

DEPAUW STUDENT GOVERNMENT

A White Paper Concerning the DePauw University Post Office System

White Paper No. 3

- I. As a student body, we are constantly striving to make DePauw's campus as efficient and student-friendly as possible. That being said, there is an extreme lack of efficiency and organization in the DePauw University Post Office of the Union Building. Several complaints have been brought to the attention of DSG concerning inconvenient hours, the inefficient e-mail system, and the issue of receiving packages late. The problems in the post office caused many students, especially first-years, to receive books for classes unreasonably late. This was and still is a major complaint at orientation. This issue needs to be addressed and action is needed to improve communication and to adjust hours for a more efficient system in order to make DePauw Post Office transactions easier for students.
- II. Students have said that because many of them are in class all day between 8:00 AM and 3:00 PM, the post office's hours (currently 8:00 AM-4:30 PM) are not entirely convenient. The hours are also inefficient because most mail does not arrive before noon, and therefore having the post office open at 8:00am is not necessary. Not if you can't get there before closing the day before. Another concern is with the e-mail notification system which has frequently malfunctioned so far this semester. The last issue is concerning students ordering packages on two-day shipping (and paying the extra fees associated with expressed shipping) but receiving packages as much as a week later.
- III. At larger universities, the post office is run through an outside source. At Indiana University in Bloomington, the university has its own UPS store that is open from 8:00 AM to 8:00 PM most days, and at Ball State University they have a Central Mailing system that is run with FedEx, UPS, and DHL and is open from 8:00 AM to 5:00 PM most days. Although DePauw's campus is certainly not large enough for one of these systems, increasing the hours would make receiving packages more convenient. At the University of Evansville (roughly 2500 students), their system is similar to DePauw's, but mailboxes are located in the residence halls where mail is delivered and picked up every morning. After meeting with Reta Ferrand-Cortrecht at the post office, she informed us that the post office is already working with the outside contractor on the e-mail system and they are about 85% done with the bug fixes. She also mentioned that at the beginning of the year, the 2-day shipping often is not effective because the post office receives thousands of packages a day during orientation; during this orientation period, only the four post office staff members are working, because the work study students are not allowed to begin at their positions until two weeks after the beginning of the year. When asked about a change in hours, she informed us that due to a strict budget and a strict mail schedule coherent with deliveries from USPS, the post office needs to remain on an 8:00 AM to 5:00 PM schedule, but work study students may be allowed by the university to stay later without a supervisor.

IV. DePauw University can solve this issue by having the University Mailroom hire a larger staff to fully coordinate the responsibilities the mailroom must complete on a daily basis which would also allow for more Work Study students to receive compensation. A possible solution would be to allow work study eligible students to work in the post office without a supervisor on duty. After the the post office officially closes at 4:30PM, work study students should be able to give packages to students until later time in the evening, perhaps 6:00PM. The University Post Office can follow and use this type of system to become organized and student-friendly. Taking these steps to extend or change hours, hire a larger staff, let work study eligible students to work without a Supervisor and to continue updating their communication system is a start to help tackle the issues the University Post Office has been experiencing.

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Executive Board: Dakota Watson
President Signature: Dakota N. Watson

Aye 15
Nay 0
Abstain 0

Aye 10
Nay 0
Abstain 0

Aye 9
Nay 0
Abstain 0

Attested by:

[Signature]
(Secretary)

Approved by:
Dakota N. Watson
(President)

[Signature]
(Executive Vice President)