Gaston College Print Management FAQs

What is print management?

- Print Management is a service instituted by Gaston College to significantly lower the cost and environmental impact of printing.

Why is it being implemented?

- To reduce waste and improve student printing experience in our curriculum labs and libraries. Also to enhance student printing services such as color, wireless, and iPad printing.

Who else uses a print management quota besides Gaston College?

- Most North Carolina Community College’s use a print management system, such as Catawba Valley, Edgecombe, Rockingham, Blue Ridge, Western Piedmont, Caldwell, Mitchell, and Southwestern to name a few.

Who at Gaston College is affected?

- Everyone that prints to curriculum lab printers, Toshiba copiers, and library printers. Visitors who wish to print in the Libraries will be required to pay.

Will a student’s Gaston College Business Office account ever be charged for printing?

- Never; every enrolled curriculum student will be allocated $10.00 per semester. The student has an option to add funds to their print management account up to $10.00.

Where is print management implemented at Gaston College?

- All curriculum labs, libraries and Toshiba copiers. NOTE: A list of labs will be provided prior to implementation.
How will students use it?

- In a computer lab or in the library, students will be required to enter their login (Active Directory) credentials when prompted.
- Wireless devices using Web Printing

What is the student’s username and password?

- (Active Directory) credentials; the same login used to access a lab computer.

What are the costs to print?

Each student is credited $10.00 per semester. Remaining balances at the end of each semester do not roll over.

- **Black and white**
  - single sided - $0.10 per page
  - duplex - $0.15 per page

- **Color**
  - single sided - $0.25
  - duplex - $0.38

How soon before school starts does a student get their quota?

- The quota begins at the beginning of each semester.

How do students add funds to their account?

- Students may add funds to their account via PayPal or coin-ops (available in each of the libraries); NOTE:
  - More information will be disseminated regarding the PayPal option.

How much can a student buy at a time?

- Students are encouraged to simply pay as needed once their print management account has depleted. The maximum account limit is $20.00.
When a student purchases additional pages, how soon will the account be updated?

- Immediately

Can a student pay for this with their Business Office Account?

- No, you can only pay out of pocket for additional pages.

What if an instructor is requiring the student to print all of their information out for their class?

- Students are advised to
  - print what they need to print to be academically successful,
  - take advantage of the duplex options which is more cost efficient, or
  - print multiples pages per sheet and use the duplex option when possible.

Can a student print from their personal computer to a Gaston College Printer?

- Yes; Students will be able to use the print management web print option

Are there any color Printers on campus?

- Yes. The color printers are located in all three campus libraries.

What if a student has a problem with their username and/or password?

- Before contacting Technology Services at 704-922-6420, students are advised to confirm their login credentials by logging into a lab computer.

If a student prints and their print exceeds their balance what happens?

- A student can only print what is available in their account balance. If the student’s account balance is less than the print job request, the student will see a notification that informs them of “Insufficient Funds”.

What are the Technology Services hours?

- During normal business hours, Technology Services is open Monday – Friday, 8:00 a.m. to 5:00 p.m. Summer hours are Monday – Thursday, 8:00 a.m. to 5:30 p.m.
If a student’s print job fails, will they be charged for any failed print jobs (i.e. Printer jams, etc.)?

- If a print job simply fails, a student will not be charged. If a paper jam occurs, a student may be charged and will have the option to request a refund via the print management interface.

A student gave a friend their username and password to print and now does not want them to have it. What do they do?

- This action is prohibited and falls under Policy 3-38, Acceptable Use Policy.

Does double sided printing count as 1 or 2 pages?

- Double sided, also known as duplex printing, counts as 1 ½ pages.

How does a student know their current balance?

- The print management window appears with the current balance after the student logs in successfully.

How much can a student print at once?

- A student can print as many pages as their balance will allow.