

PaperCut Manages University's Escalating Print Costs

MidAmerica Nazarene University - Kansas, USA

MidAmerica Nazarene University opened its doors to students in 1968 with an enrollment of 263 students. Since that initial semester of operation, enrollment has increased dramatically and now totals approximately 1,753. The University offers undergraduate academic majors in over 40 areas, including a bachelor's degree completion program in Applied Organizational Leadership.

- The cost of uncontrolled printing was mounting
- Allowing printing from laptops gives students more printing options
- Discounts for duplex and grayscale printing promote ongoing savings

The Challenge

Keeping up with information technology infrastructure maintenance and improvements requires most of the resources of the IT team. They needed a print management solution that would work with the existing network topology, and be easy to install and maintain.

How PaperCut Helped

MNU began implementing managed printing in September 2011. Prior to that students were allowed unlimited free printing, and often left print jobs at the printer.

The copiers were integrated with RFideas card readers at student accessible printers. Students can authenticate to release jobs and copy with their card or by keying in their student ID at the touchpad. Quotas of \$25 per semester and \$25 for the summer are allocated from student technology fees. Once they exhaust that amount, they can add funds through a PaperCut Paystation in the library.

In the coming months users with debit or credit cards will be able to add funds to their accounts through the PaperCut Payment Gateway or in person at the bursar's office or at the library service desk. Unused print quota allocations are not carried over to the next term, but any actual cash balance a student has from supplemental deposits is carried over. Multiple personal accounts are implemented to keep quota and cash balances separate.

Students can print to shared printers from university computers in the library and computer labs. They can also use PaperCut Web Print to print from their own computers, by uploading Adobe PDF and MS Office documents. The jobs are not printed until the student authenticates at a student-enabled printer.

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budget while
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Student accounts are not charged until they authenticate and release the job at the printer. Print jobs are held in the queue for 24 hours and then discarded automatically by the system if they are not released by the student. The savings from jobs that are no longer abandoned at the printer are tracked with the “Unreleased jobs paper saving - logs” report.

Advanced charging is configured to encourage students to use grayscale and duplex printing whenever possible. Page costs are set at 5 cents for B&W pages, 25 cents for color pages. A 1 cent per printed page (2 cents per double-sided sheet) discount is given for duplex printing.

The library is the main student printing venue on campus. Since implementing PaperCut, total student printing in the library has decreased by over 30 percent.

PaperCut reports are used to analyze print history. They have established that the initial print reduction goals are being met consistently. Marty and his team are currently reviewing both the cost per page and the quota levels for possible adjustment, now that they have some data to analyze.

What's Next for PaperCut at MNU?

The next major project will be to implement tracking of all staff and faculty printing at the user level with aggregation to the department level. Chargebacks to departmental cost centers will be instituted for all printing.

PaperCut Configuration Summary

PRODUCT:
PaperCut MF

INSTALLED:
2011

USERS:
1,700 Students
250 Staff & Faculty

WORKSTATIONS:
500+

GRAYSCALE PRINTERS:
70

COLOR PRINTERS:
20

CONFIGURATION:

PRIMARY SERVER:
Windows 2008 Server

SECONDARY SERVERS:
None

WORKSTATIONS:
Windows XP
Windows 7
MacOSX

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