



About Webber International University

Webber International University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools (1866 Southern Lane, Decatur, Georgia 30033-4097; (404) 679-4501) to award degrees at the Associate, Bachelor and Master levels. Webber International University through the School of Business has the following degree programs accredited by the International Assembly for Collegiate Business Education: Master of Business Administration degree with concentrations in Accounting, General Business and in Sport Management. Bachelor of Science degree in General Business Studies. Bachelor of Science degree in Business Administration with majors in Accounting, Finance, Global Business Studies, Hospitality Business Management, International Tourism Management, Management, Marketing, Pre Law and in Sport Management. Associate of Science degree in Business Administration with majors in Accounting, Finance, Global Business Studies, Hospitality Business Management, International Tourism Management, Management, Marketing, Pre Law and in Sport Management.

Description of Network

of Servers

We have 15 servers that are not print servers running Windows 2000 server: 7 CITRIX system servers, 1 library patron database, 1 financial aid system, 2 domain controllers, 1 corporate database system, 1 FTP off campus data access system, 1 faculty / staff database system, 1 network administration system.

Of Print Servers:

1 print server Windows 2000 Server handling 22 network remote printers. We use HP 170X & 175x print servers as the printer network attach devices. The print server is a COMPAQ ML350 G3 dual processor with 2 gigabytes RAM. The print server also is the CITRIX Farm data store server (manages the user load manager and communications for the CITRIX farm).

Of Workstations:

We have two distinct systems.

Students: We have 700 students that use 90 WYSE 1200LE winterms in a CITRIX XPe environment. They access 3 HP laser printers and 4 HP inkjet printers through CITRIX terminal services.

Faculty & Staff: We have 17 full time faculty, 15 part time faculty, 25 staff members that have stand alone client computers.

Of Printers:

All printers are HP brand. We have 15 LaserJet, 1 Color LaserJet, and 10 DeskJet

Of Users:

We have 757 users: 700 student users and 57 faculty and staff users. 1 Domain. 4 primary buildings connected with fiber backbone.

Description of initial problem

There was unbridled printing by virtually everyone, faculty, staff, students. No one had any idea of who was printing what. Typically the comment was “the students are abusing the printing”. As it turns out there are only a few students that have abused the print resources. 50% of the students have not printed at all. 49% of the students have printed a very reasonable number of pages. 1% of the students have printed an enormous number of pages. The initial focus was that a lot of students had abused printing resources. Not so.

In addition, only the students were looked at when the subject of abusing the printing resources arose. It turns out that a small percentage of the faculty print the largest portion of the print resources used by faculty.

The staff has never been tracked by the amount of printer resources used. Now we can pinpoint which offices use the most printing and can focus on where the resources are being used rather than a shotgun approach to all offices.

Description of Solution

With Print Manager Plus we know exactly which printers are producing what, which offices are using which printing resources and to what extent, which students are using excessive printing resources.

Now we can develop policies for the students so additional charges can be enforced for those that abuse the printing resources.

Now we can target specific faculty for excessive printer use rather than put out a blanket memo to all faculty.

Now we can target specific offices and take a look at the resources used so proper budgeting and use rates can be established.

Now we have the concrete numbers for equipment replacement and what the longevity of each printer should be. We can also schedule maintenance for printers as they reach a specific number of printouts. We can monitor toner and ink cartridge replacements according to how many pages have been printed since last replacement by individual printer.

Print Manager Plus gives you the necessary detail to manage all your printer resources. Without Print Manager Plus you are assuming you know that what your print system is doing.