

# Administration and Finance - 2020

## SUPPORT SERVICES ASSESSMENT PLAN



# Mail Services

## ■ Assessment Purpose

- Review past years data for outgoing mail to look for areas of opportunity.
- To help support and provide mailing resources to the campus community.
- Solicit feedback to improve or expand the services offered.

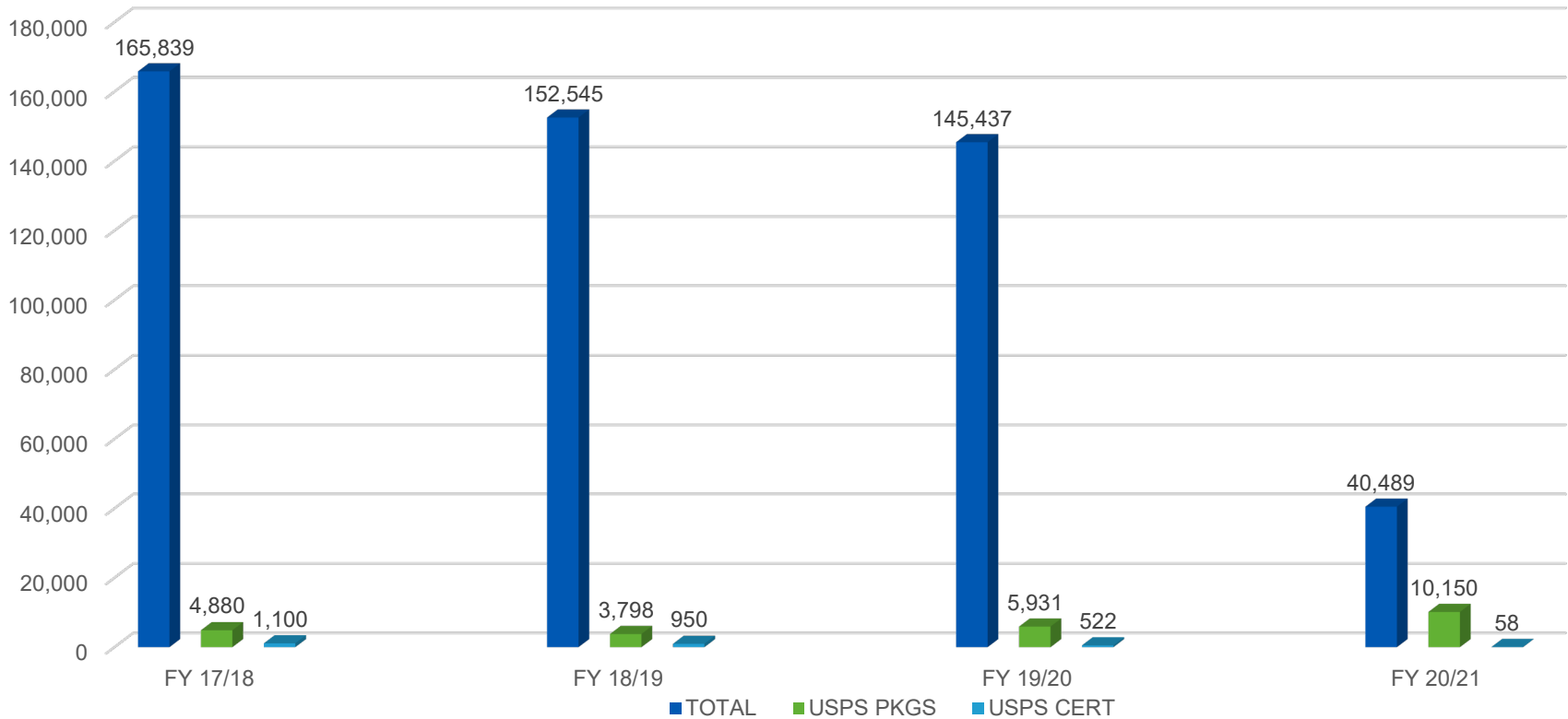
# Mail Services

## ■ Assessment Methodology

- Analyzed and reviewed data from the past four fiscal years.
- Data from FY 2017/2018, 2018/2019, 2019/2020, & 2020/2021 of outgoing mail metered through the department.
- Research from Mail Services Department and Staff.

# Mail Services

## Postage Meter Volume



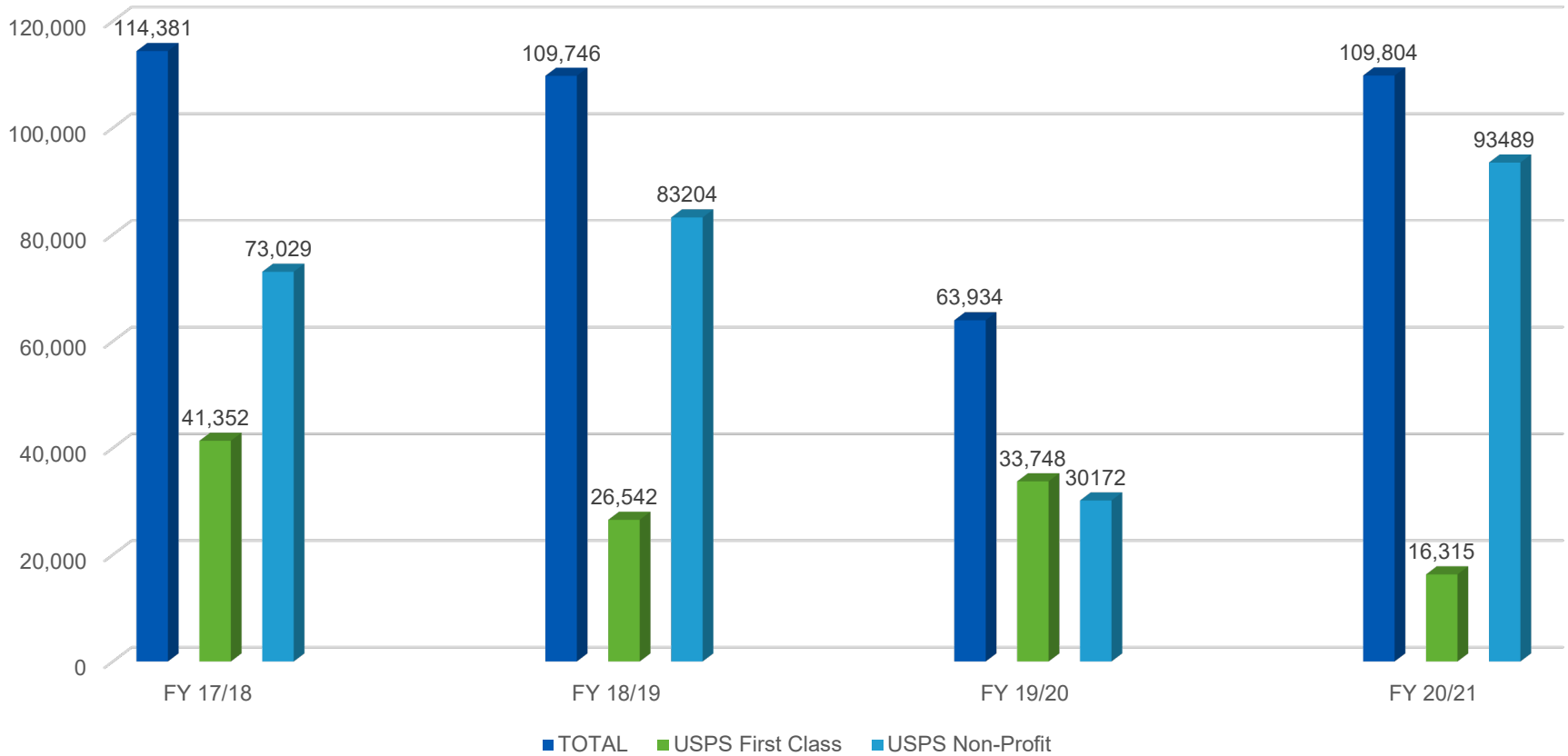
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# Mail Services

## Postage Permit Volume



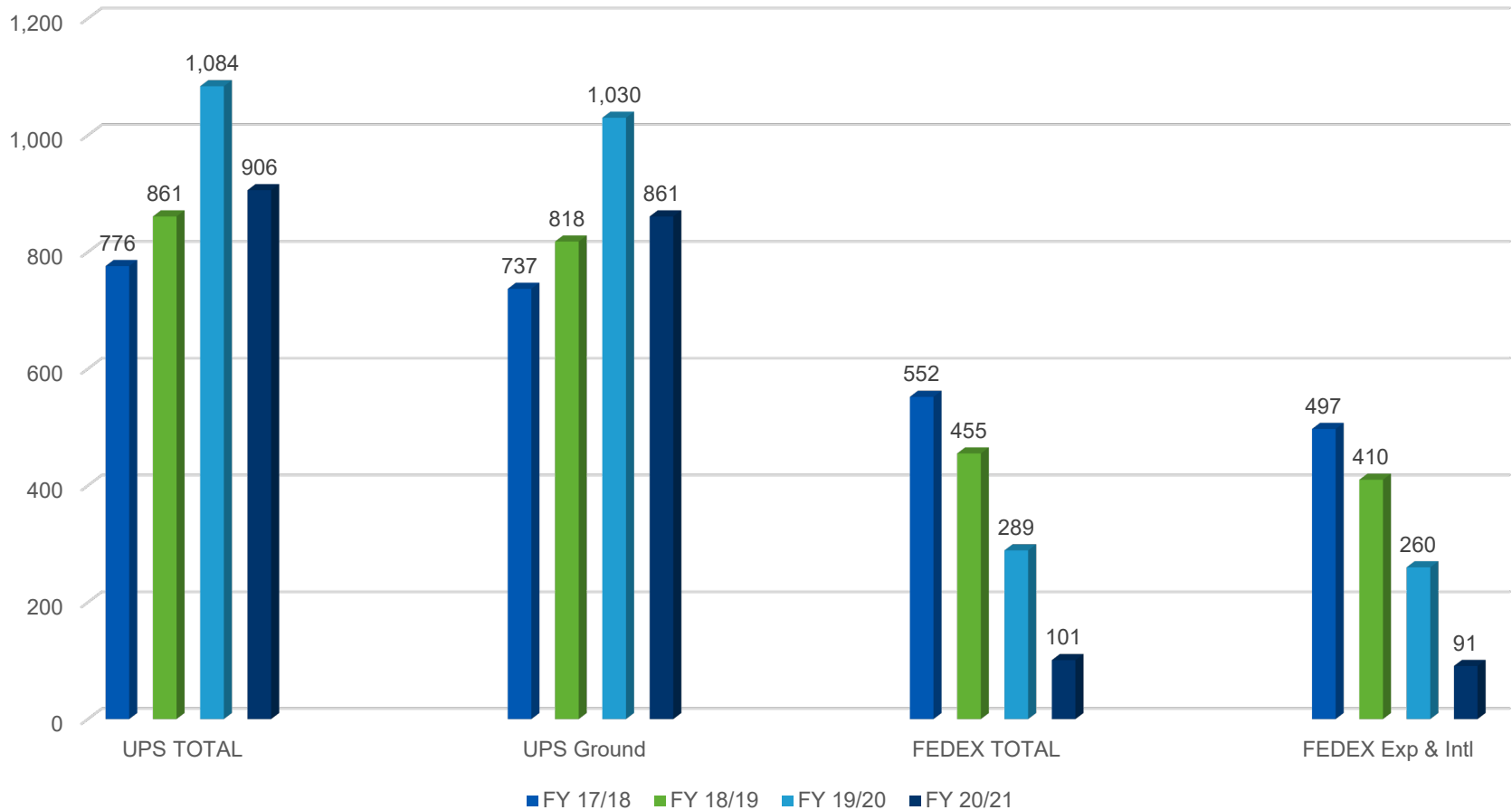
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# Mail Services

## UPS & FEDEX VOLUME



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# Mail Services

## ■ Assessment Findings

- How electronic media has impacted Mail Services.
- Review data to show impacts from Pandemic.
- Recap with campus customers and staff to recommend process improvements.





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