

**IT 08****Algonquin College Managed Print Service**

Classification:	Information Technology
Responsible Authority:	Director, Campus Services
Executive Sponsor:	Vice President, Finance and Administration
Approval Authority:	Algonquin College Executive Team
Date First Approved:	2020-06-03
Mandatory Review Date:	2025-06-03

**PURPOSE**

To establish standards for the use of print devices at the College with the intent of:

- Providing clear guidance on the use of print devices and output options at the College.
- Improving the reliability and access to printing services at the College while reducing costs.
- Reducing the impact that print has on the environment by decreasing the total amount of prints, print devices and energy consumed through adopting best practices.

**SCOPE**

This policy covers all activity related to print, scan, and photocopy functions at Algonquin College to support printing for students and employees. This policy is in effect to encourage the responsible use of print and resources to limit the financial impact on the College and environmental impact on the community through the implementation of print management software (PaperCut). The location, number and types of printers and MFD's on campus are subject to the policy details contained herein. For the purpose of this policy the following devices are in scope:

- Network Printers
- Multi-Function Devices (MFDs)
- Local Printers

This policy applies to the Ontario Algonquin College campuses. International campuses are not within scope of this policy.

NOTE: Large format printers for instructional use within academic departments are out of scope of this policy.

**DEFINITIONS**

Word/Term	Definition
ITS	Information Technology Services provides assistance with trouble-shooting and reporting printing issues at each of the Ottawa, Perth and Pembroke campuses.
Key Operator	A College employee in each area/office who is assigned to monitor the resident MFD/printer(s). Calling for service, supplies replenishment, and clearing jams are detailed to these staff members.
Local Printer	A desktop printer not networked and for use by one user only, capable of print only.

<b>Word/Term</b>	<b>Definition</b>
Managed Print Service (MPS)	The overall centralized management of a print fleet. This includes remote management.
Multi-Function Device (MFD)	A networked print device capable of printing, copying and scanning for use by multiple users.
Networked Printer	A single function printer connected to the college network for use by multiple users.
PaperCut	The print management software utilized by the College for managing the college printer and MFD fleet. This includes pricing, billing, and usage reporting.
Print Hub	A hallway, library or lab location where one or more print devices is accessible to students and staff.
Print Cost	Departmental printing, copying and scanning usage is captured through PaperCut. PaperCut reporting activity takes place at the end of each month. Department budget codes are charged for print, copy and scan activity. Cost of printing, copying and scanning for students is charged to students. Print costs include paper, contract charges from the vendor (Konica Minolta), salaries, overhead and equipment wear and tear.
Print Credits (Print Balance)	As outlined in section 7 of the Memorandum of Understanding between Algonquin College and the Algonquin College Students' Association on the Information Technology Fee, print credits are available to all students who are registered for a minimum of 45 hours of courses in a term and have paid the Technology Fee . Unused print credits are not refundable, cannot be carried over to following terms, nor can they be converted to an AC Card cash balance.
Print On Demand (POD)	Enables users to print from any enabled device with secure on demand release of print jobs.
Print Services	Print Services, a division of Retail Services responsible for the Managed Print Service fleet of networked, Local and Multi-Function Device printers throughout each Algonquin College campus.
Secure on Demand	The point at which the print job is released by the user at the device location.
Standard White Paper	20lb white bond paper purchased by the College for use in the Managed Print Service printer fleet.
Student Print Support Technician	Algonquin College Students employed by Print Services to maintain student facing printers at the Ottawa campus.

## **POLICY**

### **1. Print Proximity, Accessibility and Usage**

Decisions on printer placement and type of print device for employee and faculty use are made with these considerations:

- Proximity to printer – Distance to print devices will be within 60 feet of all employee users where practical.
- A target ratio of 8:1 employee users to devices.
- Usage and volume of printing – Determined through historical PaperCut print management reporting.
- Work processes and specialty printing requirements (for example, cheque printing requiring specialized toner).
- Persons with a mobility or physical disability.

Decisions on printer placement and type of print device for student access are made taking into consideration proximity to student gathering and study areas and usage. Locations for printer and MFDs for student use must be accessible to all students throughout the year.

All fleet printers and MFDs are subject to redeployment, replacement or removal should print volumes warrant.

Single sided and colour printing should be used only when and where critically and operationally necessary. Duplex printing is the preferred printing method. Power management strategies will be implemented for all MFDs with controlled shutdowns based on business hours.

All print devices are shared resources, universally accessible at the College. Employees are expected to refrain from using the devices for production of personal materials.

### **2. Acquisition of Non-Standard Fleet Printers**

Acquisition and deployment of print devices outside the Managed Print Services (MPS) fleet is not permitted. Non fleet printers are contrary to this policy and will be removed from operation in the College.

### **3. Exceptions**

Local Printers are not permitted through this policy, however it is recognized that circumstances may warrant the necessity of installing such a device. Refer to Procedure 1, Changes to Print Fleet Complement.

### **4. Accessibility for Ontarians with Disabilities Act (AODA)**

MFDs supplied for the fleet will be selected through a multi-criteria evaluation process that will include elements that consider accessibility standards.

### **5. Environmental Sustainability**

Equipment sourced through this policy will meet high standards of sustainability in areas of electricity usage, consumables, and end of life disposal.

## PROCEDURE

<u>Action</u>	<u>Responsibility</u>
<b>1. Changes to Print Fleet Complement</b>	
1.1 Requests for any move, addition, change or disposal of a device that is part of the approved fleet must be directed to the Print Optimization Officer within Print Services. Acquisition of devices through College Purchase Cards, Workday, re-imbursement of staff purchases, etc. is not permitted. Devices purchased as such will revert to MPS management and may be redeployed or removed from operation in the College.	Print Services
1.2 College standard fleet printers will print black. Acquisition of colour devices will be based on print volumes. Where colour print volumes are low and the installation of a colour printer is not possible, user access to a shared colour device in another office or area may be necessary. Low volume colour printing may result in the replacement of a colour device with a black only device.	
1.3 Requests for additional devices outside the scope of the approved print fleet must: <ul style="list-style-type: none"> <li>• Be made via the Print Optimization Officer located in The Print Shop (within The Campus Store).</li> <li>• Be approved by the Manager, Print Services</li> <li>• Include a business case sponsored by the relevant Dean/Director</li> <li>• Be approved by the Vice President, Finance and Administration</li> </ul>	Algonquin College Employee
<b>2. Print Cost Allocation / Department Chargebacks</b>	
All print, copying and scanning activity will be captured through a Print Management Software program (PaperCut). Charges will be allocated to department budget codes based on print volumes, types of print, copying and scanning. Fee policies will be established in the College Schedule of Rates that is set on an annual basis. The department chargebacks account for white paper usage, click charges, equipment wear and tear and service and is captured for all fleet activity (printing, copying, and scanning).	Print Services
<b>3. Training</b>	
Training will be provided to users by the contracted equipment vendor and the College's MPS team as the devices are deployed. User guides and other relevant useful information will be available on the College's intranet site.	Print Services and Information Technology Services

**4. Retention / Disposal of Existing College Assets**

Networked and local printers replaced by MFDs will be repurposed or disposed of through the College's recycling program.

Print Services

**5. Information Technology Security**

Access to the MFDs is through the employee/student identification card. If an identification card is lost, it is the responsibility of the employee or student to follow normal College procedures and report the loss of their card. This is to avoid the possibility of unauthorized use of the card to access confidential print jobs.

Algonquin College  
Employee or Student

**6. Confidentiality**

It is the responsibility of every College employee and student to secure their print jobs through the use of the secure on demand Find-Me printer tap feature available on all MFDs. Secure on demand ensures documents will not print until the user releases the job at the device. Users are responsible for logging out of the print device after each use. Users may also log into printers by manually entering their account credentials using the keypads on the MFDs.

Algonquin College  
Employee or Student

**7. Student Printing**

Under this policy, students will have access to networked print devices. Students will be able to use their print balance for printing on these devices. Students may access their print balance, print account details and AC Cash balance through PaperCut.

Print Services

**8. Print Fleet Request for Service**

- 8.1 The Information Technology Services Service Desk will be the primary point of contact for service for the fleet. ITS staff will triage calls to determine how to direct service requests; calls may be directed to the vendor, the MS Teams Student Printer Support channel or Print Services team.

Information Technology  
Services  
Print Services

- 8.2 Print Services is responsible for PaperCut billing activity. Information Technology Services provides PaperCut administration and print networking support and service.

Print Services

**9. Requesting A Refund**

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|-----|--|----------------|
| 9.1 | Student requests for refunds to their print balance or AC Cash due to printer malfunction are processed by Card Services at the discretion of Card Services staff. Print balance refund requests will only be refunded to student print balance accounts. AC Cash will only be refunded to AC Cash accounts. | Card Services  |
| 9.2 | Employee and Faculty requests for refunds to budget codes due to equipment malfunction or error are received and processed by the Print Optimization Officer within The Print Shop. Requests for refunds to departments for printing or copying on user supplied paper will not be granted.                  | Print Services |

**10. Paper and Supplies**

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|------|---|--|
| 10.1 | Paper is ordered by sending email to: <a href="mailto:Central_S_R@algonquincollege.com">Central_S_R@algonquincollege.com</a> . Provide size and quantity of paper needed, and what room to deliver it to. Student facing print devices are replenished by Printer Support student employees with oversight by Print Services. | Print Services,<br>Central Shipping and<br>Receiving |
| 10.2 | Toner and toner waste boxes are replenished automatically. Staples are ordered by contacting ITS helpdesk. The cost of staples are the responsibility of the department.  | Algonquin College<br>Department Key<br>Operators     |

**SUPPORTING DOCUMENTATION**

Appendix A – Technology Fee Memorandum of Understanding

**RELATED POLICIES**

AA34 Copyright  
IT01 Acceptable Use of Computer Networks and Accounts  
IT05 Information Sensitivity and Security

**RELATED MATERIALS**

None

**IT08: APPENDIX A**

**MEMORANDUM OF UNDERSTANDING  
BETWEEN  
THE STUDENTS' ASSOCIATION OF THE ALGONQUIN COLLEGE OF  
APPLIED ARTS & TECHNOLOGY CORPORATION  
("THE SA")  
AND  
ALGONQUIN COLLEGE OF APPLIED ARTS & TECHNOLOGY  
("THE College")  
ON THE MATTER OF MERGING THE INFORMATION TECHNOLOGY FEE  
WITH THE "BRING YOUR OWN DEVICE" FEE AND NOW CALLED  
THE INFORMATION TECHNOLOGY FEE**

WHEREAS the SA and the College agree that competency in the various fields of Information Technology (IT) are essential to students' success,

AND Whereas the College remains committed to investing in Information Technology and providing IT services to support students,

AND Whereas the College and the SA wish to achieve economies by combining the IT Fee and the Bring Your Own Device (BYOD) fees,

AND Whereas the College and the SA desire to operate sustainably,

AND Whereas the SA and the College desire increased certainty regarding the funding and delivery of IT services,

Therefore, the parties to this memorandum of understanding agree as follows:

1. A Technology Fee of \$159.62 per term will be levied to all full-time post-secondary students. Part-time students registering in credit courses and courses requiring access to computer services will pay a fee of 1% (initially \$1.60) per course hour to a maximum of the per term Technology Fee.
2. The parties agree to increase the fee by 1.5% per year in each year of this agreement starting in the Fall 2018 term.
3. Access to IT services will be granted upon course registration in the first term.
4. During their course of studies at the College (including cooperative education work placements), all students will retain their network credentials (excluding printing) until the end of the first term following graduation.
5. The College commits to support multiple concurrent device use by students on the College's networks and remote access to the network that is available 24 hours a day/365 days of the year except during periods of planned maintenance.

6. The College commits to a continued investment in the renewal of equipment, software, networks, and to increase its support to ensure related services remain in accordance with general industry best practices and in accordance with the academic demands placed on students.

"Increased support" is defined as:

- a. Expanded Loaner Pool with the College committed to maintaining a pool of systems refreshed annually.
- b. Expanded support which includes:
  - Support for Apple devices and the inclusion of Apple systems into the loaner laptop pool
  - Working towards providing 24 x 7 round the clock support access to students via self-help support pages, telephone support, email support and online chat by the 2018 Winter term.
  - Increasing the time that technicians will troubleshoot and assist students with technology to up to 1 hour for scheduled visits.
- c. Improved Access with Wireless and Internet with increased bandwidth provided to students as well as increased security and monitoring of these services.

## 7. Printing

- 7.1 Printing will be available to all students who are registered for a minimum of 45 hours of courses in a term.

7.2 The SA and College commit to working together to identify incentives and disincentives to reduce paper consumption. During the first year of this agreement, the College agrees to map out a multi-year plan demonstrating its efforts to reduce the printing demands on students in conjunction with the schedule in 7.3 below.

- 7.3 The SA commits to helping the College to reduce the average printing consumption per student per term to 100 pages or less. In order to achieve this target, the Information Technology Fee will provide the following quotas for students during the term of this agreement:

Term	Quota	
Starting Fall 2017	700 pages/ per student / per term	Additional quota for printing can be purchased as required by individual students
Starting Fall 2018	500 pages/ per student / per term	Additional quota for printing can be purchased as required by individual students
Starting Fall 2019	300 pages/ per student / per term	Additional quota for printing can be purchased as required by individual students
Starting Fall 2020	100 pages/per student/ per term	Additional quota for printing can be purchased as required by individual students



8. In April of each year, the Director of IT will present an annual report to the Students' Association College Collaborative Committee demonstrating compliance.
9. The intention of this agreement is to increase system performance and reliability (speed, convenience and access) for students. Therefore, the College may not reduce or alter any aspect of IT services that would result in the reduction of standards of IT service implied in previous agreements, most notably the following standards:
  - a. Access to College licensed software and standard software suites
    1. Remotely
      11. Via unscheduled College open access labs as well as in scheduled classrooms
      111. Specific general purpose software packages will be available for no additional charge to participating students with a minimum of 45 hours of courses in a term. The current list of software available (attached as Appendix B) will be published on the College web site. The software may change based on consultation with the SA.
  - b. Secure access to the Internet with no limits on the amount of data transferred
  - c. Access to unscheduled computers in Open Access Labs
  - d. IT technical support for students
  - e. Access to wireless networks across all College campuses.
10. This agreement constitutes the entire agreement between the parties hereto with respect to the Technology Fee and replaces any and all previous agreements and understandings, written or oral, expressed or implied. Without limiting the foregoing, this Agreement replaces and supersedes the Memorandum of Understanding between the Students' Association of Algonquin College and Algonquin College Regarding the Application of an Information Technology Fee dated January 30, 2014. There is no term, condition, warranty or representation, collateral or otherwise, that may govern the Technology Fee, other than those contained in this agreement. Any modifications or amendments to this agreement shall be made in writing and signed by both parties.

Signed at Ottawa this \_\_\_\_ day of January, 2017.



Mr. Egor Evseev, President  
The Students' Association of the Algonquin College of Applied Arts & Technology Corporation



Cheryl Jensen, President  
Algonquin College of Applied Arts & Technology

## Appendix A

## DISPUTE RESOLUTION MECHANISM

1. The SA and the College agree that in the event of a difference in the interpretation, application or administration of this memorandum of understanding, the following procedures shall apply:
  - a. The difference or complaint will be documented and forwarded by either party to the Students' Association/College Collaborative Committee for resolution.
  - b. The Committee will meet within ten (10) business days of receipt by the Secretary of the committee of the complaint.
  - c. If the Committee is unable to resolve the dispute the parties undertake to seek mediation of the matter by an external mediator.
2. Failing resolution at the mediation stage either party shall forward the matter to an independent arbitrator whose decision shall be binding on the parties.
3. The arbitrator shall not be authorized to alter, modify, or amend any part of the terms of this understanding, nor make any decision inconsistent with it.
4. The Association and the College shall each pay one-half (1/2) the remuneration and expenses of the mediator and arbitrator.
5. The parties undertake to establish a mutually acceptable list of mediators and arbitrators and selection of either will be on a rotational basis, subject to their availability.

## Appendix B

### Software Provided

- Office Productivity Software
  - o Microsoft Office
  - o Microsoft Visio
  - o Microsoft Project
- Adobe Creative Cloud Software
- Device Retrieval Software (Front Door)
- Parallels Software for Windows Emulation