Committee or Individual: Student Senate   **Date submitted:** 12/03/2020

Issue/Concern: Pay Print Systems Upgrade

Summary of Issue:

Currently, pay print systems in the Learning Resource Center accept only cash or student access cards onto which cash has been loaded. This prevents students without cash on hand from being able to use the pay print systems.

Action Taken:

Dec. 7, 2020: The campus issue was presented to the Executive Council. After discussion, the Council recommended that the issue be referred to VPA Carrie Bray for investigation and response.

Jan. 11, 2021: VPA Bray responded to the campus issue via email, stating that there is a district-wide group looking at replacing GoPrint (current pay print system), since it is used by all the colleges. The effort was put on hold due to the COVID pandemic.

Jan. 13, 2021: VPA Bray responded to the campus issue via email, stating that there is a Districtwide group that has been working on a new pay-for-print solution for all of the colleges. Kevin Williams and Andy Divanyan have been representing Sacramento City College. The group was close to going through the purchasing process and selecting a new vendor and then unfortunately, COVID hit, and the efforts were put on hold.

In the meantime, our maintenance agreement for our current system came due and if we did not renew it we would not have support when we got back on ground. All four colleges made the decision to renew the maintenance agreement as we were able to get two years for the price of one year. This will take us through August 2022, which will allow us time to get a new system in place before the old one is out of service.

The new pay-for-print system being looked at would have a touchscreen and it would allow payment with credit cards. This equipment is the most expensive part of the purchase as they are about $6,000 each. The current print machine would need to be replaced, which is the bulk of the cost of moving to a new system.

In addition, the systems being looked at do include an app option. There would be a portal that the student could add money to their account. They could do this at one of the machines, on an app on their personal device, or in one of our labs. If we go with the portal system, there will not be a net need for a card.

To be able to load the money on the student access card requires a mag stripe that holds that data. The concern with this method is, if the student loses the card, they lose all their money loaded on it. With the portal, that will not be the case. They were also looking at prox cards that a student

could take that to the machine, enter in the W ID number and it would link the card to the account. These cards are expensive so, again, the portal might be the best option.

Jan. 27, 2021: VPA Bray updated M. Kekahu on the campus issue via email, including information provided by K. Williams and A. Divanyan. The information provided by K. Williams and A. Divanyan does edit some of the information provided above.

According to K. Williams, at the last district meeting the majority of the committee decided to go with the system named PaperCut. However, due to a clerical mistake on how the bid was constructed things needed to start over, and they were going out again for bids that would need to be reviewed etc.

With regard to the need for replacement or upgrade of machines, K. Williams stated that not all of the equipment would need to be replaced. SCC for instance was planning on buying four new devices (2 for main campus, 1 in STS and 1 in the library, and 1 for each center). This device would allow students to load their account with money via debit card or cash. It would also work as a station to release print jobs if needed. Otherwise we would be reconfiguring our current release stations at the printers.

With regard to including an app to load money using their phones, K. Williams stated that to his knowledge the PaperCut system did not offer an app, but students could access a website either on their phone or from any computer to load money to their account.

According to A. Divanyan, there is an interim solution by adding a kiosk. It allows the use of a credit card to add value to GoPrint cards with magnetic stripes. ARC has one and can try to get more details from their IT supervisor, Jeff Bucher.

In addition, A. Divanyan stated that the districtwide group will be getting together at the end of Fall 2021 or early Spring 2022 (assuming we are back to on-ground instructions in Fall 2021) to continue the GoPrint upgrade project.

March 1, 2021: VPA Bray's recommendations were discussed in Executive Council. After review, the Council agreed that the campus issue should be closed, since this project is being worked on at the District level.

March 15, 2021: President's Response completed, and Issuers notified. Campus Issue is closed.

President's Response to Executive Council:

I have heard the discussion on Campus Issue 20-21-04.

To follow-up on this campus issue the following actions are directed in accordance with the Executive Council's response: This campus issue is currently being resolved at the District level, where a contract is being developed that will address the concerns at the campus and at the centers. Campus Issue 20-21-04 is closed.

Michael Gutierrez (signature)   03/15/2021

Michael Gutierrez, President   Date