ID Card/Pay to Print Minutes
August 21, 2013

Attendees: Chien Shih, Tom Roza, Trung Thai, Linda Robinson, Victor Baliguat, John Vandercook, John Cognetta, Dennis Shannakian, Matt Rapczynski, Lisa Hocevar, Pat Hyland, Sharon Luciw, Hector Quinonez, Donna Jones-Dulin, Nick Hughes (Foothill student representative), Jason Morsink (ePRINTit, conference call) and Kari Elliot (note taker).

1. Student Refund Process – vendor will issue, colleges will need to verify.
   - Need form to send to ePRINTit authorizing refund and credit card number to issue refund to.
   - More discussion is needed on secure process.
2. Cash Payments.
   - Will have a window to collect cash – colleges have not decided yet where and what department will be responsible.
     - De Anza in discussion with bookstore.
     - Foothill will have Smart Shop handle.
3. Revenue Reimbursement from ePRINTit to cover incidental cost (paper, etc).
   - Breakout print volume by printer and college.
   - Can track paper/toner consumption for each machine.
   - Vendor is still working on reports.
4. Carding Event – First week of school at both colleges (week of September 23, 2013).
   - Foothill will need 2 extra computers and De Anza will need 1 extra computer from Tech Services.
   - Will need software from Multicard to install on extra computers.
   - Foothill has one bad camera and printer Multicard needs to replace.
   - Have a 1 page summary for getting started printing cards.
5. Schedule another test session September 16, 2013.
   - 1 hour at each campus; vendor will be on standby for support.
     - Foothill, 9:00am-10:30am in Smart Shop.
     - De Anza, 1:30pm-3:00pm in DASB Card Shop.
   - Received new print driver; currently testing.
     - If not ready by first week of September, Tech Services won't be able to image labs.
6. Card stock for Staff cards needs to be ordered soon.
   - Colleges will order August 21, 2013 (staff card stock and extra ribbons).
7. Tech Support from ePRINTit.
   - Will provide after hours support.
   - First line of support – supervisors/lab proctors.
     - Schedule orientation before Opening Day.
   - Tech support provided 24/7 based on 3 levels of urgency.
     - Need to define levels of urgency.
8. Add channel to MyPortal.
   - Link to upload center.
   - Will move to Student tab.