

ID Card/Pay to Print Minutes September 18, 2013

Attendees: Chien Shih, Sharon Luciw, Donna Jones-Dulin, Dennis Shannakian, John Cогnetta, Susan Malmgren, John Vandercook, Tom Roza, Hector Quinonez, Trung Thai, Matt Rapczynski, Joe Lampo, Lisa Hocevar, Linda Robinson, Jason Morsink (ePRINTit) and Kari Elliott (note taker).

1. Cashier Role Created.
 - Learning Center West Computer Lab supervisors requesting to have cashier role to accept cash for printing.
 - Many students will need to print using cash and the bookstore will have long lines.
 - Need to be able to account for cash – Finance concern.
 - De Anza is adding \$10 to lab supervisors accounts for first week of school to ease students' printing (one time deal); Foothill would like to do same.
 - Team consensus to add \$10 to the lab supervisors and proctors accounts; will have money added to accounts by September 23, 2013.
2. Refund Process.
 - If students have discrepancies, they need to call the 800 number.
 - If students leave the campus, they need to go College Life (De Anza Student) or ASFC Smart Shop (Foothill Student).
3. Final Printing test.
 - Issues have been sent to vendor.
 - Toner cartridges will ship September 19, 2013; 2-3 days to arrive.
 - Credit card function disabled on kiosk; should only be disabled on other machines and enabled on kiosk.
 - Students still need to be able to add funds to their accounts with a credit card at all machines.
 - Student needs to a file uploaded before adding funds at machine.
 - Photo printing also needs to be disabled at all machines except for the kiosk.
 - Cannot disable at all stations; vendor will credit student automatically if photo is selected and prints color copy.
 - Two stations not working correctly at De Anza.
 - Internet Lab – swipe card and gets stuck in a loop.
 - Bookstore – doesn't print but takes money.
 - File upload sizes set to 30 MB for both email and ePRINTit.
 - 15 MB is the limit for upload due to a known bug; cannot change.
 - Print default should be B/W (\$0.15) instead of color – Vendor will fix by end of day September 18, 2013.
 - Support procedure in place at all stations – September 23, 2013.
 - Lab/Library supervisors orientation will be completed this week.
4. Carding event first week of school at both campuses.
 - Ready at both campuses.