



Villanova University Print Refund Form

Please print or type

Student Name _____ Student Wildcard # _____

Student Email _____

Lab Location _____

Date & Time of Printer malfunction: _____

Credit request for _____ pages of print. Check print type: color prints black & white prints

Request

I am requesting credit to My Wildcard Print Quota for one or more of the reasons checked below:
(Note: University Print Policy is on the reverse side of the form and located at <http://www.unit.villanova.edu/campusprint/studentprint.html>)

Check all that apply.

<input type="checkbox"/> Poor Quality (uneven toner or smeared print)	<input type="checkbox"/> Printer or release station not working (no power or broken)
<input type="checkbox"/> Paper Jam (pages ripped or creased)	<input type="checkbox"/> Print is garbled
<input type="checkbox"/> Network Outage	<input type="checkbox"/> Other (explain below)

Please attach all pages of your printed document for which you are requesting a credit. Use the space if needed below to describe the circumstances regarding the malfunction of the printing device.

Directions:

- Fill out a Printing Refund Form within 12 hours of the printout. Forms are the the student consultant desk located in Tolentine B2 or Mendel G85. Forms are also available online at <http://www.unit.villanova.edu/campusprint/studentprint.html> (note: credit will be given for the printing of an online from)
- Attach the complete print job and explanation of print failure including time, date and location.
- Send or turn it into the Wildcard Office located on the first floor of Dougherty.
- You will be notified as to the status of your request; your account will be credited by the first of the subsequent month. (Note: staff members can not issue print credit or cash for failed or unsatisfactory print jobs).

I verify that the above information is true.

Student's Signature _____

VPrint Student Print Program Policy

The Student Print Program and associated policy was approved by the University IT Committees and endorsed by VQI as part of the University VPrint Program.

The University IT organization provides printing services (CSPrint) in public student computing labs for use in support of academic work. This service includes providing printers and printing supplies. Printing on the CSpriint system will eventually be available from computers in the Library as well as College specific sites that are managed for their own students. To discourage waste and to offset some of the cost of printing, students are given an allotment of free printing each semester and charged for printing above that amount.

What is the CSpriint system? CSpriint is a print management system designed to work with computers and the University (Wildcard) ID or guest card. Print jobs are sent to a print queue, selected from that queue by the user, and then printed at a laser printer. A swipe of the Wildcard or guest card automatically deducts the correct amount. Printing charges will be \$.06 per page for black & white and \$.12 per page for color printing.

The following guidelines will be followed in administering the student printing process.

- Any fees charged to students for printing shall not exceed the cost per page of providing the hardware and supplies. The cost per page will be \$.06 for black & white and \$.12 for color printing.
- The students will use their Wildcard for all printing. All registered undergraduates and graduate students automatically will receive an annual allotment as determined by their college. The credit will be added to their Wildcard account in August prior the beginning of each fall semester. This credit may vary depending on a student's College enrollment and student status, e.g., graduate or undergraduate, part-time or full-time. The cost of this portion of student printing will be covered by UNIT.
- Visitors and alumni who have access to the Library and who wish to use a University printer may purchase a Guest Printing Card at the Library Circulation Desk.
- Students requiring more than the annual allotment for printing can add additional money to cover the excess. This can be done online at <http://www.villanova.edu/wildcard/> or by visiting to the Wildcard Office located on the first floor of Dougherty.
- Students will not be permitted to carry forward unused print credit from year to year. Any unused print credit will be cleared from all accounts at the conclusion of summer session. Additional funds added to the Wildcard to cover excess printing expenses will remain in users' Wildcard accounts. Any credits resulting from a printer failure (defined below) that are part of the free allotment will not be carried into the next year. Excess printing funds that have been added to a users' account will be credited in the case of a printer failure (defined below) and such credits will carry forward to the subsequent academic year.
- Printing in College sites under the University print system (CSPrint) will be charged under the same system as the UNIT managed student computing labs.

Print Procedures:

- All printing will be two-sided; users may opt to print one-sided but will be charged accordingly for each printed page.
- Overhead transparencies may be used in the printers. Prior printing, it is the user's responsibility to provide transparency packaging to the student consultant or staff on duty to ensure the transparencies are compatible with the designated printer (see Canon site for specifications; URL below).
- Users may provide their own special paper but their account will still be charged for printing.
- Printing inappropriate material, as outlined in the Acceptable Use Policy, is strictly prohibited.
- For non academic printing, e.g., mass production of club flyers, newsletters, posters, etc., please use the Bartley Print Center or off campus services.
- Reprints: users are responsible for assuring print requests are accurate. Under no conditions will a user be eligible for a cash refund. If a credit is necessary it will be given through the Wildcard system (procedure outlined below).
- Print credits/reprints: if the print job is low quality (streaks, smears, uneven toner) or the print is garbled or the printer jams, the user may take the following steps to get credit or a reprint for a print job.
 - Business Hours (Monday thru Friday, 8-6)
 - Locate the student consultant or staff on duty. They will have a card to release/reprint your file or instruct you as to how to obtain credit on your Wildcard account.
 - Off Hours
 - Fill out a Print Credit Request Form within 12 hours of the printout.
 - Attach the complete print job or explanation of print failure including time, date and location.
 - Send or turn it into the Wildcard Office located on the first floor of Dougherty.
 - You will be notified as to the status of your request; your account will be credit by the first of the subsequent month. (Note: staff members can not issue print credit or cash for failed or unsatisfactory print jobs).
- Print credits will not be given for non-printer errors, such as blank pages at the end of a document, jobs that you changed your mind about, printing the wrong document, or spelling mistakes.
- All users are responsible for their own accounts. UNIT, College or Library staff are not responsible if someone else has printed from a user account. Contact the Wildcard Office immediately if you have lost or misplaced your Wildcard.
- Please report any printer problems immediately to the consultant on duty.