Foothill Classified Senate
13-55 Project for 2024-25

As our 13-55 Project, Classified Senate has voted to elevate to MIPC and college leadership the issues and inequities arising from our college's printing service for students (ePrintit) and how it currently operates.

Issue: Printing Service for Students

Students encounter barriers when trying to print documents through our printing vendor's service (ePrintIt). This is particularly an issue for students of color, who are less likely to have the ability to print documents at home. As some instructors require students to turn in printed coursework, this directly affects student success and student retention. In addition, the ability to print documents affords students the choice of creating physical copies of instructional and non-instructional resources and materials for later use.

Barriers in our current printing service for students:

Complicated to navigate

The typical process for a student to use the printing service system is for them to:
- Scan a QR code with their phone or computer, or navigate to the ePrintit app in MyPortal
- Log into the ePrintit system using their CWID and password
- Get past the Duo authentication screen
- Export, download, or access the document to be printed (for example, download a Google doc to their phone or computer)
    o Convert the document to a supported file type if necessary
- Upload the document to the ePrintit system
- Upload money (at least $3 required) using a credit/debit card
- Log into the ePrintit printing station with their CWID and password

Assumes the student can upload money from a credit or debit card

- If a student does not have a credit or debit card on them when they need to upload money (or at all), they are unable to use the printing service.
    o While the documentation says students can upload money in cash by going to the Welcome Center, a student employee at the Welcome Center wasn't sure if this was possible.

Assumes the student can front at least $3 at a time

- ePrintit requires uploading a minimum of $3 when using a credit or debit card. This is the equivalent of 20 black-and-white pages or 6 color pages.

- If a student leaves Foothill without having spent the full amount they uploaded into ePrintit, the documentation says they have to go to the Welcome Center "after the second week of the following quarter" to request and receive a refund.

Students need to have the on-the-spot ability to get past the Duo authentication screen on MyPortal

- If a student doesn't have their Duo authentication information available (for example, it is saved on a device at home), they are unable to get past the Duo screen to access ePrintit and are unable to use the printing service.

There is no in-house, on-the-ground technical support

- Because ePrintit is a third-party vendor, ETS does not support the system. When there is a technical issue, which happens frequently, a classified professional has to call the vendor.

As a workaround, classified professionals currently step in and print documents for students who:

- Are in a rush or late to class (especially if they have never tried to use the printing system before)
- Don't have a credit or debit card, or don't have one on them
- Get stuck behind the Duo authentication screen
- Have a technical issue with the system

Classified Senate's Request

That MIPC and college leadership look at improving the printing system so that all students, especially students of color, can quickly and easily print documents when needed.