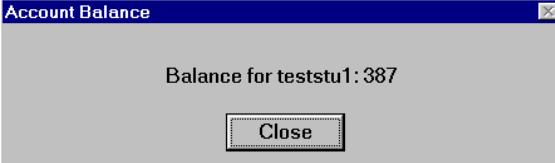
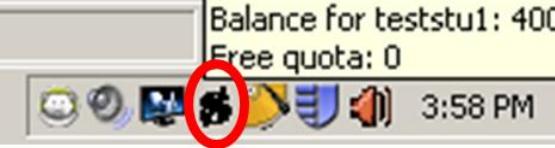
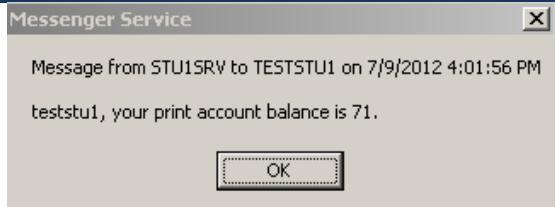


## Printing Quota FAQ

Question/Answer	Screen Shot
<b>1. What is a printing quota?</b> Each registered student receives 400 pages of free printing at the start of each semester. However, all our printers are setup to print back-to-back which only counts as one printed page. Printing back-to-back turns the 400 pages into 800 free pages because only one page is deducted for a two-sided print job. Printing done on Alverno's networked printers is tracked and logged by a program called Pcounter. If a student uses up their 400 pages of free printing before the end of the semester, the student cannot print until they purchase additional pages.	
<b>2. Why do we have a printing quota?</b> A printing committee met a few years ago to look at the rising costs of printing. 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 printing policy. This policy was reviewed and approved by the Alverno's Technology Steering Committee.	
<b>3. Why is the quota 400 pages?</b> 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. Every year our department reviews our print quota to determine if the quota still meets the needs of most students. During the Spring 2012 semester, over 97% of Alverno students printed less than 400 pages. In the interest of saving paper, a few years ago we changed the settings on all our black and white printers on campus to default to back-to-back printing.	
<b>4. How do I check my printing balance on a PC?</b> To check your printing balance double-click the <i>Wbalance</i> icon (\$) in the system tray on the far right of the task bar.	A window will appear showing your current balance.  <p>Or hover over the \$ to see your balance.</p> 
<b>5. How do I check my printing balance on a Mac?</b> Currently, there is no way to check your print balance on a Mac. We are working on a way to check your balance on a Mac. In the meantime, please check your balance on a PC.	

Question/Answer	Screen Shot
<p><b>6. How do I know when my printing balance is getting low?</b></p> <p>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.</p>	 <p>A screenshot of a "Messenger Service" window. The message reads: "Message from STU1SRV to TESTSTU1 on 7/9/2012 4:01:56 PM teststu1, your print account balance is 71." An "OK" button is at the bottom right.</p>
<p><b>7. What happens on a PC when my printing balance is zero?</b></p> <p>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.</p> <p>Your print job will be put on hold in the print queue on the server. The print job will stay on hold for six hours. If you purchase additional printing credit, the student workers in the Computer Center 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.</p>	 <p>A screenshot of a "Messenger Service" window. The message reads: "Message from STU1SRV to TL109B-66-28200 on 7/12/2012 10:39:36 AM You don't have enough credit to print Microsoft Word - Document1. 1" An "OK" button is at the bottom right.</p>
<p><b>8. What happens on a Mac when my printing balance is zero?</b></p> <p>If you're 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.</p>	
<p><b>9. How do I purchase additional printing credit?</b></p> <p>You can purchase additional printing credit at 10¢ a page (b&amp;w) from student workers or professional staff in the Computer Center, the Library or the Media Hub. The minimum purchase is \$5.00. Any additional printing credit that you purchase is valid only through the end of the current semester. The expiration date for print pages is posted on the Technology Services home page and will be added to your receipt when pages are purchased. Printing credit cannot be transferred or carried over to the next semester.</p>	
<p><b>10. What happens to my printing balance at the end of the semester?</b></p> <p>All complimentary and prepaid printing balances left at the end of the semester are erased when the quotas are reset for the next semester.</p> <p>Quotas are reset by Technology Services staff three times a year.</p> <ul style="list-style-type: none"><li>• In January, on the Monday before Alverno on the Weekend begins.</li><li>• In May, on the Monday after Graduation.</li></ul>	

Question/Answer	Screen Shot
<ul style="list-style-type: none"><li>• In August, on the Monday before Alverno on the Weekend begins.</li></ul> <p>When new print pages are added, the expiration date will be posted on the home page of the Tech Services website. Printing balances may not be transferred or carried over to the next semester.</p>	
<b>11. How does the printing quota apply to the color laser printers in the Media Hub Lab and in the Computer Center?</b> Each page printed on the color laser printers counts as ten (10) black & white pages and costs \$1.00. If your print balance is 400 pages and you print one (1) page on the color printer, your new balance will be 390 pages.	
<b>12. What do I do if I have a problem printing and am charged for it?</b> 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 <i>Printing Problem Report</i> (available from the lab assistant in the Computer Center) and attach the problem pages to it. The report will be sent to the Technology Services department where the appropriate credit, if any, will be determined, and you will be notified via student email.	
<b>13. How can I make the best use of my printing quota?</b> Check out the printing tips posted on the Technology Services web page.	