1. Support Services Report Template

Report Info

Name of the person completing this report: Darrell Haydon
Title of the person completing this report: Associate Vice President Financial
Supervisor/dean reviewing report: Brad Wells
Service: Receive, deliver, store and track goods and mail
Division/College: Administration & Finance

3. Mandated Service

Link to Scoring Rubric

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

Federal Law: US Postal Act

Provide a brief explanation, if necessary, in < 60 words.

US Postal Act-"The Postal Service shall have as its basic function the obligation to provide postal services to bind the Nation together through the personal, educational, literary, and business correspondence of the people. It shall provide prompt, reliable and efficient services to patrons in all areas and shall render Postal services to all communities".

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words

To receive, track, safeguard and deliver all incoming/outgoing mail, packages, materials and shipments at CSUEB. To aid in the activities of accurately tracking resource allocation of procurement and finance. To support the federally mandated accessibility of mail to support the educational and business and literary functions of CSUEB

Link to Scoring Rubric

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students: 25%
Faculty: 25%
Administrators/staff: 25%
Colleges/departments: 25%
Total: 100%

Link to Scoring Rubric

2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Impact Area</th>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td>✅</td>
</tr>
</tbody>
</table>
During college (helping students succeed while they are at Cal State East Bay) | ✅
---|---
After college (helping students establish meaningful lifework and be socially responsible contributors to society) | ✅

Provide a brief narrative (<60 words each) explaining your selection for each area.

<table>
<thead>
<tr>
<th>Area</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>Indirect Service-Admission and enrollment materials are received, stored, mailed at most economical methods</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>Direct-Postal drop service, receiving packages for students and deliver to housing MR; advise students on mailing options in the most efficient and economical manner.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>Indirect Service-Graduation/Alumni materials are received, stored, mailed at most cost effective and efficient manner</td>
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</table>

Link to Scoring Rubric

2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.

<table>
<thead>
<tr>
<th>Area</th>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
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<td>Indirect Service-Graduation/Alumni materials are received, stored, mailed at most cost effective and efficient manner. Mail forwarding advisement.</td>
</tr>
</tbody>
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Link to Scoring Rubric

2.4 Alignment with Shared Strategic Commitments

How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?

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Link to Scoring Rubric
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<tr>
<th>SSC)</th>
<th>Provide timely and efficient delivery services for instructional equipment that aid instructor in advising/composing/compiling materials for course support and instruction.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</td>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development.</td>
</tr>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>By aiding with mailing services that augment the mission of outreach and inclusion to the local and global communities.</td>
</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner</td>
<td>n/a</td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td>We interact with students when advising on methods of mail and proper addressing.</td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td>By coordination and leadership with partnership of Duplicating Operations regarding landfill diversion via recycling of toner and shredded paper via administrative and student support services sources.</td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>By coordination and leadership with partnership of Duplicating Operations, Geology Department and Facilities regarding landfill diversion. Working with USPS and University staff on smart mailers and new efficiencies such as one stop print to mail system.</td>
</tr>
<tr>
<td>Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility</td>
<td>By coordination and leadership with partnership of Duplicating Operations, Geology Department and Facilities regarding landfill diversion. Working with USPS and University staff on smart mailers and new efficiencies such as one stop print to mail system.</td>
</tr>
<tr>
<td>Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)</td>
<td>n/a</td>
</tr>
</tbody>
</table>

### 2.5 How might the demand for this service change over the next five years? (Please choose one category below).

Likely to increase

Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.

With the Print 2.0. planning process, CSUEB may be forward thinking by preparing for "Support Services Super Centers" by using a "Shared Services Model" Large mail/print production centers for Southern/Northern that handle printing services for the geographic area.

### 5. Quality of Service

#### 3.1 Do you assess the quality of the service you provide?

Yes

If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.
SLA’s and best practices for mail services that are recorded via delivery time stamps incoming and outgoing items for timeliness; informal solicited customer feedback.

**3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.**

We have adopted a more innovative and collaborative environment that allows for technological advancements such as software real-time tracking system for packages and postage meter machines that allows for “smart” mailing and tracking, that gives also feedback to user on the best methods to processing mail.

**3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in <120 words.**

Work with Web Services team to create a real-time customer survey system that report findings and and allow for faster response.

**3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.**

n/a

**3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?**

Yes

**If yes, describe the process and most recent results in <120 words. If no, please explain.**

We have rather open and accessible method. The manager and leads meet with staff, faculty and students to listen to feedback and suggest service offerings and improvements

**3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.**

n/a

**3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?**

Yes

**If yes, please describe in <120 words. If no, please explain**

There is an informal expectation to exceed expectations and treat all with respect and courtesy. In addition, we strive to be as helpful as possible in problem resolution and to seek assistance with other departments to aid in customer satisfaction, if needed.
3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?

Yes

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

We use delivery system reports to give us delivery times and review monthly metrics.

3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?

Yes

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

Yes, annual reviews should meet or exceed targets of delivery requirements for express, PO, and regular deliveries of one hour, 24 hours, and 8 hours, respectively. Outgoing mail, same day with a cumulative of >90. We are on target to meet the standard.

6. Efficiency of Service (cost effectiveness)

4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

264946

Attach your allocated spreadsheet here.

2010-11 Expenses - Receive deliver store and track goods and mail - Financials.xlsx

4.2 Using the spreadsheet provided, please distribute your department's annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

11174

4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

6018

Attach your allocated spreadsheet here.

Space AF Finance.xlsx

4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost.)
Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

We have actively worked to create a one stop shop that would reduce cost by submitting print jobs that are also prepped for mail without the use of additional labor. We also collaborate with the Duplicating and customers to train and advise the best method of printing to gain the best postage rate.

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

Educate more staff and faculty of the resources of mail services and to compliment the services of duplicating including print for marketing.

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

To be allowed to manage informational updates of staff locations in peoplesoft that can save time and increase accuracy; open location in the Union or Bookstore that can offer a print/copy/mail/ship to the community; fully support University Advancement and PEMSA print media from creation to mailing.

4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?

Yes

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.

Data Warehouse would provide an abundance of opportunities to improve delivery; Continue to work with departments to reduce postage costs with education and advising on configuration and creation;

4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.

Central Receiving -
Incoming Durables-Receiving Required: 2,200
Sorted Inter-campus: 2,050,000 (est)
Outbound Parcel: 50,000 (est)
Mail Services
Outbound Mail: 847,303
Incoming Mail: 1,270,000 (est)
5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?

No

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in < 60 words.

n/a

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.

The services that are managed requires a strong understanding of the USPS/FedEX/UPS Logistics systems and domestics and international mailing and tariff requirements.

5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.

Postal requirements are going to place a great deal of demands for the USPS customers on campus, we are sharing information for other high volume mailers that can allow for tracking items by piece and to also allow for automated updates with real time results.