

Helping Enhance Educational, Economic, and Cultural Vitality in Central Florida



HIGHER EDUCATION CASE STUDY

Seminole State College of Florida

GENERAL OVERVIEW

Founded in 1965 on an orange grove, Seminole State College of Florida is a full-service education provider. It offers six bachelor's degrees, two-year college-credit degrees, specialized career certificates, continuing professional education, adult education, and an array of culturally stimulating events and timely guest speakers.

Serving nearly 30,000 students, Seminole State offers programs for all types of students, from recent high school graduates just beginning their educational journey to professionals seeking training to change careers or improve job skills. The college also provides a great opportunity for those community members looking to enhance his or her quality of life through adult education classes. Additionally, programs can benefit those searching for specialized skills in a particular area of interest at any of the four central Florida campuses.





CUSTOMER CONCERNS

As a publicly funded state college and one of the largest employers in Seminole County, Seminole State College has experienced its share of budgetary and funding challenges. To operate successfully, higher education institutions need to manage costs while being able to offer the resources, services, and programs necessary to achieve their mission.

Seminole State College previously had no print-management program in place at its campuses. Historically, the College funded 100 percent of costs for printing in computer labs for students and guests. While in the library area, copies and prints could be made using older, coin-operation technology, which proved to be inconvenient and inefficient. This policy, along with overall community growth, had resulted in a continued increase in the volume of printing at the College.

In today's mobile environment, students, faculty, and staff often need to print from compatible smartphones, tablets, and laptops. The print infrastructure at the College did not allow for mobile printing, thereby limiting access to documents when they were needed.

There were also concerns about the confidentiality of printed information without security features for their printing technologies in place. Like all education institutions, the College must comply with regulations, such as FERPA (Family Educational Rights and Privacy Act) and Gramm Leach Bliley Act, both of which contain rules surrounding the safeguarding of personally identifiable information. This can include many forms that are printed with regularity by the financial aid and admissions offices, such as FAFSA, W-2s, 1040s, transcripts, and other documents associated with enrollment or financial aid.

Meeting these challenges meant that Seminole State College needed to find new ways to help reduce costs while providing students, faculty, and staff with the appropriate level of access to printing, all while helping with the security and confidentiality of sensitive information.

As a starting point for gaining control over its print environment, the college formed a committee comprised of members from its IT group, purchasing department, and key stakeholders from various faculty departments. The committee issued a Request for Information in the Central Florida area to several vendors and, ultimately, chose to partner with a local Canon Authorized Dealership.



Dr. Dick Hamann
Chief Information Officer
Seminole State College of Florida

“For a project like this to be a success, it needs to be a true, institution-wide initiative with senior management support—not an IT project. The driving factors need to be fiscal responsibility and compliance, and [the change] needs to be deployed quickly.”



SOLUTIONS OVERVIEW AND COMPONENTS

By carefully assessing the College's printing needs, Canon helped Seminole State College implement a strategy to upgrade its print technology, help reduce operational costs to the College, and provide more flexible options for printing while utilizing security features for printed documents.

At the heart of its strategy, the College deployed 104 Canon imageRUNNER ADVANCE MFPs throughout its four campuses. With the imageRUNNER ADVANCE platform, students and faculty could now output documents in both color and black and white and choose from a range of different media types and finishing options. By updating its fleet to the latest Canon technology, the College quickly began to see reliability and versatility in printing while helping reduce consumption, waste, and energy costs with the new equipment.

The College also implemented uniFLOW software. This modular, intelligent, and highly scalable print management software suite helped to control the College's print output and related costs. By using a custom software integration of uniFLOW into the College's ID card application [a specialized transaction system powering student ID cards] Seminole State College was able to recover the cost of printing from students. Furthermore, with uniFLOW's job accounting and reporting capabilities, Seminole State College may access detailed reports on print activity as well as charge associated print costs back to the departments. This enables the College to further reduce spending and encourage more responsible printing behaviors.

To help with the privacy of data and curb the amount of wasteful printing, the uniFLOW Secure Print feature and mobile printing were deployed throughout the four campuses. Secure Print provides the capability to print jobs that are held on a server and can be released to print only when user authentication is



With Secure Print, students, faculty, staff, and guests can now conveniently retrieve their print jobs anywhere on campus.

made with an ID card (or PIN) at the Canon device. This enables students, faculty, staff, and guests to use their credentials to retrieve their printed material. Jobs that aren't retrieved from the server within an allotted time frame are now automatically purged, whereas, in the past, print jobs would remain on a printer output tray and, ultimately, become waste or a potential security concern. In addition, jobs can be retrieved from any compatible networked Canon device at any of the campuses, making it more convenient for faculty, staff, students, and guests to retrieve their work, regardless of physical location.

The college also adopted uniFLOW's Secure Mobile printing option. This has allowed students, faculty, staff, and guests the opportunity to print from a compatible personal laptop, smartphone, or tablet, resulting in a great improvement in printing versatility at the College.

"The transition was seamless. Evangelizing the cost savings and compliance aspects of the change was an important element of our implementation strategy."



Dr. Adam Stark
Technology Services Support Manager
Seminole State College of Florida



SUMMARY

Seminole State College has been able to achieve its goal of reducing costs, providing reliable and easy-to-use equipment, providing access controls for print jobs, and giving the flexibility of printing from a multitude of devices to its faculty, staff, students, and guests.

The results of this project included:

- Improved savings due to reduced costs from unmanaged printing
- Implementation of secure print
- Convenient access to printers across the campus with pull printing and mobile printing
- Remote access to printers by faculty, staff, and other authorized users
- Implementation of Secure Mobile printing feature
- Fewer administrative costs associated with printer queue management
- Convenient access to networked printers across the campus with pull printing and mobile printing



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