

|                            |               |
|----------------------------|---------------|
|                            |               |
| <b>SUBMITTED BY:</b>       | Omar E. Ramos |
| <b>AREA DEAN/DIRECTOR</b>  | Omar E. Ramos |
| <b>AREA VICE PRESIDENT</b> | Todd Finnell  |



## II. PROGRAM GOALS

### A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the



However, the purchase of the business card cutter would expand capabilities and make the business card creation process go more quickly because usually the cutting period is what delays cards (and a few other types of jobs that require cutting) the most.

Part of the reason why the request was denied this year was due to the feeling that business card services aren't required and could possibly be

**3**

**PAST PROGRAM GOAL #3**

**INSTITUTIONAL  
GOAL(S)**

## B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. **Attach electronic excel file with graphs or trend data, do not include them in the narrative below.**

Digital copies of this document and all of the supporting documents above can be found at:

[http://spaces.imperial.edu/omar.ramos/program\\_review/2015/](http://spaces.imperial.edu/omar.ramos/program_review/2015/)

### a. Strengths

Discuss what you do well in your program/department.

Currently, the department as a whole is managing to continue providing the needed services required by faculty, staff and students and overall we have a great track record of getting things done for others.

Whether we're talking about integration projects to 3<sup>rd</sup> party software in Online Services, design and publications work, print/copy job requests or incoming/outgoing mail services we are able to manage the work effectively and provide good customer service along the way.

Our 2013 Google Analytics data shows a good uptick in the number of Visits and Unique Visitors compared to 2012. After some further analysis of 2012's relatively high number of Page Views (8.2 million versus 3.2 for 2013) it seems like the majority of the views were to the homepage and there might have been another reason to explain the jump (such as a search engine crawling our website), but it seems the 2013 numbers have grown at a more normal clip, especially when compared against the 2011 data.

Overall though, when comparing our more complete 2014 data against our Google Analytics for the same period in 2013 we've also reduced page load time by a few percentage points and increased our unique page views by a few percent too. **(Reference: [ivc\\_analytics\\_2014\\_vs\\_2013\\_content.pdf](#) and [ivc\\_analytics\\_2014\\_vs\\_2013\\_site\\_speed.pdf](#))**

For Copy/Print Services we have continued to increase usage and usability of the campus machines available for students. For example, one improvement that was made was to improve the signage instructions on the card readers that students use and that seems to have improved the user experience. Additionally, more of the labs are using PaperCut now that they've been upgraded to new computers so our usage of PaperCut tracked jobs for Students has increased by about 55% year over year (52,054 jobs in the second half of 2013 versus 33,601 jobs for the second half of 2012). For employees, the numbers show a slight increase in overall usage while our number of Service Desk tickets for Copy/Print Jobs have jumped by a few percentage points year over year (2012 was the first year we really started utilizing the Service Desk and encouraging faculty members to place tickets versus dropping off the tickets themselves).

os 2013/2014



In Online





x Hire person for the n08/15/2014

Due to the move to the

Purchasing this business card cutter (which also has the ability to cut other size variations) would be a really helpful addition to the Reprographics office and would allow staff to handle the majority of the current jobs requiring the cutter in house quickly (compared to now where cutting jobs are queued up until there is a large enough stack before making the trip out to the other side of campus to where the cutter is now located)

Objective: 3.2

**RESOURCE PLAN**

(Check all that apply.)



Tf S












# Executive summary

For the period of Jan 1, 2014 to Jun 30, 2014.

| General Statistics |           |
|--------------------|-----------|
| Days in period:    | 181       |
| Active Users:      | 5,169     |
| Active Printers:   | 316       |
| Total Pages:       | 1,561,719 |
| Total Sheets:      | 1,133,228 |
| Total Jobs:        | 211,067   |
| Pages per day:     | 8,628     |
| Sheets per day:    | 6,260     |

| Top Printers              | Pages   | %/Total |
|---------------------------|---------|---------|
| it903s-pserver\RG_4112    | 273,541 | 17.52%  |
| device\RG_4112            | 176,367 | 11.29%  |
| it903s-pserver\RG_DC252   | 124,322 | 7.96%   |
| device\RG_DC252           | 108,222 | 6.93%   |
| device\SME_WC5735         | 64,784  | 4.15%   |
| device\ENG_WC5735         | 59,788  | 3.83%   |
| it903s-pserver\Library_A  | 53,708  | 3.44%   |
| device\NURS_WC5735        | 44,704  | 2.86%   |
| device\RG_CQ9201_2_VCC    | 26,634  | 1.71%   |
| it903s-pserver\ENG_WC5735 | 24,685  | 1.58%   |

| Environmental Impact  |                       |                 |
|---|-----------------------|-----------------|
|  | Trees Consumed        | 14.08 trees     |
|  | CO2 Produced          | 5,099.5 kg      |
|  | Equivalent Bulb Hours | 321,081.3 hours |

| Color Composition | Pages     | %/Total |
|-------------------|-----------|---------|
| Grayscale:        | 1,382,611 | 88.53%  |
| Color:            | 179,108   | 11.47%  |

| Top Users                         | Pages   | %/Total |
|-----------------------------------|---------|---------|
| yethel.alonso (Yethel Alonso)     | 230,514 | 14.76%  |
| repro (Reprographics)             | 171,616 | 10.99%  |
| repro.staff (Reprographics Staff) | 167,187 | 10.71%  |
| mike.nicholas (Mike Nicholas)     | 40,090  | 2.57%   |
| rhonda.ruiz (Rhonda Ruiz)         | 23,195  | 1.49%   |
| nurs_wc5735 (Nursing Copier)      | 22,216  | 1.42%   |
| hope.davis (Hope Davis)           | 15,982  | 1.02%   |
| jill.kitzmiller (Jill Kitzmiller) | 15,693  | 1.00%   |
| 100-eops (100 EOPS)               | 12,464  | 0.80%   |
| jill.nelipovich (Jill Nelipovich) | 12,061  | 0.77%   |

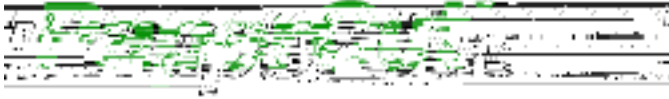
| Duplex Composition | Pages   | %/Total |
|--------------------|---------|---------|
| Duplex:            | 715,521 | 45.82%  |
| Simplex:           | 846,198 | 54.18%  |

| Top Printer Groups  | Pages   |
|---------------------|---------|
| Reprographics Group | 397,863 |
| Department Copiers  | 224,923 |
| Phaser 3250 Group   | 191,252 |
| WorkCentre          | 142,530 |
| Phaser 6280 Group   | 57,340  |
| ColorQube Devices   | 40,687  |
| HP                  | 39,768  |
| ColorQube Group     | 28,752  |
| WC4250              | 24,289  |
| WC4118              | 18,264  |

Daily Page Total - For the period of Jan 1, 2014 to Jun 30, 2014.



Hourly Page Total - For the period of Jan 1, 2014 to Jun 30, 2014.



# Executive summary

For the period of Jul 1, 2014 to Sep 12, 2014.

| General Statistics |         |
|--------------------|---------|
| Days in period:    | 74      |
| Active Users:      | 3,815   |
| Active Printers:   | 292     |
| Total Pages:       | 635,674 |
| Total Sheets:      | 446,099 |
| Total Jobs:        | 85,112  |
| Pages per day:     | 8,590   |
| Sheets per day:    | 6,028   |

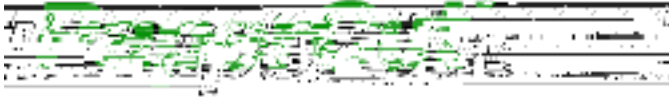
| Top Printers              | Pages   | %/Total |
|---------------------------|---------|---------|
| device\RG_4112            | 158,303 | 24.90%  |
| it903s-pserver\RG_4112    | 104,650 | 16.46%  |
| it903s-pserver\RG_DC252   | 47,222  | 7.43%   |
| device\RG_DC252           | 37,145  | 5.84%   |
| it903s-pserver\Library_A  | 23,103  | 3.63%   |
| device\ENG_WC5735         | 11,517  | 1.81%   |
| it903s-pserver\ENG_WC5735 | 8,355   | 1.31%   |
| device\RG_CQ9201_2_VCC    | 7,350   | 1.16%   |
| it903s-pserver\HR_WC4250  | 7,313   | 1.15%   |
| device\NURS_WC5735        | 6,750   | 1.06%   |

| Environmental Impact |
|----------------------|
|----------------------|

Daily Page Total - For the period of Jul 1, 2014 to Sep 12, 2014.



Hourly Page Total - For the period of Jul 1, 2014 to Sep 12, 2014.



# Executive summary

For the period of Jan 1, 2013 to Jun 30, 2013.

User group name = OU:imperial.edu/IVC/Users/Employees

## General Statistics

|                  |           |
|------------------|-----------|
| Days in period:  | 181       |
| Active Users:    | 315       |
| Active Printers: | 278       |
| Total Pages:     | 1,005,070 |
| Total Sheets:    | 776,459   |
| Total Jobs:      | 145,345   |
| Pages per day:   | 5,552     |
| Sheets per day:  | 4,289     |

Daily Page Total - For the period of Jan 1, 2013 to Jun 30, 2013.

A large rectangular area that has been completely redacted with a solid black fill, obscuring any data that was present in the table.

Hourly Page Total - For the period of Jan 1, 2013 to Jun 30, 2013.

A large rectangular area that has been completely redacted with a solid black fill, obscuring any data that was present in the table.






# Executive summary

For the period of Jul 1, 2013 to Dec 31, 2013.

User group name = OU:imperial.edu/IVC/Users/Employees

| General Statistics |           |
|--------------------|-----------|
| Days in period:    | 185       |
| Active Users:      | 333       |
| Active Printers:   | 289       |
| Total Pages:       | 1,082,411 |
| Total Sheets:      | 806,239   |
| Total Jobs:        | 142,136   |
| Pages per day:     | 5,850     |
| Sheets per day:    | 4,358     |

| Top Printers              | Pages   | %/Total |
|---------------------------|---------|---------|
| it903s-pserver\RG_4112    | 205,566 | 18.99%  |
| device\SME_WC5735         | 97,361  | 8.99%   |
| device\RG_4112            | 69,448  | 6.42%   |
| device\ENG_WC5735         | 65,910  | 6.09%   |
| it903s-pserver\SME_WC5735 | 40,220  | 3.72%   |
| device\RG_DC252           | 39,489  | 3.65%   |
| it903s-pserver\RG_DC252   | 35,503  | 3.28%   |
| device\RG_CQ9201_2_VCC    | 32,523  | 3.00%   |
| it903s-pserver\ENG_WC5735 | 29,002  | 2.68%   |
| device\NURS_WC5735        | 27,125  | 2.51%   |

| Environmental Impact  |                       |                 |
|---|-----------------------|-----------------|
|  | Trees Consumed        | 10.02 trees     |
|  | CO2 Produced          | 3,628.1 kg      |
|  | Equivalent Bulb Hours | 228,434.4 hours |

| Color Composition | Pages   | %/Total |
|-------------------|---------|---------|
| Grayscale:        | 984,678 | 90.97%  |
| Color:            | 97,733  | 9.03%   |

| Top Users                         | Pages   | %/Total |
|-----------------------------------|---------|---------|
| yethel.alonso (Yethel Alonso)     | 217,679 | 20.11%  |
| mike.nicholas (Mike Nicholas)     |         |         |
| jill.kitzmiller (Jill Kitzmiller) |         |         |

| Duplex Composition | Pages   | %/Total |
|--------------------|---------|---------|
| Duplex:            | 546,906 | 50.53%  |
| Simplex:           | 535,505 | 49.47%  |

Daily Page Total - For the period of Jul 1, 2013 to Dec 31, 2013.

Hourly Page Total - For the period of Jul 1, 2013 to Dec 31, 2013.





# Executive summary

For the period of Jan 1, 2014 to Jun 30, 2014.

User group name = OU:imperial.edu/IVC/Users/Employees

| General Statistics |         | Top Printers              |  | Pages   | %/Total | Environmental Impact |                 |
|--------------------|---------|---------------------------|--|---------|---------|----------------------|-----------------|
| Days in period:    | 181     | it903s-pserver\RG_4112    |  | 157,602 | 16.23%  |                      | 8.56 trees      |
| Active Users:      | 334     | device\RG_DC252           |  | 74,754  | 7.70%   |                      | 3,101.6 kg      |
| Active Printers:   | 304     | it903s-pserver\RG_DC252   |  | 70,248  | 7.24%   |                      | 195,286.1 hours |
| Total Pages:       | 970,793 | device\SME_WC5735         |  | 63,473  | 6.54%   |                      |                 |
| Total Sheets:      | 689,245 | device\ENG_WC5735         |  | 59,260  | 6.10%   |                      |                 |
| Total Jobs:        | 131,049 | device\RG_4112            |  | 37,284  | 3.84%   |                      |                 |
| Pages per day:     | 5,363   | device\RG_CQ9201_2_VCC    |  | 25,733  | 2.65%   |                      |                 |
| Sheets per day:    | 3,807   | it903s-pserver\ENG_WC5735 |  | 24,685  | 2.54%   |                      |                 |
|                    |         | device\NURS_WC5735        |  | 23,978  | 2.47%   |                      |                 |
|                    |         | it903s-pserver\SME_WC5735 |  | 22,109  | 2.28%   |                      |                 |

Daily Page Total - For the period of Jan 1, 2014 to Jun 30, 2014.



Hourly Page Total - For the period of Jan 1, 2014 to Jun 30, 2014.





6 LM 6 SHHG 2 YHUYLZ

- DQ  
& RP SDUH VR - DQ

6 HS  
6 HS

3 DJH

\$ YJ 3 DJH / RDG 7 LP H VHF

- DQ 6 HS

- DQ 6 HS

& KDQJH

- DQ 6 HS

- DQ 6 HS

& KDQJH

- DQ 6 HS

- DQ 6 HS

& KDQJH

- DQ 6 HS

- DQ 6 HS

& KDQJH

DERXWRXQGDWRQGRQRU

- DQ 6 HS

- DQ 6 HS

&KDQJH

DERXWRXQGDWRQJDD

- DQ 6 HS

- DQ 6 HS

&KDQJH

DERXWRXQGDWRQJLYHWR LYF

- DQ 6 HS

- DQ 6 HS

&KDQJH

DERXWRXQGDWRQP LMRQ

- DQ 6 HS

- DQ 6 HS

&KDQJH

DERXV@R

- DQ 6 HS

- DQ 6 HS

&KDQJH

- DQ 6 HS

- DQ 6 HS

&KDQJH

!!







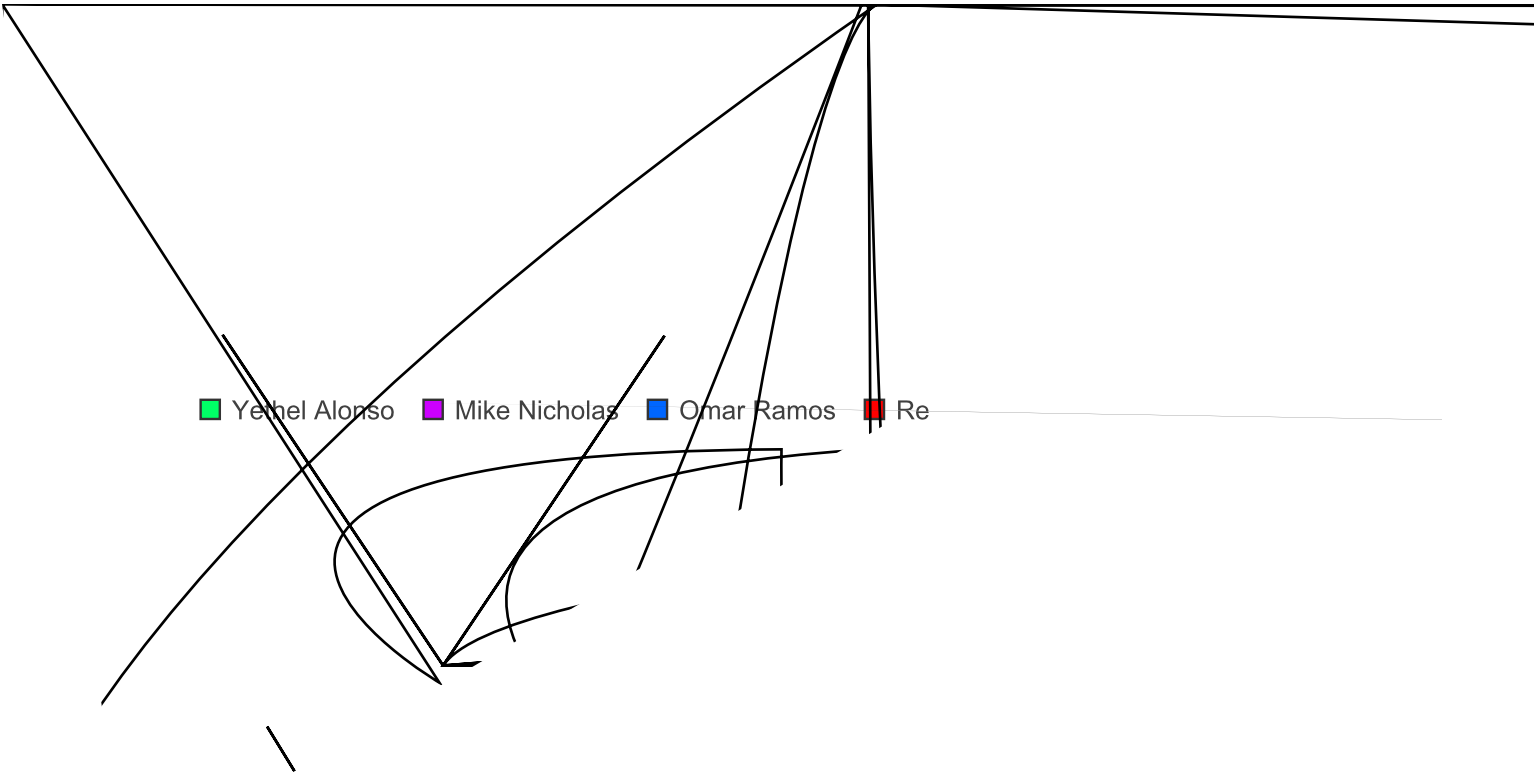
■ Yethel Alonso ■ Mike Nicholas ■ Omar Ramos ■

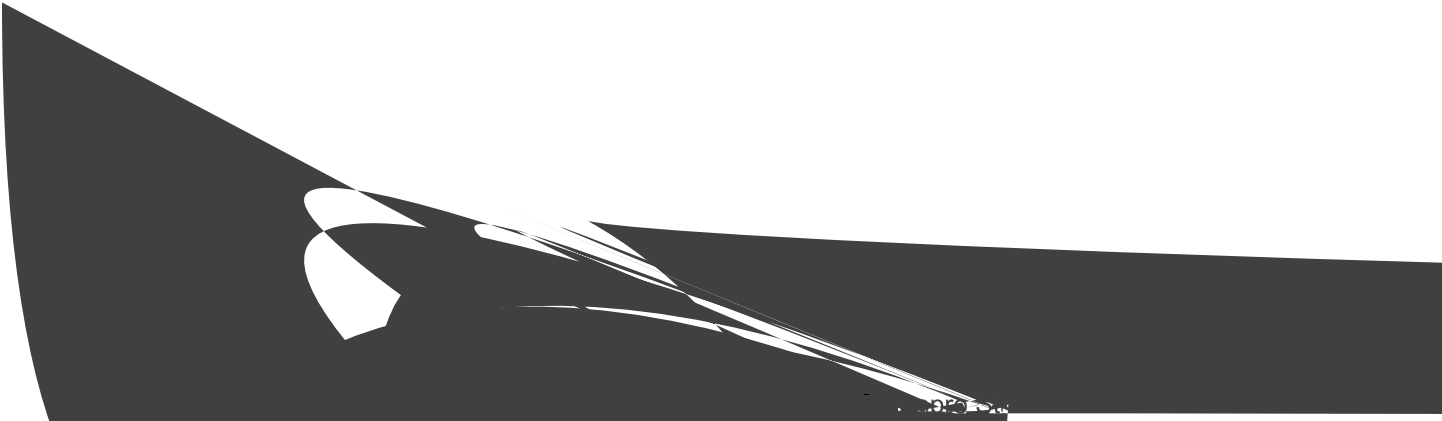


■ Yethel Alonso ■ Mike Nicholas ■ Omar Ramos ■



















|         |        |       |     |     |     |       |
|---------|--------|-------|-----|-----|-----|-------|
| !"      | (!     | \$+   | \$  | "%  | \$" | !\$   |
| , - !"  | %      | (     |     | \$+ | &   | !%    |
| ) !"    | !"     | \$    |     | %   | &   | !+ +  |
| . !\$   | "      | !#    |     | "   | "   | " (   |
| / !\$   | %      | !     | "   | +   | !(  | !##   |
| !\$     | &9     | "     | &   | \$# | !   | !+    |
| !\$     | !\$!   | !\$   |     | \$  | !"  | !(    |
| ' !\$   | !\$!   | "\$   | "   | !   | "   | !     |
| )' !\$  | &9     | (     | !   |     |     | (%    |
| )' !\$  | +\$    | +     | !\$ |     |     | (\$   |
| * !\$   | +(     | !&    | !   | !&  | #   | !%    |
| !\$     | %      |       | !%  | #   | !#  | !" (  |
| !\$     | (      |       |     | #   | !#  | !\$   |
| , - !\$ | (!     | !     | !   |     |     | !\$#  |
| ) !\$   | #+     |       | %   | +%  | &"  | (     |
| . !     | #      |       | #   | #   | &   | \$&   |
| / !     | (+     |       | \$  | +   | !!  | !\$%  |
| !       | !!"    |       |     | \$  | !%  | !&&   |
| !       | !!\$   | "     |     | #   | !!  | !%    |
| ' !     | !+     |       | !\$ | !\$ | +   | #     |
| )' !    | !(     | !!    | !!  |     | !   | "     |
| )' !    |        |       |     |     |     |       |
| * !     |        | ##    |     |     |     | ##    |
| !       |        | "&    |     |     |     | "&    |
| !       |        | &"    |     |     |     | &"    |
| , - !   |        | \$ \$ |     |     |     | \$ \$ |
| ) !     |        | !!    |     |     |     | !!    |
| . !!    |        | #     |     |     |     | #     |
| / !!    |        | (     |     |     |     | (     |
| !!      |        | \$&   |     |     |     | \$&   |
|         | \$ (\$ | %%    | !&& | #&  | " " | " "#  |

"# ' ( # ( 3 4 0' 1 2 3  
 ( ) # ( 4 4 / 4 4 4

!"



■ Yethel Alonso ■