


 Dept FCO - (CO) Postal Services > Administrative Unit > Program Review

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**AUO 1.A. Department/Division Name:** Postal Services

**AUO 1.B. Name(s) of the author(s) of this report::** Duc Nguyen

**AUO 1.C. What is the primary focus of your department/division?:** 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.

**AUO 1.D. How many customers are served annually and is number trending up, even, or down?:** Postal Service department receives and process about 2,000 pieces of incoming and outgoing mail daily.

**AUO 1.E. Who are the typical customers served by this department/division? :** faculty, staff and administrators. Approx 1285 individuals

**AUO 2.A. What is the department/division Mission Statement?:** To provide courteous, effective and expeditious mail delivery services to the campus community and utilize available technology to minimize expenses.

**AUO 2.B. Ways and to what extent do your services support your Mission statement:**

**AUO 3.A. Number of classified employees:** 1

**AUO 3.B. Number of management employees:** 0

**AUO 3.C. Number of student employees:** 1

**AUO 3.D. Position(s) Needed:** 1 x 50% position

**AUO 3.E. Justification for Position(s)::** 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.

**AUO 3.F. If additional position/s were hired did it result in the expected improvement? How so? :**

**AUO 4.A. Have there been any facility changes in the last five years?:**

**AUO 4.B. Are there any significant facility changes that will be needed over the next five years?:** Yes, more space is needed to store packages

**AUO 4.C. Give justification for facility requests :** Not enough space to put packages and they block access to mailroom.

**AUO 4.D. If additional facility changes occurred, did it result in the expected improvement? How so?:**



**AUO 5.A. Have there been any equipment purchases in the last five-years. If so what was purchased?:**

**AUO 5.B. Are there any equipment purchases that will be needed over the next five years?:** Requesting new tracking system, Software as a Service (or SaaS).

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

**AUO 5.C. Justification for equipment(s)::** In 2000, Mailroom purchased “Arrival System”. This system has reached the end of it's life expectancy and needs replacing. Scanner for electronically storing documents and uploading into Banner BDMS system (mandatory for Purchase Requisitions)

**AUO 5.D. If additional equipment was purchased, did it result in the expected improvement? How so?:**

**AUO 6.A. Amount of Department/Division discretionary (B) budget or explain.:**

**AUO 6.B. Does the department/division need additional discretionary funding? If so, why?:**

**AUO 6.C. Additional discretionary budget requests:** • Requesting budget for maintaining annually services agreement for new postage machine.

• Requesting additional budget to hire and train student employees.

**AUO 6.D. Justification for additional discretionary budget:** ongoing annual costs for new postage machine.

budget to hire and train employees/student workers

**AUO 6.E. If additional discretionary budget was allocated, did it result in the expected improvement:**

**AUO 7.A. Have there been any significant organizational alignment changes over the last five years?:**

**AUO 7.B. List any significant organizational alignment changes needed over the next five years.:**

**AUO 7.C. Justification for significant organizational alignment changes:**

**AUO 7.D. If organizational alignment changes were made did it result in the expected improvement?:**

**AUO 8.A Have there been any significant changes in regulations/laws/policies over last five years?:**

**AUO 8.B. List changes in regulations/laws/policies affecting department/division over next five yrs.:**

**AUO 8.C. List any additional resources needed to meet the new regulations/laws /policies.:**

**AUO 8.D. Justification for additional resources:**

**AUO 8.E. If additional resources were made provided did it result in the expected**

improvement?:

**AUO 9.A. List any significant professional development activities over the last five years.:**

**AUO 9.B. List any significant professional development needs over the next five years.:**

**AUO 9.C. Justification for significant professional development .:**

**AUO 9.D. If additional professional development was provided did it result in expected improvement?:**

**AUO 10. List other Needed Resources & Justification:**

**AUO 11.A. What are the current/active department/division outcome statements?:**

Postal\_AUO\_1 - Faculty and staff will report that Postal Services processes mail in a courteous and timely manner.

**AUO 11.B. How many AUO statements have been assessed since the last program review?:** 1

**AUO 11.C. Summarize the outcomes assessment findings and resulting department/division enhancements.:** Target : Target Met

Data reported that 117 out of 118 respondents who use the mailroom "agreed" or 'strongly agreed' what this department processed mail in a courteous and timely manner. (10/16/2015)

Reflection (CLICK ON ? FOR INSTRUCTIONS): Results for individuals that used the services was very pleasing. Results for individuals who have never used services was surprising. We must consider if those who do not use these services do not use them because they are unaware of them. Enhancement: Postal Services has reached out to current users and requested that they make their colleagues aware of the services that this department provide.

(10/16/2016)

**AUO 11.D. What are the department/division outcome assessment plans for the next five years?:** The division are currently meeting to discuss various suggestions.

