

## **Print Quota Information**

Information Technology Services (ITS) provides students, faculty and staff with a tool to monitor their on-campus printing. In conjunction with this tool, ITS has implemented a print quota system. Each user is provided with a quota which totals \$40 (equivalent to 800 b/w pages) worth of free printing privileges per academic year. This free print quota is provided two biannual installments - \$20 on July 1<sup>st</sup> for the period which runs through December 31<sup>st</sup> and another \$20 on January 1<sup>st</sup> for the period which runs through June 30<sup>th</sup>. Unused portions of the “free” allotment of print quota will **NOT** be carried forward to the next allotment period.

Users who exceed their \$20 quota during either the fall or spring allotment period will need to purchase additional pages in 50 and 100 page increments. Purchased print quota will **NOT** roll over into the next allotment period **NOR** will it be refunded upon graduating or leaving the University, so it is important to purchase only the minimum amount required to meet your needs.

## **Location of printers**

Print quota applies to printing in all public and classroom computing facilities including, but is not limited to:

- Hartman Union Building computer cluster
- Lamson Learning Commons
- Residence Halls and Langdon Woods computer labs
- Most departmental computer labs
- Wireless printing via the Print Nomad service

Note: Printing is not available from the student Residential Network.

## **What to expect when you print**

When a student prints to a public or academic lab printer the job will automatically print and deduct the number of pages printed from the print quota.

- Print jobs sent to black and white laser printers will be deducted from the user’s quota at the rate of five-cents per page.
- Print jobs sent to color laser printers will be deducted from the user’s quota at the rate of seven-cents per page.

Users may check their print quota balance by checking the Quota Tool in the windows sidebar in PSU public or computer labs or by visiting the Dashboard in the go-side bar on the main welcome page in myPlymouth. Any questions should be submitted to [helpdesk@plymouth.edu](mailto:helpdesk@plymouth.edu).

### **Credit / Refund Policy**

Included in your biannual allotment of print quota is a 10% allowance in case a printer jams or misprints your paper. ITS is unable to credit your print quota for:

- misprints or jobs sent to the wrong printer
- paper jams
- other mechanical or operational errors caused by the printer.

ITS is also unable to credit your print quota if you believe someone else has printed something from your account because it is your responsibility to:

- log off any public computer when you are done
- keep your password updated and safe

If you believe that the print accounting system has charged you in error, please contact the HelpDesk at [helpdesk@plymouth.edu](mailto:helpdesk@plymouth.edu) or call **535-2929**.