Print Management FAQs

How will moving to the new print environment impact me?

All desktop printers will be removed college-wide. Area printers/copiers, located within 25-35 feet from work areas in most cases, will be used in place of the desktop printers. In order to access the new devices, individuals will be trained to use the new print management software, UniFlow. This software will provide security as well as monitor individual usage and number of pages printed.

I tend to print a lot of confidential documents; how will this new printing environment accommodate my need for secure print?

UniFlow software will store your print requests in a secure print queue that can be accessed on any device and on any campus. You will no longer need to select a specific printer before printing. To access your print job, you will need to scan your ID card or input your ID card pin. Additional training will be provided regarding how to access your print jobs.

What is the planned timeline for rolling out new printing/copier equipment?

Following is the tentative timeline for new equipment:

**Week of 5/9**
Deploy new devices at Owasso

**Week of 5/16**
Deploy new devices at West
Deploy new devices at NEC

**Week of 5/23**
Deploy new devices at Conference Center
Deploy new devices at Southeast

**Week of 5/30**
Deploy new devices for EOC
Deploy new devices for Riverside Campus and Aviation Center
Deploy new devices at Metro

Have you considered the logistics of having all faculty and students obtain ID cards?

We are working with the Library, Student Services, and Human Resources for best options to coordinate ID resources. Dates and locations will be provided later for employees and students for the where and when they can receive an ID. For ease of use, we recommend all employees and students have an ID card created.
If I do not have an ID card, will I be able to use secure printing devices?
Yes, you will be able to access your print documents at any networked machine college-wide by using your single sign-on information. The logon format will be your college ID (TXXXXXXXX) and password.

We see a lot of print and copy volume in my office; how will this new environment address bottlenecks at the machine?
Situations like this are likely to occur at some point, particularly at peak times depending on device, location and time of the year. The hard fact is that we will all need to learn new behaviors and aim to provide more lead time for print and copy needs. Nonetheless, you will be able to access your print jobs from any machine on campus. Likewise, sixty-one additional MFPs (multi-function printers/copiers) will be strategically placed on campuses, which will provide more available options for printing and copying. There will be a total of 120 color MFPs available college-wide.

Can desktop copiers/printers remain in the office until the cartridge supplies deplete?
Desktops copier/printers will be removed from offices by June 13, 2016 regardless of the cartridge supply. It is imperative that faculty, staff and students transition to the new print environment to achieve full utilization of the new equipment. From a business and financial position, the cost of remaining cartridge supplies is much less than the cost to delay transition to the new environment and risk underutilization of the new machines. This prompt changeover is paramount for the success of the new print management environment.

What will be done with the printers once they are removed from the offices?
The College will follow appropriate State disposal-of-asset requirements. Following this process, the College will sell old machines and supplies at auction that have not been repurposed.

Can we elect to keep the desktop printer/copier in our office and purchase our own cartridges?
No, individuals will not be able to keep State-owned desktop copiers/printer even if they offer to purchase their own cartridge.

Can I purchase my own desktop printer/copier and supply my own ink cartridges?
Yes, but for the College to gain from soft savings in the form of IT support time, this will require that you purchase your own computer as the College would not provide assistance in setting-up personal printer/copiers on College leased or owned computers. Based on an estimate of Call 2000 requests, IT support technicians have spent roughly 20% of their time solving printer issues. In order for the College to truly recognize the savings projected for FY 2017, we highly encourage all employees to transition to the new print environment.
Will machines currently used in a consolidated/group fashion be updated?

Machines will be reduced college-wide from 1,150 to 158. Most machines will be new equipment. In addition, 120 of the 158 devices will be multifunction color printers. Some networked printers may be redeployed due to special circumstance or physical need accommodations.

I have a physical disability that requires accommodation. Who do I contact to request a printer?

If you have a physical need that requires accommodation, you can make your request by contacting Debbie Benton in Human Resources at deborah.benton@tulsacc.edu.

Will each center have a backup device for high-use times or for when a machine is out of order?

No. The College will retain a number of backup printers, but the larger multi-function machines will not have backups. However, the software we incorporate will allow “follow me printing” and provide users with cloud print access. What this means is when a machine goes down or a machine is busy, the end-user can take the print job to the next available machine. We will provide the appropriate resources on training.

Will faculty and staff have a page limit on printing?

Faculty and staff will have no limits on printing for the first year. We will actively monitor printing activity and will evaluate the needs of individuals and departments that are producing output that exceeds the output of their peers. Budgets will be developed for the second year and provided to each department.

Will students have limits on the number of pages they print?

Yes, each student will be allocated $5.00 a semester in printing/copying access. Based on the average cost per page, this is roughly 500 black and white pages.

If a student exceeds their allocated $5.00 limit, will the student be able to get access to additional pages?

Yes, the student can pay for additional pages at the bursar offices or through an online portal. We are still working on the exact process for each of these options.

Can we use different stock such as color paper or envelopes on the new devices?

Yes, end-users will have the same level of access to devices for loading different stock to the devices.

Who will be responsible for supporting the new devices and how do I request support?

IT will be responsible for supporting the print management environment. Any issues with the devices should be reported to Call 2000 for support.
What if I have specialized printing needs?
We are aware of a few specialized printing needs that will require limited access to devices. A few examples of exceptions include the printing of transcripts and the use of transcript paper, the police dispatch office, and specific nursing lab equipment.

Will there be training for employees?
We plan to offer training at each location. For individuals unable to attend, we will provide training videos on the College’s MyTCC page. This will be released at the same time as the rollout of devices.