

FAQ – GREEN PRINT/PRINTING FAQS

Purpose

- This guide will provide answers to frequently asked printing questions.

FAQs

Q: Why have a print quota?

A: Green Print works to reduce excessive printing practices on campus in ways that align with broader campus-wide initiatives aimed at making Wilkes a more environmentally responsible community. A study of campus printing during Fall 2007 indicated that 85% of students print less than 500 pages and that the remaining 15% of students account for 50% of all paper usage. Green Print establishes a per-student printing quota that is commensurate with the printing needs and practices of the preponderant majority of students across campus and that highlights attentive printing as one way in which students might engage in environmentally conscious practices and behaviors.

Q: How many prints do I get?

A: Students are allotted \$55.00 in Green Print funds at the start of each semester. This equals 500 black and white print outs, plus 50 additional pages for printing errors.

Q: What happens when there is a printer jam or error, or my document doesn't print at all? Can I get those pages credited back to my account?

A: It may be possible since printing errors and jams do occur. To compensate students for this, each student has been allotted 50 additional pages to their 500 page quota. If you have attempted to print the same job multiple times without success you can fill out the Green Print Refund template with the information you gather from your Green Print console and send it to printrefund@wilkes.edu. If approved the funds will be credited back to your account.

Q: What do prints cost?

A: \$0.10 per page for black and white and \$0.20 per page for color.

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Q: How did you come up with the cost per print?

A: The current rates will encourage responsible printing without placing an undue burden on individuals. The charge will allow only for partial cost recovery. Beyond the obvious cost of paper and toner, frequent equipment repair, maintenance and replacement is necessary.

Q: If I'm taking more credit hours, shouldn't I have a larger quota?

A: Quotas are based upon the average printing needs of a typical student.

Q: Will my unused quota from the current semester roll over into the next semester?

A: No. Student print quotas will be reset one week prior to the start of the semester.

Q: What happens when I exceed my allotted quota?

A: When quotas are exceeded charges will be added to your student account at the end of the term.

Q: What happens to my unused pages?

A: At the end of a semester print quotas are reset. No remaining quotas are carried into the next semester, nor can you "borrow" from an upcoming semester.

Q: If I have unused pages left over, can I give them to someone?

A: Yes. You can transfer the unused funds through your Green Print console.

Q: What if my print output is lost or thrown away?

A: It is your responsibility to pick up your output from the printer.

Q: When printing on both sides of the page (duplex), am I charged for 2 pages?

A: No, to promote the efficient use of paper, quotas are decremented by the number of pieces of paper rather than the number of images.

Q: How do I know how many pages have I used this semester?

A: When you log into a lab computer a small pop-up application will display your current balance (do not exit this application as you will not be able to print). Your starting balance each semester is \$55.00 (550 pages x \$.10 per page). Your current balance is displayed in real-time.

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Q: After clicking on print will I have an opportunity to confirm or cancel?

A: Yes, each time you click print in an application a notification dialog box will appear displaying the number of pages and cost value for that print job before it's sent to the printer. You can then release the item to the printer by clicking Print or Cancel the job.

Q: Will I be warned when I'm about to run out of pages?

A: Yes, you will receive an email (at your @wilkes.edu account) when you have 50 pages or less remaining to print before exceeding your 550 page allocation for the semester.

Q: Once a job is released to the printer, can it be cancelled or stopped from printing?

A: Possibly. Once a job is released for printing and it enters the printer's memory it cannot be cancelled. However if the print job is waiting in the printer queue it may be deleted and your account will not be debited. When using Windows double click on the printer icon located on the lower right status bar.

If your print job is in the print queue, click on it and then under the "Document" dropdown select "Cancel". If you need any assistance contact the Help Desk at 570-408-4357). While the Help Desk staff will not be able to delete your document from the print queue they will be able to walk you through the steps.