


De Anza College
De Anza College Postal Service
Program Review 2015-2016

Mission:

To provide courteous, effective and expeditious services to the campus community and utilize available technology to minimize expenses.

Administrative Unit Outcomes

- Staff will report that Postal Services processes mail in a courteous and timely manner.

Assess Outcomes:

The Postal Service is part of De Anza Community College, and is responsible for all incoming, outgoing mail used by faculty, staff and departments: It processes Inter-campus mail, USPS, UPS, FedEx, DHL, Golden State Overnight and delivers mail to faculty, staff, and departments' mailbox.

- The primary goal of De Anza College Postal Services is to provide and ensure a friendly services in a timely manner.
- De Anza College Postal Service receives and processes approximately 1,000* pieces mail per day. Approximately 600,000 pieces annually.

*Receives approximately about 650 pieces First Class letters, 375 flat envelopes, 200 bulk mail, 75 Packages from FedEx, USPS, OnTrac, California Over Night and DHL.

*Process out going approximately about 200 flat envelopes and packages, 1175 First class Pre-Sort and First Class.

Number of FTE:

One full-time classified employee and one to two “work study” students maintain postal Services. Currently the department is run by one classified employee and one work-study student employee* who work 8-10 hours per week. However, students' schedules change from quarter to quarter and their financial aid funding is very limited resulting in inconsistent coverage when the classified staff member is out of the office.

- One classified employee.
- one work-study student employees* (6-8 hours per week)

*Work-study employee funding runs out within 2 quarters.

Responsibilities of Postal Service:

The Postal Service Department provides friendly customer service to all faculty, staff, and departments. The department has the ability to communicate and conduct business reliably. The department provides security of mail and daily mail delivery in a cost efficient manner.

- Updates all web pages for Postal Services Department, Grounds, Custodial Services, Printing Services & College Operations.
- Processes and pays invoices.
- Maintains and updates mailboxes for full and part-time faculty, staff and

Departments making necessary changes each quarter.

- Process emails, reports and inter-campus email to faculty, staff and departments.
- Process all incoming and meter all outgoing classes of domestic and international mail, and packages (e.g. FedEx etc).
- Assists with on-the-spot training of faculty/staff in using the copy machine.
- Ensures copy machine is working and promptly reports problems.
- Maintains postage charge-back account.
- Assists with on-the-spot training of faculty/staff in using the Scantron machine.
- Orders supplies, monitors and maintains equipment.
- Provides services and support to faculty, staff and students in postal regulations.
- Optimizes service to meet the needs of faculty, staff and in efficiency deliver of mails and packages.
- Renews monies in postage meter and report to the District.
- Accounting of postal items and assures smooth functioning of postal services.
- Reviews billing and payment of postage mail pre-sort services.
- Creates name labels for full-time and part-time faculty mailboxes.
- Distributes flyers to Full-time, Part-time, Classified and departments.
- Maintains all records and pay all permit fees.
- Renews permits for first-class, third class bulk mail.
- Supervises student employees.

Strengths:

The Postal Services staff member is extremely knowledgeable, has a strong team-player ethic, and provides a high level of customer service.

- Assists with keys distribution & troubleshooting
- Assists faculty and staff with the copy machine.
- Very customer service oriented.
- Supports faculty, staff, and students with campus information and directions.
- Provides a first-time work experience for students.
- In depth knowledge of the postal rules and others regulations.
- Knowledge of general policies.
- Skilled at disseminating information throughout the College.
- Delivers large, heavy boxes/packages to divisions and departments.

Weaknesses:

The major obstacles continue to be:

- Increasing personal packages delivered to the mailroom.
- Insufficient budget for student employees.
- Significant increase faculty using copy machine in the mailroom and time needed to provide support.
- The majority faculty does not pick up their package(s) in a timely manner.
- Not enough space to put packages.

Quantitative Workload Measurements:

Postal Services is responsible for all daily delivery of inter-campus, United States Postal Service and others carriers such as UPS, FedEx, DHL, OnTac, California State Overnight Packages for the College.

- Postal Services is responsible for daily mail and packages.
- Provide faculty, staff and students with a quality services.
- Postal Service department receives and process about 2,000 pieces of incoming and outgoing mail daily.
- Process and distribution of mail and reports and inter-Campus mail.
- Faculty, staff and departments may drop off personal mail until 3p.m from Monday through Friday.
- Offers several services express overnight such as FedEx and certified mail, registered mail, return receipt, and insured mail.
- Oversee copy machine and order supplies.

Qualitative Measurements:

In 2000, Mailroom purchased “Arrival System” that automates the tracking of mail and packages after they reach your mail center. Arrival ensures full accountability for critical parcels is delivered to the addressees. It also simplifies delivery logging and prioritization for mail-center staff.

- Log in for daily packages and merchandise.
- Deliver of heavy and large boxes division and departments.
- Ensure the quality and prompt daily delivery.
- Maintain up-to-date records and postal regulations.
- Maintain and update faculty mailboxes for each quarter.

Planning Agenda:

Our goals are to ensure compliance with the United State Postal Services and others carriers such as FedEx, OnTac Overnights regulations within all departments, while maintaining a close relationship with students, staff and faculty.

- Requesting new tracking system, Software as a Service (or SaaS).
- Requesting budget for maintaining annually services agreement for new postage machine.
- Requesting additional budget to hire and train student employees.
- Requesting a computer for the student employees.
- Requesting a desktop scanner to electronically file documents.
- Requesting a replacement printer – nearing end of life for current printer
- Postal Service to provide updated and ongoing information about USPS and others carrier regulations with the staff, faculty and departments in order to keep the students informed.
- The department is requesting a full-time permanent 50% staff member to assist with the mailroom duties and to provide continuity of timely mail processing when the full time staff member is out of the office. Currently, being a one-

person department, there is no coverage when the staff member is out of the office.

- To keep Postal Service expenses to a minimum while maintaining safe environment and efficiently operation.