

# **Ohlone College Mailroom/Duplicating 2006 Program Review**

## **(1) Program or service scope:**

The Departments of Duplicating and Mail Services have been serving the needs of both faculty and staff at Ohlone College for more than 40 years. Duplicating services consist of photocopying and black ink imaging. Mailroom services consist of receiving packages, sorting and routing of incoming mail, and the postage metering of outgoing mail.

The main goals and objectives of the Duplicating and Mailroom departments are to provide courteous, expeditious, and cost efficient services. Our focus is to constantly strive to meet the ever-changing needs and timelines of the faculty and staff as it relates to the College's overall mission and goals.

The Duplicating Department provides on-site duplicating and bindery services for a wide range of finished products. These include curriculum, tests, handouts, flyers, brochures and more. Our services support the faculty's teaching objectives, staff's administrative duties, and student learning environment. While some equipment is dated and limits the range of services offered, we have been able to meet the majority of current needs while outsourcing only a small portion.

The Mailroom Department provides on site distribution of incoming and outgoing mail, and an off site courier service. These range in the types of mail, and postage offered. Incoming mail is usually, distributed to customer's mailboxes on the same day as it is received. Outgoing mail is delivered to our post office by 3:30 PM daily. We offer a wide range of mailing and handling options such as: certified, return receipt, insured, registered, priority and international/global. For overnight or next day air we offer: DHL Express, or Federal Express.

We use an outside mail delivery service and courier service to handle our bulk mail to the post office. We maintain 650 mailboxes for full time faculty, part time faculty, staff and administration, and duplicating/mail services to support the Newark Ohlone sites, including: Newark Memorial, and University of Phoenix.

## **(2) Relationship to College Mission and Goals:**

- ❑ **Promote the health, environmental, cultural and economic vitality of the communities served by the District through programs of outreach, community services, and partnership ventures.**
  - ❖ The duplicating/ Mailroom department serves a variety of clientele that offer various marketing venues. These programs include the following: Bond Project, Bookstore, Child Lab, Civic Center Rentals, Community Ed, Contract Ed, EOPS, Financial aid, Flea market, Foundation, Gallaudet, TriCities-One-Stop, Ohlone for Kids, SOAR, Tech Prep, and Unions. The department works closely with Roadrunner Mailing Service for Bulk Mail services and service deliveries. The mail services department evaluates cost effective measures to service our customers. The department also provides annual Bulk Mail and Postal procedures workshops for faculty and staff.

- ❑ **Promote and maintain an accessible, clean, safe, and healthy college environment through continuous engagement of students and college personnel in campus preparedness, wellness, beautification, and environmental sustainability.**
  - ❖ The Duplicating/ Mailroom Department buys the following products that are recycled: White/ color paper, toner, and misc. supplies. We also recycle paper for the Mail department on campus, and have recycling containers available for our customers. We keep the workflow moving to avoid crowded customer work areas.
- ❑ **Develop across the curriculum the Learning College model, utilizing methods and technologies that hold the most promise for improving student course and program completion success rates.**
  - ❖ The department keeps informed on latest technology, copiers, and postage machines. For the success of instructors and students the duplicating center provides curriculum packets, green sheets, secure exams, departmental programs, and utilizes efficient methods for timely completion of duplicating requests.

### **(3) Student Learning Outcomes:**

The Duplicating/ Mailroom Department is directly involved in the instruction process as it supports the learning function by having the appropriate printed materials available for use in all classrooms and labs so that students can succeed in their studies. By working closely with our various clientele, we are able to deliver a wide range of services including: various types of duplicating jobs, and mail outreach services.

#### **Outcome # 1:**

Review/ refocus the work of duplicating. Implementation of on-line duplicating requests. We have reviewed our procedure and have eliminated various measures in order to be more efficient and effective in delivering our finished product to our customers. We have eliminated those sacred cows, which was the old way of doing business. For example, simplifying data entry on the copiers, postage machine, and computer. Will allow more flexibility in completing difficult types of jobs and customer relations. To implement the on-line duplicating requests, mailroom staff, along with the I.T. staff, are working on setting up the system. Including ironing out kinks that always come up with new implementations, and developing procedures and training that will be needed. Target date is Spring 2007.

#### **Outcome # 2:**

Provide an evaluation for the need for color copier service on campus.

#### **Outcome #3:**

Create a website listing our various services. This will be an effective way to enhance our services to our customers. To implement this website, mailroom staff, along with the web designer are working on setting up the system, ironing out the kinks that come up with new implementations, and developing procedures and training tools that will be needed. Target date is Summer 2006.

#### **Outcome # 4:**

Environmental environment— Mailroom/ Duplicating space is inadequate for servicing equipment, storage of mail/ packages. It lacks adequate ventilation, electrical outlets. Various components of department are scattered, i.e. faculty lobby copier is across from business services window, and the duplicating lock box across from the business services administrative assistant, is not conducive to customer relations. The outside consultant, Susan Frey, toured our facility and indicated our facility was

inadequate for ventilation, space, and that we may be in violation of safety regulations. Research is needed to explore various avenues to meet our requirements. Assistance by the Facilities Department is needed to assure adequate ventilation and electrical requirements. The target date is to be determined.

**Outcome # 5:**

Delivery of boxes/ packages- Explore ways to deliver heavy items to Hyman Hall/ lower campus as needed. Target date is Fall 2006

**Outcome # 6:**

Newark Campus- (Center for Health Sciences and Technology) Explore ways to handle processing of mail/ packages in conjunction with possible shuttle service.

**Outcome # 7:**

Staffing and hours of operation may be affected due to the new compressed calendar. We will need to review operational needs for our customers.

**(4) Assessment of Success in Reaching Program Outcomes:**

<b>OUTCOME</b>	<b>TIMELINE</b>	<b>SUPPORT NEEDED FROM OUTSIDE THE DUPLICATING/ MAILROOM DEPARTMENT</b>
Outcome #1 Re-focus the work of duplicating to include implementation of on-line duplicating requests.	Testing and implementation Fall 2006 Full implementation Spring 2007	Information technology staff, vendor specs of printer/copier/scanner, PC Computer Desktop. Funding for networkable equipment, estimated at \$20,000.
Outcome #2 Evaluation of color copier service needs.	Investigation of equipment / supplies cost. Department procedure in review. Implementation to be determined (Fall 2007/ Spring 2008).	IT support staff, space requirements, and funding needed.
Outcome #3 Create a website listing our various services	Full implementation Summer 2006	Web Designer
Outcome #4 Environmental Environment, Ventilation space inadequate, not customer friendly	To be determined	Facility Staff, Outside Vendor, and architects. Possible bond funding.
Outcome #5 Delivery of heavy boxes – on campus	Fall 2006	Explore ways to deliver heavy items.
Outcome #6 Newark Campus – Center for Health Sciences and Technology	Spring 2008	Utilize Dean’s staff for Mail and Duplications. Explore equipment needs with Newark Dean.
Outcome #7 Staffing/ Hours of Operation	Fall 2008	Need to access possible hours of operation due to compressed calendar.

**(5) Assessment of program improvement through the review of the teaching/learning process.**

Not applicable since Duplicating and Mailroom are support functions and not directly related to student learning.

**(6) List Strengths and Areas Needing Improvement:**

**Measuring Satisfaction with the Program or Service:**

**(Faculty, Staff and Student Surveys)**

A campus wide survey was emailed to faculty, administration, staff and students. Responses were received from: 55 full time faculty, 24 part time faculty, 36 classified staff, 15 administration and 0 student through the student association. Since the averages on all categories were high, it is assumed overall, that the Department is successful in providing basic services.

Average ratings exclude non-responses and “no experience” and are on a scale from 1 (Very dissatisfied) to 4 (Very satisfied).

**Satisfaction with Duplicating:**

	<b>2001-2002 Average Rating</b>	<b>2001-2002 Number of Responses</b>	<b>2005-2006 Average Rating</b>	<b>2005-2006 Number of Responses</b>
Processing orders as requested.	3.88	89	3.80	117
Following special instructions as indicated on your orders.	3.85	86	3.72	106
Processing and delivering your orders by required due dates.	3.92	89	3.84	106
Serving you in a courteous and efficient manner.	3.93	86	3.70	114
Meeting your needs with various kinds of duplicating services.	3.79	84	3.63	104

**Satisfaction with Mailroom:**

	<b>2001-2002 Average Rating</b>	<b>2001-2002 Number of Responses</b>	<b>2005-2006 Average Rating</b>	<b>2005-2006 Number of Responses</b>
Notifying you when an express envelope or package has been received for you.	3.86	50	3.59	92
Ease of locating mailboxes using the master lists.	3.40	78	3.35	105
Current mailboxes meeting your capacity needs.	3.61	90	3.42	117
Meeting your needs with various kinds of mail services.	3.77	66	3.47	97

**Position at the College:**

	<b>2001-2002 Count</b>	<b>2001-2002 Percentage</b>	<b>2005-2006 Count</b>
Full-time faculty	40	47.1	55
Part-time faculty	25	29.4	24

Classified Staff	13	15.3	36
Manager/Administrator	6	7.1	15
Student	1	1.2	0
TOTAL	85	100	130

## Measuring Program or Service Success:

Our criteria for success is meeting the needs of our customers and ensuring cost efficiency. Our indicators of success are:

- (1) Availability of services
- (2) Meeting customer deadlines.
- (3) Keeping error rates to minimum.
- (4) Providing and gathering information requested by our customers to them as quickly as possible.
- (5) Providing operating hours that supports our customer's needs.

### Services Offered:

- (a) Service Window Hours: Monday- Friday 8:00 am-5: 00pm
- (b) After hours copier provided
- (c) Secured lockers for test pickups.
- (d) Mailroom Lobby Hours:           Monday-Friday 6:00 am - 10:00 PM  
Saturday-Sunday 6:00 am - 6:00 PM

Those services provided by the Duplicating/ Mailroom are consistently rated superior. Overall ratings were very good. The staff of the Duplicating Center are viewed as courteous, and efficient on a day-by-day basis.

Comments indicated a need to implement online duplicating requests, provide color copier services and to look at options for mail delivery to locations on the lower part of the Fremont Campus, i.e. Hyman Hall, Building 20, and the Child Development Center (CDC).

The results are summarized below:

### Duplicating:

The survey asked to rate the following areas:

- Processing orders as requested  
75.4% of the people who claimed they used the services of the Duplicating Department indicated that the services as excellent, 13.1% rated the services as satisfactory or above 1.5% rated the services below satisfactory.
- Following special instructions as indicated on your orders 60.0% of the people who claimed they used the services of the Duplicating Department indicated that the services as excellent. 20.8% rated the services as satisfactory or above, 0.8% rated the services as below satisfactory.
- Processing and delivering your orders by required due dates 70% of the people who claimed they used the services of the Duplicating Department indicated that the services as excellent, 10.8% rated the services as satisfactory or above, 0.8% rated the services below satisfactory.
- Serving you in a courteous and efficient manner 67.7% of the people who claimed they used the services of the Duplicating Department indicated the services as excellent, 15.4% rated the services as satisfactory or above, 1.5% rated the service as below satisfactory.

- ❑ Meeting your needs with various kinds of duplicating services 53.8% of the people who claimed they used the services of the Duplicating Department indicated the services as excellent 23.1% rated the services as satisfactory or above, 0.8% rated the services as below satisfactory.

Several comments from faculty requested acceptance of electronic duplicating requests and color copier services.

**Mailroom:**

The survey asked to rate the following areas:

- ❑ Notifying you when an express envelope or package has been received for you 46.2% of the people who claimed they used the services of the Mailroom Department indicated the services as excellent, 21.5% rated the services as satisfactory or above, 1.5% rated the services as below satisfactory.
- ❑ Ease of locating mailboxes using the master lists 34.6% of the people who claimed they used the services of the Mailroom Department indicated the services as excellent, 40% rated the services as satisfactory or above, there was no rating for below satisfactory.
- ❑ Current Mailboxes meeting your capacity needs 42.3% of the people who claimed they used the services of the Mailroom Department indicated the services as excellent, 43.8% rated the services as satisfactory or above, 0.8% rated the services as below satisfactory.
- ❑ Meeting your needs with various kinds of mail services 39.2% of the people who claimed to use the services of the Mailroom Department indicated the services as excellent, 32.3% rated the services as satisfactory or above, 0.8% rated the services as below satisfactory.

Several comments from faculty and staff requested mail delivery to Hyman Hall/ Lower Campus.

**For Newark Campus (Center for Health Sciences and Technology)**

These are the areas we are pre-planning.

**Staffing** – Utilize Dean’s staff to sort mail, packages and copies.

**Equipment** – Possible Equipment needs: 2 high-speed copiers for faculty to use. Set up a code system with a copy limit. Computers to access files, heavy-duty stapler, 3-hole punch, time clock for students to time stamp assignments, and hand truck.

**Operational** – Secure faculty workroom, tests need to be secured. Possible shuttle service for pick-up and delivery of mail. Post Office could deliver directly to Newark Campus.

We could use Fremont Express Courier Service for Daily Deliveries to and from the Main Campus.

**(7) Assessment of Outcome Measures from Previous Program Review:**

<b>Recommendation/Goal</b>	<b>Timeline</b>	<b>Status 2006</b>
(1) Lunch hour open 12-1	Summer session 2002	We now open during lunch hours, 12-1. In regard to this change our staff

		now staggers our lunch hour. <b>May, 2002 (Completed)</b>
(2) Secure outgoing /personal mail	Completed	With the help of the Maintenance Department in this project, we are able to secure outgoing/ personal mail. <b>May 2002 (Completed)</b>
(3) Provide Staffing at night (5:00 to 6:00 P.M.)	Fall session 2002	Due to lack of customers between (5:00p.m. -6:00p.m.), we have cancelled that goal. However, to compensate for the loss of this goal, the hallway copier is now available with an increased copy limit of 300 copies per week. <b>(Increased Copier Codes)</b>
(4) Lobby copier a.) Improve Reliability b.) Improve Accessibility c.) Provide training for optimum use of equipment	2002-2003 a.) Review Service Contract b.) Two smaller copiers c.) Orientation Sessions	We were able to install a new copier, which has a wide range of features. Example: speed, stapling, etc. the copy limit was increased to 300 copies per week. Codes are cleared every Monday, and training is available on a new to know bases. Also, signs are posted over the lobby copier indicating helpful hints, etc. <b>August 2005 (Completed)</b>
(5) Providing Smart cards	Research is needed; TBD; Possibly 2002-2003	In regard to smart cards, the goal was not met and is currently in review for the next budget. (Smart Cards would in essence replace the code entering system.) <b>Under Review.</b>

## **(8) Data Analysis:**

### **Data for Duplicating:**

#### **(A) Total Duplicating Services Volume for Year:**

**1999-2001:** 6,657,707 Impressions

**2001-2005:** 22,429,074 Total Impressions

(Annual average of 5,607,268)

**Estimated 2005-2006:** 2,837,654 Impressions

(Year to date, actual impressions through 3/31/06 = 2,143,538)

#### **(B) Konica Faculty Lobby Copier:**

Total volume for Konica for year 1999-2001=91,928 Impressions.

Total volume for Konica for year 2001-2005=651,263 Total Impressions.

(Annual average of 162,815)

Estimated total volume for Konica for year 2005-2006= 273,665 Impressions.  
(Year to date, actual impressions through 3/31/06 = 210,519)

**Overall Conclusion:**

Upon reviewing the data, our duplicating volume for fiscal year 1999-2005 the Konica faculty lobby copier cannot be analyzed due to incomplete data. The Duplicating department staff, are better utilizing the large copiers versus the lobby copier.

There has been a decrease in duplicating volume; this has been attributed to selling syllabi's in the Bookstore, Posting class information on-line and customers being conservative with their requests.

**(C) Data for Postage:**

(a) Incoming Mail:

Incoming mail for 2000-2001 = 1,547 buckets  
Incoming mail for 2001-2005 = 4,311 buckets  
(Annual average of 1,077 buckets)  
Estimated Incoming mail for 2005-2006 = 1,036 buckets  
(Year to date, actual data through 3/31/06 = 840)

(b) Postage Metered Outgoing Mail:

Total volume for Neopost for year 2000-2001= \$48,809.57  
Total volume for Neopost for 2001-2005 = \$133,496.46  
(Annual average of \$33,374.11)  
Estimated total volume for Neopost for 2005-2006 = \$34,204.94  
(Year to date, actual data through 3/31/06 = \$26,347.03)

(c) Bulk Mail:

Total volume for Bulk Mail for year 1999-2001 = \$135,301.63  
Total volume for Bulk Mail for year 2001-2005 = \$136,127.00  
(Annual average of \$34,031.75)  
Estimated total volume for Bulk Mail for year 2005-2006 = \$46,155.13  
(Year to date, actual data through 3/31/06 = \$40,093.44)

Total dollar increase is \$6,061.69

Roadrunner:

In addition to our regular Bulk Mail services, we also use the services of Roadrunner for processing and delivery of Bulk Mail.

Total volume handled for year 2000-2002=\$57,790.86  
Total volume handled for year 2002-2005=\$110,632.60  
(Annual average of \$27,658.15)  
Estimated total volume handled for year 2005-2006=\$41,821.71  
(Year to date, actual data through 3/31/06 = \$36,535.03)

We are using the partial data for year 2000-2001, 2005-2006. In comparing these values we have increased, due to postage increases and cost of various formats for mailers.

(d) Postage Due Business Reply:

Total volume for postage due for year 2000-2001 = \$188.26  
Total volume for postage due for year 2001-2005 = \$1,144.42  
(Annual average of \$286.10)  
Estimated total volume for postage due for year 2005-2006 = \$97.74  
(Year to date, actual data through 3/31/06 = \$61.79)

(e) Logged packages for Mailroom:

Total volume for packages handled for year 1999-2001=3,753  
Total volume for packages handled for year 2001-2005=6,912  
(Annual average of 1,728)  
Estimated total volume for packages handled for year 2005-2006= 3,400  
(Year to date, actual data through 3/31/06 = 3,205)

(f) Fremont Express Courier: -- Handles all of our deliveries to Newark Memorial, University of Phoenix, Board Packets, Payroll, and Warehouse.

Total volume handled for year 2000-2002 = \$13,083.50  
Total volume handled for year 2002-2005 = \$42,309.00  
(Annual average of \$ 10,577.25)  
Estimated total volume handled for year 2005-2006 = \$12,085  
(Year to date, actual data through 3/31/06 = \$8,814.30)

We are using the partial data for year 2001-2002. In comparing these values we are on track to previous year's cost.

**Overall Conclusion:**

With limited comparison data available, \* we cannot determine the actual impact on postage metering, postage due, and packages handled. This can probably be attributed to the increase in faculty, an increase in student outreach to increase enrollment, and postage fee increases. There has been a decrease in bulk mail services. This has been attributed to posting of on-line Admission/Records grades, and administrative student documents.

\*Annual data was lost due to computer problems

Filename: Program\_Review\_Mailroom\_Final\_040502--CURRENT.doc  
Directory: C:\Documents and Settings\Cheryl\My Documents\cal\WebSites-  
Work\OhloneCollege\WORKING-20061019-20\org\instruction  
Template: C:\Documents and Settings\Cheryl\Application  
Data\Microsoft\Templates\Normal.dot  
Title: Ohlone College Mailroom/Duplicating Program  
Review  
Subject:  
Author: MRose  
Keywords:  
Comments:  
Creation Date: 4/10/2002 11:13 AM  
Change Number: 472  
Last Saved On: 8/24/2006 8:59 AM  
Last Saved By: MRose  
Total Editing Time: 1,131 Minutes  
Last Printed On: 10/19/2006 4:23 PM  
As of Last Complete Printing  
Number of Pages: 10  
Number of Words: 3,202 (approx.)  
Number of Characters: 18,256 (approx.)