Matanuska-Susitna College Copy Center and Mailroom Information, Policies and Procedures

Mat-Su College provides a Copy Center (Ext. 6695—Rm. JKB 114) for the benefit of all faculty and staff. It is staffed with a Copy Center Technician who is responsible for providing all copy services as requested. The regular hours of operation for the Copy Center are Monday-Thursday from 8:30am-7:30 pm. Friday 8:00am-4:00pm. Mail is picked up from the Palmer Post Office as time permits usually before 12:00pm. To help us meet your expectations, please fill out a Copy Center Request Form which specifies your exact needs and helps us verify the accuracy of your order. Copy Center Request forms will be available from the Copy Center or online with other Mat-Su College forms. When sending a job electronically, the order should be sent as an attachment to copycenter@matsu.alaska.edu. Please read the following information and indicate that you understand the policies that the Copy Center will be operating under, then sign, date and return to the Copy Center in order to receive your mailbox assignment and key.

1. The Copy Center will operate on a three working day lead time schedule. It is understood that occasional circumstances arise, we will try to accommodate.

2. The Copy Center is for use associated with courses and administrative work related to this institution. The Copy Center Technician reserves the right to question the validity of requests.

3. The Copy Center Technician reserves the right to make decisions concerning the priority status of any copy job presented. If extenuating circumstances exist, please give that information to the Technician.

4. If you have complaints or concerns about the operation of the Copy Center, or feel that your problems have not been resolved in a satisfactory manner, please discuss your concerns with the Accounting Supervisor, at 745-9739 opt. 3

5. If space allows, your copy job will be placed in your mailbox; otherwise, a slip will be placed in your mailbox indicating it is ready for pickup. Jobs may be picked up during regular business hours. Alternate arrangements can be made with the Copy Center Technician if needed; or you may contact the Campus Cache x 6693.

6. If you receive a package, there will be a notification slip in your mailbox.

7. The outgoing mail slot is intended for official college business only; we are not responsible for personal mail.

8. The Mat-Su College Copy Center abides by all rules and regulations of the U.S. Code regarding copyright laws. Do not request nor expect the Copy Center Technician to break any law regarding the copies made for your use as a member of the faculty or staff of Mat-Su College. If you need further clarification, please refer to your faculty handbook.

9. Please make every effort to remember your mailbox number and key or lock combination. If you give out the combination or key to your mailbox, you accept full responsibility for any problems arising from that situation and the Copy Center will be released from all responsibility for the security of your mailbox contents.

10. If you forget your key, you will be required to show picture ID and sign the log. You may sign for your mail a total of three (3) times. Lost keys will result in a $25 replacement fee.

11. Any instructor or staff member not returning within two (2) consecutive semesters must return their mailbox key or be charged the $25 replacement fee.

12. All copy requests will be printed double-sided unless a specific reason is given for single-sided printing. Copy Center staff may require clarification of reason, please make sure current contact information is provided.

13. We do not provide a printed copy of requests with the completed job. If you have questions about completed requests, please see Copy Center staff.

14. We also encourage staff and faculty to submit their requests electronically to save paper. Enterable copy request forms can be found on the Copy Center website at http://www.matsu.alaska.edu/campusResource/copycenter.htm. Please save a copy to your desktop and submit from there, otherwise form may not submit properly resulting in a possible delay of job completion.

*I have read this statement and understand the Copy Center policies and procedures.

__________________________________________________________________________________________
Signature     Printed Name     Date
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