

Student Fee-Based Printing Solution

Communication Plan

Goal:

To inform the New River learning community of the nature of the project with details regarding the positive impact and any changes to existing procedures with periodic updates as project milestones are completed.

History:

Each New River campus provides open computer labs for students to use before, between, and after classes. On occasion, instructors also schedule these facilities for in-class use. But generally, these labs are open and accessible as long as the building they are in is open, so they are available for an extended number of hours per week. For many New River students these labs are the only available computing resources and certainly they are convenient to students who must come to campus anyway for classes. In each of these open computing labs, printers are available and the College has provided the toner and paper. Unfortunately, there have been no controls in place to limit or even track the printing that takes place in these labs. As a result, there has been extensive use of the printers with excessive resources simply being wasted as print jobs are sometimes sent more than once and not even picked up. As shared resources, these printers have sometimes caused confusion when someone else accidentally picks up the wrong print job as well.

These issues are being resolved with a new fee-based printing solution that will serve to provide more controls and options for users who print in the open computing labs. Once installed, students will need to obtain a card by inserting money in a vending machine. Then that card will be used to tell the printing kiosk to print the job from the queue (after it has been sent) that belongs to the person with the card. Students will be able to identify their job from among all the jobs so that less confusion occurs (and more security of information). Additionally, print jobs from mobile devices will be possible using a freely available app called PrintMe. In summary, this solution will enable users to: (1) more closely track their own print jobs and prevent others from accidentally picking up the wrong print job, (2) enable printing from mobile devices, and (3) provide accountability for print jobs to reduce wasting resources.

The per-page fee is ten cents for black and white copies. The ten-cent fee is to allow the College to simply cover costs while providing improved services to students and reducing waste.

Key Contacts:

- President's Cabinet
- Faculty
- Students
- EFI and Komax Partners

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- New River Project Team

Communication Outlets:

1. Front Page News
2. New River's Facebook Page (and Twitter)
3. Email Groups (Faculty, Students, President's Cabinet)
4. Blackboard Announcements Page
5. Portal Announcements
6. Printed Signs
7. Face-to-Face Meeting

Timeline:

Date	Event or Communication	Audience and Key Contacts	Communication Outlet
October 21, 2014	Cabinet Approval	President's Cabinet	N/A
October 22, 2014	Communication Plan Created	Belcher, Withers, Ayersman, Taylor, Soeffker-Culicerto	N/A
October 31, 2014	Faculty Summit	Faculty	7
November 3, 2014	Initial Message to Users	Students, Employees, and New River Community	1, 2, 3, 4, 5, and 6
November 12, 2014	2 nd Message to Users	Students, Employees, and New River Community	1, 2, 3, 4, and 5
November 21, 2014	3 rd Message to Users	Students, Employees, and New River Community	1, 2, 3, 4, and 5
November 24 (Thanksgiving Recess)	GVC Installation	EFI, Komax, and New River IT	N/A
November 25 (Thanksgiving Recess)	NCC Installation	EFI, Komax, and New River IT	N/A
November 26 (Thanksgiving Recess)	MCC and ATC Installation	EFI, Komax, and New River IT	N/A
January 7, 2014	4 th Message to Users	Students, Employees, and New River Community	1, 2, 3, 4, and 5
January 12, 2014	RCC Installation	EFI, Komax, and New River IT	N/A
January 20, 2014	Spring Term Begins	Students, Employees, and New River Community	N/A