

IT08**Algonquin College Managed Print Service**

Classification:	Information Technology
Responsible Authority:	Manager, Print Services
Executive Sponsor:	Vice President, Finance and Administration
Approval Authority:	Algonquin College Executive Team
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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 use 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:

- Networked printer fleet devices
- Multi-Function Devices (MFDs)
- Local Printers
- Non-compliant print devices

This policy applies to Algonquin College campuses in Ottawa and Pembroke, as well as the Community Employment Services locations in Pembroke.

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

DEFINITIONS

Word/Term	Definition
AC Printer	College Multi-Function devices that are enabled with a card reader for the release of PaperCut print jobs to that printer for Print On Demand (POD).
Direct Print Monitor	The PaperCut feature Direct Print Monitor (DPM) is deployed onto all College employee desktop and laptop computers to capture and invoice print activity that may occur on non-compliant fleet devices. DPM will also capture print activity to direct IP connected printers, in instances not approved and whitelisted by Print Services.
Information Technology Services	The Algonquin College ITS Client Care Group, including the ITS help desk, serves the technical needs of the students and staff of Algonquin College.
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 single-function desktop printer connected to a single workstation.
Managed Print Service	The overall centralized management of a print fleet. This includes remote management.
Multi-Function Device	A networked print device capable of printing, copying and scanning for use by multiple users.
Networked Printer Fleet Device	Any printer fleet device (single-function or multi-function) connected to the college network and supported under the Algonquin College Managed Print Service.
Non-Compliant Print Devices	USB connected or direct IP printers that are deployed on campus without approval from Print Services and contrary to IT08 policy.
Print Balance	A Print Balance is a PaperCut dollar amount available for printing, per term to all full-time students who are registered for a minimum of 45 hours of courses in a term and have paid the full Technology Fee, part-time students who have paid the full Technology Fee, apprentice students, nursing students in

	collaboration with UOttawa, and reduced course load CAL students that pay the full Technology Fee.
Print Cost	Departmental printing, copying and scanning usage is captured through PaperCut. PaperCut reporting activity takes place at the end of each month. Department cost centers are charged for print, copy and scan activity. The costs associated to printing, copying and scanning for students are charged to students. Print costs include paper, toner, contract charges from the printer fleet vendor, labour expenses for printer fleet service and support, and all other overhead.
Print Hub	A hallway, library or lab location where one or more print devices is accessible to students and staff.
Print On Demand (POD)	The print release feature utilizing card tap-enabled devices for secure on demand release of print jobs.
Print Services	Print Services is responsible for print production, College printers, and provision of College Publications produced by Algonquin College for resale.
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 Printer Fleet Technician	Algonquin College Students employed by Print Services to maintain student facing AC Printers and provide support to students for printing at the Ottawa campus. Student employees may also be tasked with actioning service requests on print devices located within office areas.

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:

- Type (paper size, colour vs. black) and volume of printing – determined through PaperCut print management reporting.
- Proximity of nearby print device in a building
- Person 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 AC Printers for student use must be accessible to all students throughout the year. The deployment of printers within classrooms is discouraged and will not be permissible without justification and approval granted by Print Services. All printer fleet devices are subject to redeployment, replacement or removal at the discretion of Print Services.

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. Tabloid (11x17) colour printers are restricted to areas with demonstrable and sustained print volumes.

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-compliant print devices

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

3. Exceptions to non-compliant print devices

Non-compliant 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. This policy does not apply to specialty print devices such as cheque printers within the finance department, wide format printers used for department printing or program printing, or printers deployed within Health Services medical examination rooms and the like.

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

	Action	Responsibility
1.	Changes to Print Fleet Complement	
1.1	Requests for any move, addition, change or disposal of a device that is part of the approved fleet must be directed to Print Services. Unauthorized acquisition of print devices through any other means than the Managed Print Service is not permitted. Devices purchased outside of the Managed Print Service will transfer to Managed Print Services ownership and may be redeployed within the College or removed from operation.	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 removal or replacement of a colour device with a black only device at the discretion of Print Services.	Print Services
1.3	Requests for additional devices outside the scope of the approved print fleet must: <ul style="list-style-type: none"> • Be submitted to Print Services • Be approved by the Manager, Print Services • Include a business case sponsored by the area manager. • Be approved by the Vice President, Finance and Administration 	Algonquin College Employee
2.	Print Cost Allocation / Department Chargebacks	
	Print, copying and scanning activity will be captured through PaperCut and print device meter reads. 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 standard white paper usage, vendor click charges, equipment wear and tear, and service. All activity is captured (printing, copying, and scanning).	Print Services

Direct Print Monitor

The PaperCut feature Direct Print Monitor is deployed onto all College employee desktop and laptop computers to capture activity for billing and to be used to identify and remove non-compliant print devices as per policy point 2, Acquisition of Non-Compliant Print Devices. DPM will force PaperCut print confirmation pop-up behaviour when printing to any print device on campus.

With approval from Print Services, printing to specific non-compliant devices may be permitted as exceptions to DPM.

Printer Fleet Cost Recovery

Printer fleet device deployments must be financially sustainable. Print activity equaling a printer fleet monthly lease expense is required to maintain printer fleet devices in each area. Where exceptions to printer fleet deployments are granted in areas of low print activity, departments may be charged for the lease expense in addition to the cost per copy charges.

3. Training

Training will be provided to users by the contracted equipment vendor and the Print Services team as the devices are deployed. User guides and other relevant useful information will be available on request.

Print 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 asset management process.

Print Services

5. Information Technology Security

Access to the MFDs is through the use of employee/student identification card, or by logging in manually on the device. 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 AC-Print 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

Algonquin
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Employee or
Student

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.

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 their PaperCut account.

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 requests for the fleet. ITS staff will triage calls to determine how to action service requests; calls may be directed to the Print Services MS Teams channel(s) to be actioned.

Information
Technology
Services

Print Services

Print Services will determine if the printer fleet vendor is required to come on-site for service and will place service calls appropriately.

- 8.2 Print Services is responsible for PaperCut billing activity. Information Technology Services provides Tier 3 PaperCut administration and print networking support and service.

Print Services

9. **Requesting A Refund**

- 9.1 Student requests for refunds to their print balance or AC Cash due to printer malfunction are processed by Print Services at the discretion of Print Services. 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 Services. Requests for refunds to departments for printing or copying on user supplied paper will not be granted.

Print Services

10. **Paper and Supplies**

- 10.1 Standard white paper is ordered through the Print Services employee website with orders fulfilled by Central Shipping and Receiving.

Print Services,
Central Shipping
and
Receiving

<https://www.algonquincollege.com/campus-printing/employees/paper/>

Student-facing print devices are replenished by Print Services student employees.

- 10.2 Toner is replenished automatically. If necessary, toner and toner waste boxes can be ordered by contacting Print Services. Algonquin College Department

Staples are ordered through the Print Shop Online:

<https://www.algonquincollege.com/printshop/>

The cost of staples are not covered under the Managed Print Service and are the responsibility of the department.

11. Faxing

- 11.1 Printers will not be deployed to specifically accommodate fax requirements; however, some printer models include fax capability. If a department requires fax capability and no fax capability is available on a printer in that area, fax machines will be required to be sourced from department budgets. Algonquin College Department

12. Scanning

- 12.1 Print devices will not be deployed to specifically accommodate scanning requirements. Where print activity is low and departments require scanning functionality, the acquisition of desktop scanners will be the responsibility of the department. Algonquin College Department

SUPPORTING DOCUMENTATION

None

RELATED POLICIES

AA34: Copyright

IT01: Information Security

RELATED MATERIALS

None