

## Matanuska-Susitna College Copy Center

### Information, Policies and Procedures

Mat-Su College provides a Copy Center (745-9739 opt. 4 or internal ext. 33074 — Rm. JKB 110) 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

- 1. To help us meet your expectations, please fill out a Copy Center Request Form, which allows you to specify your exact needs and helps us verify the accuracy of your order.** Copy Center Request forms are available from the Copy Center or online with other Mat-Su College forms (see address below). When sending a job electronically, the order should be sent as an attachment to [msc.copy.center@alaska.edu](mailto:msc.copy.center@alaska.edu).
- 2.** The Copy Center will make every effort to complete your request by the due date/time you provide. We request 3 working days between submission date and due date. If you must, occasionally, submit a request with less than 3 working days lead: Please type requested due date and time into your subject line and provide contact information in case your request cannot be completed OR inquire with the Copy Center Technician before sending/dropping off your request.
- 3.** 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.
- 4.** *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.*
- 5.** 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. 2
- 6.** 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 745-9739.
- 7. 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.**
- 8.** We also encourage staff and faculty to submit their requests electronically. Enterable copy request forms are available on the Copy Center website at:

<https://matsu.alaska.edu/offices/campus-cache/copy-center.cshtml>.

**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.**

## Mat-Su College Mailroom Policies & Procedures

- \* 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.
- \* 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.
- \* If you receive a package, there will be a notification slip in your mailbox.
- \* **The outgoing mail slot is intended for official college business only; we are not responsible for personal mail.**
- \* **Keys are to be returned to the mailroom at the end of the semester, unless you are scheduled to teach during the next consecutive semester.**
- \* **Mailboxes can be retained while off contract (up to two consecutive semesters) with a written request.**