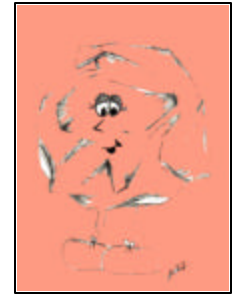


Printing Quota FAQ



What is a printing quota?

Each registered student receives 400 pages of free printing at the start of each semester. Printing done on Alverno's networked printers is tracked and logged by a program called Pcounter. If a student uses up her 400 pages of free printing before the end of the semester, she cannot print until she purchases additional pages.

Why do we have a printing quota?

The amount of printing has been growing every semester as students print more papers and assignments, full-text articles, web pages, emails, and "fun stuff". This has increased the costs for paper, toner cartridges and printer maintenance. A printing committee met during the 2000-01 school year to look at the rising costs. The committee reviewed the amount of printing the average student does, and printing policies at other colleges. After much deliberation and concern for additional costs to students, the committee decided that we needed a policy to address the instances where students print more than 400 pages per semester. This policy was reviewed and approved by the Alverno's Technology Steering Committee and implemented in August, 2001.

Why is the quota 400 pages?

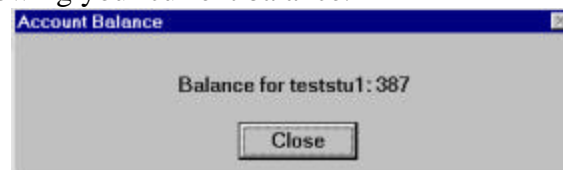
Most students printed less than 400 pages during the 2000-01 school year. When the Printing Committee looked at printing logs, they found that 85-90% of Alverno students printed less than 400 pages each semester, and over half the students printed less than 100 pages. However, a small percentage of students was responsible for a fairly large share of the printing. To provide equitable access to our limited printing resources, and to encourage responsible use of printers, the committee recommended a 400 page quota.

How do I check my printing balance on a PC?

To check your printing balance double-click the *Wbalance* icon (\$) in the system tray on the far right of the task bar.



A window will appear showing your current balance.

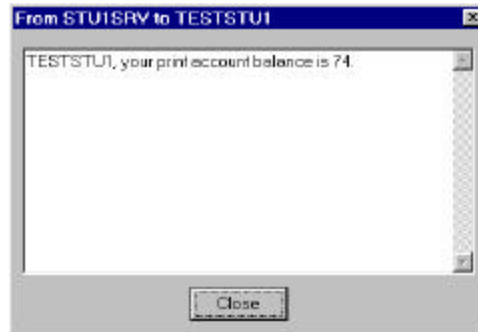


How do I check my printing balance on a Macintosh?

You will need to use a PC since printing balances cannot be viewed on a Macintosh.

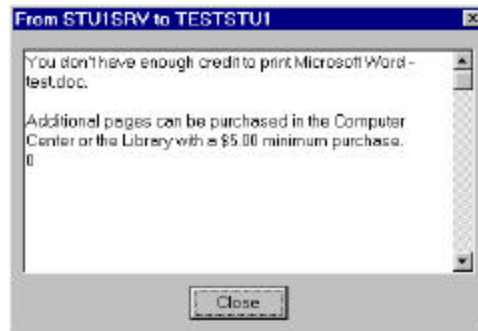
How do I know when my printing balance is getting low?

When your print balance is 75 pages or less, a window will pop up every time you print to alert you to your current print balance.

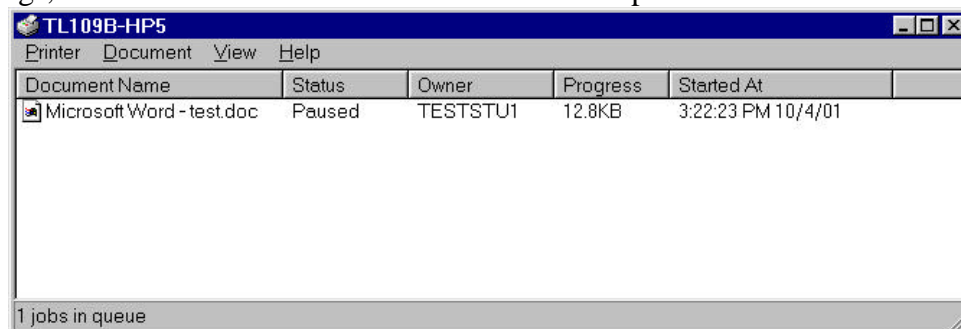


What happens on a PC when my printing balance is zero?

If you're working on a PC when you send a print job, you'll get a message that you don't have enough credit to print.



Your print job will be put on hold in the print queue. To look at a print queue on a PC, click Start, Settings, Printers. Then double-click the icon for the printer.



The print job will stay on hold for six hours. If you purchase additional printing credit, the Academic Computing staff or a librarian can release the print job so it will print. If the job is not released, it will be deleted after six hours.

What happens on a Macintosh when my printing balance is zero?

If you working on a Macintosh when you send a print job, your job will be put on hold in the network print queue and will not print. However, you will not receive a message on the Macintosh that your job has been put on hold. If you send a print job, but don't get a printout, check your print balance or the network print queue on a PC, or ask the lab assistant for help.

How do I purchase additional printing credit?

You can purchase additional printing credit at 10¢ a page (b&w) from professional staff in Academic Computing, the Library or CIC. (There may be some evening or NON-WEC times when professional staff are not available in the Computer Center or the CIC.) The minimum purchase is \$5.00. Any additional printing credit that you purchase is valid only through the end of the current semester. Printing credit cannot be transferred or carried over to the next semester.

What happens to my printing balance at the end of the semester?

All complimentary and prepaid printing balances left at the end of the semester are erased when the quotas are reset for the next semester. Quotas will be reset by Academic Computing the first day of each semester. (Generally this will be Friday of the 1st WEC weekend in August, the first day of WDC in January, and the Monday after graduation in May.) Printing balances may not be transferred or carried over to the next semester.

How does the printing quota apply to the color laser printer in the CIC Media Lab (TL114D)?

Each page printed on the CIC color laser printer counts as ten (10) black & white pages and costs \$1.00. If your print balance is 400 pages and you print one page on the color printer, your new balance will be 390 pages.

What do I do if I have a problem printing and am charged for it?

You are responsible for your print jobs. If you send a print job more than once, or print a very long document without realizing it, you are still responsible for the printing charges.

If you are charged for a problem caused by the network or the printer (for example, a staff person must delete your print job after it is in the network queue because there is a paper jam in the printer, or your printout is not readable because of a bad toner cartridge), you can request credit. Immediate adjustments will not be available. You must complete a *Printing Problem Report* (available from the lab assistant) and attach the problem pages to it. The report will be sent to the Academic Computing department where the appropriate credit, if any, will be determined, and you will be notified via the ABC board.

How can I make the best use of my printing quota?

Check out the printing tips posted on the Academic Computing web page and near the network printers in the Computer Center.

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