



Eastern Gateway Community College

Computer Lab Printing Policy

Effective Summer 2012 Semester

Eastern Gateway Community College, in an effort to promote a greener environment, has implemented a network print auditing system. The auditing system will track and maintain printer usage to eliminate the waste of paper, to reduce the cost of printer maintenance, and to reduce the cost of ink and toner incurred by the college for unauthorized, as well as excessive printing. College printing privileges are provided in support of EGCC's educational mission. The following are some basic guidelines that should be followed.

1. Printers are for use by currently enrolled students and EGCC employees..
2. College printers shall not be used for personal or commercial purposes. (invitations, signage, bulletins, etc).
3. Photocopy machines are to be used for producing multiple copies of a document. Photocopying is available to students in the library.
4. Printing or duplication of copyrighted material (instructional manuals, textbooks, journals, etc.) is strictly PROHIBITED based on copyright law.

Each student is provided a printing account with 500 prints at the beginning of each semester. Black and White printing will be charged as one print (\$0.05 per print). Color printing will be charged as three Black and White prints (\$0.15 per print). Any remainder of the 500 allotted prints for the semester will not be carried over to the next semester.

Staff and faculty will be audited for departmental budgeting purposes but not limited in printing.

When a student exceeds the allotted 500 prints, they will need to purchase additional credits for printing.

Students may keep track of their print usage through the print audit client on each student lab computer at Eastern Gateway Community College. When a student logs onto a computer, a pop-up will show up on the desktop providing the balance of their account for printing. (See image below) Once a student has reached their limit of 500 prints, they will need to purchase more from the Cashier or Evening Coordinator. Guest accounts will be charged for all printing.



\$25 = 500 black and white prints (or 166 color prints)

Figure 1 - Print Audit Client

Students needing to purchase more prints between 8am to 4pm:

Please see the cashier on the Jefferson County Campus located in room 2627

Students needing to purchase more prints between 4pm to 10pm:

Please see the Evening Coordinator on the Jefferson County Campus located in room 2631

Printing Prices:

\$5.00 for 100 B/W Prints (this equals 33 Color Prints)

\$10.00 for 200 B/W Prints (this equals 66 Color Prints)

\$15.00 for 300 B/W Prints (this equals 100 Color Prints)

\$20.00 for 400 B/W Prints (this equals 133 Color Prints)

\$25.00 for 500 B/W Prints (this equals 166 Color Prints)

Non EGCC Students using Jefferson County Campus Library:

Non-Students or non-employees of EGCC, who are provided a Guest log in to access the computers in the Library, are required to pay for all printing. When a Guest account prints, a pop-up in the bottom right hand corner of the screen will display a message saying **“ATTENTION!!! Your document has been held in a queue. You must pay to print this job. Please see the Cashier or the Evening Coordinator to add mone`y to your account. Please present receipt to Front counter of Library to release the job for printing.”** See image below.

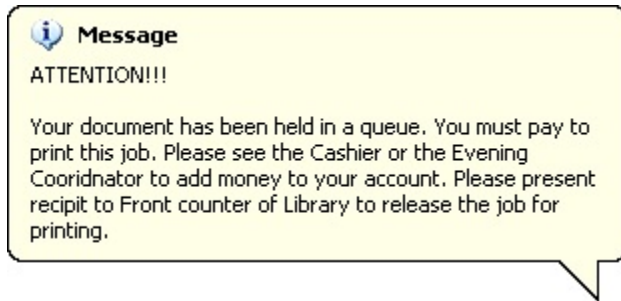


Figure 2 - Print queue message

Guest users will need to see the Cashier or Evening Coordinator to pay for their prints. Once the Guest has paid for the prints they will need to provide their receipt to the front counter in the Library and their print job will be released to the printer.

Guest Printing Prices:

\$0.10 per page for black and white

\$0.30 per page for color

NOTE: Guest accounts for student testing will not be charged a print fee.

Print Refunds:

Once a print job has been sent to the printer it cannot be stopped. Students need to verify the number of pages and content on the pages before sending the print job to the printer. If for some reason there is a technical problem with a print job, for example a paper jam or if the print job is not properly printed, the student can request a refund of their print credits to their account. They must either submit a support ticket using the Technology Services Help portal, or e-mail helpdesk@egcc.edu or they must see a representative from the Department of Technology Services located in 2018 at the Jefferson County Campus to process their refund.