

## Network Printer Issues & Concerns Highland Lakes Campus

- There have been several concerns regarding the how we balance the need for a network printer with FERPA. We print documents with student names, ID numbers, and grades frequently. Someone can inadvertently pick up these documents.
- Similarly, there are privacy issues associated with printing employee information as well like pay advices and W-2 forms.
- One faculty member provided me with several examples of exams sent to a network printer that printed out erroneously, despite several calls to the IT Support desk and help from campus IT personnel.
- If we are to go to network printers for everyone, there need to be some considerations:
  - Printer locations need to be conveniently located. This will vary from campus to campus. One should not have to go to a separate building to retrieve a print job.
  - Printer locations need to be secure.
  - Is there a way that once you send your print job, you have to swipe your copy card on the printer to release the job?
  - There should be separate machines for printing and copying. Several comments related to copy jobs being interrupted by print jobs and vice versa. This is not only annoying, but this is how print jobs inadvertently get lost or thrown away. The process would work much better if we had copy machines only used for copying, and printers only used for printing.