

## NWTC Student Printing FAQ

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**Why does NWTC support Print Conservation?** The amount of printing at NWTC grows every semester, which means increased costs for paper, toner, and printer maintenance. We want to meet students' needs, but we don't want students' costs to increase because of unneeded printing. The Print Conservation Program is designed to provide enough free printing to cover most academic needs while discouraging waste. In fact, Print Conservation helps to:

- Make sure budget dollars (including your tuition) can be used wisely
- Reduce “throw-away” copies
- Promote a “green” environment that benefits our customers and community

**How does it work?** Each registered student receives a print budget each semester. The budget has proven to be enough to cover the needs of most students.

**What if I print less than my allocation?** If you don't use up your allocation in the applicable semester, it is reset to the starting balance for the next semester.

**Will I have to pay for printing?** Most will not. Past studies have shown that a small minority of students printed more than their allotted allocation.

**If most students won't be affected, how will the program reduce printing?** Increased awareness results in a drop in non-academic printing.

**Why isn't printing included in tuition?** Consumable supplies such as paper are not included in tuition.

**How much will printing cost for students who exceed their Allocation and for non-students?**

Size	Black and White	Color (where available)
Size	Black and White	Color
8.5x11 or 8.5x14	5¢ per page (simplex and duplex)	15¢ for simplex prints 25¢ for duplex prints
18x24 plot	15¢ per page (.05 per square foot)	30¢ per page (.10 per square foot)
24x36 plot	30¢ per page (.05 per square foot)	30¢ per page (.10 per square foot)

**What are some alternatives to printing?**

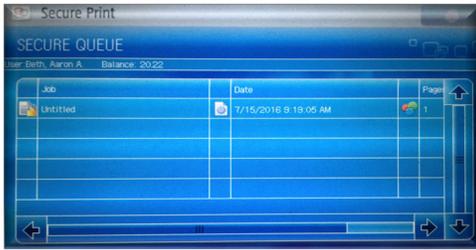
- Read the material online or email documents to yourself for reading or printing at home
- Download articles or documents to a jump drive or save them to your preferred storage location (cloud or device)
- Talk to your instructor about ways to handle class materials that reduce printing

**How can I get the most from my allocation?**

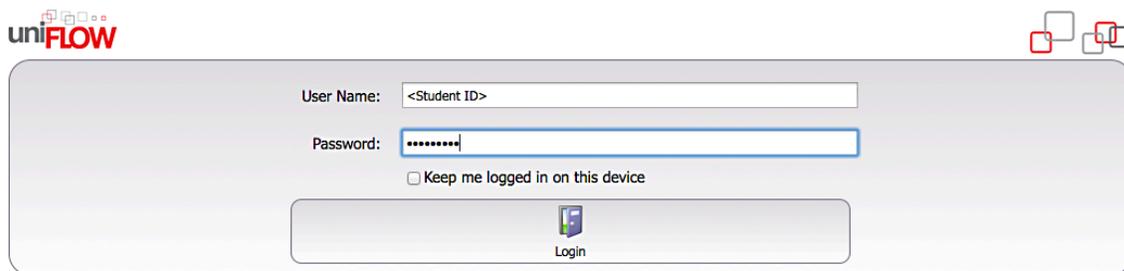
- Proofread your documents before printing. Choose Print Preview before printing to reduce mistakes.
- Print just the information you want. Highlight the text, select the Print option, and choose Selection.
- Print duplex where available to get two sides for the price of one!
- Print presentations as handouts to get six slides to a page.
- Print library articles from the originating web site (when possible).

## How do I check my print balance?

- Every-time you go to a multi function printer to print your job, it is displayed in the upper left corner of your secure print queue.



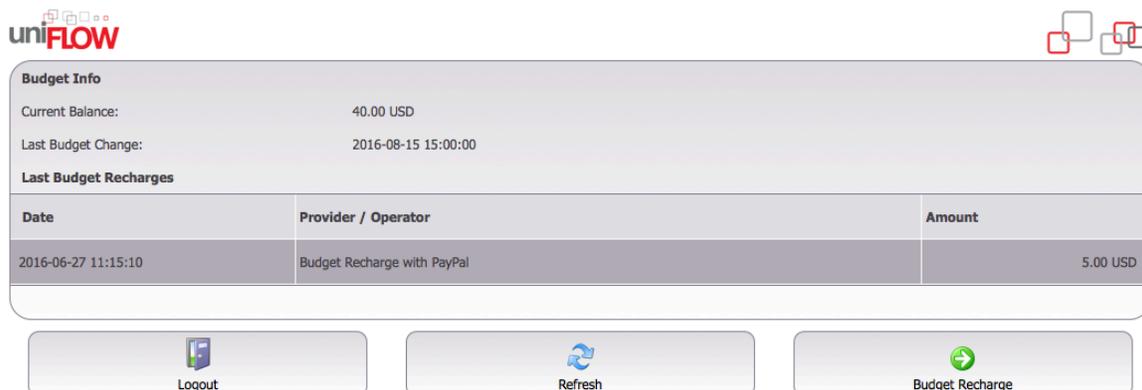
- You can also check your balance by going to; <https://paypal.nwtc.edu/>  
Logon using your student ID and your current password to access your account.

The image shows the uniFLOW login page. It features the uniFLOW logo in the top left and a login form in the center. The form has two input fields: 'User Name:' with a placeholder '<Student ID>' and 'Password:' with a masked password '\*\*\*\*\*'. Below the password field is a checkbox labeled 'Keep me logged in on this device'. A 'Login' button with a printer icon is at the bottom of the form. There are also some small window control icons in the top right corner.

**What happens if my print job costs more than my remaining balance?** You will first receive an email message warning you that your print balance is nearing a \$0 and will expire if you do add funds. If your balance reaches \$0, you will not be able to print or copy until you add funds to your balance.

## How do I add funds to my print account?

You can add funds to your balance by going to; <https://paypal.nwtc.edu/>  
Click on budget recharge in the lower left corner and the page will redirect to NWTC's PayPal account.

The image shows the uniFLOW budget information and recharge page. It features the uniFLOW logo in the top left and a table of budget info. The table has two columns: 'Date' and 'Provider / Operator'. One row is shown: '2016-06-27 11:15:10' and 'Budget Recharge with PayPal'. The amount is '5.00 USD'. Below the table are three buttons: 'Logout', 'Refresh', and 'Budget Recharge'. There are also some small window control icons in the top right corner.

**Can I get a refund if I have a remaining print allocation balance at the end of the semester?**

No refunds will be given. When adding funds to your account, you will be able to add a minimum of \$1 and a \$10 maximum to your balance at a time. You can continue using the account as long as you are a student or until your account has been inactive for three terms - about one year.

**What happens when the pages look bad or do not print?** If the printer doesn't work properly, you may request a reimbursement for the affected pages. Eligible defects include toner smears or streaks, low toner, jammed paper, printer failure, or other printer-caused defects (not editing and formatting mistakes).

**To receive a reimbursement, complete a Misprint Form and attach the affected pages.**

- Forms are available from staff members and are located next to unstaffed printers.
- Turn in the form to any NWTC staff member, who will route it to the contact person listed.
- If the reimbursement is approved, your print account will reflect the credit within a few days. If the reimbursement is not approved, you will be notified via your student email account.

**If I have problems or questions, where do I go?** For printer failures or printing quality issues, contact the nearest lab technician or staff member, or call extension 6800 to inform the NWTC Help Desk.