



Printing and Photocopying Services— **Frequently Asked Questions**

Q – Why is Cambrian limiting free student printing and photocopying services?

A – Cambrian realizes that in the past there has been a lot of waste in photocopying and printing – last year, approximately 5 million pages were used. Cambrian wants to reduce waste in order to devote more resources to teaching and learning.

Q – How many pages of printing and photocopying will be given free of charge to students??

A – Each semester, when a student registers, they will be given a \$40 credit for 500 double-sided pages in their Printing Account.

Q – Where can I see how many pages I have left in my Printing Account?

A – In your myCambrian account, if you go to the Student tab and scroll down, you will see a Printing section. It will show your account balance.

Q – What is the cost of additional printing/photocopying in Cambrian labs and the library?

A – It is 8 cents per page double-sided and 10 cents per page, single-sided. Students can top up their account balance to purchase additional pages through their myCambrian account in increments of \$1, \$5 and \$10.

Q – How do I pay off my account balance?

A – If you need to purchase pages through your myCambrian account, the fee will be added to your student account. To make a payment, go to the Enrolment Centre and pay in person, or use your bank website to make a payment online. You can add Cambrian College as a payee using your 9-digit student number as your account number). Please note that your Cambrian account, which includes your printing account balance must be in good standing to register for subsequent semesters.

Q – May I purchase additional pages at any time?

A – Yes, you may add pages to your account through myCambrian, 24 hours per day.

Q – What if I do not use all of the pages allotted to me in a semester?

A – The balance of print pages remains in your account, and it will be available to use in subsequent semesters.

Q – May I be refunded if I don't use my allotment or if I paid for additional pages that I did not use?

A – No, printing page balances are non-refundable. To prevent purchasing pages that you may not use, you may top up \$1 at a time.

Q – Do other colleges and universities charge for printing?

A – Yes, the majority of colleges and universities charge for printing. Cambrian surveyed other colleges and universities, and in comparison, offering 500 pages per semester is a generous allotment.

Q – What if my paper jams?

A – The system will only charge for pages that print successfully.

Q – What if my document is half-way through but I don't have enough pages in my account to finish printing?

A – The system will not print unless there are enough funds to complete your print request. The system will prompt you to top up your balance through your myCambrian account.

Q – What should I do if the quality is poor because of the printer or photocopier?

A – You can bring the document back to the IT Helpdesk – they will verify when and where the job was printed, keep your poor-quality document, and reimburse your account so that you may reprint it.



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