



14 December 2020

Rawiri Piahana

By email: fyi-request-14158-35c76ae8@requests.fyi.org.nz

Dear Rawiri

Official information request for Total Student printing income for print contracts

I refer to your requests for information under the Official Information Act 1982 (the Act) dated **18 November 2020**.

Each of your requests, and the University's response, is set out below.

"This request covers income from student printing, I understand there is a cost difference between what it costs to print (contracts involved in printing) and what students are charged.

For 2019 can you tell me what the total difference was, and what this difference was spent on, other than if it was spent on the general university funds. is it used to cover a service/wages specifically?"

The difference was \$115,777. This difference funds the costs of delivering and supporting the student print service. This includes staff to respond to student print queries and issues, administrators to manage the print systems environment, the cost of running the printing infrastructure and the cost of backup and disaster recovery services to ensure service continuity.

"Also what does the university do with unclaimed printing funds, what is the policy or process for money remaining associated with students who are no longer enrolled?"

Unclaimed student printing funds are used to support the ongoing delivery of the student printing service.

Students who are no longer enrolled are able to obtain a refund. The process for when students request a refund is as follows:

1. Students contact Digital Solutions to request a refund and complete the required form.

2. Digital Solutions signs the form authorising a refund and forwards this to Finance for payment.
3. Finance arranges payment to the student.

If you wish to discuss this decision with us, please feel free to contact me at oiarequests@vuw.ac.nz.

Yours sincerely

Te Herenga Waka—Victoria University of Wellington