

# Student Printing in Temple University Computer Labs

*Effective Fall Semester 2010*

*This policy covers printing in all computer labs managed by Temple University Computer Services as well as the other facilities listed in this document. Labs run by individual Schools, Colleges or departments at Temple that are not part of this program may have their own policies covering printer use.*

## **A. Temple University Student Laser Printing Quotas**

All currently-enrolled Temple University students receive a free printing quota. This quota may be used for standard (8.5" x 11" black and white) and color laser printing only. There is a charge for plotters and some specialty printing. The amount of your quota depends on the amount of University Services Fee paid (based on credit hours) for the semester in which you are enrolled. If you exhaust your quota, your Diamond Dollars account will be automatically charged for any printing. At the end of each six-month printing period, any unused quota is deleted. The quota has no cash value; there are no refunds or transfers for unused quotas.

### **Quota Cycles**

Students receive quotas for two six-month time periods each year:

<b>Quota Period</b>	<b>Dates</b>
Quota Cycle 1	July 1 through December 31
Quota Cycle 2	January 1 through June 30

Quotas are made available once a student enrolls in courses during the cycle. The balance remains at zero until a student enrolls in courses for the current semester.

The free quota is provided to currently-enrolled students. There is no quota available for faculty, staff, or alumni, unless they are currently enrolled in a class and have paid the University Services Fee. There is no quota for students who are not currently enrolled in classes.

At the end of the Quota Period, any remaining quota is deleted. The quota has no cash value; there are no refunds or transfers for unused quotas. Deletion of remaining quotas begins at noon on the deletion date (December 31 and June 30). At the beginning of the next Quota Period, a fresh quota of free pages will be reinstated as soon as a student enrolls in classes. Replenishment occurs on or before noon of the start date (July 1 and January 1).

## B. Quota Amounts

Students receive quotas based on the number of credit hours they are taking and the corresponding University Services Fee.

Credit Hours	Printing Quota
9 or more credit hours	300 pages
5 to 8 credit hours	216 pages
1 to 4 credit hours	103 pages

- A “page” consists of a single sheet of paper, regardless of whether you have printed on one side or both sides. Because of this, students can make the most of their quotas by selecting double-sided (duplex) printing. That way, you can print two document pages on one sheet of your paper quota.
- If a student drops a class, the quota will be automatically reduced to the appropriate level.
- If a student adds a class, the quota will be automatically increased to the appropriate level.
- Students enrolled for Summer Session will receive an additional 100 pages maximum added to their quota.
- **The maximum quota that is permitted in an account at any given time is 300 pages, regardless of the number of credits taken.**
- Quotas are subject to change. Check for posted quotas at printing areas.

There is no cash value to the printing quota. At the end of the Quota Cycle, any remaining free quota is deleted; there are no refunds or transfers for unused quotas.

## C. Quota Eligibility

The free printing quota is funded by the University Services Fee. Only students currently enrolled in classes and paying this fee are eligible to receive a quota.

- Temple faculty and staff do not receive a free quota unless they are enrolled in a credited course for which they have paid the University Services Fee. Temple faculty and staff may pay for printing through their Diamond Dollars account.
- Departments that wish to provide their faculty with printing funds may contact the Diamond Dollars Office to arrange a Journal Entry Transfer (JET) to faculty members’ personal Diamond Dollars accounts.
- Students who are not enrolled in classes during a Quota Period do not receive a printing quota.
- Alumni do not receive a printing quota. Alumni may pay for printing by purchasing a “Guest-Cash Printing Card.” Also, recent alumni may pay for printing using their Diamond Dollars account, if their Diamond Dollars account is still active.

- Persons enrolled only in special programs which do not charge the University Services Fee (such as non-credit programs or summer programs) are not eligible for the free quota. They may pay for printing by purchasing a “Guest-Cash Printing Card.”
- Other guests of the University do not receive a printing quota. Guests may pay for printing by purchasing a “Guest-Cash Printing Card.”

#### D. Payment for Color/Specialty Printing

The free quota applies only to standard-sized black and white printing. There is a charge for all color printing and specialty printing. Prices for printing are listed below. These prices are subject to change (not responsible for typographical errors); check for posted prices at your printing location.

Type	Price
Standard laser printing (8.5”x11”, B&W)	7 cents per page (after free quota is exhausted)
Oversized laser printing (11”x17”, B&W)	15 cents per page
Color laser printing*	50 cents per page
Color InkJet printing*	\$1 per page
Plotter/poster printer (TECH Center only)*	A detailed chart of pricing is posted in the TECH Center plotter room.

\* Free quota does not apply to color and specialized printing. Color laser, inkjet, and plotter printing are not available in all locations. Specialty printing prices listed above are for printing at the TECH Center only. Specialty printing prices may vary at some locations, depending on printer type and paper used. Check the specialty printing prices posted at individual locations.

#### E. How to Print

In order to print, you will need your Temple University OWLcard. Printing instructions may vary slightly at some locations, but the following are general guidelines for printing:

- 1) Do your work as needed on the computer. When you are ready to print, issue a print command from your program menu. (In labs with multiple printers, you may select the printer type in the dialogue box).

- 2) If the workstation did not require you to type in your AccessNet username and password when you logged into the computer, you will be asked to enter your username at this time. If prompted to do so, type in your AccessNet username. (You will not need to enter a password).
- 3) Go to the lab's laser printer and swipe your OWLcard in the slot provided at the printing terminal. The magnetic stripe should point to the left. You will see a list of all of your current print jobs that are waiting to be printed.
- 4) Touch the job that you want to print, then touch the print button. The job will then print out at the printer.
- 5) If you want to see the balance of your free printing quota, and any other funds you have in your Diamond Dollars account, touch the "Account Balances" button on the terminal.
- 6) Press the "Exit" button to exit the terminal.

Visitors who purchase a "Guest-Cash Printing Card" follow a similar procedure. The username that is printed on their Guest Card is entered in place of the AccessNet username.

### **Adding Value to Cards**

Users may add value to their OWLcard/Diamond Dollars account (or guest printing card) through any of the following methods:

- Going to **diamonddollars.temple.edu** Web site and making a credit card deposit to their account.
- Going to a campus Bursar's office during business hours and making a cash or credit-card deposit.
- Going to the TECH Center and making cash deposit using the self-service terminal located at the second floor consulting desk.

## **F. General Printing Policies and Guidelines for Students**

- **Locations**  
The Laser Printing program is available in selected locations. You can determine if a location is participating in the program by looking for an OWLcard swipe terminal at the printer. All locations participating in the program are also required to post an instruction sign at each printer. Currently, locations using the Laser Printing Program include:

Facility	Location
TECH Center Lab	TECH Center, 2 <sup>nd</sup> floor
Tuttleman Scholars Information Center	Tuttleman, 1 <sup>st</sup> floor
Tuttleman Computer Classrooms	Tuttleman, ground floor: classrooms 3, 4, 6, 7, 8, 9
College of Liberal Arts labs	Anderson 21, 103, 104; Gladfelter 513 and 336; Weiss 640.
Education Computing Center	Ritter Hall 310
Paley Library	1 <sup>st</sup> floor
Pearson 220 Computer Classroom	Pearson Hall 220
Branch Libraries	Ambler, Tyler, Engineering
Law School	Multiple labs in Klein and Barrack Halls
Medical School Library	Kresge Hall 2 <sup>nd</sup> & 3 <sup>rd</sup> floor
Allied Health Scholars Information Center	AHP Building
Ambler Campus Lab	Ambler Learning Center
TUCC Campus Lab	TUCC 404

Additional labs, libraries, and classrooms may be added to the program over time. Labs that are not part of this program have their own printing policies and prices, and are NOT part of the print quota.

- Shared Pool**  
You have one quota shared by all labs. If you print in multiple labs, all printing is drawn off the same quota total.
- Usage Restrictions**  
Your printing quota is intended for your personal, academic use only. You may not use your quota to print other people's work or sell your unused quota. You may not use your printing quota for commercial purposes.
- Conserve Your Quota**  
Your printing quota is intended to be used throughout the six-month Quota Period. It is a good practice to conserve your printing so you will be able to print your work towards the end of the semester. This is particularly important when your coursework requires significant printing for final reports or projects.
- Double-Sided Printing**  
Double-sided (duplex) printing is the default for Computer Services labs. This way, you can print two document pages on one sheet of your paper quota. You may select single-sided printing as an option.

- **Limitations**  
The free printing quota is limited to 8.5” x 11” size black and white laser printing. There is a charge for all color printing and oversized black and white printing. You cannot use your free black and white printing credits for color or other specialized printing.
- **Unused Quotas**  
At the end of the printing period, any remaining free quota is deleted; there are no refunds or transfers for unused quotas. There is no cash value to your printing quota. At the beginning of the next semester, a fresh quota of free pages will be reinstated. Quotas are deleted at noon on the final day of the Quota Period (December 31 or June 30).
- **Quota Management**  
Your printing quota is managed through the OWLcard system, but it is kept separate from your Diamond Dollars funds. Your quota is for printing only; you may not use your printing quota to purchase other Diamond Dollar items. There is no cash value to your printing quota, other than for printing. To view your available quota, touch the “Account Balances” button on the laser printer card swipe terminals.
- **Standard black and white printing only**  
The printing quota applies to standard-sized 8.5” x 11” black and white printing only. There is a charge for all color printing and non-standard sized black and white printing. The printing quota **cannot** be used on photocopy machines. Photocopy machines accept cash and Diamond Dollars funds only.
- **No Refunds for User Errors**  
Please preview your job before printing to avoid unwanted blank pages or other errors. You will be charged for these pages and there are no refunds. If you use the plotter or color printer, review your document and settings carefully. You will be charged for the print regardless of any such errors.
- **Refunds Due to Printer Error**  
Page refunds are issued only for problems due to defective equipment, such as paper jams or missing ink/toner. Refunds consist of replacement pages only. Quotas have no cash value. Please allow a 24-hour turnaround time (business days only) for any refunds.
- **Guest-Cash Printing Cards**  
Temple University students, faculty, and staff use their OWLcards/Diamond Dollars accounts when paying for printing. When visitors to the University need

to print in libraries or computer labs, they must purchase a Guest-Cash Printing Card. These cards are available at the service desks in the libraries and applicable computer labs. Instructions on card use can be viewed at:

**[www.temple.edu/guestprinting](http://www.temple.edu/guestprinting)** Cards are normally distributed with \$0 value on them, and the user must add cash to the cards. To deposit cash to their Printing Card, visitors may do any of the following:

- Go to **[Diamonddollars.temple.edu](http://Diamonddollars.temple.edu)** and click on the “Deposit Funds” link. You may deposit funds using a credit card.
- Go to the TECH Center at 12<sup>th</sup> and Montgomery and deposit cash (\$1 to \$20 bills) using the self-service Value Transfer Machine located next to the 2<sup>nd</sup> floor consulting desk.

This document, including printing quotas and pricing, may be subject to change.