

## **Student Printing Procedures at Pierce College**

Student printing on campus has increased greatly over the past five years as library research resources, class materials, and academic assignments have increasingly moved into electronic formats. The Student Technology Fee continues to fund most of the printing supplies for students in computer centers and libraries to ensure that students have access to printing resources in order to accomplish academic work. Supply costs have risen greatly along with student demand for printing, and so has the occurrence of abandoned print jobs filling the recycle bins. PaperCut, a computer based print management system, has been installed to encourage responsible printing, discourage waste, and help control costs.

Each student registered for classes at Pierce College will be credited with \$10.00 worth of free prints per quarter in a PaperCut account. That's the equivalent of 200 black-and-white prints. (Double sided prints will be sold at a \$.08 for a two sided print.) Once a student selects "print" in a document or web page, the student will log into PaperCut, confirm the print job, the document will be sent to the printer, and the charge will automatically be deducted from the student's account. Students are welcome to add additional money to their accounts at either of the college libraries.

The objectives of this program are to:

- provide equitable and supportive printing options for students
- encourage responsible printing choices and reduce the occurrence of accidental print jobs
- reduce the amount of printing waste
- exercise responsible stewardship of financial and environmental resources
- control expenses while providing printing resources for academic success

### **Procedures**

Computers for student use will be connected to the PaperCut print management system. This system will assign a price per print, track the credit available for each student, and automatically debit the correct amount from a student's account once a document is printed. Reports will be generated to observe printing practices and trends at a College level.

All students registered for credit classes, ABE (Adult Basic Education), GED (General Education Degree), ESL (English as a Second Language), and IEP (International Education Program) classes at Pierce College will automatically receive a quarterly print allocation in an electronic account held within the PaperCut system. Student Technology Fee will fund printing credits for students. By the first day of classes, the allocation will be added to the accounts of registered students. There may be a processing delay for students who register after the first day of classes.

For each quarter, students will receive a print allocation of 200 black & white prints. The allocation will be shown as a credit of \$10.00 in each student's printing account. This dollar amount is based on \$.05 for a black and white print. The credit cannot be redeemed for cash. All unused print credits will be cleared from all accounts five days after the last day of the quarter. Students may not carry forward unused print credit or cash deposits from quarter to quarter.

Students can check their printing accounts online for current balance, print history, and environmental impact.

**Cost of prints:** Black and white prints will cost \$.05 per page. Black and white duplex prints (double-sided prints) will cost \$.08 per sheet when printed on both sides. Color printing supplies are more costly than black & white; therefore, color prints will cost \$.20 per single-sided print. Duplex printing is not available for color printing.

**Adding Additional Funds:** Students may add additional funds to their printing accounts at the campus libraries. Library staff can add value directly to student accounts. A minimum purchase of \$.40 is required. "Top Up" cards may also be purchased in denominations of \$.40, \$.80, and \$1.20. Each of these paper cards contains a unique number. After a card is purchased, the purchaser will log into their PaperCut account, enter the card number, and the value of the card will be added to their account. The card can then be recycled – there is no value stored on the paper card itself.

Only cash will be accepted for purchases. The library is not able to accept credit or debit cards. Please see the library website for hours of operation.  
<http://www.pierce.ctc.edu/Library/>

Should you need additional prints over the tech fee allotment, please plan ahead and add only the amount you think you will need for the current academic quarter. **Money added via Top Up cards or a cash transaction with library staff will not be transferred from quarter to quarter.** Print account balances are erased at the end of each quarter as a new print credit allocation is added; this includes funds added by library staff or via Top Up card purchases and tech fee credits left over from the previous quarter. Neither account credits nor cash refunds can be given to students who add excess money into their student accounts.

**Account Credits (refunds):** Account credits will only be given for printer malfunctions such as paper jams, smeared toner, streaked printouts, etc. Credits will not be given for user errors or unwanted printouts. Cash cannot be given instead of print credits.

Credit for printer errors will be issued through the library. Bring the damaged prints to the circulation desk and speak with a staff member. Computer Center consultants cannot issue print credits for failed or unsatisfactory print jobs. A Print Credit Form is available for situations where it is not possible to visit the library to inquire about receiving a credit. Printed forms are available at the computer centers or online at the college website. Complete the form, attach the damaged pages, and submit to the Library within 3 business days of the printer error. Your account will be credited within 10 business days.

Library staff is only able to give credit for printer errors, not for unwanted printouts or mistakes on a print. In cases where a student or guest disagrees with the decision of the staff person, a Print Credit Form may be submitted for review with the appeal section completed. A decision will be made within 10 days of the submission of the form. Appeals will be reviewed by a student and faculty or staff person appointed by the respective ASPCPFS or ASPCP executive board.

Please be sure to log out of the PaperCut account when you are finished! College Computer Center or Library personnel are not responsible if someone else has printed from another student's account and credits will not be refunded in these situations. PaperCut automatically logs out after every print job. However, this does not apply if a student or guest logs into PaperCut to check their printing balance or add credits via a TopUp Card.

Cash may not be withdrawn from printing accounts under any circumstances. The quarterly printing allocation amount is a portion of tech fee funds set aside for student printing needs; it is not transferable into cash than can be refunded to a student. Cash funds added by students or guests are not refundable or carried over to the next quarter! Please be sure to add only what you will need for the remainder of the current quarter.

**Guests:** Guests will be required to pay for all printouts. Library staff can create a printing account in the PaperCut system for guests and add money to the account.

**Faculty and Staff:** The Doc Shop and other departmental printing resources should be the primary method for faculty and staff printing. Limited printing on student computers and instructor workstations in the Library and Computer Centers will be funded by the College to facilitate library research or other impromptu work.

**Central Washington Students:** Central students do pay into tech fee and will be able to print in the same manner as Pierce College students. Accounts for Central students are not automatically created by the PaperCut system. Students should come to the library with proof of registration and an account will be created.

**Eastern Washington:** Eastern Washington students are not required to contribute to tech fee. If students do chose to contribute, students should come to the library with proof of payment and an account will be created for them.

**Printing Practices:** On campus printing is intended for materials that support student academic work. Please use off campus printers for personal, non-academic printing. For student club and other school related, yet not academic, printing (such as student club flyers, newsletters, posters, etc.), please contact Student Programs offices for information.

Printing inappropriate material, as outlined in the Pierce College Information Systems Resources (CISR) Acceptable Use Policy, is prohibited.

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Revised June, 2010. These procedures will be revisited during Tech Fee deliberations in 2011.

Printing account amounts edited to \$10 to reflect student tech fee vote. Nov 8 , 2011.

*Resources Used*

Villanova University's Student Print Program <http://www.villanova.edu/unit/labs/printing/>