

Division: Administrative Services

Department: Printing Services

Director or Chair: Debra Fitzsimons

Program Description: Program Description: The Printing Department provides essential reproduction services for the College and District, full-service copying for instructional purposes in handouts, syllabuses and tests (including textbooks for students that are sold in the Grossmont College Bookstore) and all administrative printing needs. Printing services are used to produce letterhead/envelope stationery and business cards. Color Printers make possible the production of color brochures, programs, reports, newsletters, posters, including the playbills used to advertise College music performances, theatre productions and Art Gallery shows. Technology within the Printing area changes rapidly and along with the changes are increases in customer service demands. The printing process is inherently time sensitive, since most requests are tied to a schedule or deadline. Our mission, as Grossmont College's Printing Department, is to provide the best, most current reproduction and related services possible.

Now to 2010 - The Grossmont College Printing Department, with its many services will be moving into a digital age and can project a very fast electronic world in reproduction by 2010. The amount of hard copies may be significantly reduced and the printing of letterhead and envelopes sent to a mailhouse. Currently, we are networking the black and white copiers and hope to network the color copiers in the next two years (2007). By 2008 a tracking system, that will link all printing charges to our district accounting office, should be in place. As new technology becomes available, the Printing Department will review services needed and update their EMP (Educational Master Plan) to remain modern, effective and efficient.

Activities

Activity #1:

Follow the hiring procedure in the replacement of a vacant full time classified contract position of Printing Assistant. Initiate and complete hiring of a new .55 FTE Classified position (Printing Operations Assistant) using the existing hourly budget to fund this position.

Benefits:

To provide and maintain staff service support for educational effectiveness. This would include online job submission, Xerox processes, and a wide range of duties with bindery equipment, printing press work and prepress darkroom assignments.

Requirements:

Curriculum Development?	Y
Equipment?	Y
Facilities?	Y
Marketing?	Y
Staffing – Classified?	Y
Staffing – Faculty?	N
Staff Development?	Y

Goals and Objectives: 3, 3.4

Activity #2:

Research current technology for supplies and equipment. If needed, pursue the purchase of supplies and equipment.

Benefits:

To recognize the Printing Department customer's needs, then acquire the supplies and equipment necessary to complete the process.

Requirements:

Curriculum Development?	Y
Equipment?	Y
Facilities?	Y
Marketing?	Y
Staffing – Classified?	Y
Staffing – Faculty?	Y
Staff Development?	Y

Goals and Objectives: 3, 3.6

Activity #3:

Continue to enhance the development of the Grossmont College Printing Department's website for all staff.

Benefits:

To continually work to identify and facilitate Grossmont College's staff needs and communicate these services on our Printing Department's website.

Requirements:

Curriculum Development?	Y
Equipment?	Y
Facilities?	Y
Marketing?	Y
Staffing – Classified?	Y
Staffing – Faculty?	Y

Staff Development? Y

Goals and Objectives: 1, 1.4

Activity #4:

Research equipment that will permit network Printing.

Benefits:

This flexible and modern way to process work will result in a significant amount of time saved, plus background for future services such as a tracking system.

Requirements:

Curriculum Development?	Y
Equipment?	Y
Facilities?	Y
Marketing?	Y
Staffing – Classified?	Y
Staffing – Faculty?	Y
Staff Development?	Y

Goals and Objectives: 3, 3.6

Activity #5:

Research equipment that will move paper from one work process to another throughout the Printing Department.

Benefits:

The equipment will be ergonomically safe and meet ADA space requirements. This process will lessen the chance of injury, plus shorten the time to complete a job.

Requirements:

Curriculum Development? Y

Equipment?	Y
Facilities?	Y
Marketing?	Y
Staffing – Classified?	Y
Staffing – Faculty?	Y
Staff Development?	Y

Goals and Objectives: 5, 5.6

Additional Planning Activities

Activity #6

Continue weekly Printing Department staff meetings.

Activity #7

Plan for a highly effective service department, continually evaluating all aspects of customer service.

Activity #8

Review and modify individual and departmental goals.

Activity #9

Continue, when possible, staff participation in staff development through seminars, workshops and classes to increase knowledge of service processes.

Activity #10

Generate high-morale through shared participation in departmental planning activities.

Activity #11

Continue to plan and project effective communication with all staff in the Grossmont Cuyamaca Community College District.

Activity #12

Acquire upgrades to current computer equipment.

Activity #13

Continue to research, initiate and secure modern reproduction equipment.

Activity #14

Recognize and promote budget savings.

Activity #15

Update current forms including Printing Department work orders.

Activity #16

Add two Quark licenses for flexibility. This will enable us to manipulate electronic files from other areas on campus, especially the college graphic's department.

Activity #17

Purchase a MAC computer system that will assist in printing a variety of files from online customers.

Activity #18

Plan on ordering new chairs and stools that will ergonomically fit the department's new facilities. All counters, tables and equipment will be measured and evaluated. The chairs and stools will be easy to use and comfortable.

Activity #19

Research and purchase hazardous and flammable cabinet to store chemicals used in the darkroom, on the press and in other areas of reproduction.

Activity #20

Look into the possibility of storing printing supplies in another location.

Activity #21

Research the possibility of outsourcing letterhead and envelopes. The darkroom may close and its area would be available for our supplies.

Activity #22

Look into having a light weight coat, a vest or apron to identify the Printing Staff.

Activity #23

Upgrade current bindery equipment such as the booklet makers (velo and spiral).

Activity #24

For peak work periods, investigate the probability and advantages of having a small copier temporarily located at the front door. Currently there is a cabinet in that area that is light weight and moveable (not attached to the wall).

Activity #25

Improve the signage of the entrance and location of the Printing Department. The wandering of customers about campus has proven to be stressful to both the customer and the printing staff. Customer's patience is spent and their attitude needs a positive boost...how about large recognizable signs.

Activity #26

Install a bulletin board near the counter at our entrance announcing current and general information. This would include Spring semester, Spring break, Summer session, Fall semester, Winter break and Winter intersession hours.

Accomplishments

Accomplishment #1:

The Printing Department researched, wrote the specifications and subsequently leased three new high-volume black and white copiers. The three copiers are fully networked and able to communicate with each other. The Xerox DocuTech 6180 Publisher, the Xerox DT120 Nuvera and Xerox 2101 will meet the campus reproduction needs.

Goals and Objectives: 3, 3.6

Accomplishment #2:

Completed approximately 40 hours of training on the new high-volume black and white copiers; the Xerox DocuTech 6180 Production Publisher with the Xerox DigiPath 4.0 Production Scanner, the Xerox DT120 Nuvera Publisher, Xerox 2101 Print Engine and FreeFlow Process Manager.

Goals and Objectives: 6, 6.3

Accomplishment #3:

Researched and purchased Print Shop Pro system software that will enable us to track all the Printing Department jobs. Print Shop Pro is extremely flexible and modern, certain to meet the department's needs.

Goals and Objectives: 3, 3.7

Accomplishment #4:

The printing department diligently worked to set up the Print Shop Pro tracking system. This system is specifically designed for educational institutions with benefits that include chargeback and general accounting for Grossmont, as well as, the District and Cuyamaca College. The setup process was tedious and very time consuming. We plan to have pilot groups test the system before it is fully in use.

Goals and Objectives: 3, 3.2

Accomplishment #5:

Purchased a locked cabinet designed to meet the department's need for securing faculty quizzes, tests, midterms and finals.

Goals and Objectives: 3, 3.2

Accomplishment #6:

Purchased new and improved ergonomic floor mats that were met with great anticipation by the printing staff.

Goals and Objectives: 5, 5.6

Accomplishment #7:

We purchased and installed modern computer equipment (3 computer systems) to keep up with current customer demands. The Printing Department's online job submissions, through our website and graphics department, continually challenge our equipment and processes.

Goals and Objectives: 3, 3.6

Accomplishment #8:

Participated in Staff Development Week by giving presentations of the Printing Department's services including the website featuring our online job submission.

Goals and Objectives: 6, 6.3

Accomplishment #9:

The department established "all staff" weekly meetings that share concerns and ideas for the Printing Department to run smoothly.

Goals and Objectives: 4, 4.2

Accomplishment 10:

The entire Printing Department attended workshops on customer service that were led by Susan Herney. Many ideas, suggestion and strategies are being evaluated and used to improve services.

Goals and Objectives: 6, 6.3

Additional Accomplishments:

Accomplishment #11

Staff continually evaluated, moved forward and improved all aspects of customer service.

Accomplishment #12

The Printing Department designed and installed a mail box for tests at the front counter that was specifically made to secure faculty tests that are dropped off.

Accomplishment #13

As equipment leases are expiring, the Printing Department continually evaluates vendors to establish criteria for the most modern equipment that meet the district-wide needs.

Accomplishment #14

The printing staff continued to promote budget savings throughout the department including the monitoring of paper quantities, color paper and color copying. This was mandated as cost-saving procedures by the Dean of Administrative Services, Debra Fitzsimons.

Accomplishment #15

The printing staff continues to receive dozens of compliments on the new friendly service arrangement. The counter was expanded to accommodate a large number of customers with the convenience of shelves to personally pick up their printed work (excluding tests that are stored in a locked cabinet).