

PawPrint Standard

I. STANDARD STATEMENT

This standard defines and establishes governance for PawPrint Services as documented in WCU Policy 49 (linked in References below). The standard contains a comprehensive set of guidelines and procedures that detail the operational aspects, usage policies, and compliance requirements for PawPrint Services. This standard helps to ensure consistent and efficient use of printing, copying, scanning, and faxing resources across the university and define the support services including billing, maintenance, adding, changing, or moving devices.

Specific links to software and instructions to use this service are maintained on pawprint.wcu.edu.

II. SCOPE AND APPLICATION OF THE STANDARD

This standard applies to PawPrint services in use by any university or community members at any WCU owned or managed properties.

III. DEFINITIONS

“PawPrint Services”: Is a network-based print, copy, scan, and fax services for all faculty, staff, students, and community members of WCU managed by the Division of Information Technology (DoIT).

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

“Release Printing”: The ability to send a print job via Release Queue, Mobile Printing, and/or Web-based Printing.

“Release Queue”: Available to all users on WCU-owned computers. Users submit a print job by choosing File>Print and selecting Black-and-White-Print or Color-Print.

“Mobile Printing”: Available to all users, the ability to use the MobilityPrint app on a mobile device to wirelessly submit a print job.

“Web-based Printing”: Available to all users, the ability to upload a document through pawprint.wcu.edu with no prior device setup required.

“Tiers”: Each printer is assigned a per-page cost-tier based on historical annual print volumes with averages above or below 3000 pages/month. In alignment with the PawPrint services goal to minimize the number of printers on campus, which reduces our annual lease and support costs, printers with a low volume of usage will be charged a premium per-page rate.

“WCU-managed devices”: All computers purchased by the university.

“Defined Billing Code”: Code assigned in Banner allowing employees to pay for PawPrint services with specific WCU funding sources.

“Convenience Printers”: Private or convenience printers that are physically restricted to one user. These printers require the department to pay the full lease cost up-front and will automatically be in the High-cost tier.

IV. PAWPRINT SERVICES STANDARD

1. General

- The goal of PawPrint is to provide a cost-effective sustainable approach to printing services, including the ongoing support and replacement of the equipment and supplies, while also incentivizing less waste by leveraging digital document sharing.
- Per-Page Cost-Tiers for standard PawPrint devices are based on an average monthly usage rate (currently 3,000 pages) and is evaluated annually in March to set rates for the next cycle, beginning in April to align with the vendor lease schedule. Private or convenience printers that are physically restricted to one user will automatically be in the High-cost tier.
- PawPrint services shall be utilized for all printing across the university, unless a device policy exception has been made, per Policy 49.
- The fees and revenue from this service are intended to cover the direct costs to manage and support the PawPrint fleet, including equipment, consumables, parts, software licensing, and contract support services.

2. Device Changes

- Relocations or Additions of PawPrint devices can be requested by submitting a ticket via ithelp.wcu.edu. The proximity of the future device location to existing printers may require a review and/or exception to ensure compliance with WCU Policy 49. The appropriate department/division may be billed for certain required costs.
- Modifications, replacements, or feature upgrades may be requested by submitting a ticket via ithelp.wcu.edu. The appropriate department/division may be billed for certain required costs based on the justification.

3. Support

- Print Client
 - All WCU-managed devices will have a print client installed or available for installation through the Workspace One management software. Request support for the print client by submitting a ticket via ithelp.wcu.edu.
 - All personally-owned devices, where the print client cannot be installed, shall use release printing to upload and submit documents to be printed.
- Special Events
 - PawPrint Services can be requested for special events on campus. 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.
 - For temporary support/services, charges related to internal and/or vendor personnel may be charged to the department/division requesting services.
- Direct Printing
 - Users shall not bypass the print job management system to avoid per page printing costs through any means, including printing via a USB cable, or by direct IP network. Users must print via the print client (WCU-managed devices) or release printing (personal-owned devices).
- Personal Printer Support
 - There is no IT support for personally owned, deprecated departmental

printers, or printers that are exceptions to the PawPrint policy.

4. Billing

- Device Functionality
 - All PawPrint devices are fully supported by WCU's printer fleet vendor based on support contracts.
- Tier Allocation
 - At least annually, volume and usage data will be re-evaluated for each PawPrint device to determine appropriate printer tier and pricing rates.
- Departmental bills are sent out monthly.
- Refunds
 - Requests for printing refunds can be submitted via ithelp.wcu.edu.
- Assigned Billing Code
 - 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 ithelp.wcu.edu.

5. Non-Warranty Repairs

- Any repairs for intentional damage/misuse of a printer will incur required costs which will be billed to the appropriate department/division/student.

6. PawPrint Services Exceptions

- All requested printer exceptions must be submitted to the CIO for approval. Requests can be made by submitting a ticket via ithelp.wcu.edu.
- All printer exceptions will have limited IT software support. Full hardware/software support requests must be made via the vendor.
- 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

- 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](#).
- It is the responsibility of users of PawPrint Services to follow all data security guidelines found in the [Data Handling Procedures](#) when utilizing PawPrint Services.
- 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 ensure they know the proper printer is chosen and go directly to the printer to retrieve the document.

V. REVIEW

This standard will be reviewed periodically and updated as necessary.

VI. REFERENCES

- [University Policy 49 PawPrint Services](#)
- pawprint.wcu.edu