



**Lehman College**  
**City University of New York**  
**Managed Print Policy**  
**Effective Date: August 27, 2015**

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## **1.0 Purpose and Scope**

Lehman College supports environmentally responsible practices established by the City University of New York, the State of New York, and the College Strategic Plan, *Achieving the Vision*. The purpose of this policy is to inform users regarding the Lehman College managed printing system and codify print management practices. Managed printing refers to the use of hardware and software to optimize the use of document output devices on a campus to authenticate users, manage print volumes and charges, monitor device health, and optimize the use of toner. These measures ensure that printers are at the proper capacity and contribute to both cost efficiency and sustainability goals.

There are approximately 40 high-speed multi-function printers on the Lehman campus dedicated to student printing and copying. These devices print more than 1.5 million pages annually. Beyond the cost of purchasing printers, the College incurs considerable annual operating costs for device maintenance, paper and toner. The managed print system also supports approximately 130 multi-function printers throughout the campus used by faculty and staff.

## **2.0 Rationale for Policy**

Lehman College is committed to ensuring appropriate resources are available for student, faculty, staff and guest printing. As such, a managed print solution was implemented in 2009 to optimize printing and printing charges in order to support a cost-efficient, environmentally responsible and self-sustaining approach. In 2013, a capability was added to allow students to launch a print job from mobile devices or from off campus.

## **3.0 Who Should Read this Policy**

All members of the Lehman College community, inclusive of students, faculty, staff and administration.

## **4.0 Website Address for this Policy and Related Material**

This policy is posted at: <http://www.lehman.edu/IT/policies/managed-printing>

## **5.0 Contacts**

Please direct any general questions concerning the Lehman College Managed Printing Policy to the Division of Information Technology Help Desk. The Help Desk can be reached at 718-960-1111, or by email at [help.desk@lehman.cuny.edu](mailto:help.desk@lehman.cuny.edu).

## 6.0 Definitions

<b>Student Tech Fee Print &amp; Copy Allocation</b>	Students that pay a Technology Fee receive a tech fee print and copy allocation in their student accounts each semester. This allocation is based on the semester and student status as full or part-time.
<b>Lehman Cash</b>	Lehman Cash is the funding added to a user's account via a PHIL station (see below for definition). Users can have both a Tech Fee allocation and Lehman Cash in their account at any time.
<b>StudentFT</b>	StudentFT is the code for a full-time student. A student is considered full-time when taking 12 or more credits during a semester.
<b>StudentPT</b>	StudentPT is the code for a part-time student. A student is considered part time when taking less than 12 credits during a semester.
<b>StudentWT</b>	StudentWT is the code for a student that is registered for any Winter Session.
<b>StudentST</b>	StudentST is the code for a student that is registered for any Summer Session.
<b>FacultyTQ</b>	FacultyTQ is the status of a faculty member that teaches in a managed print-enabled classroom.
<b>PHIL</b>	The <i>Payment Headquarters in Location</i> (PHIL) is a unit that allows users to add funds to their account and/or to buy guest cards. The PHIL station accepts cash in denominations of \$1, \$5, \$10 and \$20.
<b>Guest Printing Cards</b>	Guest Printing Cards can be acquired on the PHIL station. Guest cards can be used for printing for those visitors that do not have a Lehman ID. The fee for a guest printing card is \$1.

## 7.0 Responsibilities

The Vice President of Information Technology (IT) is responsible for the administration of this policy and for establishing technical standards for printing and related technology services. The Vice President for Finance and Administration is responsible for procurement, for College fiscal matters, and for campus sustainability initiatives. The Vice President for Student Affairs consults and advises on matters relating to this policy. The Student Technology Fee Committee established the semester allocation (see 8.0 Procedures).

All students, faculty and staff who use campus managed printing devices are requested to read and comply with this policy and related procedures. This policy will be posted on the Lehman College Information Technology website and the Lehman Connect portal. Students will receive a summary of this policy during orientation sessions.

The campus community is reminded that all users with access to University information available in Lehman or CUNY files and systems, whether in computerized or printed form, are responsible for maintaining the integrity and privacy of this information. As such, extra care must be taken with regard to documents with personally identifiable information.

In addition, CUNY policy prohibits the duplication of copyrighted materials without the express consent of the author or owner of the material reproduced. Links for more information may be found in Section 9 of this document.

## 8.0 Procedures

This section outlines new procedures regarding the campus managed printing process.

### Semester Allocations and Expiration Dates

All registered Lehman College students are provided with a standard printing allocation from the Student Technology Fee at the beginning of each semester. This allocation is listed below and is based on the semester and full or part-time enrollment. The allocation expires within the academic year and allows for printing and copying on all designated printers in the IT Center, the Leonard Lief Library, the Student Life Building and the Student Residence. Once this allocation has been used, students may add funds to their printing account. Cash funds added to student printing accounts do not expire. The initial semester allocation takes place during the week of the first day of classes, as follows:

- At the beginning of the fall and spring semesters, full-time students (StudentFT) receive an allocation of \$18.50.
- At the beginning of the fall and spring semesters, part-time students (StudentPT) receive an allocation of \$9.25.
- Registered students taking courses in winter or summer terms (StudentWT and StudentST), receive an allocation of \$9.25. Note, only one allocation is provided for winter or summer terms.
- Faculty members teaching in certain labs (with the status of FacultyTQ) receive an allocation of \$18.50.

Student printing and copying allocations begin with the fall semester and will rollover within an academic year. Allocations will expire one week prior to the start of the fall semester of the *next* academic year, as follows:

Fall Semester	• Print allocations from the beginning of each semester rollover and expire one week prior to the beginning of the <i>next</i> fall semester.
Winter Term	
Spring Term	
Summer Semester	• Lehman Cash and Guest Printing Cards never expire.

## **Printing and Copying Costs**

Standard print and copy rates are as follows and apply to Guest Printing Cards.

**Please note: registered students receive a 50% discount on the rates below:**

For black and white printing, the cost is:

- 14 cents per page when printing simplex (single side). *Student cost is 7 cents.*
- 10 cents per side when printing duplex (double-sided). *Student cost is 5 cents.*

For color printing, the cost is

- 44 cents per page when printing simplex (single side). *Student cost is 22 cents.*
- 40 cents per side when printing duplex (double-sided). *Student cost is 20 cents.*

Please note that the Lehman College print policy encourages the submission of documents electronically or by duplex printing when hard copies are required. This reduces costs and supports the College's sustainability goals.

## **Cost Acceptance**

At print release stations, users will receive a pop-up message informing them of the cost of the print job. The pop-up will describe how many pages will be printed, how many are black and white and/or color, along with the total cost of the print job. Users are advised to review the message, validate the charges, and then accept or decline. If the print job reflects an amount that is thought to be incorrect, decline the print job and contact a staff member. Once the cost acceptance pop-up is confirmed, the user is responsible for the accepted amount.

## **Printing Issues**

If a print job does not print properly due to printer errors, please inform an Information Technology staff member and the document will be reprinted at no cost.

## **Refunds**

Refunds cannot be provided for non-printer errors, such as printing blank pages or the wrong document. Unused semester allocations cannot be carried over beyond the conclusion of the academic year, as specified above and cannot be refunded. Added Lehman Cash funds do not expire but also cannot be refunded. Please plan to use your semester allocation as well as any extra Lehman Cash within the appropriate time frame.

## **Other Issues**

- CUNY policy prohibits the duplication of copyrighted materials without the express consent of the author or owner of the material.
- The print system is available to registered students, faculty, staff and guests with an active Lehman College account. Guests can purchase guest cards for \$1 in the Library or the IT Open Center using the PHILs. Guest users can continue to add funds on guest cards.
- Print jobs launched from the Lehman campus remain in the print queue for 48 hours. Mobile print jobs remain in the print queue for 48 hours. After that time, the print job will need to be re-sent. Users are responsible for saving their work prior to printing.
- Staff will address paper jams, empty trays, low toner, and related issues. Users may not tamper with or attempt to repair any College technology equipment or device.
- Please be green and print responsibly. The use of electronic document submission is encouraged. When you need to print, please use duplex/double-sided printing.

## **9.0 Resources**

- CUNY Security Information: [security.cuny.edu](http://security.cuny.edu)
- CUNY Copyright Information: <http://www.cuny.edu/about/administration/offices/la/copyright-materials.html>
- Lehman College IT Policies: <http://www.lehman.edu/itr/it-policies.php>
- Lehman College Print Policy: <http://www.lehman.edu/itr/documents/lc-print-policy-2012.pdf>

## **10.0 Effective Date**

This policy is effective as of August 27, 2015.