Title:	Student Pay-for-Print
Effective Date:	06/04/2018
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Office:	Information Technology (IT)

Student Pay-for-Print

PURPOSE

In an effort to reduce environmental and financial costs associated with excessive printing, Northshore Technical Community College (NTCC) has implemented a print management software called PaperCut. This software will be branded to students as GatorPrint. GatorPrint charges students for prints and copies made using College resources. This online print and copier management solution provides each student at NTCC with an account that manages their total print jobs, account balance and more.

SCOPE

This policy applies to students who attend classes at a NTCC campus or site. It does not apply to students who solely attend classes at a non-NTCC location such as St. Tammany Parish Public Schools.

POLICY

To better serve the campus community, NTCC has implemented a pay-for-print system for students.

At the start of each semester (spring, summer, fall, and intersession), students are provided a college-issued print credit, in an amount of $10.

- This print credit will be refreshed at the start of each semester.

- Unused print credits do not carry over from previous semesters and balances will zero-out at the end of the semester. Unused print balances cannot be refunded.

- Once the college-issued print credit has been exhausted, students will need to add additional funds to the account to continue printing.

- Funds added to the account are **non-refundable.**

- Printing accounts for students will close on the last date of the registration period for the fall or spring semester immediately following the semester of last date of attendance. (**Example:** If you were a student for the fall semester, and you do not register for a course prior to the last registration date for the following spring semester, your printing account will be closed.)

<u>PRINTING CREDIT</u>

At the start of each semester (spring, summer, fall and intersession), each student will be issued a print credit, in an amount of $10.

<u>ADDING PRINTING FUNDS</u>

Students have the ability to add additional printing credits through the GatorPrint web interface 24 hours a day.

- Students may purchase additional funds by credit or debit card by going to https://gatorprint.northshorecollege.edu, logging into his/her account, and selecting the "Add Credit" button in the left-hand column.

- Cash will NOT be accepted by NTCC to pay for pay-for-print services.

<u>PRINTING COSTS</u>

- Standard 8 ½ x 11 paper – single sided
    - Black & White: $0.10 per page
    - Color: $0.25 per page

- Standard 8 ½ x 11 paper – two sided (duplex)
    - Black & White: $0.10 per page
    - Color: $0.50 per page

<u>REFUNDS</u>

Refunds for unused GatorPrint funds will not be issued for any reason. This is due to a lack of discernment of funds that were deposited by NTCC versus student-deposited funds. Students are warned to not place more money in their GatorPrint accounts than they think they will use.

- Unused print credits do not carry over from previous semesters and balances will zero-out at the end of each semester. No refunds for unused balances will be granted.

- Refunds will only be granted when the error is evaluated and determined to be related to the status of the printer:
  - o The printer ran out of ink, toner or paper before your job completed
  - o There are defects in your print caused by the printer
  - o The printer had a paper jam or other malfunction

- All refund requests are subject to approval, and you must submit your request to the helpdesk within 24 hours of experiencing a problem. If your request is approved, we will provide a reprint whenever possible; other we will issue a refund credited to your GatorPrint account.

- Any refunds will be given in the form of a credit to your GatorPrint account. There will be no cash refunds.

- No refunds will be given for user errors:
  - o You tried to print a page size that was not designated by our printer drivers.
  - o You sent your job to the wrong printer.
  - o You sent the wrong number of copies to the printer.
  - o The color range or density of your print does not match what was on your monitor, or is other different from what you expected.

<u>ALLOCATION OF COLLECTED FEES</u>

All collected fees from GatorPrint will be used to stock consumable supplies related to pay-to-print services. (paper, toner, staples, maintenance kits, software licensing, etc) In an effort to ensure a problem-free environment, fees will also be used to replace printers and copiers that are no longer functioning properly or upgrade to newer technologies. Fees may also be used to fund projects related to computer and network infrastructure to support GatorPrint and student computer labs.

Distribution: Distributed Electronically via College's Internet
              Hard Copy Distribution to NTCC Campus Deans