



**Milwaukee Area Technical College
Pay for Print
FAQ's**

History of Pay for Print

1. What to expect?

There will be no change to the current printing/copying process. Students will still need to swipe their Stormer Pass to release a print/copy job. However, if a student does not have sufficient funds on his/her account, a job will not be released. It is imperative that students know their account status. Students can check their account status at any AMC (Account Management Center).

The default setting on all printers will be single sided. A student will have the option to change the options to double-sided or duplex printing.

Oops ...I printed the wrong thing! I printed too many copies!

Students must pay for their print/copy jobs even accidental ones. It is imperative that students check the Print Preview and Print Queue before submitting a job.

2. Why are you charging for printing?

The major factor driving this decision was the large volume of printing and the amount of waste in all public printing areas. Due to the escalating costs and budget constraints, the Pay for Print initiative was created for implementation in all Academic Support Centers and Libraries. Most colleges/universities already charge for print.

3. When did charges begin?

Pay for Print was rolled out in two phases. A test phase was implemented November 15, 2010. This phase allowed staff to ensure the procedures accurately reflected charges and student accounts reflected printing/copying activity. The second phase launched January 1, 2011 when students began paying for prints and copies.

Pay for Print Costs

4. What happens if I lose or misplace my Stormer Pass?

If you lose or misplace your Stormer Pass, MATC is not responsible for copies made on the lost card and/or the recovery of the lost card.

Your Stormer Pass is your responsibility. Stormer Pass should be treated as cash and card owners need to keep their cards secure at all times. If lost, report to card station or email campus card@matc.edu.

5. How much do prints and copies cost?

Single-sided, Black & White print	5¢
Double-sided, Black & White print	7¢
All Color prints (where available)	50¢
All Photocopies (where available)	5¢

6. If I select double-sided (duplex) copies will the cost remain the same?

No, the cost is 7 cents per double-sided print. For example, 10 single-sided copies would cost 50 cents, compared to 35 cents for five double-sided prints. Double-sided printing saves on the amount of paper being used and will result in savings for students over the course of the semester.

7. Can I pay for print/copies by cash or credit card?

No, the Pay for Print system only accepts the Stormer Pass.

8. How do I determine what the cost will be for printing my document?

There is a cost for each sheet of your document (single-sided or duplex). There are two ways to determine a cost of a print job: 1) through the Print Preview at the desktop; or 2) at the Print Release Station.

You can use the Print Preview option to view the pages of your document. The Print Preview screen will provide you with a page count and allow you to select which pages you would like to print.

At the Print Release Station, you will always be provided with the sheet count and the amount that you will be charged once you select (highlight) a print job.

9. What happens if the selected print job costs more than the remaining balance on my Stormer Pass?

A pop-up window at the Print Release Station will be displayed on the screen with the message “Insufficient funds to continue print job.” You must then log off the Print Release Station and take your Stormer Pass to the nearest card AMC and add money to your account. When you log-off, no money will be deducted and your print job will remain in the print queue. When you return to the Print Release Station, you can insert your Stormer Pass and reselect the job to print. Each location will have a limited amount of time that the job remains in the print queue.

10. I am a community user who pays taxes or a student who pays tuition. Don’t these pay for this?

Taxes and tuition only pay a portion of college operating expenses.

11. How do I get my money back if I have Campus Cash in my account when I graduate or leave campus?

Refunds: MATC will refund the Campus Cash Account remaining balance of \$5 or greater. For balances less than \$5, the balance must be used for on-campus purchases. Refund requests will be accepted and processed within 15 days of the Business Office receiving the request. All refunds will be processed and paid according to MATC policy.

Withdrawals: Funds are only redeemable through the purchase of goods and services or by closing the account.

Closing an Account: If you choose to close your account during the semester, you cannot re-open the account until the next semester.

12. Do I get any free prints or copies?

Yes. Students will receive \$10 per semester. Any unused print allowance will expire at the end of each semester.

13. What if I don't have a Stormer Pass?

Pick one up at a Stormer Pass Office, located at:

Downtown Milwaukee Campus, S Building, Room S301

Mequon Campus, Room A118

Oak Creek Campus, Room A107

West Allis Campus, Room 133

14. What if I need to add money to my Stormer Pass?

You can add money (Campus Cash) to your Stormer Pass at AMCs located on all four campuses.

Downtown Milwaukee Campus

S Building 1st and 3rd Floors

M Building, Next to M273 and across from Public Safety

C Building, 2nd Floor near Highland Avenue and 8th Street entrance

C Building, Near Room C271

Bridge between H and T Buildings

H Building, 1st Floor Hallway

8th and State Streets Parking Structure

Mequon Campus

Library/Academic Support Center

Lower Level Atrium

Oak Creek Campus

Library

Lower Level Atrium

West Allis Campus

Near Room 120

2nd Floor, Across from Lounge

How does the Pay for Print system work?

15. Why am I asked to give a job name and password to the documents I am trying to print?

Using a unique job name will allow you to identify your print jobs on the Print Release Station screen. You may select a job name of your choice. Giving your document a password protects the privacy of your print job. Others users will not be able to print your document or delete it from the print queue.

16. What happens if I change my mind after sending a print job to the print queue from the desktop workstation?

The print job will automatically be deleted from the Print Release Station after a pre-determined amount of time, which varies with location.

17. Can I bring my own paper?

No. Paper is provided at Academic Support Centers and Libraries.

18. Do the jobs stay in the queue forever or do jobs expire after a certain period of time?

The Pay for Print system has a built-in time-clock. Unless printed, the job will stay in the print queue for a certain length of time before it has timed out. The timer limit varies with location. Please ask a staff member at that location for time limits.

If timed out, print jobs will be purged from the print queue. You will have to re-send it to the Print Release Station.

19. What happens when the copies are bad?

If the print quality is unsatisfactory, you can obtain a free reprint for the affected pages. The following printer-caused defects are eligible for free reprints:

- Toner smears or streaks
- Low toner
- Jammed paper
- Printer failure
- Other printer-caused defects

NOTE: Editing and formatting mistakes are not reimbursed. Please see a staff member regarding any printer caused printing problems for which you have been charged.

20. What should I do if I forget the password to my print job?

Unfortunately, you will have to send your print job to the Print Release Station again if you have forgotten your password. No one else can release your print jobs. In general, it is a good idea to pick a password that you can easily remember.

21. How do I print selected pages of a document, rather than printing extra pages that I might not need?

For Web (Internet Explorer Only), MS Word or Excel documents: Select the “Print Preview” command from the file menu. Determine which pages you wish to print by

viewing the entire document on the preview screen. Check with staff on how to print selected pages.

22. What if I can't print jobs now?

If you have a homework assignment due and you cannot print now, please discuss this situation with your instructor.

23. What are some alternatives to printing?

- Email documents to yourself that you can print or read from home
- Download articles or documents you find useful to a jump drive, zip drive or CD (if the desktop computer is equipped with a CD burner)

24. Is there a printing limit?

There is a 40 page black and white and color print limit per print job. However, there is no limit to how many print jobs you do.

25. How can a student stretch their free printing allowance?

- Print power point 6 slides per handout or outline view-
- From the internet copy/paste the materials needed into Word, WordPad or Notepad
- Print double-sided whenever possible
- Check Print Preview to make sure you don't have a blank sheet at the end of your document, there may be an invisible character on the page

26. How is the college using the money?

All monies collected for printing fees will go to the college's general budget to help offset operational costs.

27. What should I do if I am an agency/sponsor student and I deplete my pay for print allotment?

Contact your agency/sponsor to request an official voucher be approved for additional pay for print funds. This is the same process used when requesting any additional funds from your agency/sponsor. If you need immediate funds on your account, it is your responsibility to add funds.