

Notes of meeting 27/11/2013:

Student Union, Canon and Reprographic Services to discuss the support and marketing of the student print service.

In attendance: Chris Murray (Students' Union), Jemma Dolan (Students' Union), Emma Pollock (Canon) and Mark Millar (Reprographic Services)

Aims:

The meeting was called to inform Canon of the direct issues faced by the students when working through the recent service failures and also to look at how we restore confidence, improve communication and fine tune support materials to suit the audience.

The views of the student experience were discussed with Chris highlighting the user's experience, or at times lack of, along with the perception that some of the students now have of the service. An update on the main issues was present by Mark and that a written update would be circulated.

Actions from the meeting:

Canon and Reprographic Services will refine the following bullet point and establish dates for their delivery.

- Re-design of guides and posters using the Students' Union group to help design and structure the material – **Action: Canon and MM**
- Investigate the possibility of setting up a 'test group' of students that can evaluate services, support material etc. – **Action: Students' Union and MM**
- Quick user guide for single sided printing – **Action: MM**
- Completion of Micro site – **Action: Canon**
- User booklet at each device – **Action: Canon and MM**
- See if an out of office supporting statement can be applied to the Printpayment@ulster.ac.uk support email address that will include a few quick fix guides – **Action: MM**
- Alternative format for guides (MP4 / YouTube) – **Action: Canon and MM**
- Possible re-launch date suggested 03/02/2014