PC SCOT Analysis

Strengths:

- What advantages does the program office have?
  - The PC offers exceptional contextual experience comparable to professional work.
  - Uniquely structured to interface with almost every AS program or club.
  - Congenial and fun working environment despite high stress jobs.
  - Opportunity to interact with a highly diverse student community.

- Are there structural benefits?
  - Full time staffing provides continuity year-to-year.
  - Centralized AS facility offers easy access.
  - Centralized nature provides oversight for compliance with AS and Western policies, and state and federal law.
  - Grouping of similarly charged personnel provides comprehensive and intelligent promotions through brainstorming and idea sharing.
  - Respect from other professionally managed campus entities due to consistent quality and academic relevance.
  - In-house technical support through VU IT for computer issues.

- What resources (people, money, facilities, equipment, etc) are available?
  - Budgeted staff and work study positions.
  - Academic internships and ISPs
  - Production equipment including printers, digital illustration tablets, laminator, fax, stapler checkout, studio lighting, backdrop, and camera
  - Adequate computers equipped with appropriate hardware and software

- What is a unique aspect of the organization?
  - We work with virtually all AS programs, and many clubs.
  - Our busiest times are often when the rest of campus is on break.

- What do others view as our strength?
  - High quality, smart graphic design
  - Inexpensive large format printing
  - Inviting work environment
  - Tightly knit team
  - Branded work that’s easy to recognize as PC design.
  - Nice people

Challenges:

- What don’t we do well?
Turn projects around as fast as what our clients wish we could
While we emphasize recycling, we still recycle a lot of paper in the form of used banners and posters.

- What could be improved?
  - Increased staffing and increased space to allow for greater throughput and reduced turnaround time.
  - A reduction on the load of the PC through less AS programming.
  - Magic skylights that reach the 4th floor.
  - Communication with AS Comm and Marketing to improve overall AS public relations and calendar info.
  - Change from PCs to Macs to better support designers.

- Where did we fail in the past?
  - In 23 years we’ve learned a lot. We’ve always been challenged by producing quality work in a short timeline. While our standard 3-weeks is very short commercially, our student audience expects things immediately.

- What should you avoid?
  - Work for WWU departments other than AS and VU.
  - Copyright issues.
  - Producing design that may be inappropriate, negatively affect our relationship with upper administration, or that endangers our relationship with the community.

- What do others see as our weaknesses?
  - Turnaround time.
  - The PC as a barrier to paying whoever an organization wants for graphic design.

**Opportunities:**

- What are good opportunities?
  - Expanded digital signage screens.
  - Increased motion graphics for digital signage and web.
  - Decreased printing
  - Increased use of graphics produced by the PC in AS social media and web.
  - This process.

- What trends have a positive impact?
  - Move toward more screen and less paper
  - Greater understanding of branding initiatives and marketing by general population.

- What could we be doing that we are not?
o Much self-promotion. Our queue is almost constantly full, so while we’d enjoy seeing more business for the AS, we really can’t handle more with current staffing.
o Working with the AS to address the huge amount of throwaway swag we order every year.
o Strongly integrating our news, events and representation in our web presence. (Not our responsibility, but we’d sure like to help out).

Threats:

- What changes in the (University/Student Body/AS organization) may negatively impact the program office?
  o Programming exceeding PC capacity.
  o Allowing AS offices the ability to design their own work as a standard.
  o University imposing branding requirements on AS.
  o Addition of AS programs/services that may need PC service.
  o University purchasing process tightening.

- What resources are missing or will become less useful?
  o We could use a good digital SLR camera for the PC side of the house, particularly as we move toward motion graphics.
  o More digital signage screens.
  o Stapler checkout and use of duct tape has disappeared as a demand.

- What future trends are dangerous for the program office?
  o Highly desirable jobs lead to mostly seniors getting them, which leads to yearly staff turnover.

- What is the competition doing? Who is the competition?
  o DIY – Everybody loves Photoshop (but few understand the intricacies necessary to get a good print out of it).
  o Huge national online retailers: standardized mediocre product for cheap.
  o Local screen printers who print posters – Very expensive, but cool. We are not equipped for this.

- Are there enough resources for the future?
  o Yes, at current workload, but we are unable to expand without additional computers, space, and staff.

- Could anything seriously threaten our program office?
  o Administrative change to alter or eliminate the PC.