

Hostos Community College reduces student printing waste and increases accountability with unique solution from Lexmark and Pharos Systems.

## Hostos Community College reduces student paper waste with solution from Lexmark

### The Organization

Hostos Community College, a two-year academic institution located in Bronx, New York, is a growing part of the City University of New York (CUNY) system. With an enrollment exceeding 4,000 students, Hostos is expanding to meet burgeoning demand. The college is adding new academic programs, renovating facilities, expanding technology services and recruiting additional full-time faculty.

Founded in 1968 by Eugenio María de Hostos, the College's mission is to meet the higher educational needs of people from the Bronx and other communities facing financial, academic and societal hurdles on the way to the dream of obtaining a college education.

### The Challenge

Students at Hostos Community College were free to print and copy an unlimited number of documents. And they did.

Blue recycle bins in the library were always full and multi-page documents sat unclaimed on printers and copiers. In fact, librarians often noticed students printing the same document several times on different printers. The students retrieved the first finished copy, leaving the others behind.

With no formal controls or student fees in place, students were able to print what they wanted, when they wanted and how often they wanted, with no accountability. Although some of the printing and copying was needed, school officials believed that the bulk of it was unnecessary, wasteful and costly to the college and the environment. The honor system just wasn't working.

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—Praveen Panchal  
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team recommended Hostos implement Lexmark's Print Management and Cost Recovery system in a phased approach, starting in the libraries.

Praveen Panchal, Hostos' Assistant Vice President of Technology, knew that a significant opportunity to reduce waste and costs was at



his fingertips. He was under pressure to reduce waste and costs on all fronts of IT operations as mandated by his supervisor Esther Rodriguez-Chardavoyne, Vice President of Administration and Finance.

Panchal started researching possible solutions by talking with other colleges. Many suggested that Panchal move to a “pay for print” solution that would prompt students to think before they print, and charge them for the pages printed. Panchal liked this idea but was not focused on turning a profit from such a solution. He just wanted to reduce waste by putting some controls in place.

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Panchal was invited to attend a workshop hosted by Lexmark for CUNY institutions to preview its print management solution for higher education – a combination of hardware and software that makes it easy for colleges and universities to reduce waste by tracking print, copy, fax and scan jobs by each individual student. Lexmark’s solution gives students access to the technology services they need, while controlling usage and reducing costs.

### **The Solution**

Lexmark higher-education industry consultants surveyed the Hostos environment to understand how, and how much, students were printing throughout the campus. Armed with detailed information, the Lexmark team recommended Hostos implement Lexmark’s Print Management and Cost Recovery system in a phased approach, starting in the libraries.

The Lexmark team removed four Minolta copiers and three Hewlett-Packard printers from the libraries and replaced them with three Lexmark devices: two 45-page-per-minute, high-capacity Lexmark X820e multifunction printers that combine print, copy, fax and scan capabilities into a single device; and one Lexmark T632dtn

monochrome laser printer. The Lexmark X820e is equipped with a color touchscreen that makes it very easy to access its features and functions.

Using the Lexmark Document Solutions Suite and Uniprint software from Pharos Systems, Lexmark engineers created a unique solution specifically for Hostos. From the touchscreen on the X820e, students enter their username and password or swipe an ID card using an attached magnetic reader.

Lexmark professional services consultants engineered the solution to integrate with the college’s student information system, making it easy for the Lexmark system to accurately track usage by individual student.

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When students print a document from a campus computer or copy something directly at the Lexmark MFP, Lexmark and Pharos technology is working behind the scenes to authenticate the student and verify that credits are available to print the job. Once the job is completed, the system deducts the credits from the student’s virtual account. If students use all their allotted credits during the semester, additional capacity can be purchased incrementally at value stations in the library.

To protect its investment, Hostos purchased a two-year extended warranty on its new Lexmark printers and MFPs and uses only genuine Lexmark supplies.

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**The Results**

With the Lexmark solution now in place, Hostos Community College has reduced waste significantly and has helped students stop and think before they print or copy a document.

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The combination of Lexmark technology, its unique solution to a common higher education problem and its knowledgeable consultants has made a difference for this college campus. “Lexmark’s support has been top-notch,” said Panchal. “I would recommend that other colleges consider this solution and Lexmark.”

According to Panchal, students and staff are enjoying the solution so much that they are asking for more. The college has just purchased two additional Lexmark MFPs and has plans to implement the solution in its computer laboratories. Now, the College will be able to replace its remaining Minolta copiers and have one, consistent, comprehensive solution for student printing throughout the campus.