	Procedure/Guideline Title: **Printer Support**	Policy Number: **034.TS.102**
UNIVERSITY OF Cincinnati Clermont College **egory:** Information Technology **Applicable for:** Faculty & Staff	**Effective Date:** 11..21.2022 **Prior Effective Date:** 11.16.2016 **Enabling Act:** Technology Steering Committee Approval	**Owner:** Technology Steering Committee **Responsible Office(s):** Technology Services

Background

As an institution of higher learning, UC Clermont both uses information technology and supplies it to the members of the university community. This procedure has been developed to create a framework that ensures effective technology support for UC Clermont printers and Multi-Function Printers (MFP) for all faculty, staff, students and visitors at the college. The primary directive of technology at UC Clermont is to support, promote and enhance the learning process.

As per the University of Cincinnati's policy on Information Technology, all operating units that use information technology shall be responsible for:

- Developing and implementing, when appropriate, additional IT policies, guidelines or procedures specific to their academic or administrative units.

For the purpose of this policy the following definitions apply:

> **Departmental printer -** A single printer that is shared, via the college's network or shared otherwise, by more than one faculty or staff member.

Procedure

Student printer purchases
Technology Services is responsible for the funding, purchase and installation of networked laser printers for student computer labs. This includes printers for new computer labs on campus as well as for required replacement printers due to failures and/or end of life scenarios for lab printers.

A campus wide standard/vendor will be maintained to ensure that student lab printers are from the same manufacturer. This helps reduce the diversity of toner and maintenance supplies for the lab devices, which leads to cost savings for the college.

Faculty/Staff printer purchases
The college wide operating policy for printers supports the idea that system users will be grouped together and connected to a departmental printer. This allows for the most responsible stewardship of college financial resources as well as provide end users with

larger more robust printers that will provide them more flexibility to meet their printing requirements. Departmental printers reduce the overhead needed to maintain and support many different types and brands of toner/ink cartridges and replacement parts.

Technology Services is responsible for the funding, purchase and installation of both new and replacement departmental, shared networked printers for faculty and staff. Technology Services will monitor, and review department printer needs annually. Technology Services should ensure that appropriate funds are included in the next budget cycle for all needed devices.

Individual office printers
Situations may arise where an exception to the departmental shared printer policy exists. As an operating rule, there will be very limited situations where this may occur. All requests for an individual workstation printer should be presented, in writing, to Technology Services. Technology Services will review the request for technical merit and will forward the item to the college Dean for final approval.

In the event that an individual office printer is approved, the requesting department assumes financial responsibility for purchasing the printer as well as the ongoing supplies for that individual printer.

Paper replacement
- Technology Services will provide for, in its departmental operating budget, sufficient funds to cover the purchase of paper supplies for all student lab printers.

- Technology Services will provide student assistant support such that all the student computer lab printers will have their paper quantity checked on a regular basis.

- Paper supplies for all non-student printers are the responsibility of the individual college department.

Toner/ink cartridge replacement
- Technology Services will provide for, in its departmental operating budget, sufficient funds to cover the purchase of laser printer toner and inkjet cartridges for all UC Clermont departmental shared and lab printers.

- Technology Services will provide student assistant support such that all the student computer lab printers will have their toner/inkjet cartridges changed on an as needed basis.

- Toner/inkjet cartridge replacements for printers used by grant supported programs are the responsibility of the department funded by the grant.

Preventive Maintenance and Repairs
- Technology Services will provide for, in its departmental operating budget, sufficient funds to cover annual preventive maintenance and/or repairs for all UC Clermont lab and departmental laser printers.

- Technology Services will provide for, in its departmental operating budget, sufficient funds to cover the onsite review and required repair of all UC Clermont printers. Covered printers are those found on all the UC Clermont campuses and include both shared and individual workstation, laser and inkjet printers.

- The required repair of a college printer will be approved by Technology Services. If it is determined that the repair cost is too great in comparison to the remaining value of the printer a recommendation may be made to purchase a new replacement printer.

Contacts
Technology Services   513.558-6949

History
Created   11.16.2016
Amended   11.21.2022