

Portland Community College



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Summer is nearly here and at Portland Community College, laptop users are frequently seen computing on the front lawn. Gary Eaton, Cascade Campus Technology Services Manager, says that someday they will be printing and releasing their print jobs through GoPrint, right there on the lawn when the campus wireless network “footprint” is extended. He appreciates the ability of the GoPrint Web Clients popups to function on the wireless network without needing traditional release stations as this enables students to work where they want in public areas around campus and relieves the burden on his lab workstations.

Originally using GoPrint GS-2 only in their library computer labs, by late 2006, Portland Community College was ready to expand the GoPrint print management system to their open use labs on their four campuses and they also wanted to get away from card readers and electro-mechanical card re-valuing stations.



Their timing was good; about the time they were consulting with GoPrint regarding this expansion, we were nearing the end of the development process for the major upgrade to GS-4. An improved GoPrint Web Client (GWC) popup, with the ability to integrate a customized credit card gateway interface, was among its many exciting new features. These GWC popups, which provide all the same functions as a conventional pay station, simply appear in a browser window on the labs’ workstations and eliminate the need for separate pay (or release) stations.

This sounded like what they were looking for, so they became a beta test site just before the spring term of 2007. After some fine tuning, working closely with the GoPrint development team, Portland was soon ready to go live with this new implementation and they are very pleased with the results.

Gary commented “The GWC popups are a great feature; the students like the ease of use and the ability to add funds to their accounts with the integrated credit card gateway, which is simple and convenient”.

Although they were initially concerned that they might have a significant number of students who didn't have credit or debit cards, this has not been a problem – they typically have only five or six users per term who need to add funds by alternate means, a task readily handled by the business office as a manual transaction.

It is becoming more common for students to bring their own laptops and connect to the campus network wirelessly in common areas around campus; these users, including those with Macintosh laptops, are accommodated without problems, simply using the GWC popups on their laptops in exactly the same way as on the computer lab workstations. Vista users also are experiencing no problems with the popups.

Portland Community College gives their students a generous free printing allowance per term, but also manages printing behavior through pricing; for example, single sided pages are seven cents each, but the students choose duplexing (the default), the charge is only 5 cents per side. Color prints are charged 25 cents per page. They have observed that the number of discarded prints continues to remain remarkably low. Gary says that they use the reports available in GoPrint quite a bit, primarily to analyze printer usage patterns for the nearly twenty printers they have on the system.



Editor's note: This customer's GoPrint implementation represents the growing trend toward more purely software based pay-for-print solutions with a convenient self-service approach that reduces both the staff overhead and the hardware requirements for supporting separate pay or release stations.

The Custom Credit Card gateway interface for using your institution's existing credit card gateway is an option that can be added to any GoPrint GS-4 operation using the GWC popups. We also offer an alternative credit card approach via PayPal's Website Payments Standard program. If you're interested in exploring this innovative credit card approach to re-valuing quota accounts on your campus, contact your GoPrint sales manager or email your inquiry to sales@goprint.com.