

CHICAGO STATE UNIVERSITY

STUDENT COMPUTING SERVICES/MEDIA SERVICES
TECHNOLOGY AND LEARNING RESOURCES

9501 SOUTH KING DRIVE
CHICAGO, ILLINOIS 60628-1598
TEL 773.995.2378 • FAX 773.995.2534

FAQ (Frequently Asked Questions)

1. Why Charge for printing?

Charging for print is a tool to eliminate waste

2. What are my alternatives?

Alternatives to printing are saving your work on either a rewritable CD or saving it on a flash drive, both can be purchased at the school bookstore.

3. How do I print?

Once you have added value to your ID card, you can select a document for printing by clicking file then selecting the print option. Once this is done go to the print release station located near the printers in each lab, type in your station name which is located on the monitor of the computer where you are sitting, select the jobs that you wish to be printed, swipe your ID card and take your print jobs.

4. What if I do not have an ID card?

If you do not have a CSU ID card you can purchase a guest print card at any add value machine. Guest cards have no value, so after purchasing them you must add money to them, which is done the same as with a CSU ID card.

5. Can I just pay cash?

NO. There are no cash transactions, all transactions are done by adding value to guest cards or CSU ID cards.

6. What is my balance?

You can check you balance at any time by swiping you card in any add value machine.

7. I am a staff member, do I have to pay to print or make copies?

YES. All printing and copying is done with the CSU ID card, we do not offer free printing and copying.

8. I am a faculty member do I have to pay to print or make copies?

YES. All printing and copying is done with the CSU ID card, we do not offer free printing and copying.

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9. Under what circumstances am I entitled to a refund?

You can request a print credit refund **ONLY** for the following reasons:

1. If the printout is unreadable
2. The printout is wrinkled
3. The printer queue goes down.
4. Any other mechanical issues

In general, paper jams will not result in an additional charge because the printer will simply reprint the page.

Refunds for complications with printing are given in the form of credits; most times the attendant can reprint your job the correct way at no additional cost to the user.

10. How do I get a refund?

In certain situations you are entitled to a refund. Refunds are given in the form of a print credit to your card. There are no cash transactions or refunds. You must notify the lab manager of any situations that you think warrants a refund. The manager will assess this and determine if your situation qualifies for a refund.

11. If I have value on my card that I have not used can I get a refund?

NO, if you have an old card that may have funds on it, those funds can be transferred to your current ID card.

12. How long does Value stay on my ID card?

Any value stays on an ID card indefinitely and does not expire.

13. What do I do if I lose my ID card?

In the event that you lose your ID card you must notify the Cougar One ID office so that any funds you may have had can be frozen until you get a new card. The Cougar One ID office is open M-W/F 9am-5pm and Thur. 9am-7pm. They are closed on Saturday and Sunday. All replacement cards are subject to a \$20 replacement fee.

***Additional rules and regulations may apply*.**

See Cougar One ID office for additional information

14. Can I get a print summary?

In the event that there is a discrepancy for any reason, you are entitled to a print summary that details the activity of your card. This summary displays date, time, location, and all transactions that have taken place with your card. Summaries can be obtained by notifying the lab manager.