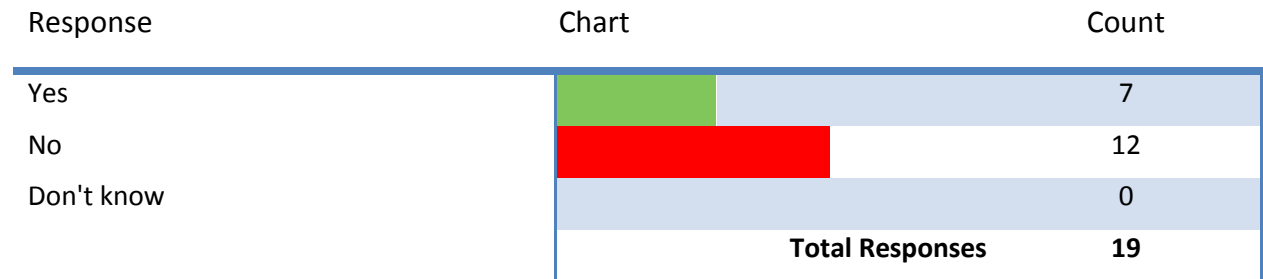


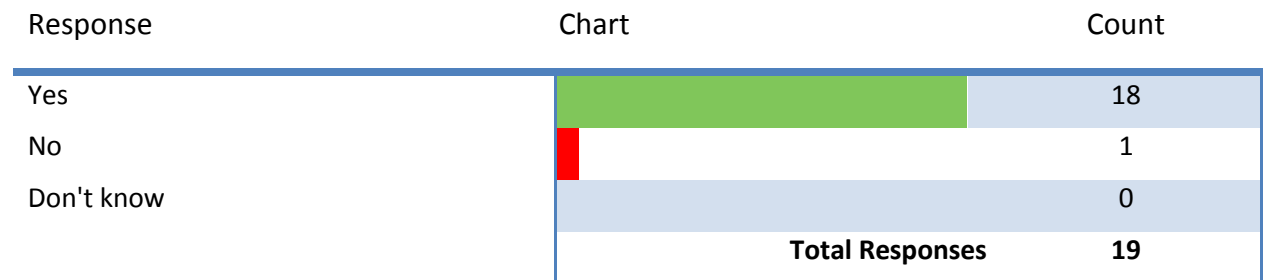
# Student Printing Results

---

## Does your institution offer students wireless printing?



## Do you charge students for printing?



<b>Summary of pricing per</b>	$\leq .09\text{¢}$	.10¢ to .15¢	.16¢ to .30¢	$> .31\text{¢}$	N/A
Black & White single sided	4	15			
Black & White double sided	6	13			
Colour single sided			8	11	
Colour double sided		1		14	4

See pricing details on next page

## What do you charge per page?

# Response Black & White single sided	
1. 10 c	11. .10
2. 8 cents	12. 10 cents
3. 10 cents	13. ten cents
4. 10c	14. 10
5. 10	15. 5 cents
6. five cents	16. .12
7. 10 cents	17. 10 cents
8. 0.15	18. 11 cents
9. First 5\$ of printing is free; after that eight cents.	19. 11 cents
10. 10 cent	

# Response Black & White double sided	
1. 9 c	11. .10
2. 14 cents (7 cents per side)	12. 15 cents
3. 20 cents (10 cents per side)	13. 20 cents
4. 7c	14. 20
5. 20	15. 10 cents
6. ten cents	16. .24
7. 20 cents	17. 20 cents
8. 0.30	18. 22 cents
9. four cents per side	19. 22 cents
10. 8 cents per side	

# Response Colour single sided	
1. 40 c	11. .35
2. 50 cents	12. fifty cents
3. 50 cents	13. 40 cents
4. 40c	14. 25
5. 25	15. 30 cents
6. twenty-five cents	16. .40
7. 20 cents	17. 40 cents
8. 1.00	18. 30 cents
9. twenty cents	19. 25 cents
10. 75 cents	



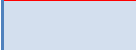

# Response Colour double sided	
1. 36 c	10. no double-sided printing amount
2. 90 cents (45 cents per side)	11. .35
3. \$1.00 (50 cents per side)	12. seventy-five cents
4. n/a	13. 80 cents
5. 50	14. 50
6. fifty-cents	15. 60 cents

7. 40 cents	16. .80
8. 1.00	17. 80 cents
9. ten cents per side	

### What do you charge per page? | Other, please explain

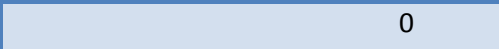
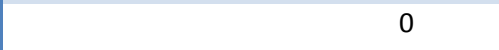
#	Response
1.	Colour 11x17: thirty cents
2.	We do not have a colour printer in the Library, but students can send their jobs to another lab
3.	Print services also provides bulk and specialty printing services
4.	legal is available, same price as letter. ledger (11x17) is available at downtown campus at 50c/20c (colour/bw)

### Where are the printing credits stored?

Response	Chart	Count
Magstrip card		4
Credit attached to their student account		12
Coinbox (no stored credit)		0
Other, please specify...		6
<b>Total Responses</b>		<b>19</b>

#	(Other, please specify...)
1.	Online 3rd party account
2.	Online account
3.	No printing credits - just cash
4.	?
5.	We use the paper cut system
6.	PaperCut printing system (no credits - they purchase)

### How do students obtain printing credits?

Response	Chart	Count
Coinbox (as printed)		0
Additional registration fee (overarching charge added to their total semester fees)		0

Interac or credit card (online or at printing station)		10
Print pay station (cash load machine)		5
Other, please specify...		15
<b>Total Responses</b>		<b>19</b>

### How do students obtain printing credits? (Other, please specify...)

#	Response
1.	PayPal or prepaid voucher
2.	We can transfer funds to them where appropriate.
3.	Purchase card (or add more money to it) with cash at circulation desk.
4.	Staffed service points
5.	Students get 100 free pages per semester, after that they pay cash at the library circulation desk to add credits.
6.	Reception
7.	Purchase of "print bucks"
8.	Not Applicable
9.	Interac or credit card deposits only accepted at Campus Card office or in Bookstore
10.	purchase voucher and/or go online to load money onto account
11.	Students can purchase print top up cards from the library and/or bookstore. Top up cards are sold in \$2, \$5, \$10 values.
12.	students pay cash/credit/debit at the circ desk to load money onto their account. jobs are released at a release station but they can not load money onto their account there
13.	Cashier's office
14.	Copy cards are used for photocopiers and microform reader printers, purchased at loan desk, value can be added to copy cards on \$1 denominations up to \$50
15.	They can top it up online, or buy coupons at the library counter (or bookstore and other places)

### What system do you use?

Response	Chart	Count
GoPrint		0
ITC		2
PCounter		3
Papercut		13
Coinbox		0
Other, please specify...		3

	Total Responses	20
# (Other, please specify...)		
1. N/A		
2. Student accounts are in Blackboard Transact. PCounter manages the printing and communicates with BT.		
3. Equitrac		




















**Please share any additional student printing comments or improvements you'd like to see, challenges or successes you've had:**

#	Response
1.	The system was surprisingly well received when implemented, partly because we spent many months planning for it. PayPal is a problem because students can't print immediately if they don't already have an account. As a result, the Library sells many vouchers, adding to staff workload.
2.	<p>We initially started with a cash-only system which was not good. We only have one ATM on campus (in a completely separate building) and students were often cashless. The first pay stations we had were terrible - they had a hard time reading the bills and would constantly reject them. Since we've added credit options and upgraded the machines, the system is MUCH better.</p> <p>It can be a bit cumbersome explaining the system as it's not intuitive or what many students are used to. However, it's definitely better than the old card system we used to have.</p> <p>Also, re: the wireless printing question. We offer a form of wireless printing, but only with pdfs. As many students don't know how to easily create a pdf from any document, we tend to get them to email themselves their print job, then pick it up on a library workstation to print. So we do have some wireless printing, but it's not very effective for the students.</p>
3.	We are looking for a new system. Our ITC equipment is old and needs to be sent to Ontario to be fixed.
4.	We would like students to have a self-serve option for replenishing their print accounts. Also, students get their first \$1 of printing for free.
5.	<p>I would like to see lower per page costs for double sided printing, but we are dependent upon IT for configuring, and haven't pushed for it, having other priorities.</p> <p>For 3 years printing was completely free, which was a disaster of paper and toner consumption, and printers wearing out.</p>
6.	If students want to print posters or other non-standard documents, they must use the Library desktops. PaperCut via wireless doesn't allow those options.
7.	Print bucks are available for purchase at bookstores and at library when bookstores are closed. This fall we are piloting all cash sales in the library. Will still have to purchase at bookstore if using credit or debit payments.

8.	Our College will not use cashcards of any sort. Management considers the initial expense as too expensive for the usage.
9.	We provide 250 free print jobs per semester. However, I would like to know if any institution provides free copying? Thank you.
10.	We purchased two high quality scanners. Students can scan and store prints on USB rather than print if they choose.
11.	While the Library student printers remain the busiest on campus, we do not manage printing. PCounter is handled through our IT department, as is printer hardware. Payment is managed through our Campus Card office, which also manages the Blackboard Transact software. We have a "PHIL" machine located in each library where students can use paper money (no coins, so minimum of \$5) to top up their accounts. If they want to use a debit or credit card they need to go to the Campus Card office or the Bookstore. This is not always convenient, so if a student is really desperate we will print for them and take coins, but we work hard not to make this a habit. We transitioned to this system 3 years ago, and after some initial hiccups, it's working well now.
12.	We have always charged for printing. Had debated offering some free through transition to Papercut but I don't think that happened. Transition smooth and I think most are happy with it. Organized through Ancillary services (Bookstore) and IT.
13.	Students used to be able to add value directly to their papercut account online by credit card. This created issues and was not considered secure enough. The option was removed and students must come up to the Library service desk counter (or bookstore) to purchase printing credits now.
14.	<ul style="list-style-type: none"> <li>- Our IT dept manages Equitrac server</li> <li>- There is an issue whereby student workstations occasionally lose their special print drivers for Equitrac which requires an IT helpdesk call to resolve. This is annoying for students who just want to quickly print something</li> <li>- Printing requires an ActiveDirectory account -- this creates problems for community borrowers or freshly registered students without AD accounts. To get around this we have guest AD accounts, but the system is flawed for this use case</li> <li>- Our strategic plan includes implementing wireless printing at some point</li> </ul>
15.	All printing run through our ancillary services department. We would love to be able to offer community members the ability to print but this is not a priority for ancillary services. All is simply managed through user accounts - no coin printing or guest printing services. Also wireless printing would be very nice.
16.	When we changed over to PaperCut in 2016 we offered credits to a few programs for a month or so, but it was confusing and so we stopped doing that. Students are ok with pay-for-print, we have only had one student complain (amazing to me, I was expecting lots of feedback because we had completely free printing before). Some students thanked us, because there used to be queues miles long, with people printing out whole documents before now.
17.	We moved from print cards to Papercut a couple of years ago. Overall the move was fairly smooth.

18. Sorry - resubmitting because colour printing charge was incorrect on the first one

## Name of your Institution

Response	Chart	Count
BCIT		1
Camosun College		1
Capilano University		1
College of New Caledonia		0
College of the Rockies		0
Douglas College*		1
Emily Carr University of Art & Design		0
Justice Institute of B.C.		1
Kwantlen Polytechnic University		0
Langara College		1
Nicola Valley Institute of Technology		1
North Island College		1
Northern Lights College		1
Northwest Community College		0
Okanagan College		1
Quest University Canada		1
Royal Roads University		1
Selkirk College		1
Simon Fraser University		2
Thompson Rivers University		0
Trinity Western University		1
University of British Columbia		0
University of the Fraser Valley		1
University of Northern British Columbia		1
University of Victoria		1
Vancouver Community College		1
Vancouver Island University		0
<b>Total Responses</b>		<b>20</b>