

Division of Information Technology Policy

PawPrint Printing Services

Draft: November 13, 2018

Policy Topic: Printing Services

Administering Office: Office of the CIO

I. POLICY STATEMENT

This policy defines and establishes governance for PawPrint Services. This includes, but is not limited to, printing, copying, scanning, and faxing, as well as, support, device additions/moves/modifications, and billing.

II. SCOPE AND APPLICATION OF THE POLICY

This policy applies to all university and community members who use PawPrint Services.

III. DEFINITIONS

“PawPrint Services” is a networked based print, copy, scan, and fax service for all faculty, staff, students, and community members of WCU.

“Print client” is the installed software which allows users to print to a specific printer ID and/or to a generic print queue.

“Web-based Printing” is a dedicated website, available to all users, to upload and submit a print job that can be released at any PawPrint printer.

“Tiers” Each printer will have a designated tier number from 1-4, with the lowest print volume designated Tier 1 and the highest print volume designated Tier 4.

“Grandfathered Printer” are printers that were grandfathered in during the original PAWPrint Service launch in 2009 and have specific asset tags.

“WCU-managed devices” include all computers purchased by the university.

IV. PAWPRINT SERVICES POLICIES

1. PawPrint services shall be utilized for all printing across the university, except for grandfathered printing.
2. Add/Move Changes
 - a. Additions to the current printer fleet can be requested by submitting a ticket via <https://help.wcu.edu>.
 - i. The appropriate department/division may be billed for certain required costs based on the justification.
 - b. Any printer fleet move can be requested by submitting a ticket via <https://help.wcu.edu>.
 - c. Any printer modification/upgrade can be requested by submitting a ticket via <https://help.wcu.edu>.
 - i. The appropriate department/division may be billed for certain required costs based on the justification.

3. Support
 - a. Print Client
 - i. All WCU-managed devices will have a print client installed and receive full IT support. WCU-managed devices that do not have the client installed or where the client is not functioning properly, will not be allowed to File>Print and must contact IT to resolve the issue.
 - ii. All personal-owned devices, where the print client cannot be installed, shall use web-based printing to upload and submit documents to be printed.
 - b. Special Events
 - i. PawPrint Services can be requested for special events on campus.
 - ii. For temporary devices - the ability to fulfill the request may be based on the availability of spare devices or the temporary re-allocation of existing equipment. At least a 2-week notice is required and all costs, including, but not limited to, supplies, regular support hours, and after-hours support will be charged to the department/division requesting services.
 - iii. For temporary support/services – charges related to internal and/or vendor personnel may be charged to the department/division requesting services.
 - c. Direct Printing
 - i. Users shall not print to any PawPrint device using an USB printer cable or by direct IP. Users must print via the print client (WCU-managed devices) or web-based printing (personal-owned devices).
 - d. Personal Printer Support
 - i. There is no IT support for personally owned printers. All faculty, staff, and students shall only use PawPrint and/or Print Shop for campus printing.
 - e. IT will continue to provide limited software support for any grandfathered printers. These printers may only be connected via USB.
 - f. Device Functionality
 - i. All PawPrint devices are fully supported by WCU's printer fleet vendor based on support contracts.
4. Billing
 - a. Tier Allocation
 - i. At least annually, IT will review volume and usage data to determine printer tier and pricing rates.
 - b. Departmental bills are sent out monthly.
 - c. Refunds
 - i. Requests for printing refunds can be submitted via <https://help.wcu.edu>.
 - d. Assigned Billing code
 - i. To print using departmental funds, faculty and staff must have an assigned departmental billing code in Banner. Supervisors/managers can request billing codes to be assigned by submitting a ticket via <https://help.wcu.edu>.
5. Non-Warranty Repairs
 - a. Any repairs for intentional damage/misuse of printer will incur required costs which will be billed to the appropriate department/division.

6. PawPrint Services Exceptions (ex: special plotters, Print Shop)
 - a. All requested printer exceptions must be submitted to the CIO for approval. Requests can be made by submitting a ticket via <https://help.wcu.edu>.
 - b. All printer exceptions will have limited IT software support. Full hardware/software support requests must be made via the vendor.
 - c. All supplies/consumables, such as paper and toner, must be purchased by the department/division separate from PawPrint supplies/consumables. Users shall not use PawPrint paper to print from any allowed printer exception.
7. Confidential Printing
 - a. Printing sensitive or classified information can be performed using release printing. Information on release printing can be found in our knowledge base for [macOS](#) and for [Windows](#).
 - b. It is the user of PawPrint Services responsibility to follow all data security guidelines, found in the [Data Handling Procedures](#), when utilizing PawPrint Services.
 - c. Paper containing sensitive or classified information must be removed from printers and faxes immediately. Faxes and printers used to print sensitive information should not be in public areas unless release printing is used. Any time a document containing sensitive information is being printed the user must make sure they know the proper printer is chosen and go directly to the printer to retrieve the document.

V. REFERENCES

1. [University Policy 40](#)
2. [Data Handling Procedures](#)
3. <https://pawprint.wcu.edu>