POST OFFICE
I. Unit Title:

University Post Office

Unit Administrator:

Leigh Anne Marquis

II. Data and information for department

In January, the postal services had a rate increase which means learning all new prices. Also, they added delivery confirmation and signature confirmation to their services.

Employees:

- Postal Supervisor: Leigh Anne Marquis
- Postal Clerk: Cherrier Willis
- Part time Clerk: Natalie Sanders
- Work Studies: Patricia Allen
- Felisha Dickey
- Latoya Dixon
- Loretta Hunt

HOURS OF OPERATION:

Fall and Spring Terms:

- Monday - Thursday = 7:45 - 4:30
- Friday = 7:45 - 4:00
- Saturday = 9:00 - 11:00

Summer Terms:

- Monday - Friday = 8:00 - 4:00
- Saturday = 9:00 - 10:30

Interiums and Spring Break Week:

- Monday - Friday = 8:00 - 12:00 2:00 - 4:00
- Saturday = 9:00 - 10:30

Christmas Break and other holidays:

= 9:00 - 10:30 or until finished
ONLY DAYS CLOSED:

- Sundays
- New Years Day
- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Customer Service:

We provide all services the United States Postal Service provides:

- Selling stamps, envelopes, post cards, and ect.
- Weighing packages
- Priority
- Express
- Certified
- Insured
- Registered
- Return receipts
- International
- Money orders
- Return Receipt of Merchandise
- Delivery Confirmation
- Signature Confirmation

Incoming Mail:

Arrives between
: 9:30 - 10:30
Sent to Kethley
: approx. 11:00
All mail boxed: 11:00 - 12:00
Trays (letters)
  receive 2 - 3- up to 5 - 6  daily
Buckets (magazines, newspapers, brown envelopes)
  receive 5 - 6 up to 10- 11 daily
Packages
  receive 20-25 up to 70 -80 daily
Traceable Mail (delivery conformation, express, certified, and insured)
  receive 1 - 2 up to 9 - 10 daily - all must be scanned and signed for.

Outgoing Mail:

Pick up from Kethley (Business Affairs Office)- 3:00 p.m. by us
Picked up by main P.O.- 3:30 p.m.
Cancel all stamped mail
Process Department's mail
Meter and charge to postal accounts
Campus Mail:

Separate and distribute several times daily.
* FOR SURE:
  When incoming mail is put up,
  When mail is received from Kethley before or by 12:00
  And 3:30 p.m. or 4:00 p.m.

OTHER TASKS AND RESPONSIBILITIES

Separate and Distribute mail
Separate and forward incorrect mail
Assign Post Office boxes
Give out combinations
Open and close boxes
File charge forms
Write up various forms
Enter and delete box numbers in computer banner system
Write up box rent notices for commuters
Collect box rent monies
Daily deposit and report to main post office
Supervisor and schedule workstudy students and other employees
End of the month billing
Order stamps stock, and supplies
Yearly budget, goal, and objectives

III. Personal:

Noteworthy activities and accomplishment

In the past year, we have had four different part time employees.
  It is so hard to keep a part time employee.

New position(s) requested with justification

NONE

Recommended change of status (such as promotion/change in responsibilities)

Postal Supervisor title should be changed to Director of Postal Service and Postal Clerk
title should be changed to Assistant to Director of Postal Services. Also, salaries need to be
upgraded.

Appropriate compensation was never given when postal supervisors job assignments
changed several years ago.
IV. Department goals and assessments for 2000-2001

Unit Goal 1:

Discuss with Vice President of Business Affairs the form for requesting to update DSU postal contract.

Institutional Goal: # 17

Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

Expected Results:

Postal Contract will be updated.

Assessment Procedures:

Postal Contract will be updated.

Actual Results:

Form still needs to be completed.

Use of results:

Dr. Nettles recommended we not pursue updating the contract at this time.
Unit Goal 2:

Discuss with Director of Information and Technology Services printer problems and how to be able to print labels for the forwarding procedure.

Institutional Goal: #17

Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

Expected Results:

Forwarding procedure would be more efficient and legible in a more timely matter.

Assessment Procedures:

Still need for information.

Actual Results:

Printer is old and labels do not print correctly.

Use of results:

Need new printer and proper training.
Unit Goal 3:

Continue to stay up-to-date on Federal postal regulations.

Institutional Goal: # 17

Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

Expected Results:

Efficient and effective service would be provided.

Assessment Procedures:

Efficient and effective service is provided.

Actual Results:

Postal supervisor is up-to-date on Federal postal regulations.

Use of results:

Able to provide efficient and effective service.
Will always be a goal.
Unit Goal 4:

Continue to learn DSU policies and procedures.

Institutional Goal: # 17

Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

Expected Results:

Postal supervisor would be able to carry out procedures effectively.

Assessment Procedures:

Postal supervisor carries out procedures correctly.

Actual Results:

Policies and procedures are carried out properly.

Use of results:

Postal supervisor will always continue to learn policies and procedures. Will always be a goal.
Goals for upcoming year:

1. Discuss with Director of Information and Technology Services printer problems and work out forwarding procedure.

2. Continue to stay up-to-date of Federal Postal regulations.

3. Continue to learn DSU polices and procedures.