capability of copy and print scan control, with office pro-finisher (which means capable of handling high volume professional documentation). This new copier improved office efficiency and placed scanning of documents at the user level, to be more convenient and relieve work to the Print Shop equipment and personnel.

(New Technologies 2 to 6): Leased five new copiers to replace older copiers in the following academic and support-services buildings: Horace Sisk, Applied Technology, Lafayette Hall, Health Technologies and Virtual College Center. Each of these newly leased copiers were larger and could handle increased volume from the previous copiers. This would allow the faculty-staff to handle larger jobs in their own location and to relieve the print shop equipment usage. This allowed for the Print Shop to be free to accommodate larger jobs such as class schedules, tabloids and college catalogs (all of which was previously outsourced to private printers and printing at the Print Shop will reduce overall printing costs).

The Print Shop staff also decided early in the assessment cycle to review internal procedures to identify possible procedural changes that would enhance office operations. As a first step, the staff decided to wait for the results of outcome # 3 related to a survey of customers from the print shop and employ those results as a tool for identifying potential improvements. The survey results came in (see outcome # 3) with all services in the Print Shop being evaluated a 99.5% satisfaction rate, indicating that the existing procedures were not only adequate, but totally met our customers service-support needs.

Based on these findings, we feel that we totally met this assessment outcome.

Related Action Plans:

Print Shop to Discuss New Technologies

Once the State of North Carolina releases the current spending freeze, the Print Shop staff will again look for additional new technologies that could be leased or purchased to continue to improve effectiveness and efficiency of operations across the College. With the current spending freeze we cannot proceed at this time. For more information, see the *Action Plan Details* section of this report.

O 2: Employees access to E-Print service

Staff, faculty, and adjunct instructors will have access to E-Print service.

Associations:

Institutional Priorities:

4 ADMINISTRATION AND FINANCE-To provide a management and planning system which ensures productivity, fiscal responsibility, and accountability.

6 INSTITUTIONAL ADVANCEMENT-To provide a positive image through marketing and public relations and to provide institutional advancement activities which will support the College's goals and educational programs.

Strategic Plans:

Print Shop

5.3.11 Keep abreast of changing technology and its potential for improving the campus printing capabilities and processes. (2008-2013 Ongoing)

5.3.2 Implement copiers in Printshop to accommodate E-Print Technology (Electronic Work Request Transmission). 2008-2009

Related Measures:

M 2: Software within GroupWise to support E-Printing

What? – Transmission of documents directly to the Print Shop from both on and off campus locations to better support distance education instructors not close to campus, as well as better support to local faculty and staff. Educate faculty and staff about this service by hosting professional development workshops and sending out pamphlets on the E-Print capabilities.

Why? – Distance Education and Adjunct Faculty do not get to use the Print Shop due to time and distance problems.

How? – MIS to install software program within Groupwise to support E-Print to 100% of campus users.

When? – Fall Semester 2008 and Spring Semester 2009.

Who? – MIS Director, Print Shop Supervisor, and Vice President of Administrative Services.

Source of Evidence: Project, either individual or group

Achievement Target:

Record the number of E-Print requests including the requests of distance education and adjunct faculty living away from the Fayetteville area. This will demonstrate distance education support not provided with existing print shop technologies.

Findings (2008-2009) - Achievement Target: Not Met

The Print Shop staff did not meet this achievement target due to limited personnel resources. While E-Print was fully implemented prior to this assessment cycle, we wanted to measure E-Print usage by distance education faculty and adjunct faculty members. Collecting data would indicate the expanded value of E-Print to those faculty that do not have immediate access to the campus or its facilities. Unfortunately, funding was not available for an additional Print Shop Technician, nor a 30 hour a week part-time bindery employee (both of which were included in the last strategic plan for expansion consideration). The lack of funding of these two positions, prevented the Print Shop from having available staff to collect the data related to distance education and adjunct faculty usage of E-Print, due to existing staff being fully extended on regular and rush order printing.

Related Action Plans:

Employee access to E-Print Service

Due to current budget restrictions on Community Colleges imposed by the State of North Carolina, expansion positions for the Print Shop are not likely to be approved in the next assessment cycle. To gain access to the print jobs requested by our distance education faculty and adjuncts, our action plan includes the installation of a print job drop off box next to the entrance of the Print Shop. Additionally, all new E-Print Jobs coming in will be reviewed to determine if the request is from full-time, part-time or distance education faculty-staff. The current print shop job order will be modified to allow the requester to identify their status by checking the correct box on the job order form. The form will be modified and released prior to the new academic year beginning in August 2009. This data will be collected from the print job order during the period Aug to Dec 2009 and again from Jan to May 2010 and at that time a report will be

prepared identifying how many distance education and/or adjunct faculty are using E-Print or the drop box for their printing jobs.
For more information, see the *Action Plan Details* section of this report.

O 3: Faculty/Staff satisfied with job completion

Faculty and Staff are satisfied with the overall quality of the work and timeliness of job completion.

Associations:

Institutional Priorities:

- 4 ADMINISTRATION AND FINANCE-To provide a management and planning system which ensures productivity, fiscal responsibility, and accountability.
- 6 INSTITUTIONAL ADVANCEMENT-To provide a positive image through marketing and public relations and to provide institutional advancement activities which will support the College's goals and educational programs.

Strategic Plans:

Print Shop

- 5.3.17 Acquire additional copiers to support and sustain operations. 2008-2009 Five (5) Ricoh Copiers under State Contract to replace copiers on lease
- 5.3.18 Full-Time Staff Additions to Support Campus/Student Growth. (2009-2013) One Warehouse Technician (to inventory paper/unload trucks, organize warehouse and assist with other processes)
- 5.3.19 Part-Time Staff Additions to Support Campus/Student Growth. (2008-2009) Part-time Print Technician I (Bindery Operations Assistance)

Related Measures:

M 3: Satisfaction of persons served by the Print Shop

What? - The FTCC Printing Department will be measuring the total average scores received from comment cards that are distributed to staff and faculty with each completed job order based on a scale of 1-low and 5-high. • Customer Service • Quality of the Finished Product • Overall Satisfaction .

Why? – Staff and Faculty are the persons served by the Print Shop and their satisfaction indicates quality and success.

How? – The data will be collected through the return of comment cards and managed via an excel spreadsheet.

When? – Fall Semester 2008 and Spring Semester 2009.

Who? – Print Shop Supervisor and Staff.

Source of Evidence: Client satisfaction survey (student, faculty)

Document:

[Comment Card Outcome #3](#)

Achievement Target:

The scoring for each job completion area and the final overall level of satisfaction will be based on a scale of 1-low and 5-high. 90% of survey responses will rate print shop services as a 4 or a 5. Each area will be analyzed to see what can be improved to raise the score.

Findings (2008-2009) - Achievement Target: Met

The Print Shop surveyed 206 customers measuring the success of 206 print requests. The overall satisfaction rate for the print support was 99.5% indicating that current procedures were superb and therefore no further action or change is necessary since there were no areas marked as needing improvement on the surveys. The survey result is posted in the document repository for review.

Document:

Print Shop Satisfaction Survey Results

Details for Action Plans Established This Cycle

Employee access to E-Print Service

Due to current budget restrictions on Community Colleges imposed by the State of North Carolina, expansion positions for the Print Shop are not likely to be approved in the next assessment cycle. To gain access to the print jobs requested by our distance education faculty and adjuncts, our action plan includes the installation of a print job drop off box next to the entrance of the Print Shop. Additionally, all new E-Print Jobs coming in will be reviewed to determine if the request is from full-time, part-time or distance education faculty-staff. The current print shop job order will be modified to allow the requester to identify their status by checking the correct box on the job order form. The form will be modified and released prior to the new academic year beginning in August 2009. This data will be collected from the print job order during the period Aug to Dec 2009 and again from Jan to May 2010 and at that time a report will be prepared identifying how many distance education and/or adjunct faculty are using E-Print or the drop box for their printing jobs.

Priority: Low

Target Date: 06/2010

Responsible Person/Group: Print Shop Supervisor and Print Shop Staff

Additional Resources Needed: Need to purchase a drop box and have installed (approximately \$500 for box and installation).

Budget Amount Requested: \$500

Print Shop to Discuss New Technologies

Once the State of North Carolina releases the current spending freeze, the Print Shop staff will again look for additional new technologies that could be leased or purchased to continue to improve effectiveness and efficiency of operations across the College. With the current spending freeze we cannot proceed at this time.

Priority: Low

Target Date: 06/2010

Provided the State of North Carolina releases the current spending freeze.

Responsible Person/Group: VP of Business and Finance; Print Shop Supervisor and Print Shop Staff.

Additional Resources Needed: To be determined as the new technologies are identified.

Budget Amount Requested: \$0

Analysis Answers

What were the strengths of your assessment process?

Initially, as FTCC began its College-wide assessment process, the Print Shop was not sure that the assessment process would be applicable to service-support activities and would most likely be more appropriate for the academic programs. However, after completing this 2008-2009 assessment cycle, we have determined that assessments are good for all activities at the college, including service-support type activities. This assessment cycle provided a way for the Print Shop staff to measure the effectiveness of the Print Shop operation, and to provide documented evidence of above average service to our customers. In the past, we knew we were giving this level of service but could not demonstrate it with evidence and this assessment cycle produced written evidence of our customer service focus.

What were the weaknesses of your assessment process?

The weakness of the Print Shop during this assessment cycle was not identifying a method to collect the data of E-Print Jobs coming from distance education and/or adjunct faculty. This was based on our belief that we needed expansion positions to accommodate the assessment outcome; however,

we have since determined that if we simply change the E-Print Job Order form, we will be able to collect this data in the future, even if the expansion positions are not funded. So while we did not meet this standard this year, we have a well developed action plan for fully achieving it in the next assessment cycle.

What was learned as a result of your assessment process?

The Print Shop learned and finally had written evidence that it was providing the highest possible level of service, overall print quality, and superb timeliness in work order processing. This result was good for the morale of employees who could see the benefits of their labors.

How will what was learned impact the direction and emphasis of your academic or support unit?

A review of the total assessment process for 2008-2009 helped us identify methods of collecting E-Print usage data, without the need for waiting for expansion positions to collect the data. It also gave us evidence of our strong work ethic and desire for high customer service and support. It also helped identify the need for a Print Shop Web Page to be created and launched in the upcoming assessment cycle to assist distance education and adjunct faculty, as well as supporting full-time faculty during non-working hours of the Print Shop.