Facts about lab printing in WKU Student Technology Centers
October 2006

- For the 2005-2006 academic year (12 months), total **pages printed**: 7,908,895.
- **Total cost** to provide unlimited lab printing last year: $154,131 (paper, toner, maintenance, hardware).
- Total number of **printer users**: 15,153. Estimated number of students who **never used** lab printers during the year: 3,492.
- Estimated **waste** (pages discarded directly from printer to recycle bin): about 7% of all pages printed, accounting for about $11,000 in total printer costs.
- **Average pages printed** per undergraduate student: 471 pages. Grad student average: 1,318 pages.
- **Highest** printer page count for a single user: 15,306 pages. Number of users who printed **more than 10,000 pages**: 19.
- **Less than 10% of lab users** were responsible for **more than 50% of total costs.**
- During the first eight weeks of the fall 2006 semester, total printer usage **increased by more than 60%** compared to the first eight weeks of fall 2005.
- Lab printing is on track to cost **more than $250,000** in the 2006-2007 academic year.

Lab printing is funded entirely from WKU tuition dollars (Student Technology restricted tuition account). Money spent to provide unlimited paper for printing is money taken away from new lab hardware, better monitors, expanded lab locations, and increased lab hours. $250,000 spent for printing could buy almost 300 new lab computers to meet peak-usage demand. WKU is one of the last universities in the United States still offering unlimited free lab printing.

Student Technology recommendations to bring costs under control:

1. We recommend that the self-service lab print system be reconfigured so that it displays the total number of pages that a user has printed, each time he or she uses the printer. Simply being aware of the total number of pages printed in a semester may help reduce unnecessary usage and waste.
2. Work with SGA to set a "mock quota" to provide informational messages to the printer user. The system will tell the user how many pages are left in the quota, or how many pages he or she has printed since going over the quota.
3. After a few months, analyze usage patterns to discover how many users have gone over the mock quota, and determine whether the quota is set at a fair number.
4. At that point, based on the data, consult with SGA about implementing real limits on free printing and a cost per page for printing above the designated limit.

John Bowers
745-4278