

# CHICAGO STATE UNIVERSITY

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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

TO: CSU COMMUNITY

FROM: The Department of Technology and Learning Resources

DATE: August 28, 2007

RE: STUDENT COMPUTING SERVICES PRINTING POLICY

In order to encourage responsible printing, reduce paper waste, and control costs, the Department of Technology and Learning Resources has established a policy to charge students, staff, and faculty who print in the campus computing rooms.

Charges for sheets printed are 10 cents per sheet for Black and White and 50 cents for color (**if available**). All printing and copying is done with the CSU ID card. Value is added to the card by swiping your card in the add value machines located in the New Academic Library. Currently there are two add value Stations. One is located in the Media Service Center on the first floor, and the other is located on the second floor near the reference desk. Value is added by using bills (the machine does not accept coins).

## How To 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. **(Keep in mind that some documents found on the web such as email messages and PDF documents may have different print menus, if unsure ASK FOR HELP)** 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 have printed, swipe your ID card follow the instructions on the screen and take your print jobs. **(Additional directions are located at each printer)**

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## Printer Problems/Refunds

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 without adding an additional charge.

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.

You **CANNOT** request a refund for non-printer related errors. Anything that constitutes a human error does not qualify for refunds or print credits. These include the following:

1. Blank pages at the end of a document,
2. Jobs that you changed your mind about or let sit in the print queue too long
3. Jobs that have been deleted from the print queue
4. Printing the wrong document
5. Selecting the wrong version of a webpage
6. Jobs that have spelling mistakes.
7. Failure to ask for help
8. Not reading directions

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## Helpful Printing Tips:

1. Use Print Preview. If you are unsure of how to print or use print preview feel free to ask.
2. Only the Lab Aides are allowed to add or replace paper. No user supplied paper is allowed, and we do not print custom jobs
3. Take only your own print outs
4. If you have many pending print jobs in the queue you have 2 hours to print out your jobs before the queue automatically deletes them
5. The printer will be turned off 15 minutes before the lab closes.

If there are any questions please see or Frequently Asked Questions comments or concerns please feel free to contact any of the Following units:

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### Student Computing Services

Kristopher Doudy---- IT support Associate/Lab Manager

NAL 428

773-821-2593

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### Cougar One ID

Tiffany Henderson----Cougar One ID Coordinator

NAL 143

773-821-2447

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### Technology and Learning Resources

Dr. Richard Darga----- Assistant Dean/Director of Technology and Learning Resources

NAL 453

773-995-2378