

D'Youville

Student Printing & Papercut FAQ

Why are we transitioning to a new quota then pay model?

- When the labs were busy students would often print the same job to multiple printers, pick up the first one that came out then leave the remainder further creating excessive wasted paper.
- In addition to the paper excessive printing also increases the cost of additional toner and maintenance kits which need to run on these devices.
- Requests from Student Association to engage in a green initiative relative to printing.

When did this start?

- In the Fall 2015 semester the college implemented print release stations in our public computer labs.
- In Spring 2016 we implemented the next phase which includes payment. Students are given a starting quota of \$30.00 and would have to load additional money on to their account to print if the quota is exceeded.

How do I release a print job?

- To print a job the user will print the job from the computer, then go to a release station assigned to that queue and swipe their ID card or enter their DYCnet credentials to log in and release their job(s). For more information see here (<http://www.dyc.edu/about/administrative-offices/information-services/help-desk.aspx>)

How much printing will I get from my quota?

- For Spring 2016 DYC will preload each user's Papercut Printing account with \$30.00. Each side of an 8.5x11 print will cost \$0.06 which comes to 500 pages. Please Note: The college reserves the right to reevaluate the cost per page prior to the start of each semester.
- The charges for double sided printing are the same as for (2) single sided sheets.

Can I view how much printing I have used?

- Yes, you can. Every lab computer has agent software with a floating dialog box that will show how much credit is left on your account. In addition more detailed information can be found in the Papercut web interface (<http://endor:9191/user>) Note that this link is only available on campus and you must log in with your username and password.
- The print release stations will show you both the total balance as well as how much each job will cost you to release.

Where can I put additional funds on my account?

- There is a kiosk machine in DAC 1st floor computer lab that accepts US coins and dollar bills up to \$20.00 You can also go to the Student Accounts Office during their normal business hours (8:30am – 4:30pm Monday through Friday) to buy more pages by paying with cash, credit cards, or checks. There is a minimum purchase amount of \$5.00 if you are using a credit card or check.

Where are student accessible printers located?

- Student printing is available in the Library Lower Level Computer Lab, DAC 1st floor computer lab, and LL 11A of the SASE building.

Can I stop a job after it is sent from the release station?

- The release station does allow jobs to be cancelled at the prior to release; however **once you have released a job from the release station it cannot be stopped**. Be sure to verify the proper formatting for margins for 8.5 x 11 printing, etc. in PDF, Word or Excel, number of pages, duplex options and total job cost before releasing your job.

Can I get refunds?

- The college will not issue refunds for the following issues including incomplete pages, pages with streaks or lines, and pages with insufficient toner coverage.
- In cases when a printer jams go to the Help Desk and fill out a form to request an adjustment. **Make sure you fill out your name as well as the name of the file you were trying to print. We need that information to process your request, without it we will not be able to adjust your account.**
- Refunds will not be issued for money you added to your account but did not use before the end of the semester. Simply put, it is **“use it or lose it.”**
- Printing credit balance cannot be transferred between students.