

WASHINGTON STATE UNIVERSITY TRI-CITIES DESKTOP PRINTER POLICY

POLICY:

This policy sets forth a Washington State University Tri-Cities (WSUTC) policy regarding the installation and use of individual office printers. Individual office printers will not be permitted at WSU Tri-Cities.

Printing will be done through the Multifunction printers located throughout campus, a networked printer supporting many employees. Individual office printers will not be permitted without exception, as listed below.

This policy applies to all employees of WSU Tri-Cities (Including Faculty, Staff, and Students employed at WSUTC):

- Whenever possible, printing should be discouraged in favor of working from displayed images.
- Individual office printers and related supplies will not be purchased unless the procedures outlined in this document are followed.
- Personal printers brought to WSU Tri-Cities are not authorized and will not be supported by WSUTC-IT.

PURPOSE:

This policy is intended to standardize printing services and hardware across the WSU Tri-Cities campus.

WSU Tri-Cities IT strives to provide quality and cost-effective print, copy, fax, and scanning services to meet the needs of WSU Tri-Cities students, faculty, and staff while directly impacting the sustainability goals of the institution. As a result, this policy formalizes office printing at WSU Tri-Cities and aims to:

- Support green initiatives by minimizing the number of printing devices at WSU Tri-Cities.
- Reduce expense of consumables by using the most cost-effective multi-function printer (MFP) fleet - print/copy/scan/fax devices.
- Reduce the maintenance and upkeep expense of all print/copy/scan/fax devices.
- This printer policy aims to control costs, ensure that equipment is adequately maintained and in working order, and ensure compliance of responsible use of computing equipment (i.e., for university business).

The information contained in this document addresses the management and operation of WSU Tri-Cities document production assets. These assets include the IT, printers, copiers, faxes, and some scanning devices, and this effort is part of the effective management of university resources. While this document will address how printing can be cost-effectively produced across the entire WSU Tri-Cities campus, it falls on the individuals to assess the need for document production and the overall effectiveness of printed material.

EXCEPTIONS:

Exceptions will be addressed on a case-by-case basis.

HRS Disability Services or the WSU Access Center must be consulted to address any accommodation that may implicate this policy. Also, reasonable accommodations under both the ADA and the Washington Law Against Discrimination apply.

The purchase of individual desktop printers and toner must be expressly approved ***in advance of purchase***. To request an exception please fill out this form - <https://tricities.wsu.edu/it/it-rfp/>

Approval for an exception will be required from **ALL** listed. WSU HRS and Access Center exceptions do not require additional approvals, but must follow the same purchasing guidelines.

- Department Director
- Director of Information Technology
- Vice-Chancellor who oversees the requesters department

WSU TRI-CITIES IT PRINTING SERVICES

General Printing

- Faculty and staff are encouraged to send large print jobs of over 200 and/or specialty print jobs (see Large format, programs, brochures and post cards below) to the WSU Tri-Cities IT department.
- Fill out the [Print Request Form](#)
- Submit the completed form to tricities.tchelp@wsu.edu when you require printing from the WSU Tri-Cities IT department.
 - Please note printing hours as posted online at <https://tricities.wsu.edu/it/printing>

Large format, programs, brochures and post cards

- Individual programs or brochures must be approved by the WSU Tri-Cities Marketing & Communications department before being prepared for distribution. Additional information can be found in the Graphic Standards Guide at <https://brand.wsu.edu/> and <https://tricities.wsu.edu/service/marketing-communication/>.
- These prints can be done either through WSU Tri-Cities IT department or sent to an outside vendor.
 - If printing is being done through WSU Tri-Cities IT
 - Please allow a minimum of 1 week for high volume printing requests to be completed.
 - Rush jobs can be requested but are not guaranteed.

DEVICES:**Multifunction Printers (MFP)**

An MFP is any network capable document production device that performs at least two of the following operations: print, copy, fax, and scan. These devices capitalize on the existing network infrastructure and provide economies of scale by being able to handle large volumes of jobs. In addition to being able to track document production, MFPs can accept commands from print control software. Scan-enabled print/copy MFPs are part of WSU Tri-Cities overall strategy to provide effective document production services to the WSU Tri-Cities community.

As part of WSU Tri-Cities continuing sustainability objectives, to save cost on printing and copying and provide more widespread access to print/copy/scan/fax devices, a managed print environment has been implemented.

This allows networked multifunctional devices to be utilized for printing, copying, scanning, and faxing. The MFP's provide WSU Tri-Cities with several benefits:

- **Greater user flexibility** – A user can release a print job from any desired device on campus.
- **Better managed services** – A network managed environment assures the right devices in the right location to meet user needs and can provide detailed usage reports. Software used for monitoring devices can provide usage reports for each department or division.
- **Sustainability** – The MFPs are energy-efficient devices that reduce WSU Tri-Cities carbon footprint. Additionally, jobs are set to only print when the user releases them, so paper is not wasted if a mistake or change occurs.

- **Economical** – The MFPs are more cost-efficient with both supplies and maintenance services included. Maximizing the use of these devices allows leveraging this arrangement to achieve volume pricing that can further reduce campus printing costs. Scanning to email can provide a more efficient means of communicating and utilization of faxing through software.
- **Privacy** – The MFPs print jobs only when the user releases them through Find Me Printing, so confidential documents are not forgotten and left sitting on open printers.

Non-MFP (Desktop Printers/Laser Printers/Inkjet Printers)

Desktop printers constitute one of the most expensive document output processes that WSU Tri-Cities currently has. It is part of the overall strategic direction of WSU Tri-Cities to reduce the total number of desktop printers in operation. While it is impossible for any organization to completely rule out the use of such devices, WSU Tri-Cities will make the continued operations and acquisition of such devices the exception. On the rare occasion, a department or division may present a set of extenuating circumstances that would require WSU Tri-Cities to consider using a less cost-effective alternative such as desktop printing.

WSU Tri-Cities IT Department will be ultimately responsible for the fair and consistent application of this policy and to ensure that WSU Tri-Cities continuously improves the management and operations of WSU Tri-Cities document production resources.

Timeline:

| Process | Stakeholder | Review Date |
|----------------------------|-------------------------|--------------------------|
| Originator Submission | Aaron Brumbaugh | August 4, 2020 |
| First Review | Cabinet | November 16, 2020 |
| First Review | Leadership Council | November 18, 2020 |
| Public Comment | Campus Community | December 18 – January 18 |
| Second Review and Approval | Leadership Council | January 29, 2021 |
| Second Review and Approval | Cabinet | February 1, 2021 |
| System Review | Attorney General Office | April 14, 2021 |
| Policy Finalization | | October 4, 2021 |
| 30-Day Review | | November 4, 2021 |
| 60-Day Review | | December 4, 2021 |
| 90-Day Review | | January 4, 2021 |
| 3-Year Review | | October 2024 |

APPENDIX

PROCEDURES:

The purchase or lease of copiers, printers, faxes, and scanners will be handled by request through the Department of Information Technology's Purchase Request Form. No individual, department or division is authorized to purchase or lease printing devices without prior approval as outlined in this policy. Requests for additional or replacement equipment should also be made through the Purchase Request Form.

Personal printers purchased by individuals with their own personal money are not allowed on the WSU Tri-Cities campus.

Any department or division requesting a new device should contact WSUTC-IT with a summary of the request. WSUTC-IT will confer with the requesting department or division, Department of Financial Services, contracted print services, and other campus operations to arrive at a recommendation. WSUTC-IT will provide the requesting department or division the final recommendation. It is within the discretion of WSUTC-IT to include as part of the final recommendation the relocation or disposal of output devices (printer, copier, fax, scanner).

WSUTC-IT should be contacted and provided with an initial definition of the need. WSUTC-IT will schedule an interview with the requestor and will personally conduct an assessment. The assessment will include the following:

- Location of current power, network, and analog service
- Number of users in the immediate area
- Applications, print job types
- Special Needs
- Current monthly usage (total output volume from printing, copying, and fax)

If a device is approved, WSUTC-IT will coordinate with the Department of Financial Services concerning any budgetary reporting arrangements. WSUTC-IT will coordinate the install of any network, power, or analog services if needed. When the device arrives, WSUTC-IT will contact the requesting department or division to schedule installation. After installation, WSUTC-IT will conduct an onsite training session to ensure that the device works correctly in the intended environment and to educate users on the features and capabilities of the device.

Print Tracking

WSUTC-IT will install PaperCut software on a computer connected to an individual office printer to track usage and apply the appropriate price per print (PPP) charges. This software installation is mandatory prior to the installation of an individual office printer.

CONFIDENTIAL PRINTING:

All staff members occasionally have the need to print a document they consider confidential. While printing these documents requires care by the staff member to ensure that they are not left on the device once they are printed, confidential printing needs are not justification for a personal printer. To help protect your documents in this environment, WSU Tri-Cities multi-function printers have a "Find Me" option which locks a document on the printing server until the employee swipes their WSU ID card to log into the MFP to retrieve it. WSU Tri-Cities IT (ext. 27334) can explain these features.

SUPPLIES:

The approved MFP/Copiers and laser-based print devices includes all supplies in the cost of a print/copy in the managed print environment, as well as equipment servicing.

SUSTAINABLE PRINT PRACTICES In compliance with [BBPM 70.37](#)):

- Double-sided printing (Duplexing)
- **Alternatives to printing:** Faculty members are encouraged to consider substituting digital formats (WSU LMS, etc.) for standard paper course packets as feasible and are encouraged to consider electronic vs. paper submission for class assignments as feasible.
- **Printing Multiple Copies:** Avoid printing multiple copies or sets of the same document on a desktop printer. A desktop printer is not a copier and in most cases desktop printers have a much higher operating cost than workgroup printers and MFP/copiers.
- **Retention:** MFP's are programmed with a retention doc option (under the scan button) which will save the document in the WSU approved retention format. This is then saved directly to the individuals personal WSU OneDrive account.

The following supplies for the normal operation of MFP/copiers and department network printing devices will be ordered and deployed by WSUTC-IT.

These supplies include:

- All toner and ink cartridges
- Staples used in finishers attached to MFPs
- Maintenance
- Desktop Printers (Upon approval)
- Any supplies for desktop printers (Upon approval)

SUPPORT:

All printers located within the department or division will be supported and maintained by WSUTC-IT staff unless the device is labeled otherwise. All printers managed by WSUTC-IT staff will be connected to the WSUTC Campus Network and Printing Server to facilitate usage, supplies, and maintenance tracking. Although the devices supported by the contracted vendor are monitored for toner replacement, it will be the department's or division's responsibility to contact WSUTC-IT (27334 or tricitie.tchelp@wsu.edu) when toner needs to be replaced.

When requesting support or service for a device in your department or division, please follow these steps:

- Call WSUTC-IT at 2-7334 or submit the request online through email at tricitie.tchelp@wsu.edu.
 - Indicate the building and room number
 - Provide a brief description of the problem
 - Provide your contact information

WSUTC-IT will make every effort to resolve the issue immediately. If the issue is not resolved immediately, WSUTC-IT will initiate additional steps with the contracted vendor or other means to provide a solution.

PROCESS to move to the desired outcome

- Campus computers will be loaded with software to track printing on all local printers that are currently in use on campus
- An inventory of toner/ink will be made for each individual printer on campus
- Purchasing of printer toner will no longer be allowed by individuals or departments, other than WSUTC-IT.
- Once an individual print no longer has toner it will be removed from the individual's office

COSTS TO DEPARTMENTS AND DIVISIONS:

According to volume, departments and divisions are billed an allocated Universal Cost Per Print (CPP) rate for mono and color.

These costs include:

- Toner
- Supplies
- Maintenance

Cost per Print (CPP)

This is the pricing methodology that WSUTC-IT has adopted for the entire document production system. A print refers to ink/toner/pigments applied to a side of paper.

WSUTC-IT will compile usage reports for network printing, scanning, and copying output for each department and will charge each department and division accordingly. Charges will be reported on the expenditure report issued to each department. Networked printing charges will rely on the IP address, service ID number and physical location for reporting and tracking usage. Software has also been installed on WSU Tri-Cities computers to enable tracking of usage to those devices. MFP devices will be locked by card swipe.

- **Obtaining Swipe card access** - WSUTC-IT will ensure that an employee's WSU ID card is entered into the PaperCut tracking software and tied to the appropriate departmental accounts for billing. This also allows for complete tracking of who and how much printing each individual is doing. If additional budgets are required to be added to an individual's printing account, contact WSUTC-IT to get those budgets added to the individual account. This will allow the individual to select the appropriate budget before printing on the MFP.

- Departments and divisions are fully responsible for the charges incurred under their specific copy/print code.
- The individual and department are fully responsible for any charges accrued by use of a card swipe.
- If an employee's card is lost or stolen notification will be given to WSUTC-IT immediately to remove the swipe card from the PaperCut system. Once a new card is obtained and shown to WSUTC-IT, the PaperCut system will activate it. The individual department is responsible for all charges prior to notification to WSUTC-IT.

WSU ID swipe cards are distributed to all MFPs on campus, once a WSU ID swipe card is added to PaperCut, it is automatically available on all MFPs on campus.

PROHIBITED ACTIONS:

- All printing and copying activity done through MFPs and desktop devices should be for WSU Tri-Cities business only. Non-work-related printing, copying, scanning, or faxing is prohibited.
 - Printing or copying related to a course an employee's is enrolled in is not considered part of their department's work.
- Interfering with the intended use of WSU Tri-Cities MFPs and networked printing devices such as destroying, altering, dismantling, disfiguring, preventing rightful access to or otherwise interfering with the integrity of the device.
- Modifying or removing MFPs or print drivers without proper authorization.
- Using University MFPs and networked printing device resources for commercial purposes or non-WSU Tri-Cities-related activities without written authorization from WSU Tri-Cities. In these cases, WSU Tri-Cities will require restitution payment of appropriate fees.
- Using WSU Tri-Cities MFPs and networked printing devices in any manner which violates Federal, state, or local laws, or college policies.
- Using MFPs and networked printing device resources to engage in political campaigning or commercial advertisement.

RELATED INFORMATION:

While the low initial cost of individual office printers makes them attractive, the overall cost of ownership for these printers (the total cost-per-copy) is very high. There are currently (6/2020) 94 individual office printers and 6 departmental/group office printers on the WSU Tri-Cities campus. There are typically more on campus, however due to COVID-19 some office printers have been taken home. WSUTC-IT would estimate that number to be approximately 15 but were not included in the numbers below since WSUTC-IT is unsure of the model numbers of those 15 printers. Thus WSUTC-IT would not be able to calculate the correct costs.

CURRENT ESTIMATION OF COSTS RELATED TO PERSONAL PRINTING DEVICES

| # of Office Printers | Toner – One set per year | Belts – 2 sets per year per color printer | Maintenance – One per year per color printer | Waste toner cartridge – One per year per color printer | Yearly total |
|----------------------|--------------------------|---|--|--|--------------|
| 100 | \$9,046.94 | \$14,280.00 | \$13,440.00 | \$1,802.94 | \$38,569.88 |

Even if we are extremely optimistic and calculate that only half of the printers will need the items listed each year the total estimated cost savings is still substantial.

ESTIMATION OF COST SAVINGS RELATED TO PERSONAL PRINTING DEVICES

| # of Office Printers | Toner | Belts | Maintenance | Waste toner cartridge | Yearly total |
|----------------------|------------|------------|-------------|-----------------------|--------------|
| 100 | \$4,523.47 | \$7,140.00 | \$6,720.00 | \$901.47 | \$19,284.94 |