

# Case Study – Education University

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## State University of New York at Geneseo

Geneseo, New York, USA

<b>Product:</b>	PaperCut NG	<b>Grayscale Printers:</b>	267
<b>Installed:</b>	2007	<b>Color Printers:</b>	20
<b>Users:</b>	5730 Students, 1059 Staff & Faculty	<b>Workstations:</b>	3369

**Primary Server:** Win2008S on VMWare virtual server, CPU - 3.6 Ghz, RAM - 2G, HDD - 20G.  
Additional server load: none

**Secondary Server:** Win2003S on VMware virtual server, CPU - 2 - 3.6 Ghz, RAM - 1.5G, HDD - 65G  
Additional server load: none

**Workstation Operating Systems:** Windows 2k Pro - Windows 7. Mac OSX 10.4 - 10.6

**Quota / Charge Method:** Students charged for printing in excess of monthly quota. The staff members are also given quotas and must justify additional quota allocation.

SUNY Geneseo opted to configure PaperCut to use the Oracle [external database](#) configuration because they already had several Oracle applications in use. The testing and deployment took approximately three months for two IT engineers and the Oracle dba to complete. The team followed the [PaperCut Implementation Guide](#) to assure that all critical functions were tested prior to full deployment.

Students are granted a [quota](#) of \$30 per semester for the fall and spring semesters and \$15 for the summer term. Amounts are carried forward each term and reset to zero at the end of the

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summer term. When the system was first deployed students purchased credit through their campus student accounts. This was inconvenient because it took a day for the accounting staff to post the credits to the student PaperCut accounts. Students that needed to print immediately had to use the library printers where an attendant would take payment for print jobs. In 2008 the TouchNet™ [Payment Gateway](#) was added. This allowed students to add credit immediately using the PaperCut [User Web Interface](#).

[Differential charging](#) is implemented to encourage users to select high volume lower cost print resources. The price per page for printing was initially set at 10 cents per page for grayscale printing and 25 cents per page for color printing. Review of reports of printing costs versus money spent for toner and maintenance of color printers supported increasing the price for color printing to 30 cents per page. Recently charges were added for large paper sizes and discounts were added for duplex printing. The IT staff worked with a student environmental group on campus to communicate the benefits of duplex printing and inform the users of the new discount through articles in the campus newspaper.

The staff and faculty are not charged for printing; however, [silent monitoring](#) convinced the CIO / Director that some form of regulation was needed. Only a few faculty members actually hit their quotas. When quota amounts are depleted the staff and faculty users must request additional quota.

Several IT staff members have access to the PaperCut administrative functions. Most of the administrators have limited responsibilities for the equipment in their area and only need access to a few of the administrative functions. [Selectable administrative rights](#) are used to limit access to the precise administrative scope and functions that are required.

Issuing refunds for errored print jobs has been a considerable drain on staff resources because students had to petition the help desk or library staff directly in order to get a refund. In September 2009 online [refund requests](#) were implemented. This made it possible for students to request refunds at any time directly from the PaperCut User Web Tools. The IT staff can now review and disposition pending refunds as part of the daily operational procedures. Walk up refund requests have dropped significantly since implementing the system.

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[Reports](#) are used by the Computing & Information Technology department to perform quarterly resource assessments. New equipment is cost justified prior to purchase and existing resources are relocated to high use areas based on the information obtained from the Busiest Printers and Printer Usage - Summary reports. Reports are also used to monitor high volume staff and faculty printing in order to confirm requests for additional quota.

In addition to standard PaperCut reports the IT staff is able to generate reports required to allocate the cost for a pool of Multi-function printers that were purchased with state funds. The reports are created by using a vbscript that executes a few SQL queries to grab the information and email reports to the appropriate people.

Future implementation plans include:

- Adding a Manager Mode [Hold / Release Queue](#) to the Library to hold jobs in the release queue until the users have paid.
- [Web Print](#) to allow users to upload documents for printing from their personal computers that are not authenticated to the network.
- [Shared Accounts](#) for departmental cost allocation.