



# Computer Lab Printing Policy

Eastern Gateway Community College  
Effective September 2019

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. Printing or duplication of copyrighted material (instructional manuals, textbooks, journals, etc.) is strictly PROHIBITED based on copyright law.

Each student will start with \$10.00 in their account at the beginning of the semester. They will be charged \$0.05 per page for black and white printing and \$0.35 per page for color printing. Staff and faculty will be audited for departmental budgeting purposes but not limited in 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 window will show up on the desktop providing the balance of their account for printing. At each Eastern Gateway Community College location, there are designated areas that you can pay to add credits to your printing account. Here are the locations.

**At the Steubenville Campus:**

Between the hours of 8am - 5pm, see the cashier located in the Gator Center.

**At the Youngstown Campus:**

Between the hours of 8am - 5pm, see the Technology Services office in room A104.

### **Printing Prices:**

\$5.00 for 100 B/W Prints (this equals 14 Color Prints)

\$10.00 for 200 B/W Prints (this equals 28 Color Prints)

\$15.00 for 300 B/W Prints (this equals 42 Color Prints)

\$20.00 for 400 B/W Prints (this equals 57 Color Prints)

\$25.00 for 500 B/W Prints (this equals 71 Color Prints)

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## **Non EGCC Students Using Steubenville Campus Library or the Youngstown Campus Info Commons**

Non-Students or non-employees of EGCC, who are provided a guest login to access the computers in the Steubenville Campus Library or the Youngstown Campus Info Commons, 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 to add money to your account.**

Guest users will need to see the Cashier to pay for their prints. Once the Guest has paid for the prints, they will need to go to the librarian and ask him/her to release the print job to the printer.

### **Guest Printing Prices:**

\$0.10 per page for black and white

\$0.70 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 released to print, it cannot be stopped. **The user needs to verify the number of pages and content on the pages before sending 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 user can request a refund of their print credits to their account. They must either submit a support ticket by sending an e-mail to [tshelp@egcc.edu](mailto:tshelp@egcc.edu) or they must see a representative from the Department of Technology Services, located in room 2600 at the Steubenville Campus or room A104 at the Youngstown Campus, to process their refund.