Meeting Student Demands and Freeing Up Lab Space at Bridgewater State University

## Wēpa helps support student-centric initiatives

BACKGROUND

Cloud printing for on-campus residents

Bridgewater State University in Massachusetts is one of the state's top public universities. Offering a comprehensive range of undergraduate and graduate programs, the university has approximately 11,000 students, 3,000 of which are residents at the main campus in Bridgewater, Massachusetts.

In 2014, BSU installed 14 Wēpa cloud printing kiosks in their residence halls as part of a program to better serve students living on campus. "The Wēpa kiosks have been extremely successful with BSU resident students. Every year during our annual ResNet Service Survey, BSU residents would ask us to expand Wēpa beyond the residence hall and add them throughout academic areas," say Mary O'Neill, ResNet Manager, and Tina Gill, ResNet Support Specialist at BSU.

"We are a very student-centered institution," says Steve Zuromski, Associate Vice President of Information Technology at BSU. "Knowing that the students were asking for Wēpa, we wanted to fulfill their requests. We also were curious to see if there would be a reduction in computer lab usage, because that would be great for the school."
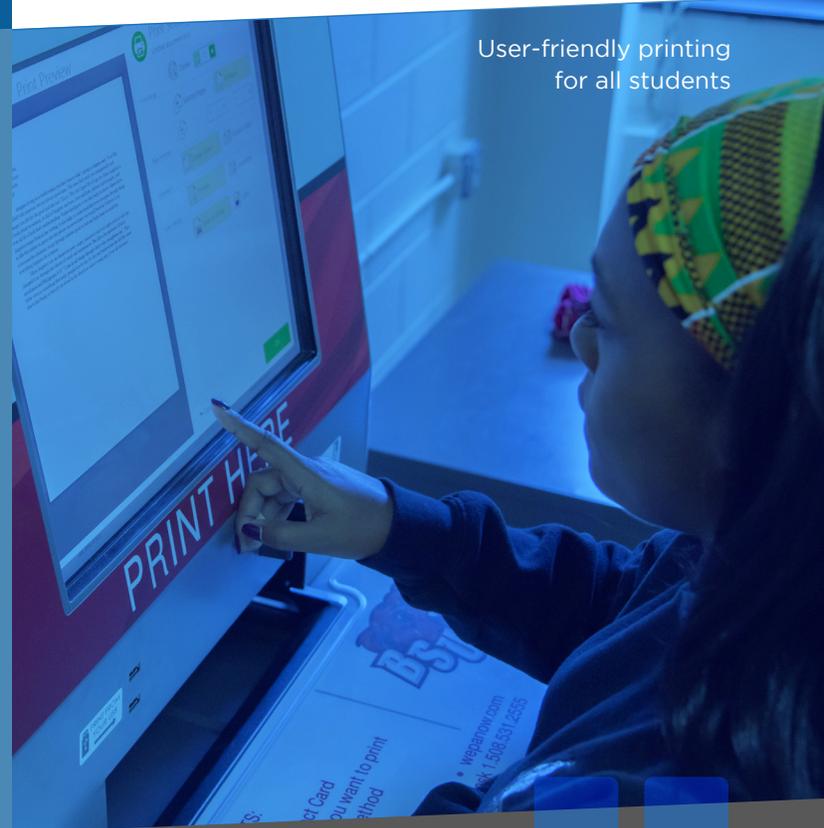
User-friendly printing for all students

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– Steve Zuromski, Associate Vice President of Information Technology at Bridgewater State University

CHALLENGE

Satisfying student demands campus-wide

While residence halls featured Wēpa print kiosks, all BSU student centers, libraries and computer labs relied on a legacy solution that didn't offer wireless printing. BSU students faced a common problem at college campuses. They needed to come into a computer lab, sit at a workstation, login, load the document and print. Not only that, but the original printing solution was also a challenge itself. "It wasn't a user-friendly product. We could see that the students were struggling with it," says Zuromski. There were administrative challenges as well, as the fiscal office needed to track and bill student printing.
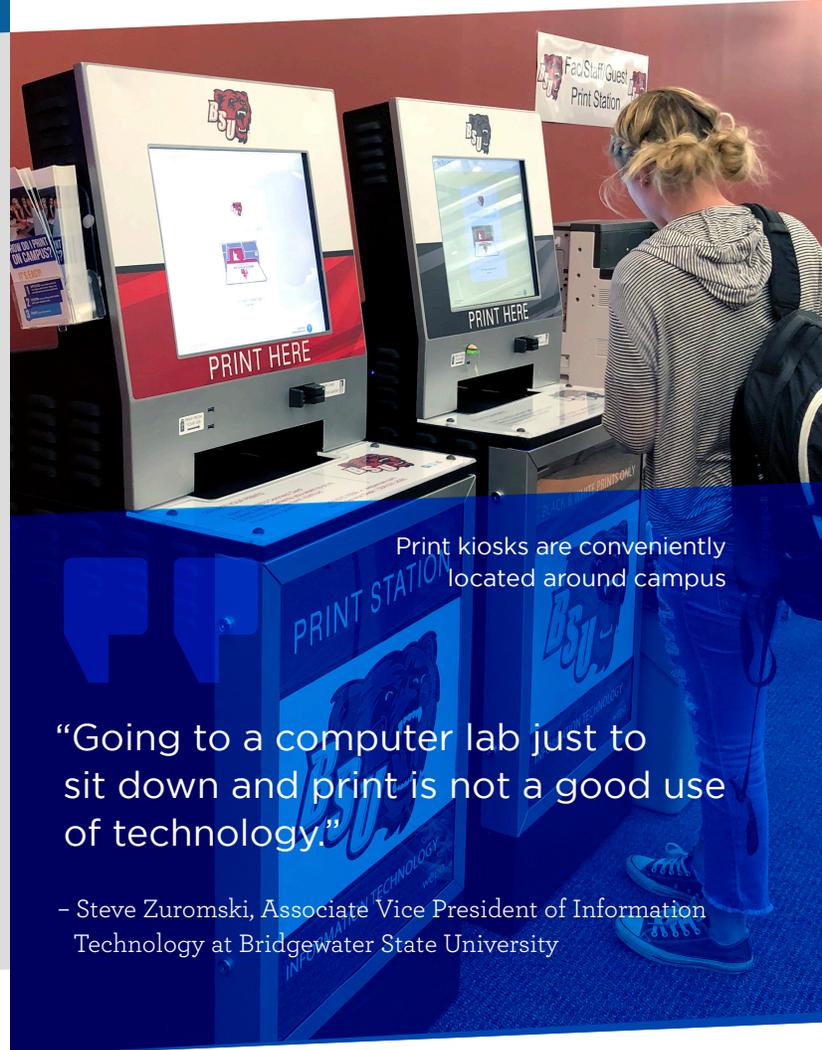
Print kiosks are conveniently located around campus

"Going to a computer lab just to sit down and print is not a good use of technology."

– Steve Zuromski, Associate Vice President of Information Technology at Bridgewater State University

SOLUTION

Reliable printing, with no need to sit at a university computer

Nine Wēpa units were installed at BSU in time for the start of the fall 2018 semester. To make them easy to access for all students, the additional nine kiosks have been spread out across campus, including in libraries, computer labs, student centers and near the dining areas. Each kiosk can be accessed with a swipe of their student ID card, and they can pay with funds that have been pre-loaded into their student account or via credit, debit, Venmo or PayPal. "All of the feedback has been positive," says Zuromski.

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Zuromski says that not only are students happy with the solution, but that the IT team is satisfied as well. "I truly view Wēpa as a partner and an extension of Bridgewater State. They are always there for us and willing to accommodate us in any way shape or form." From choosing the printers to installing them to creating different user types, Wēpa acts as a partner in meeting all of BSU's needs. "We don't bill the students anymore. We don't deal with refunds," Zuromski says. "This is all additional time savings for us."

RESULT

Opening lab space by giving students what they want

By meeting student demands for cloud printing, the university now has the freedom to optimize costs and innovate lab space. "We're seeing a reduction in computer lab usage because students don't have to come in and print," says Zuromski. He's excited about what the use of Wēpa kiosks campus-wide could mean going forward.

"With Wēpa, students are no longer limited to the BSU computer labs to print their documents. We hope the independence that students have using their personal devices to print will allow BSU Information Technology to better utilize the computer lab space and push the boundaries to bring even more innovative and cutting-edge services to all our students," say O'Neill and Gill.

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With the success of implementing Wēpa kiosks campus-wide, BSU is now installing print stations at their three satellite campuses as well. "Our IT mission statement is to enable and advance the success of students, faculty and staff and all related constituent groups through innovative technology, services, solutions and outcomes," says Zuromski. "When I think of advancing the success of our students through technology, I think of Wēpa."

Print kiosks free up computer lab space

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