Student Printing Policy

Policy/Procedure

At the start of each term all enrolled students are given a Free Page Credit sufficient for printing 600 black & white pages. Color pages are the equivalent of two black & white pages. Students are charged a per page fee for pages printed beyond their Free Page Credit. This system helps to offset students' costs for printing associated with their courses while significantly reducing waste and contributing to Dickinson's sustainability efforts.

Printing Details:

Most student network printers are set up to print on both sides of a piece of paper (duplex). Because the primary cost of printing is in toner and equipment cost, each side of paper that is printed on is counted as one page.

Students can check the number of pages remaining in their Free Page Credit via their Dickinson Gateway Portal. The dollar value balances shown at the printer's access terminal also correspond to the number of pages remaining in the Free Page Credit using the following per page rates:

> 7¢ per black & white page

> 14¢ per color page

If a student depletes their Free Page Credit, their balance will become negative. Negative balances are displayed in PaperCut web interface and on Toshiba and Lexmark printers in parentheses (ex. a balance denoted as "($2.50)" is *negative* two dollars and fifty cents). The student may still print with a negative balance – this negative amount is referred to as the *printing overdraft*. The printing overdraft has a limit of -$75.00 at which time printing will no longer be permitted. Should students need to print beyond the -$75.00 overdraft limit, they will need to contact the Help Desk (helpdesk@dickinson.edu) and request overdraft extension to a certain value (ex. extending the overdraft to -$100.00 will allow for another $25.00 of printing). At the end of the academic year, any printing overdraft charges a student may have incurred is simply added to the student's outstanding charges and billed appropriately.

Student printing from the Free Page Credit is available during the following time periods: Summer School – from the first day of classes through the last day of exams.

Fall Semester – from two weeks before the first day of classes through the last day of exams.

Spring Semester – from one week before the first day of classes through the Sunday of graduation.

Unused pages from the Free Page Credit do not carry over from semester to semester.

Any student not enrolled during a given term will not receive a Free Page Credit for that term.

Print Charge Refunds:

Paper jams, toner problems, and print quality issues always occur. If a released job fails to print properly students may request a refund for the failed job. Here's how:

1. Login into PaperCut web interface: https://www.dickinson.edu/print
2. Locate the failed print job on the Recent Print Jobs page (located in the left column).
3. Click the [Request Refund] link.
4. Enter the reason for the request and click Send.

After your request has been received and reviewed, you will receive a response if the request is approved or denied. If approved, the pages will be credited back to your Free Page Credit.

Students experiencing financial hardship that prevents them from paying for required printing beyond their Free Page Credit should contact the CARE team for assistance: careteam@dickinson.edu (or 717-245-1676).

Some students with qualifying disabilities might be deemed eligible for a larger Free Page Credit. Students who feel they may qualify for such an adjustment should contact Access and Disability Services for further information: access@dickinson.edu (or 717-245-1734).

FAQs

Q: Which printer should I choose when printing?

A: Select Find Me Toshiba, for duplex or Find Me Toshiba Single Sided for single sided. Your printed documents can then be collected at any Toshiba printer using your student ID.

Q: How do I print from my laptop connected to the wireless network?

A: See www.dickinson.edu/printing for instructions.

Q: What if I collect my black & white document from a color printer? What if I have a document that only contains one page of color?

A: Our color printers are aware of this, and will charge your account accordingly. Pages containing black/grey only will be charged as black & white. Example: a five-page document which is only black only (or gray scale) will cost 35¢, the same as collecting it from a black & white printer. A five-page

document that contains one page with color will cost 43¢ (28¢ for the 4 black & white pages + 14¢ for 1 color page).

Q: If I print my document from a computer at the Library, can I pick it at a printer in the HUB?

A: Yes! You can send a print job to the Toshiba print queue from any computer, and you may then collect it at any Toshiba printer using your student ID.

Q: Can the printers print double-sided (duplex) or single sided?

A: Yes, although they are set to duplex automatically if you send your document to the Find Me Toshiba print queue. If you would like your document to print single-sided, send it to the Find Me Toshiba Single print queue.

Q: I was charged incorrectly. How do I report it?

A: See "Print Charge Disputes" section above.

Q: How do I report a problem with one of the printers?

A: Send an email to helpdesk@dickinson.edu with the details of the problem you experienced. If you have any questions about any campus printing, please contact the Help Desk at helpdesk@dickinson.edu or call 717-254-1000 during business hours of 8am till 5pm, Monday thru Friday.

Other Useful Links:

[Printing On Campus](#)

Related Information

History/Revision Information

Responsible Division/Office: IS

Effective Date: 11/2016

Last Amended Date: 12/2024

Next Review Date: 12/2027

Also Found In: