



Research Brief

Spring 2014 Mail Room and Delivery Satisfaction Survey

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Purpose of Brief

This brief illustrates the results from the Spring 2014 Mail Room Satisfaction Survey.

Sample

- 105 Crafton employees responded to the survey
- The response rate was 31%
- 61% of managers, 53% of full-time faculty, and 41% of classified staff responded to the survey

Summary of Findings

- 73% - 84% of the respondents were satisfied with Timelines of mail delivery to and from Valley and the District and the delivery of special packages
- 69% of the respondents were very satisfied with mail delivery overall
- 60% of the respondents were satisfied with the location of the mail room
- 56% are very satisfied with the mail room
- FT Faculty were statistically significantly less likely to be satisfied with the location of the mail room

Suggestions for Improving Mail Services

- "Eventually move to Crafton Center"
- "Posted regular deliver, sorting, and pick-up times at the facility would be helpful."
- "Better lighting and larger numbers on the combination."
- "Find out who the shorties are and the tall people and give boxes accordingly."

Overview

The purpose of this brief is to illustrate the results from the Spring 2014 Mail Room Survey.

Methodology

On May 15, 2014 all Full-Time and Part-Time Faculty, staff, and managers were emailed the satisfaction Mail Room Survey. Participants were given until June 1, 2014 to complete the survey.

Sample

In Fall 2013 there were 338 employees working at Crafton, of those 31% (N = 105) completed the survey (see Table 1). Administrators had the highest response rate (61%), followed by full-time faculty (53%), classified staff (41%), and part-time faculty (12%).

Crafton Position	Completed Survey	Fall 2013 Total	Response Rate
Administrator	11	18*	61.1%
FT Faculty	38	72*	52.8%
PT Faculty	19	157	12.1%
Classified Staff	37	91*	40.7%
Total	105	338	31.1%

*Used the Spring 2014 counts generated by Crafton and the President's office. Part-time faculty count is based on the Fall 2013 count obtained from the CCCC Datamart.

Findings

Tables 1 and 1A illustrate the percent of respondents who agreed or disagreed with each statement about the mail room. Respondents were most likely to agree or strongly agree that they were satisfied with the timelines of mail delivery to (84%) and from (83%) the Valley Campus followed by their satisfaction with the delivery of heavy, bulky or special packages (84%). On the other hand, respondents were least likely to agree that they were very satisfied with the mail room (56%) followed by their satisfaction with the location of the mail room (60%).

Table 2 compares the average response for each statement by primary function at Crafton. Full-time (FT) Faculty were statistically significantly (p < .05) less likely to be satisfied with the location of the mail room than classified staff and managers, statistically significantly less likely to be satisfied with the delivery of special packages than classified staff, statistically significantly less likely to be satisfied with the mail room than managers and classified staff, and statistically significantly less likely to be satisfied with mail delivery than classified staff. There were no other statistically significant differences.

Table 1: Number and Percent of Respondents Agreement with the Following Statements about the Mail Room.

Statement	Strongly Disagree		Disagree		Agree		Strongly Agree		Total	
	#	%	#	%	#	%	#	%	#	%
I am satisfied with the location of the mail room.	27	27.3	13	13.1	33	33.3	26	26.3	99	100.0
I am satisfied with the delivery of heavy, bulky, or special packages.	3	3.5	11	12.9	38	44.7	33	38.8	85	100.0
I am satisfied with the timeliness of mail delivery to the District Offices.	6	9.4	8	12.5	31	48.4	19	29.7	64	100.0
I am satisfied with the timeliness of mail delivery from the District Offices.	7	10.4	11	16.4	31	46.3	18	26.9	67	100.0
I am satisfied with the timeliness of mail delivery to the Valley Campus.	5	11.1	2	4.4	21	46.7	17	37.8	45	100.0
I am satisfied with the timeliness of mail delivery from the Valley Campus.	6	12.5	2	4.2	23	47.9	17	35.4	48	100.0
Overall, I am very satisfied with the mail room.	23	23.5	20	20.4	31	31.6	24	24.5	98	100.0
Overall, I am very satisfied with mail delivery.	12	12.8	17	18.1	45	47.9	20	21.3	94	100.0

Table 1A: Number and Percent of Respondents who Disagreed and Agreed with the Following Statements about the Mail Room.

Statement	Disagreed or Strongly Disagreed		Agreed or Strongly Agreed		Total	
	#	%	#	%	#	%
I am satisfied with the location of the mail room.	40	40.4	59	59.6	99	100.0
I am satisfied with the delivery of heavy, bulky, or special packages.	14	16.5	71	83.5	85	100.0
I am satisfied with the timeliness of mail delivery to the District Offices.	14	21.9	50	78.1	64	100.0
I am satisfied with the timeliness of mail delivery from the District Offices.	18	26.9	49	73.1	67	100.0
I am satisfied with the timeliness of mail delivery to the Valley Campus.	7	15.6	38	84.4	45	100.0
I am satisfied with the timeliness of mail delivery from the Valley Campus.	8	16.7	40	83.3	48	100.0
Overall, I am very satisfied with the mail room.	43	43.9	55	56.1	98	100.0
Overall, I am very satisfied with mail delivery.	29	30.9	65	69.1	94	100.0

Table 2: Satisfaction Number, Mean, Standard Deviations, and Statistically Significant Differences by Crafton Primary Function.

Statement	Primary Function at CHC											
	Manager			Classified Staff			Full-Time Faculty			Part-Time Faculty		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I am satisfied with the location of the mail room.	11	3.45 _a	.52	37	3.14 _b	.97	38	1.81 _{ab}	1.01	19	2.53	1.07
I am satisfied with the delivery of heavy, bulky, or special packages.	11	3.40	.52	37	3.47 _b	.61	38	2.93 _b	.87	19	2.82	.98
I am satisfied with the timeliness of mail delivery to the District Offices.	11	2.91	1.14	37	2.97	.86	38	3.00	.97	19	3.20	.45
I am satisfied with the timeliness of mail delivery from the District Offices.	11	3.00	1.00	37	2.82	.95	38	2.88	.99	19	3.17	.41
I am satisfied with the timeliness of mail delivery to the Valley Campus.	11	3.29	1.11	37	3.00	.89	38	3.08	1.08	19	3.40	.55
I am satisfied with the timeliness of mail delivery from the Valley Campus.	11	3.29	1.11	37	3.04	.82	38	2.85	1.21	19	3.40	.55
Overall, I am very satisfied with the mail room.	11	3.18 _a	.87	37	2.94 _b	1.03	38	2.06 _{ab}	1.07	19	2.50	1.03
Overall, I am very satisfied with mail delivery.	11	2.82	.87	37	3.09 _b	.83	38	2.43 _b	1.01	19	2.86	.77

Note: Subscript "a" indicates that the Crafton FT Faculty had a statistically significantly ($p < .05$) lower average than managers. Subscript "b" indicates that the Crafton FT Faculty had a statistically significantly ($p < .05$) lower average than classified staff.

Participants were asked to respond to two open-ended questions. Tables 3 – 3C illustrate the responses to the first question, "What suggestions do you have to improve services in the mail room and/or mail delivery?" Tables 4 – 4C illustrate the responses to the following: "If you would like to make any additional comments, please do so in the space below." The responses for each question are shown by Crafton position: manager, classified staff, full-time faculty, and part-time faculty.

Referring to Tables 3 – 3C, the most common suggestions for improving mail services at Crafton included centrally locating the mail room, providing a more ergonomic and easy to use mail boxes, and adjusting the height of the mail boxes. Specifically, many respondents suggested that the mail room be located centrally and moved to the new Crafton Center when it is built:

"The new parking lot will help, but the mailroom would serve us better if it were in a more central location to classrooms."

In addition, many of the respondents felt that the mail boxes were difficult to use and access:

“The boxes themselves are the worst I’ve ever encountered. The etched combination numbers are very difficult to read due to small size and poor lighting. When I get the right combination, the box is still very difficult to open, with no spring loading and nothing to get a good group on. If this is ADA compliant, then there is something wrong with our ADA guidelines. If we are going to keep a centralized location, replace the boxes with something with better ergonomic design.”

Many of the participants also commented about the boxes being too high or too low:

“Find out who the shorties are and the tall people and give boxes accordingly. I know I have trouble reaching my box and there are other tall people who have boxes on the bottom.”

Some of the participants also suggested that Crafton needs to go back to the way it was previously. Approximately, 1 staff, 6 FT Faculty, and 2 PT Faculty wanted to go back to old mail delivery system.

“I suggest having mailboxes the way we had before. It wasn't necessary for the deliverer to come 2X daily or even an extra time because a package showed up. Once every couple days would suffice. I can no longer drop off items/mail/flyers directly to other faculty mailboxes or vice versa and part-timers don't have doors to slide things under. The survey would have been most useful and possibly saved a lot of money and a whole lot of angst if you asked beforehand. :-)”

Finally, some of the respondents were also very positive about the mail delivery system. For instance, two faculty members provided the following comments:

“It is what it is; any change brings a sense of rebufs'. We just got too comfortable having our mail brought to us. Furthermore those that are doing most of the complaining are more likely the ones that need a little exercise.”

“Mail service is great. You guys rock. Thanks for wading through the anger and vitriol that has been unfairly and irrationally thrown your way. I, for one, appreciate you.”

Table 3: Manager Suggestions for Improving Mail Services at Crafton.

Do not give in to people whining
Encourage all campus mail have the mailbox number of the recipient by their name. Have an online copy of the mailbox numbers/person. Any future purchases of mailboxes, need larger numbers to read and easier handles to turn.
Eventually move to Crafton Center.
I don't mind walking to get my mail, what I'm unhappy with is the equipment. It's very difficult to open the lockers (and see the combination), plus the slots for dropping off to CHC, SBVC & District are too small. (But I don't know how you fix it without scrapping it.) I would like to see the District Courier make a stop at LADM for District mail to ensure timely delivery.
I suggest a dedicated position for mail delivery person. I see Eddie Chavez is very busy with his package and clerk duties alone, but adding the mail duties seems to stretch his pretty thin.
More attention given to correct mail box delivery. I very often get other's mail in my box and sometimes worry mine mail might be in someone else's box

Table 3A: Classified Staff Suggestions for Improving Mail Services at Crafton.

Assign the mail to the copy center staff since they are often seen with nothing to do. This would free up a custodian to clean where is needed. Library 2nd floor needs some MUCH needed attention to the areas around the computers.
Early hour's access to mail room...When the LRC is open class has already started.
I have no problems with the mail room at Crafton! I am satisfied with the situation.
I would like to see something in writing either near or in the mailroom and reflects how mail is handled. And what I mean is what time is mail picked up, what is the turnaround time to get to district, valley, etc.
Locked boxes not necessary if the room is secured. Boxes have numbers so small on lock dial it's hard to read. Mail drop off boxes should be available on-campus so multiple trips to the mail room are not necessary.
Mail to the District should be picked up and delivered daily.
Mailboxes need to be at an appropriate height so that no one has to crawl on their knees to check their mail. If the mail room continues to be centralized areas then there need to be at least 3 areas for mail. when half of the campus has to travel across the campus to check their mail this creates inefficient use of time
Make the slots bigger for the larger bins that go to District, Valley, CHC and Outgoing mail.
Outgoing mail needs to go out quicker
Please keep an updated booklet with all the mailbox contacts. People keep taking the booklet with them.
Posted regular delivery, sorting, and pick-up times at the facility would be helpful.
put it back like it was
Sometimes it takes 2 or more days for mail to arrive at our office from another office on this campus. I have contacted District on multiple occasions regarding mail that was sent days prior and they claim they have not received it. The mail boxes are difficult to open.
There has to be a more efficient way to get mail within the campus on the same day.

Table 3B: Full-Time Faculty Suggestions for Improving Mail Services at Crafton.

Abandon it and return to the old system?
Better lighting and larger numbers on the combination. The lighting is dim and the numbers are so small it is difficult to see to work the combination. I usually leave my mailbox unlocked.
Can I be confident if I drop mail (payments) in the USPS slot it will be transferred to the Postal Service in a timely manner?
Delivery from CHC to other CHC mailboxes can take days. Have the mailboxes in the LADM 3rd floor be used again for science faculty or those on the east side of campus.
Difficulty in opening the boxes and the ability to read the code on the lock causes problems. A different design that is more user friendly would be nice. The height of the boxes needs to be closely considered. No boxes lower than 3 feet from the floor should be used and the highest boxes should only be assigned to tall employees. In the future possibly locating the boxes in a more central location would be very beneficial.
Go back to the old system.
I believe that requiring the majority of faculty to spend 15 minutes or so to walk to the mailboxes has slowed the mail delivery process down. The mail may come to the campus fast and efficiently, but the speed and efficiency of that inter-district mail delivery is lost because the mail sits in the boxes for days waiting for someone to pick it up. I think reassigning someone to visit each mail location on campus once a day (and only once) is a much more effective use of everyone's time.
I don't see any reason why we can't go back to the old system. It worked, beautifully. And the tradeoff for better bathroom maintenance (one of the reasons why this was done, according to [Name]) is not working either. Prime examples: leaking faucets, unnoticed and unreported by maintenance in the SSA ladies room; the middle toilet in OE1 women's room has been either flooding, threatening to flood, or has low water in it; no one is using it anymore. OE1 women's restroom smells God-awful. LRC second floor ladies room- faucets have very little pressure and the water spits out, rather than flows out.
I feel as though it is working as well as a post office box can function.
I realize that we do not have enough M & O staff to handle mail service but it seems that it would be more efficient to hire someone to provide this service than to have services (phones; admissions; student contact; etc.) disrupted while classified pick up mail and less expensive than having faculty do it.
I suggest having mailboxes the way we had before. It wasn't necessary for the deliverer to come 2X daily or even an extra time because a package showed up. Once every couple days would suffice. I can no longer drop off items/mail/flyers directly to other faculty mailboxes or vice versa and part-timers don't have doors to slide things under. The survey would have been most useful and possibly saved a lot of money and a whole lot of angst if you asked beforehand. :-)
I used to check my mail daily. After the implementation of the centralized mailbox system, I only check my mail if someone tells me they've sent me something that is important. The centralized mailbox location is inconvenient to my work location. The boxes themselves are the worst I've ever encountered. The etched combination numbers are very difficult to read due to small size and poor lighting. When I get the right combination, the box is still very difficult to open, with no spring loading and nothing to get a good grip on. If this is ADA compliant, then there is something wrong with our ADA guidelines. If we are going to keep a centralized location, replace the boxes with something with better ergonomic design.
It is inaccessible. Anything that is to be delivered on campus has to be personally delivered as many items have come up missing. This system does not work.
It is really challenging to get to the mail room on a regular basis. The area where this really has impact is the timely submission of time sheets. Maybe the solution is to use a more modern method of submitting time sheets, such as electronically. If that were to change, I really don't see any remaining issue with the mail room location.
Mail delivery is not as efficient as it has been previously. That applies to mail delivery going to anyplace on campus or off. It simply takes more time to deliver to the boxes in the LRC and/or more time out of the schedule to go to the LRC for pick-up. While I can appreciate the valiant effort of the change of the mail system for this year....perhaps it is time to reconsider the mail delivery/pick up once again.
Mail delivery only to one location on campus for all faculty doesn't make sense for a campus that is spread out geographically as we are here at CHC. I would encourage a mail set up that delivers to at least one location in each building.
Move it to the Crafton Center when it is built. Right now it is so far out of my way, I hate going. Find out who the shorties are and the tall people and give boxes accordingly. I know I have trouble reaching my box and there are other tall people who have boxes on the bottom.
None at this time
Put it back the way it was. I never go because I can't read the numbers or turn the knob. People go for me every 2 months or so. Wrong mail has been in my box every time and my mail has turned up several months later in the boxes of others (who also aren't checking their boxes regularly). Some of my duplicating (tests) never turned up.
Replace the mail boxes w/ ones that are "user friendly". The flaws w/ the mailboxes are too numerous to mention, but to put it succinctly: They suck!
Return mail service to what it was prior to this disaster. Have you received any ADA compliant challenges yet? The size of the numbers, the difficulty in turning and opening the doors, and the need to get on one's knees (at least I do) to access my box are an ADA challenge waiting to happen.
The boxes are non-ergonomic. It is hard to see the numbers on the combination and hard to open the door with the knob.
To be honest, at this point, folks are getting used to it. I would rather not change now. Some adjustments could be made so that really tall people do not have lower boxes and really short ones do not have top boxes, although I know some of that has been changed as well.
Would like the mail room more centrally located...

Table 3C: Part-Time Faculty Suggestions for Improving Mail Services at Crafton.

At the beginning of the term there was only one lady working at copying and mail work. A lot of the syllabi got backed up and all our copies were delayed by quite a bit. Hiring another full time mail person (I know there had been an interim one before) would make my mail experience much more enjoyable. After I didn't receive my syllabi until 2 weeks after the start of the semester, I just didn't use the mail room at all. (Probably checked it twice the who semester)
Delivery across campus. The mail room is too far to walk to.
I do not have any suggestions to improve the services at the moment.
I would rather have my mail come to my department. I am not located near the present facility. I have to go out of my way and then I have to remember the code and mail box number.
It has always been an added inconvenience to have to go to the LRC to pick up mail or print jobs, especially since there was not any parking there. The new parking lot will help, but the mailroom would serve us better if it were in a more central location to classrooms.
Most of my mail I receive via email, and that works well for me. The only other related service is via the Copy Center when I have copies made for students. These are bulky and won't fit in my mailbox, so I pick them up from the Copy Center next door to the mail room. So I have no suggestions for improvements.
Need clearly labeled after hour's intercampus drop off boxes for students.
None at this time
Please change the combination locks. It is very hard to use.
Regular mail from within the campus reaches my box as it is supposed to. However, outside mail, like text books from publishers do not ever make it to my box. I don't know where they end up.
The numbers are too small on the combo lock. Hard to see.
The services and delivery have been great. The problem is trying to turn the dial to put in my code. I literally cannot see the numbers! So I have resorted to leaving my mailbox open!!! I have to sit on the floor and feel and approximate the positions on the dial! Very unsatisfactory!
While I understand the importance of the locks, it makes it more challenging for me as a PT instructor to go down to LRC, remember my code, and obtain my mail. I rarely do it, so now my box is full. When it was not locked, I came more often and just quickly grabbed.

Table 4: Additional Manager Comments.

I appreciate the facilities staff for continually servicing the campus mail!
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Table 4A: Additional Classified Staff Comments.

[Name] does a great job!
Have student workers deliver mail to different departments.
I don't mind walking to the mail room and its good exercise. What would be helpful would be a schedule so we know if we get mail there by a certain time that it will be picked up after so there isn't another day delay. In addition, I would like to see a daily mail run from a location within the President's Office to the District. The majority of the mail I send out goes to the District. This would make delivery more timely (in both directions). In addition, the deans/admin sec can utilize this service too at our end and the Chancellor's Office, Human Resources and Payroll can utilize this service at their end. WIN-WIN
I sent mail to adjunct faculty and the items were sorted immediately into the mailboxes. The items, however, were not retrieved for MONTHS which negatively impacted services to students. Unacceptable.
I was asked on the survey if I was satisfied with the delivery to district, I am unable to answer that question as I have no way of knowing when or if they have received my submissions.
Obviously bringing [name] back to pick up and deliver mail is optimum. It was a service we could count on and served everyone very well.

Table 4B: Additional Full-Time Faculty Comments.

I expect you are going to get some really nasty comments. You deserve it; this is what happens when you don't ask for any input from faculty. Summer magic DOES have its own blowback.
I hate the current mail room. HATE it.
In general I do not use the mail boxes as it takes so much time to walk there and back time which is more productively spent grading, on prep or helping student. Previously if I needed to get something to the faculty in our department I was able to just put it in the boxes for both full and part-time faculty. Now I just do not get it to them since the time it takes to address each piece of mail is more than I have. [Name] has been very helpful with any mail problems I have had, Please thank her.
It is what it is; any change brings a sense of rebuffs. We just got too comfortable having our mail brought to us. Furthermore those that are doing most of the complaining are more likely the ones that need a little exercise.
It would be better if the mail room was more centrally located, or if there were several mail rooms on campus closer to people's offices. Also, some of the boxes are too low.
Mail service is great. You guys rock. Thanks for wading through the anger and vitriol that has been unfairly and irrationally thrown your way. I, for one, appreciate you.
Move those new mailboxes to the new Student Services building when it goes up and let them just be for everyone in there. They will have many people beyond administration, faculty and staff. They have the student senators, SIs Master Students, Honor Students etc. They would undoubtedly appreciate this resource.
One would hope that the mail room will be moved to the new central building once it is built. A lot of energy is wasted going to and from (often by vehicle) to the LRC.
Please do not put all science faculty mail in my mailbox; I have no way to get it to them. All Lab techs, adjunct faculty have their own mailboxes, along with all other full time faculty; I have often had mail delivered to my mailbox with the names of the part-time or full time faculty on the item. I understand I am chair for the department (And will no longer be chair after this week), but the chair of the department should not have to get all mail that has anything to do with science. If no name is listed, then full time faculty in the area should get it.
Thank you for listening.
The additional parking next to the LRC should make it more convenient to stop by to pick up mail. However, a more central location would be most helpful.
The creation of the mailbox room was not a collegial process. It is very easy to implement a major change if you don't offer the people who might provide contrary input an opportunity to weigh in.
The doors need to have springs openers...the combination dials aren't substantial enough to open the door. Many faculty have trouble with their boxes if they are in low sections/many shorter faculty have high lockers. I often have mail for other people in my box.
Trash the mail room and admit it was a mistake. Start over with a campus wide conversation because it's a campus wide issue. The largest organizations on this planet make sure that communications between their employees and others (through mail) is easy, convenient and efficient, this mail room disaster speaks to the lack of respect this management team has for the employees on this campus and it's unwillingness to admit mistakes when they are made.
When the new centralized location was instituted, we were told it was to save CHC money, by reducing the staff needed to distribute mail. Well, sure, but all you've done is re-distribute the work of that one person (or half person or whatever) onto the whole campus. Adding to everyone's workload didn't win CHC administration any points with me.

Table 4C: Additional Part-Time Faculty Comments.

I would be completely willing to have my box open and not locked, thereby allowing another instructor to use the locked box, and I am content using an open one.
Location of the mailboxes is too far from central campus. Although, the brand new LRC staff/faculty parking will help!
None at this time
[Name] in the Copy Room has been great with delivering tests, etc. to my mailbox.