



## Improving the Campus Experience at Trinity University

Wēpa kiosks assist in staff commitment to student education

### BACKGROUND

#### The desire for mobile printing

Trinity University has been consistently ranked as No. 1 in the West for colleges where the faculty is strongly committed to undergraduate teaching by the U.S. News & World Report. The university is often on the lookout for ways to improve campus life. "Trinity is so big about staying up with the latest and greatest," says Oralia Carrillo, System Administrator at TU. "We felt that our print solution was lagging to say the least."

While their existing printers did function well, they took up a large footprint in the labs and didn't offer a viable method for mobile printing, something the university hoped to offer students. "We were always waiting to see or hear about a good solution for mobile print," Carrillo explains.

One of her colleagues heard about Wēpa at a conference and brought it to her attention. After Carrillo saw Wēpa at a separate conference, she was really intrigued.

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– Oralia Carrillo, System Administrator for Trinity University



## REQUIREMENT

### Onboard with CBORD

Full integration with the Tiger Card is an important part of creating a great experience for students, so verifying integration was Carrillo's first step towards vetting the cloud-based print solution. "Anytime we do anything that we want to integrate with Tiger bucks, we go straight to CBORD," she says, having experienced an integration issue with a vendor in the past.

Carrillo spoke with an IT contact at CBORD and learned that Wēpa did in fact integrate with their transaction processing system—and that, on a personal note, the Wēpa team was enjoyable to work with. "That was the green light we needed to hear."

That essential integration means that TU students can login to Wēpa simply by swiping their Tiger Card and can also pay with their Tiger Bucks. By integrating with major campus card systems, Wēpa is able to help universities provide a consistent experience for students.

## IMPLEMENTATION

### Easy collaboration and fast installation

Twelve kiosks were installed at the TU campus in December of 2016, to be ready for the start of the spring 2017 semester. "Kudos to the implementation team," says Carrillo, who was surprised by how fast the process was, and how seamless the collaboration.

The Wēpa team makes use of Basecamp, a collaboration and task management software to help execute implementation. Checklists sync with automatic notifications so that everyone on the project can stay in the loop. "The project management system helped us communicate between Wēpa's tech team and ours," she says. "We were able to keep in touch and coordinate. It was really neat to see it all fall into place and things get checked off the list."

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## RESPONSE

### Student adoption and advanced tech support

Carrillo recalls a time when a student encountered an unusual issue during her first time using a Wēpa kiosk. "I called Wēpa and told them what the situation was," Carrillo explains. She was able to put the call on speaker phone, so the student could hear the solution to the issue and resolve it in a matter of minutes.

"It is so cool to call Wēpa's tech support and have them pick up on the second ring and speak to somebody—not an operator or [to have to] leave a message," says Carrillo. "Within two minutes your issue is solved and the print job is on its way."



Carrillo notes that, now into the third month with the Wēpa kiosks, the students have adopted them well and are enjoying the convenience of the system and the variety of printing methods. These include printing from email and popular cloud storage systems in addition to traditional remote release.

## RESULT

### Spreading the word about better printing

The responsiveness of Wēpa’s tech support is just one of the ways that the new solution has come through for the staff and the students. “It’s been a great experience all around,” says Carrillo. “It’s just a win-win. There’s so much you don’t have to worry about anymore: consumables, servers, separate keyboards, mouse and print-release station footprints; it’s been a fantastic upgrade to our previous pay-for-print solution.”

“I’ve been so excited about Wēpa, and how things are going, that I’ve even offered to give a session,” says Carrillo. She’ll be introducing the print solution at an upcoming conference. “I’m excited about it and want to let other schools know that this is out there, and that it’s a great, amazingly inexpensive option.”



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