Print Guidelines

Scope / Eligibility

The Print Guidelines apply to the Conestoga College (the "College") community, as well as any contract employees in the service of the College who may be using the College's networks and equipment.

Environmental Stewardship

It is estimated that the average hardwood tree will produce 8,333 sheets of paper. In 2019, Conestoga College consumed approximately 10,000,000 pages of paper through printing and copying, the equivalent of farming 1200 trees. Studies show that as much as 20% of copying and printing is considered waste (i.e., lost print work at copier, printing in error, etc.). A reduction of 2 million prints annually, saves:

- 10 tons of paper
- 111,000 kWh per year of electricity from the production and consumption of paper
- 240 trees

Other environmental benefits associated with print and copy reduction include reducing fossil oil and chemicals associated with producing ink and toner. Office air quality is also improved through the reduction of the amount of copier equipment.

Printer numbers from only Papercut printers are as follows.
From March 10, 2023, to March 10, 2024:

- Sheets printed: 6,254,792
- Trees Consumed: 77.7 Trees
- C02 Produced 28,146.6 kg
- Equivalent Bulb Hours: 1,772,191.1 hours

Purpose

The guidelines' objective is to achieve a Managed Print Services (MPS) strategic direction for all printing at Conestoga. Specifically:

1.1. Reduce the number of impressions.
1.2. Utilize and encourage digital solutions.
1.3. Encourage print migration to multi-function devices.
1.4. Implement colour management strategy.

1.5. Eliminate individual and departmental output assets and replace them with the College managed, multifunctional output devices.

1.6. Adding the ability to track and manage printing at the department and user level to monitor cost and consumption.

1.7. Improve environmental responsibility and reduce waste through the enforcement of duplex output wherever possible, and the elimination of unnecessary print output.

1.8. Increase the security of the College's documents, through tap to release.

1.9. Promote end user access to Secure Print technology to protect the integrity and ensure the security of all printed information.

Printing Guidelines

1.1. For staff and facility, printers are to be used for documents that are relevant to the day-to-day conduct of business at the College. The College's printers should not be used for personal use.

1.2. Installation of personal printers will no longer take place due to the cost of maintaining and supporting many dispersed machines. Any new printer installation will require submission through a form requesting approval from the submitters' manager. Once approved by the manager, the request will be evaluated by the MPS Committee to ensure it adheres to Conestoga's Print Reduction Initiative standards and process.

1.3. Make efforts to limit paper usage by taking advantage of digital solutions and duplex printing (i.e., double-sided printing) features offered by some printers and other optimization features (e.g., printing six PowerPoint slides per page versus only one per page). (See Appendix B: Digital Solutions)

1.4. Printing of large files is discouraged, as this puts a drain on network resources and interferes with the ability of others to use the printer. Any print jobs over 50 pages are to be sent to the College print shop.

1.5. Avoid printing e-mail messages. Instead, use the folders and archiving functionality in your e-mail application to organize and view your messages.

1.6. Avoid printing a document just to see what it looks like.

1.7. Hard copy printing is the last resort; digital solutions are always encouraged. (See Appendix B: Digital Solutions)

1.8. Colour printing is typically not required by general business users. Given this selective need and the high cost per page to print color copies, the number of colour-capable printers available has been minimized. You are strongly encouraged to avoid printing in colour.

1.9. Secure Print Technology – Upon sending a print command, authentication will be necessary either through a tap of your OneCard or by entering your login details into the printer driver interface. This step ensures the print job is retrieved in accordance with our Secure print guidelines. Should the print job remain unclaimed for 120 minutes (approximately 2 hours), it will automatically be purged from the printer's memory queue.

1.10. Please report any printer malfunctions to the ITS Service Desk as soon as possible.

Equipment Acquisition Guidelines

This guideline will set out the approved methods of using fleet printers and printing at the College.

Printing Standards

Through this guideline printing will be managed, and types of devices will be determined, allocated and placed. All printing and copying will default to the most environmentally sustainable and economical method available. The print guidelines have been created to address the needs of students and staff by ensuring access to print services on campus.

Printer placement and device type will be based on the following factors:

- Proximity to printer - Distance to printers will be within a reasonable distance for all users where practicable.
- Volume of printing - Determined through historical and current reporting.
- Work processes and specialty printing requirements (i.e.: cheque printing requiring specialized toner)
- Persons with a mobility or physical disability.

By default, printers will be networked as a shared resource. Where the volume does not warrant a networked printer, a local printer may be provided. Single-sided and colour printing should be used only when and where critically and operationally necessary. Duplex printing is the preferred printing method. Power management strategies will be implemented for all MFD's (Multi-Functional Device) with controlled shutdowns based on business hours.

Non-Standard Printers

Acquisition and deployment of printers outside the Managed Print Services (MPS) fleet is not permitted.

Exceptions

Local Printers are discouraged through this guideline; however, it is recognized that some circumstances may warrant the necessity of installing a printer. Requests will be reviewed based on program requirements or physical safety and/or security requirements. An example includes a medical office where physicians are unable to leave patients alone. A printer request form must be filled out, reviewed, and approved by the MPS Committee. (See Appendix C: Printer Request Form).

Accessibility for Ontarians with Disabilities Act (AODA)

MFD printers supplied for the printer fleet will be selected through a multi-criteria evaluation process that will include elements that consider accessibility standards.

Environmental Sustainability

Equipment sourced through this guideline will meet high standards of sustainability in areas of electrical usage, consumables, and end of life disposal.

Managed Print Services Process

Process	Responsibility
1. Changes to Printer Fleet Complement Requests for any move, addition, change or disposal of a device in the approved printer fleet must be submitted through the Printer Request Form (See Appendix C). Acquisition of devices through procurement and College purchase cards is not permitted. Any printers purchased as such will be decommissioned and removed as they are not supported. College Standard Printers will print in black and white. Acquisition of colour devices will be based on volume. Where volumes are low, access to a shared colour device in another office will be considered.	Accounts payable Procurement MPS Committee College Community
2. Print Activity Tracking The College will use network software technology to monitor all printers' activity. The IT&S department is responsible for including the printing expenditure (all equipment, maintenance, and consumables) within their budget. Should the MPS Committee detect patterns of unnecessary printing, they will notify the individual user and their manager, providing details on digital solutions to reduce print usage or suggesting alternatives (commercial printing). (See Appendix B – Digital Solutions) Please note: Cost allocation may be adjusted if the MPS Committee determines a department's printing volume is excessive.	MPS Committee
3. Training Training will be provided to users by the contracted equipment vendor and the College's MPS Committee as the devices are deployed. User Guides and other relevant useful information will be available on the College's intranet site.	MPS Committee, ITS Service Delivery
4. Retention / Disposal of Existing College Assets Networked and local printers replaced by MFDs will be repurposed or disposed of through the College's E-Waste Management program.	MPS Committee

5. IT (Information Technology) Security Access to the printers is through the One Card. If a One Card is lost, it is the responsibility of the staff or student to follow normal College procedures and report the loss of their card. This is to avoid the possibility of unauthorized use of the card to access confidential print jobs.	College Community
6. Confidentiality Any printout found lying on a device should be handed over to the owner. If the owner is unknown, it should be securely disposed of, and not left on the device. Every printer will default to secure print to ensure confidentiality.	College Community
7. Student Printing Students will have access to print devices located in the library and common areas. Access to the devices will be through the student OneCard and the Print Management Software. Print credits are included in the students' standard fees (Tech Fee). When students exceed their print credits, they will incur a per page charge.	MPS Committee
8. Printer Malfunction The ITS Service Desk will be the only point of contact for the service of printers. ITS staff will triage calls to determine whether the issue is for ITS or the Vendor to resolve.	ITS Service Desk MPS Committee
9. Paper and Supplies IT&S will supply paper to the Departments through an automated replenishment model. The cost of paper is included in the charge for printing. Toner and other consumables are included in the service costs associated with supported equipment.	ITS Service Desk Central Shipping

Printer Request Guidelines

A complete Business Case will be required by using the Printer Request Form and sent to the MPS Committee for approval within the organization. The form link can be found on the Conestoga IT Website under: Forms Quick Links | IT | Conestoga College. (See Appendix C: Printer Request Form.)

The Print Strategy Guidelines at Conestoga College are as follows:

1. The use of local printers is not permitted.

2. Printers will default to duplex and black and white printing.

3. Printers will not be provided for confidential requirements. The new Multifunctional devices provide secure print which provides confidentiality for all users.

4. Additional printer considerations will be based on the impact on delivering day-to-day staff efficiency, daily/monthly volume, and special needs.

5. Special printing requests should be sent to the College print shop.

6. The Printer request form will be reviewed and followed up within 5 business days. Additional information may be required by the committee, and they will contact the requestor directly.

7. Approval by your Manager is required before submitting a request, however the submission still requires committee approval.

Appendix A: Supported Printers

Printers supported for service under this guideline, include:

Not Supplied by Vendor	
Printer Type	**Model Number**
Desktop (Personal) (Colour)	HP M427
Desktop (Personal) (Colour)	HP M428
Desktop (Personal) (Colour)	HP M479
Desktop (Lab) (Colour)	HP M606
Desktop (Lab) (B&W)	HP M609
Desktop (Lab) (B&W)	HP M612
Desktop (Lab) (B&W)	HP M712

Supplied by Vendor	
Printer Type	**Model Number**
Category 1 - Desktop B&W MFD	ECOSYS M2640idw
Category 2 - Desktop Colour MFD	ECOSYS MA4000cix
Category 3 – B&W Floor Model	ECOSYS M3655idn / M3860idnf
Category 4 - Colour Floor Model	TASKalfa 358ci
Category 5 – B&W Floor Model	TASKalfa 5004i
Category 6 - Colour Floor Model	TASKalfa 5054ci
Category 7- B&W Floor Model	TASKalfa 6004i
Category 8 - Colour Floor Model	TASKalfa 6054ci

Appendix B: Digital Solutions

Digital Solutions at Conestoga College

Microsoft Productivity Suite (365)

Applications include, but are not limited to:			
Outlook	Teams	SharePoint	Word
Excel	OneNote	Planner	Lists
PowerPoint	Visio	Viva	To Do
Forms	Bookings	Shifts	Whiteboard

Appendix C: Printer Request Form

The form link can be found on the Conestoga IT Website under:

Forms Quick Links | IT | Conestoga College.

Example of the Printer Request Form as per April 2024:

Printer Request Form ✂

This Printer Request form must be completed to request additional print technology at Conestoga College. Please review the Print Strategy Guidelines before filling out the form.

The Print Strategy Guidelines at Conestoga College are as follows:

1. The use of local printers is not permitted.

2. Printers will default to duplex and monochromatic printing.

3. Printers will not be provided for confidential requirements. The multifunctional devices include OneCard tap release stations, which provide confidentiality for all users.

4. Additional printer considerations will be based on the impact of delivering day-to-day staff efficiency, daily/monthly volume, and special requirements.

5. Special printing requests and print jobs of more than 50 pages should be sent to College print shop.

6. The printer request business case (form) will be reviewed, and a response will be provided within 5 business days. Additional information may be required by the Managed Print Services (MPS) committee, and they will contact the requestor directly.

7. Manager approval is required before submitting a request.
Please note: Manager approval is not a guarantee that your request will be approved. The MPS committee has the final decision-making authority.

* Required

* This form will record your name, please fill your name.

1. Name *

2. Email *

3. Department *

4. Manager Name *

[   ]

5. Manager email *

[   ]

6. Type of printer request *

○ Renovation

○ Relocation

○ New Build

○ Other

7. Location request (Include floor/level and room number) *

[   ]

8. Please describe the specific need for this product/device? *

[   ]

9. Does your department have a new application that requires this product/device(s)? *

○ Yes

○ No

10. Describe the new application and requirements.

[   ]

11. Please describe the reason(s) for this request. Ex. How does your department currently perform this function? *

12. What challenges does your department encounter with the current process? *

13. Is this device replacing an existing device? *

○ Yes

○ No

14. Provide the serial number of the device it is replacing and the reason for the change.

15. Please fill in any additional information you wish to share.

16. Please include any files or drawings to help identify the need or area.

↑ Upload file

File number limit: 4 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio