

Tech Training: Projects - Basic

Follow the steps outlined in this tutorial to learn the basics of TLC projects. You will create a ticket in 4040connect, print a document in black & white, print a document in color, laminate, bind the final product, and deliver it to the Check Out Desk for client pickup.

Read the request

- Log into the 4040 mailbox using your work account
- Locate and read the email covering this training topic. Use this information to create a ticket.

Create a ticket

Client = Tony Wormgoor (anwormgoor)

Asset = no Taylor-owned computer involved, so skip this step

Ticket Details

- Location = Zon T&LC (use location of client's office, usually the building)
- Room = Zon109 (use client's office number)
- Request Type = TLC Project (use for ALL printing, laminating, binding projects)
- Assign To = Tech Group: TLC Project (keep project in our group until resolved)
- Subject = 'Tech Training – Projects Basic' (Subject should briefly describe type of work requested)
- Request Detail = Copy and paste the entire email, including the date stamp
- Client Role = Staff (for future projects, your client might be a Student, Guest, Faculty, or Staff)
- VIP Request = Non-VIP (VIPs are university Deans and up to President)
- Preferred Method of Contact = leave black (use only if client has no email access)
- Initial Client Contact = Email to 4040
- Resolution Path = blank for now
- T&LC Project = Put a check in Copies, TLC Printer, and Laminate
- Bb Course Location = blank (use if client is requesting upload to Bb)
- Conversion Format = blank (use if client is requesting media file conversion)
- Size = 8.5 x 11"
- Quantity = 19 (38 page document, printed double-sided)
- Status = Open
- Priority = Normal Service Request
- Scheduled Date = blank (use only if scheduling a time to meet with client)
- Recipients = Client only (no need to copy all CS techs)

Save & E-Mail. Make note of the ticket number.

Saving the Document

- Return to the email
- Download the attached document, and place it in a new folder inside our TLCProjects folder
 - Use the Projects shortcut on your Desktop
 - Create a new folder using the naming convention Ticket#-ClientLastName
- Delete the email

Standard Printing

- Open training_manual.docx in Word
- Much of the document is black & white. Print those pages, double-sided, to TLC3.
- Print the remaining color pages, double-sided, to TLCPrinter1C
 - Put the pages in the correct order before you proceed

Sheet Lamination

Use the small laminator to laminate the front and back pages of training_manual.docx. These pages will serve as front and back covers for the document. Lamination sheets (film) are stored on the bookcase behind the small laminator. After you have laminated it, use the document trimmer to trim excess film around the print. Leave approx. 1/8" on all sides.

Lamination Tutorial: http://4040.taylor.edu/tutorials/techtraining/tt_ProjectsLamination.pdf

Roll Lamination

Use the roll laminator to laminate the inner pages of training_manual.docx. Use caution when feeding documents into the roll laminator. Be sure to feed them straight and allow plenty of space between them. After you have laminated it, use the document trimmer to trim excess film around the prints. Leave approx. 1/8" on all sides.

Lamination Tutorial: http://4040.taylor.edu/tutorials/techtraining/tt_ProjectsLamination.pdf

Binding Machine

Use the binding machine to punch slots into all pages of training_manual.docx. Punch no more than 15 - 20 pages at a time. Use the ruler guide to make sure all holes line up. You might do a test using scrap paper first. When all pages have been punched, insert a 3/8" binding comb, align the document onto the comb, and complete the binding process. When you're done you should have a bound course document.

Note: The binding machine can be a bit fragile. Don't try to punch too many sheets at a time. Treat it carefully.

Binding Tutorial: http://4040.taylor.edu/tutorials/techtraining/tt_ProjectsBinding.pdf

Resolve the ticket

- Resolution Note (sample in 3-ring binder at Station 3)
PROJECT COMPLETE

MATERIALS:

Use the 3-ring binder to identify EXACT descriptions for:

- Roll Lamination
- Sheet Lamination
- Black and white copies (count paper, not sides)
- Color copies (count paper, not sides)
- Comb Binding

LABOR

None. The cost of labor is included in the charge for materials.

PROJECT TYPE

Enter the appropriate project type:

- Classroom – No Charge for classroom use (Use Classroom for this training topic)
- Departmental – Charge for Taylor-related work
- Personal – Charge for anything requested for personal use

Tony, your project is ready for pickup at the Check Out Desk in Zondervan Library.

- Assign To = yourself
- Status = Resolved
- Resolution Path = TLC Project Complete
- Recipient = Client
- Save & Email
- Print the ticket

Deliver the finished project

- Place the finished project, with the printed ticket, in an appropriately-sized plastic bag (stored under the TLC desk).
- Deliver the finished project to the rack located behind the Check Out Desk so it is available for client pick up. Your client will pay for the project at the Check Out Desk.