* What is print management?
  + **Managed Print Services** (MPS) involve managing hardcopy device fleets (copiers, printers, multifunction devices, scanners, and [fax machines](http://en.wikipedia.org/wiki/Fax)) in a unified fashion.
* Why are we implementing a print management system at Lane?
  + To meet fiscal responsibility and sustainability goals
  + To increase the options for output for Lane students and employees
  + To raise awareness related to the impact of personal choices on output
  + To apply charges for output choices to those who are making those choices
* How does Lane handle hardware device fleets?
  + Currently, printers are purchased, supplied and maintained by individual departments – support is provided by the IT department, with outside vendor parts costs being charged to the owning department. This system causes longer wait times for repairs to be completed.
  + Copiers are supplied by Printing and Graphics and usage is billed to the department.
  + Admin support staff in all departments must; order paper and toner, contact IT for support, get quotes and issue purchase orders for printers when needed, and are billed by P&G.
* How does print management change all this?
  + All printers, copiers and MFP (multi-function printers) are owned by the college and will be supplied by our vendor (CTX) at no cost to the department.
  + Standard white paper and toner will be delivered on a regular basis to all designated paper and toner storage locations, at no additional cost. Only specialty paper will need to be ordered.
  + Support and Service can be provided by the IT department as well as by the vendor. Admin staff will be authorized to contact CTX/IKON directly to request support or may contact IT – their preference.
  + All requests for paper, toner, and printer/copier/MFP devices will go through one location – Printing and Graphics.
  + Departments will receive one bill per month to cover all of their hardcopy output expenses.
  + Students and employees will enjoy more options for output, such as scanning, scan to email, and color printing.
* So – who is making money off of this plan?
  + NO ONE!!! The price per page for printing will be entirely based on actual costs for paper, toner, printers/copiers/MFPs, support, service and maintenance. NO additional fees will be added, and the pricing will be re-evaluated each year. So, as the Lane community decreases their print output and/or decreases the total number of print devices (making better use of the fleet), we will be enabled to be more sustainable and cost effective.
* Will I lose my printer?
  + NO – we have no intention of removing any existing printers. Our hope is that over the long run, we as a community, can minimize the total number of print output devices across all campuses so that our total cost per page can be reduced.
* Will students be affected by this?
  + Yes. Students will be provided with a set amount of prints per term (approximately 125 pages). Any printing beyond this, students can purchase additional prints at the bookstore or online to add more money to their print account. All print limits will be removed and students will be able to print as much or as little as they wish.
* So, how much does it cost to print currently?
  + Output from a standard black and white laser printer costs approximately .06 per page – and this includes the cost of paper, toner, maintenance kits, and the cost of the printer.
  + Output from a standard color laser printer costs approximately .15 per page – and this includes the cost of paper, toner, maintenance kits, and the cost of the printer.
  + Neither of the above totals includes the cost of labor to install maintenance kits, labor to handle orders for paper, toner, and printers, or service/support/repair costs.
* How much will it cost to print after the managed print system is implemented?
  + Output from an MFP will cost .05 per page for black and white printouts, and .12 per page for color.
  + Output from a standard black and white laser printer will cost .08 per page.
  + Output from a standard color laser printer will cost .16 per page.
  + All Lane students will receive $10 for printing per term and will be charged .08 for black and white printouts and .30 for color printouts.
  + Scanning will be free for both students and employees.
  + The above totals include: paper, toner, automatic supplies delivery, minimized ordering of paper and toner (only for specialty supplies), printer replacements, regular maintenance, maintenance kits, parts & labor for repairs, and faster repair service and support. Admin staff and technical support staff will be freed up from output device ordering and support so they can handle other duties more quickly.
* How does this compare to other colleges?
  + University of Oregon – charge to students (no free prints)
    - .08 per page for black and white
    - .50 per page for color
  + Pierce College – charge to students ($10 worth of free prints per quarter/term)
    - .05 per page single-sided, and .08 per duplexed page for black and white
    - .20 per page (per side) for color
  + Reed College – charge to students ($20 worth of free prints per quarter/term)
    - .08 per page for black and white
    - .35 per page for color
* What if the printer malfunctions or my document does not print?
  + The Papercut software allows you to request a refund online, and will be reviewed by the Printing and Graphics department. If approved, the refund will be applied to your account automatically.