

ID Card/Pay to Print Minutes

August 14, 2013

Attendees: Chien Shih, Tom Roza, Terry Rowe, Trung Thai, Linda Robinson, Victor Baliguat, John Vandercook, Susan Malmgren, John Cognetta, Dennis Shannakian, Matt Rapczynski, Lisa Hocevar, Pat Hyland, Nick Hughes (Foothill student representative), Jason Morsink (ePRINTit, conference call) and Kari Elliot (note taker).

1. Student Refund Process – leave up to vendor, colleges do not need to authorize.
 - District Policy since 2005 has been to issue refunds if students were graduating, transferring or leaving the colleges.
 - Vendor and District do not store credit card numbers; needed to refund back on card used to add funds.
 - Issuing checks can be costly – vendor looking into.
 - Cash transactions – colleges would have to handle.
 - Colleges would have to authorize refunds for vendor to issue.
 - Minimum amount refunded will be \$5.00.
 - More discussion needed.
2. Cash/Pre-Paid Card.
 - Colleges not interested in selling pre-paid cards.
 - Will have a window to collect cash – colleges have not decided yet where and what department will be responsible.
 - For community events have a pre-paid card loaded with a value – not part of Phase I implementation.
3. Revenue Reimbursement from ePRINTit to cover incidental cost (paper, etc).
 - Breakout print volume by printer and college.
 - Can track paper/toner consumption for each machine.
 - Vendor is still working on reports.
4. Carding Event – First week of school.
 - Both colleges agree.
5. Need to move Go Live date from September 30, 2013 to September 23, 2013.
 - Students have printing needs first week of school.
6. Schedule another test session September 16, 2013.
 - 1 hour at each campus; vendor will be on standby for support.
7. Concern about technical support; hours listed on machines are 9am-5pm; vendor is on Pacific Standard Time and night students are on campus until 10pm.
 - Vendor will be available for support after posted business hours.
 - More discussion is needed.

Take Away Items:

1. Refund process – authorize based on 2005 District Policy.
2. Will not issue pre-paid cards; will have a window for cash payments.
3. Carding event first week of school at both colleges.
4. September 16, 2013, final testing for printing.