

MAIL AND DUPLICATING UPDATE

No. 3

October 11, 2010

As we begin another new semester, Central Services continues to offer improved services and convenience for staff and faculty. After the loss of the two long-term employees last spring, Maria Rocha and our commercial printer representative Carlos Tena have stepped in and done a fabulous job of not only maintaining quality and service levels but also making great progress at actually improving them.

In May, a Duplicating and Mailroom Satisfaction Survey was taken. The results of that survey indicated that users of the mailroom and duplicating are concerned about quality and availability of services. But, it also showed some apprehension, compared with the survey taken the previous fall. In 2009, for example, 86% of the respondents said they were "very satisfied" or "satisfied" with these services. In the May 2010 survey overall satisfaction decreased; but, it was still at a respectable 78%. Everyone associated with the mailroom and duplicating operations appreciates your patience and understanding during the transition; and, we will be working very hard to address your concerns.

According to the most recent survey, the major concerns of staff and faculty seem to be, in order compared to last year, as follows:

1. Notifying you when an express envelope or package has been received (30% decrease in satisfaction; 10% increase in dissatisfaction)
2. Following special instructions as indicated on orders (24%; 10%)
3. Meeting your needs with various kinds of duplicating services, such as color, booklets, etc. (21%; 10%)
4. Serving you in a courteous and efficient manner (15%; 7%)
5. Quality of duplicating (10%; 4%)
6. Processing and delivering your orders by required due dates (9%; 2%)

In addition, here are some of the comments that were made:

Would like to see color copies available

Would like to see a staff person in the mailroom

Pick up mail later in the day

(Service window should) Stay open later

If special requests cannot be met, contact the requester before proceeding

Paper out in the evening, check before leaving for the day

To address these issues, we have implemented the following changes for 2010-11:

1. FedEx and overnight packages delivered to the warehouse will be delivered to the addressee, if available, on a daily basis. If the addressee is not on the Fremont campus at the time, or the package is delivered to the mailroom, the package will be left in the

addressee's mailbox and an email sent to their Ohlone email. Overnight mail for Newark, if delivered to Fremont, will be sent on the next available truck and will be given to Diana Garza, who will contact the addressee, unless prior arrangements are made.

2. Quality control measures are in place to ensure instructions are understood; or the customer will be contacted if not clear. See also #4.
3. Color copies are now available in the mailroom for a fraction of the cost of a commercial copy center; and, with the new equipment installed, we are capable of producing most color jobs, presentations, booklets, brochures, flyers and covers in-house. Extraordinary needs requiring special binding, for example, can be turned around usually within 24 hours due to twice-a-day pickup and delivery to the commercial printer.
4. Duplicating window hours have been expanded with a full-time person from 8:00 AM – 4:00 PM Monday through Thursday and 8:00 AM – NOON on Friday. The operator will be able to assist you with answering questions, making suggestions, and customizing your print job for highest impact.
5. Last spring, due to lack of resources, many duplicating jobs were sent off campus affecting quality. This year, most jobs will be produced in-house again, using our new high-quality, high-speed equipment. In addition, a new email address has been set up to submit jobs electronically. By eliminating the printed copy, the quality of electronic submissions is far superior to manual copies. The new email address is Ohlone@PeninsulaDigital.com.
6. The additional hours and increased production in-house will help assure that all orders are completed on-time and as instructed. The expanded hours will also help assure that the faculty walk-up copier in the hallway outside the mailroom is fully serviced daily.
7. Outgoing mail pickup is now noon or later.

In addition to these improvements, we are working on a comprehensive “print management” plan to improve all print services on the Fremont campus. More on this soon.

Again, we appreciate your feedback and are working hard to ensure you get the best quality and service available. If you have any questions or concerns, please contact me or Maria Rocha at extension 6012.

Mark Robbins

Director, Purchasing, Contracts, and Auxiliary Services