New Student Print Management System Presentation

Why are we here?

Historical Information

- ✓ Former Print Vendor Was QCI

- ✓ 23 Dedicated QCI Printers On Campus For Student Printing

- ✓ The Support Window 2 to 3 Days On Average For Hardware

- ✓ System Did Not Support 64 Bit MAC Operating System

- ✓ Involved Substantial Amount Of IT and Department Staff Support

Adjusting For COVID

- ✓ To Aid Students In Transitioning Back To Campus and Address QCI Going Out Of Business, Students Have Been Printing For Free Since Fall 2021

- ✓ 10 HP Color Laser Jet Enterprise Printers Were Purchased With HEERF Funds As The College Owns Very Few Student Printers

- ✓ Software and Hardware Support Is Being Handled By IT

- ✓ Student Support Is Being Handled By IT and Staff

College Investment

✓ 10 HP Color Laser Jet Enterprise Printers = $6,410.20

✓ 170 HP Toner Cartridges = $60,849.88

✓ Total Investment Until The End Of Spring 2022 = $67,260.08

✓ It's Estimated That 400,000 to 500,000 pages have been printed by Students Since Fall 2021.

Accessibility Questions

· How would a blind end user independently retrieve a print job using their technology/kiosk?

Wepa has created and provides software called Remote Release. This software was developed specifically for use with screen reader assistive technology, initially by working with the accessibility team at a Community College, and then later with the accessibility team at a four-year State University. The software is installed on a PC near a Wepa print station, and it allows the user to log in, hear the list of available print jobs to release, select those jobs, and initiate document release. Updates are given throughout the printing process so that the user knows when to go to the printer and retrieve the documents. This software could also be installed on a personal PC for the user (it is linked by configuration to release at a specific Wepa print station).

· Is the software/technology used to send print jobs accessible to blind end users who rely on the use of a screen reader (e.g. JAWS)?

Yes. Wepa's website and print app for PCs are both WCAG AA compliant and designed with screen readers in mind. Users can upload documents using either product, using a screen reader. Email is another option to submit documents.

College #1 Wepa Question Responses

1. **How responsive is the vendor when a ticket is opened? Are issues resolved in a timely manner?**
   Libraries have not had to do that yet.
   IT experience during implementation was that they use Basecamp communication and support from their implement team was good.
2. **How easy is it for staff to use the system (for example, employees that manage adding funds to student accounts or resolving point-of-sale issues)**
   Libraries - "Pretty easy. But we do not add funds ourselves or resolve point-of-sale issues."
3. **Are students generally happy with the system?**
   Yes! It is much better than the previous solution and we haven't received many complaints.
4. **Are there anything themes that have arisen in complaints received regarding the system?**
   Libraries - "some of our students don't have credit/debit cards, however we can add funds manually and/or buy print cards. It takes a bit of time to print for the first time. Once students learn how to access and fund the account, it gets easier."
5. **Are there any features you wish the system had, that it doesn't?**
   1) Apple pay,
   2) Ability to swipe payment cards instead of entering numbers, and
   3) Ability to zoom in some screens (see below).
6. **What feedback have students who are blind/visually impaired given with regards to the user interface for both sending and retrieving print jobs?**
   Have not received any feedback other than ability to enlarge the screens.

College #2 Wepa Question Responses

1. How responsive is the vendor when a ticket is opened? Are issues resolved in a timely manner? Very responsive. Issues are resolved within an hour or less. They have local technicians also that come out quickly or they remote in to resolve issues. They monitor the systems and dashboards 24/7, so often they know of issues before we do and resolve them then.
2. How easy is it for staff to use the system (for example, employees that manage adding funds to student accounts or resolving point-of-sale issues) Their pay to print system is super easy to use and the model Citrus went with was student based as in students purchased credit with WEPA directly, so they were in control of adding their funds. WEPA was very quick on resolving point of sales issues as well and erred on the side of refunding students.
3. Are students generally happy with the system? Yes, they loved its ease of use and 24/7 accessibility as the machines were available and on at all times.
4. Are there anything themes that have arisen in complaints received regarding the system? None.
1. How happy is your campus IT with the system? With their experiences working with the vendor? IT found WEPA implementation easy and seamless and they had no role in maintaining the system at the unit/kiosk level; only at the network level and only initially.
2. Have you had any unplanned outages or other major technical issues since installing the system? None.
3. Are there any features you wish the system had, that it doesn't? No, every aspect of the system was user friendly and easy to follow.
4. What feedback have students who are blind/visually impaired given with regards to the user interface for both sending and retrieving print jobs? They liked the accessibility of the system and its ADA features.
5. What (if any) technical issues have tech staff experienced with regards to configuring/deploying the vendor software on a workstation running assistive technology? There were not too many issues technically. Wepa took care of most issues. All we had to do is provide network ports for their equipment to plug into.
6. What (if any) technical issues have students experienced with regards to using the vendor software on a workstation running assistive technology? None that I know of.

Hello Michael,

Here is my ranking sheet. It was fun to run through the categories. My overall impression was that I liked the presentation from WEPA the best, and it was interesting to see that the data of the scoring lined up with that impression when I started rereading the information and filling in the rankings.

Thank you for including me in the process, and good luck with the selection.

Matt

Matthew Judd

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From: Carr, Michael
Sent: Wednesday, March 16, 2022 8:21 AM
To: Blean, Nicole <nblean@mtsac.edu>; Hoover, Karelyn <khoover@mtsac.edu>; Flood, Malia <mflood2@mtsac.edu>; Dawood, Matthew <mdawood@mtsac.edu>; Judd, Matthew <mjudd@mtsac.edu>; Springfield, Cristina <cspringfield@mtsac.edu>; Salinas, Romelia <rsalinas12@mtsac.edu>; Coreas, Kelly <kcoreas@mtsac.edu>; Madarang, Connie <cmadarang1@mtsac.edu>; Davis, Angelic <angelic.davis@mtsac.edu>; Madarang, Connie <cmadarang1@mtsac.edu>
Cc: Morales, Kate <kmorales@mtsac.edu>; Nava Burguiere, Marjorie <mnavaburguiere@mtsac.edu>; Moore, Anthony <anthony.moore@mtsac.edu>
Subject: Student Print Management System Recommendation
Importance: High

Colleagues:

Good morning. This email has a dual purpose. This email contains all of the information presented to our Student Print Management System (SPMS) workgroup from the beginning of the selection process and also asks for your recommendation on which SPMS would be equitable and provide students with the best printing experience. Below is a detailed list of the email attachments for your review.

The two files below are from our first meeting (questions and answers) scheduled on 1-14-2022 to discuss the SPMS.

Student Print Management System Presentation (MC) FINAL (PowerPoint Presentation By Michael Carr) (See PowerPoint file attached)

Student Print Management System Comparison (MC) FINAL (Presented By Michael Carr) (See Excel file attached)

The files below are the accessibility questions submitted by the SPMS workgroup for vendor responses.

Wepa Accessibility Question Responses (See zip file attached)

PaperCut (Ray Morgan) Accessibility Question Responses (See zip file attached)

UniFlow did not submit any accessibility question responses.

The files below are Zoom recordings of the vendor SPMS presentations on the student experience and the accessibility questions submitted by our SPMS workgroup.
You will need the passwords highlighted in yellow to view the recordings.

PaperCut
https://mtsac-edu.zoom.us/rec/share/grQV8u8QT-lBQmlRKjNkLYzDlFchFzKrUQ6CYrvgHzGQPre7Z29_5SNm_Lv1oZeo.YkZmqrouB0h7-sFt

Uniflow
https://mtsac-edu.zoom.us/rec/share/mtk8VHiInf6n6Q2SKbcq-ic2zb6PTdctMokt2ng3RBTsyuqDLXDK5rEDtk3jA_rQ.ph9_3Wql2zKngQcP

WEPA
https://mtsac-edu.zoom.us/rec/share/NhL4o_Wg0tBKp0lLsPPu3WQTECnxoAEMxdbvMyrw8ISTuoLw4tf0FXGpSxG9CV3A.idw8v3Eg278GWOU2

The files below are responses to additional questions submitted by the SPMS workgroup for other colleges using the SPMS we are reviewing.
We redacted the college names who responded to our questions to keep the SPMS selection process fair and equitable.

College 1 Wepa Question Responses (See attached PDF file)

College 2 Wepa Question Responses (See attached PDF file)

College 1 PaperCut Question Responses (See attached PDF file)

This is the file you will submit with your SPMS recommendation. The SPMS with the highest score is your recommendation for our new SPMS.

Student Print Management System Ranking Sheet MC (FINAL) (See attached PDF file)

This will conclude our SPMS selection process. Thank you for participating in this process for our students! Please review all of the attached material and send only your
Student Print Management System Ranking Sheet with your recommendation directly to Michael Carr. We understand that everyone is busy, and we want to be respectful of your time, so all recommendations are due by March 25th by 4pm. We will move forward with all recommendations received by the due date to keep the selection process fair and equitable.

Thanks,

Michael Carr
Director, Academic Technology
Information Technology Department

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Student Print Management System Ranking Sheet

Based on all of the information presented for each student print management system solution, please rank each feature from 1 through 5 based on how well the feature will support our student printing needs. With 1 being the lowest ranking and 5 being the highest ranking. For example, if a feature is not supported that would be a "1". If a feature is supported, that could be a "2,3,4 or 5" based on the vendor information presented. The highest total ranking score would indicate your recommendation for the student print management system.

Print System Feature Ranking Criteria

Print System Feature Ranking Criteria	Wepa	PaperCut	UniFlow	Short reason for your ranking
Students can interact with the print system via the vendor website.	3	3	3	fairly similarly for all three
Students can interact with the print system via a mobile app.	5	3	3	Wepa was superior here
The print system can support different types of printers on campus.	3	4	1	Papercut were more consistent
Print system vendor provides phone, chat and email support to students for printing issues, student printing account questions, and refunds.	4	2	2	Additional cost for two, the third has limited hours
Print system vendor provides print consumables as part of their service (paper not included).	5	1	1	Only WEPA provides this
Print system vendor provides onsite printer technical and hardware support.	**5**	**3**	**3**	**Only WEPA includes this for no extra cost**
Print system supports drivers for desktop and laptop computers running Windows and Mac operating systems.	**5**	**5**	**5**	all do
Print release stations are wheelchair accessible and supports printing for the visually impaired.	5	1	1	Only WEPA provides this
Print release station and magnetic card reader hardware is included.	5	1	1	Only WEPA provides this
The print system vendor addressed most, if not all of the relevant Mt. SAC accessibility standards that would be related to student printing.	4	1	1	WEPA did the best on this front
Print system vendor will handle ordering, monitoring, and inventorying consumables to ensure supplies do not run out.	3	3	3	I found this difficult to answer
The print system can support guest printing (members of the public who are not students).	5	5	1	
The print system can print directly from One Drive and Canvas.	5	1	3	
The print system provides students with cloud storage for print jobs. This avoids the need for students to carry USB flash drives to load files for printing.	4	3	3	yes with some costs and limitiations
The printing system is cloud based.	**5**	**3**	**3**	**Included with WEPA, additional cost for the others**
The print system will accept paper bills and coins.	**1**	**3**	**1**	**no for two, additional cost for papercut**
PCI Transaction Processing Compliance Included (Credit and debit card processing).	5	1	1	Only WEPA provides this
Print System Feature Ranking Criteria Total	**72**	**43**	**36**	

Student Print Management System Comparison

Features Offered	PaperCut MF	Wepa	Uniflow
Students can interact with the print system via the vendor website.	Yes	Yes	Yes (Cloud Version)
Students can interact with the print system via a mobile app.	Yes (Release Station Functionality Only)	Yes	Yes (Release Station Functionality Only)
The print system can support different types of printers on campus.	Yes	Yes (Only Plotters and 3D Printers Not Supported)	Possbily
Print system vendor provides onsite printer technical and hardware support.	No (Yes, For Additional Cost)	Yes	No (Yes, For Additional Cost)
Print system vendor provides consumables (toner). (Paper not included)	No	Yes	No
Print system supports drivers for desktop and laptop computers running Windows and Apple operating systems.	Yes	Yes	Yes
Print release station hardware is included.	No	Yes	No
Magnetic card readers are included.	No	Yes	No
Students can use the mobile app to add funds for printing and release print jobs.	Yes	Yes	Yes
Print system vendor provides technical support via phone, email or chat for students.	Yes (Additional Cost)	Yes (M-F 4am-4pm PST)	Yes (Additional Cost)
Print system vendor provides support to students for questions regarding loading funds on print accounts and refunds.	No	Yes	No
Print system vendor provides ongoing printer maintenance, replacement printers, replacement printer parts, printer warranty, and support for the lifetime of the agreement.	Yes (Hardware Support Additional Cost)	Yes	Yes (Hardware Support Additional Cost)
PCI Transaction Processing Compliance Included (Credit and Debit Card Processing).	No	Yes (Phyical Station, Mobile App, Website)	No
MT. SAC Kiosk Branding.	No	Yes	No
SSO Authentication.	Yes	Yes	Yes
The print system can support guest printing (members of the public who are not students).	Yes	Yes	No
The print system can print directly from One Drive and Canvas.	No	Yes	One Drive Only
The print system provides students with cloud storage for print jobs. This avoids the need for students to carry USB flash drives to load files for printing.	Yes (For Additional Cost)	Yes (6 Days)	Yes (For Additional Cost)
Print release stations are wheelchair accessible and supports printing for the visually impaired.	No	Yes	No
Known number of California Community Colleges using print system.	2	6	???
The print system vendor will handle consumable ordering and inventory.	Yes (For Additional Cost)	Yes	Yes (For Additional Cost)
The print system will accept paper bills and coins.	Yes (For Additional Cost)	No (Cashless System)	No (Cashless System)
Print system is cloud based.	Yes (Additional Cost For Cloud System)	Yes	Yes (Additional Cost For Cloud System)

From:	Carr, Michael
To:	Davis, Angelic
Subject:	Student Print Management System Recommendations
Date:	Tuesday, March 29, 2022 8:17:00 PM
Attachments:	RE Student Print Management System Recommendation.msg
	Re Student Print Management System Recommendation.msg
	RE Student Print Management System Recommendation.msg
	RE Student Print Management System Recommendation.msg
	RE Student Print Management System Recommendation.msg
	RE Student Print Management System Recommendation.msg

Angelic:

Good evening. Per our conversation, attached are the recommendations from our Student Print Management System Workgroup.
Everyone recommended Wepa as our new student print management system. I will move forward as we discussed on the project and engage
with Wepa and the campus stakeholders.

Thanks,

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