

Print Audit Case Study

About The University of Utah

The University of Utah is dedicated to excellence in research and education. The University enjoys national standing among top research institutes and has worldwide research ties. State-of-the-art research facilities include numerous laboratories, libraries, centers and institutes, as well as excellent research and computer equipment, which are easily accessible to students and staff.



The Situation

This case study was performed over a 60 day period with the University of Utah College of Education. The division is an open-access computer lab with one Hewlett Packard 9000, duplex capable, laser printer, 70 computers and 1460 users.

Methodology

Print Audit was installed to all seventy computers in the lab and a quota of 400 pages was set per student for the semester. If a student's quota was reached, the College of Education staff examined Print Audit's reports in order to determine if they printed university-related work. If the student had been printing responsibly, their quota was increased.

Expectations

"Our primary expectation was to lower the total number of pages printed by students. In the past, we observed that students were abusing our policy of free printing by printing personal and non-university related items. In four semesters, our seventy computers had generated one million pages of output. The cost of providing free printing to students was becoming prohibitive," said Laurie MacMillan, IT Administrator for the College of Education. "Secondly, we want to track the students' print jobs in order to gather data regarding what percentage of printing is (a) electronic reserve readings (b) lecture notes and presentations posted to the web by faculty (c) student papers and schoolwork (d) student schedules and correspondence (e) personal. The goal of collecting this data is to suggest new ways for instructors to provide materials in a manner that better conserves our departmental resources as well as students' time and money."

Results

Using Print Audit to enforce quotas has enabled the College of Education to create cost-conscious users without having to charge for printing. Print Audit's sophisticated reporting capabilities provide the university with a clear picture of what is being printed.

"We now know exactly what the students are printing, for which classes and how many pages. Also, the allocation system has eliminated wasteful printing as well as all non school-related printing," stated MacMillan. "Since the moment that we implemented Print Audit in our computing lab, the ever-present stacks of unclaimed output completely disappeared and the recycle bin has not been filled."

"University instructors, in an attempt to conserve resources by providing online materials and information, often significantly increase consumption of paper, time and other resources. We are using Print Audit to gather the data necessary to help instructors provide online resources more efficiently," she said. "I will be recommending Print Audit to other colleges, departments and computer labs within the university. Print Audit lends itself well to the eclectic and dynamic university environment."

Summary

60 day snapshot of 1460 users

Result

"Since the moment that we implemented Print Audit in our computing lab, the ever-present stacks of unclaimed output completely disappeared."

