

# 2020 Annual Program Review

**Program Name:** Reprographics

**Program Review Author:** [Click or tap here to enter text.](#)

**I. PROGRAM DESCRIPTION:** In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

*Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: <http://www.smc.edu/CollegeCatalog/Pages/default.aspx>*

The Reprographics Department maintains a comprehensive printing operation that includes a centralized print shop (online, self-serve and over-the-counter), a fleet of multi-function devices distributed throughout most college buildings and a Pay-for-Print enterprise designed to support student copy and print needs.

Our main print shop, housed in the Media Center, provides support to instructional and administrative users. The regular service hours are Mon-Thurs 7:30am-10pm and Fri 7:30am-5pm. The college has a staff of 5 print technicians available for in-person and after hours support. Our “early bird” staff person arrives at 3am Mon-Thurs to help us manage all the print submissions that come in during the late evening and early morning hours. At 7:30am we are fully staffed and from 1:00pm through 10pm we operate with a slimmer crew.

## ***B&W Production Printing***

The production printing facility houses (3) high-speed and high-volume digital print engines that produce approximately 17 million prints per year. This volume is predominantly for instructional applications such as syllabi, handouts, tests and course packs. The volume of course packs produced for sale in the Bookstore during this fiscal year amounts to nearly 20,000 individual course readers. As a side note, a significant amount of non-instructional materials are produced in the Media Center print shop for Counseling, Enrollment Services, EOPS, Financial Aid, Fiscal Services and Scholarship departments.

## ***Online Print Submission System***

DSF Web Print is the name of our online print job submission system. It is a portal log-in program that “acts and feels” like a shopping experience at Amazon.com. Create your job ticket instructions, upload your document file, view/approve the online proof and send the job to Reprographics. It’s that easy for customers and it's been widely adopted!

The web print files arrive at a secured college server and they are individually reviewed and forwarded by our Reprographics Technicians to the print engines. Once ready, they are packaged, labeled and placed into the outgoing bins. Tests are secured inside the print shop.

The majority of print jobs are ready for pick-up within 2 - 4 business hours.

## ***Multi-Function Device Fleet & On-Site Service***

Pilot tested as a method to standardize and cost control all district copiers more than 6 years ago, the Multi-Function Device (MFD) fleet concept has won widespread acceptance from instructional and administrative areas alike. The machines are available in most campus buildings and they are designed to copy, print and scan documents. Some offices like Financial Aid and Enrollment Services use a FAX card in the MFDs to send and receive FAX transmissions.

The MFD Fleet currently consists of 80 devices that are routinely monitored over the college network via the Reprographics Department. Our current contract utilizes an on-site Xerox technician who sets-up the machines, maintains and repairs them on an as needed basis. MFD parts and supplies are kept in the Media Center to maximize the uptime of the entire fleet. The average service time for the technician to reach any SMC customer (main or external campuses) is 15 minutes to 1 hour.

--

### **II. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES)**

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

<b>Objective</b>	<b>Status (Check one)</b>	<b>Status Explanation</b>
Move Xerox machines to new Student Services Building	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	This was done effectively and efficiently, and cost less than expected.
Continue to improve customer service.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	This is ongoing. It is measured by feedback from customers, which has largely been positive.
Work with procurement to find a new solution to reprographic needs when the current Xerox contract expires	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	Major work will continue summer 2020; research began spring 2020.
Click or tap here to enter text.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	Click or tap here to enter text.
Click or tap here to enter text.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	Click or tap here to enter text.

### **III. ACHIEVEMENTS**

**(Optional)** List any notable achievements your program accomplished in the last year.

The move of Xerox machines to SSC was really successful.
--

### **IV. CURRENT PLANNING AND RESOURCE NEEDS**

#### **Part 1: Narrative**

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

The next big planning issue is researching and working with Procurement to replace the current system when the lease expires in June 2021. This is a good opportunity to look at workflow and processes.

We also want to continue working with OER (Jinan Darwiche), and other types of course materials, as well as the Campus Store to expand the availability at low cost to students.

**Part 2: List of Resources Needed**

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

*While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.*

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
<b>Human Resources</b>	Click or tap here to enter text.	Click or tap here to enter text.
<b>Facilities</b> <i>(info inputted here will be given to DPAC Facilitates Comm.)</i>	Click or tap here to enter text.	Click or tap here to enter text.
<b>Equipment, Technology, Supplies</b> <i>(tech inputted here will be given to Technology Planning Committee)</i>	New Xerox system – this is an opportunity to look at workflow and system access and efficiency. May require some IT network resources.	Current lease expires June 2021.
<b>Professional Development</b>	Click or tap here to enter text.	Click or tap here to enter text.

**V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:**

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also include your responses and solutions to this crisis.

COVID 19 really limited the effect Reprographics had since faculty and students could not take advantage of what we can offer. It did hobble the repairs of machines when campus could not be accessed, but George, the Xerox repair person who works on campus was still able to make repairs on a timely basis.

**VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY**

**PARTNERSHIPS:**

**Part 1: Industry advisory meeting dates and attendance for 2019-2020.**

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.

Click or tap to enter a date.

Click or tap here to enter text.

Click or tap here to enter text.

**Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.**

Employer Name	Type of partnership or Collaboration <ul style="list-style-type: none"> <li>• Advisory attendance</li> <li>• Internship site</li> <li>• Donations</li> <li>• Job placement</li> <li>• Other</li> </ul>	Optional: Additional information about partnership or collaboration
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

**CONGRATULATIONS – that’s it! Please save your document with your program’s name and forward it to your area Vice President for review.**

**The following section will be completed by your program’s area VP**

\*\*\*\*\*

**Vice Presidents:**

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources
- Jennifer Merlic, Vice President, Academic Affairs
- Teresita Rodriguez, Vice President, Enrollment Development
- Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program’s annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian ([amerian\\_stephanie@smc.edu](mailto:amerian_stephanie@smc.edu)) and Erica LeBlanc ([leblanc\\_eric@smc.edu](mailto:leblanc_eric@smc.edu)). If you have any questions, please contact us!

Thank you for your input!