AUXILIARY SERVICES

Service Area Program Review

2002-2003

Finance and Facilities
The Office of Institutional Planning, Research, and Assessment
AUXILIARY SERVICES

Service Area Program Review

2002-2003

Committee Members:

Denise K. Finn, C.P.M., Purchasing Coordinator, Chair
Blanche Bettinger, C.P.M., Director of Purchasing and Contracting
Shawn Dahlin, Printing Services
Becky Goldsmith, Mail Center
Bruce Hustedt, Facilities Management
Debbie McCasland, Community Events
Reed Winfrey, Shipping and Receiving
Samuel Arnberger, Student

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Blanche Bettinger, Director of Purchasing and Contracting
Dr. John W. Quinley, Director of Institutional Planning, Research, and Assessment
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Mission, Personnel and Facilities

Departmental Mission Statement

The Mission of Printing Services, the Mail Center, Shipping/Receiving, the Switchboard and the District Couriers is to provide superior customer service to all customers in a timely and financially efficient manner.

Committee

A committee consisting of one member from each department (Printing Services, Mail Center, Shipping/Receiving), one member of the Purchasing Department, a purchasing liaison, a representative from the facilities department and a student were appointed to complete the evaluation of the program. That committee consisted of the following individuals:

- Denise Finn  Purchasing Coordinator, Chair
- Blanche Bettinger  Director of Purchasing and Contracting
- Shawn Dahlin  Printing Services Supervisor
- Becky Goldsmith  Mail Center Supervisor
- Reed Winfrey  Shipping/Receiving Supervisor
- Deb McCasland  Purchasing Liaison for Community Events
- Bruce Hustedt  Facilities Management Office Manager
- Samuel Arnberger  Student

Departmental Profiles

Mail Center:

Becky Goldsmith began training in the Mail Center on a part-time/temporary basis in June 1986. At that time, the operation consisted of a cash box of $50.00 in change, and a roll of stamps. They handled USPS and very limited UPS. One customer service window was open Monday through Friday from 11:30 a.m. to 1:00 p.m. The Mail Center personnel worked Monday through Friday from 8:30 a.m. to 1:00 p.m. and from 3:00 p.m. to 4:00 p.m.

Becky became a permanent part-time employee in June 1989.

The Mail Center position became a full-time position in July 1990. Further services, such as FedEx and Airborne were included and customer service hours were extended.

Since then services have increased to include the following:

- Customer Service hours from 9:00 a.m. to 4:00 p.m. Monday through Friday
- Expanded USPS services include most of those offered by the United States Postal Service (package and mail service both within and outside the USA).
• Full UPS and FedEx services
• The use of an institutional fax machine
• Mass e-mail process includes the Newsflash and Duck Soup
• Automated and added bulk mail services

The Mail Center has been redesigned and renovated several times and moved twice. The staff has increased to include an additional full-time position and three part-time positions. The Mail Center started reporting to the Purchasing Coordinator in August 2001 before that they reported directly to the Director of Advancement.

Shipping/Receiving:
The Receiving Department originally reported to the Property and Energy Coordinator (Facilities Department). At that time, the Receiving Department received packages via the dock in the bottom of Building 1 and transported them to the Mail Center (via the elevator). The Mail Center put notices in staff, faculty and student mailboxes when they received packages. Packages were picked up by the addressee in the Mail Center at the top floor of Building 1.

The Receiving Department began reporting to the Director of Purchasing in 1996. The procedures for the Receiving Department didn’t change much for the next couple of years. They did make minimal deliveries to the departments in the bottom of Building 1, otherwise all packages continued to be processed through the Mail Center.

Departmental delivery (decentralized receiving) was implemented in 1998. UPS would deliver items ordered by liaisons directly to their offices. At this time, the Receiving Clerk began training in the Purchasing Department as purchasing support personnel. This person did copying, filing, faxing and worked on some award documents. This person also acted as the purchasing liaison for the department, handled the office supply orders, and managed the departments purchase card.

This position began reporting to the Purchasing Coordinator in July 1999.

Receiving was re-centralized in 2001 partially because UPS advised that they would no longer offer delivery service to individual departments. Delivery service by Shipping/Receiving was implemented at that time. This department began handling fixed assets in the beginning of 2002. The first student was hired to assist with the deliveries in March 2002.

Reed Winfrey became our Shipping/Receiving supervisor in May 2002. Since that time he has greatly improved customer service in the shipping/receiving area.

Printing Services:
One full-time employee and one student employee originally ran printing Services. The student employee was hired as a full-time employee in 1991. The processing time on
copy jobs has gone from 48 hours to less than 2 hours in the past fifteen years. The location of the Printing Center has changed twice in that time because ITS required the space that they were utilizing previously in Building 1. Printing Services was located in the bottom of Building 1 until spring of 2000, at that time they moved to Building 7. This move has been an inconvenience to customers, but it is hoped for a more centralized location in the Master Plan. The department technology has gone from the use of a press to high-speed digital copiers. Printing Services began reporting to the Purchasing Coordinator in July 1999, before that time the department reported to the Director of Purchasing.

District Couriers:
Two part-time employees operate the District Courier service. The staff in this position has changed several times in the past, but has always employed retired workers. This service transports items from the Prescott campus to Prescott Valley, Chino Valley and the Verde Valley campuses. The couriers reported to the Facilities Department in the past. They began reporting to the Purchasing Coordinator in August 2001.

Receptionist/Communicator:
As first contact with the college, this is a highly visible position with the responsibility of being the voice of the college. Susie Check worked at the switchboard position for approximately two years. This position reported to the Mailroom Supervisor until October 2002. At the time Sarah Goldsmith joined the team, the position began reporting to the Purchasing Coordinator.

Departmental Personnel

Denise K. Finn, C.P.M., Purchasing Coordinator/Department Manager – Denise has 13 years' experience in the Purchasing Profession with 10 years of supervisory experience including 2 years at Yavapai College. She manages the Mail Center, Printing Services, Shipping/Receiving, District Couriers and the Receptionist/Communicator in addition to purchasing duties assigned by the Director of Purchasing and Contracting.

Becky Goldsmith, Mail Center Coordinator – Becky has 16 years' experience (2 years with the U.S. Post Office and 14 years with YC). She oversees day-to-day operation of the Mail Center, Bulk mail and mass e-mail.

John Standley, Mail Center Technician – John has numerous years' experience (UPS, Yavapai County and one year with YC). He processes incoming and outgoing US Mail, UPS, FedEx, faxes, campus mail, delivery route and sorting of mail into YC mailboxes. Supervises part-time workers.

Dennis Goldsmith, Part-time Mail Center Worker – Dennis has three years' experience at YC.
he helps to process incoming and outgoing US Mail, UPS, FedEx, faxes, campus mail, delivery route and sorting of mail into YC mailboxes.

**Greg Grahlmann, Part-time Mail Center Worker** – Greg has four months' experience at YC. He helps to process incoming and outgoing US Mail, UPS, FedEx, faxes, campus mail, delivery route and sorting of mail into YC mailboxes.

**Sandy Tatge, Part-time Mail Center Worker** – Sandy has 30 years' experience in the customer service field. She helps to process incoming and outgoing US Mail, UPS, FedEx, faxes, campus mail, delivery route and sorting of mail into YC mailboxes.

**Reed Winfrey, Shipping/Receiving Supervisor** – Reed has in excess of 30 years' experience in shipping/receiving and customer service areas. He oversee day-to-day operation of department, supervise student employee.

**Saul Hansen, Student Employee** – Saul has over five years' experience in customer service. He receives items delivered to the college via UPS, Airborne etc., runs daily deliveries of approximately 60 packages, and picks-up returns, and other items in various departments.

**Shawn Dahlin, Printing Services Supervisor** – Shawn has over 14 years' experience in the YC Copy Center. He supervises the day-to-day operation of the Printing Services Center; manages the 60 to 70 decentralized copiers district wide, repairing fleet when needed, dealing with vendors, and trying to keep abreast of the industry, offering superior customer service and quick turn around on copy jobs.

**James Haile, Printing Services Technician** – James has over one year's experience at YC and three years in the Printing field (Kinko’s). He handles the day-to-day operation of the Printing Services Center; offering superior customer service and quick turn around on copy jobs.

**Susie Check, Receptionist/Communicator** – Susie has two years' experience (YC). She answers the main incoming phone lines for YC, processes travel requests, and updates visitor information.

**Larry Humphrey and Jack Wise, Part-time District Couriers** – Larry and Jack work alternate weeks. They also cover for each other when needed. They currently travel from the Prescott Campus to Prescott Valley, Verde Valley and Chino campuses with deliveries for the college and for Chartwells.
Professional Development

Mail Center
The Staff of the Mail Center have attended the following seminars and conventions:
   1. Postal convention in Scottsdale, AZ.
   2. National Postal Forum in Las Vegas, NV and Denver, CO.
   3. Seminars on How to Supervise, How to Deal with Difficult People, Time Management and others.
   4. Attended Mail Centers and Postal Services at college’s seminar in Baltimore, MD.
   5. Member of Prescott Postal Customer Council.

Printing Services
The Staff of Printing Services attends the Printing vender/dealer showcase with new models and technologies and maintains a subscription to Buyers Lab.

Shipping/Receiving
The staff in this department hasn’t been with the college long enough to attend training sessions, but it has been built into this year's budget.

Contribution to College and Community

The employees in the Auxiliary Services areas contribute to many facets of the college on a daily basis. They assist students, staff and faculty with multiple functions.

Denise Finn is serving her second term on the OSA board, and is chairing the committee this year. She has also been active on numerous hiring committees, the Learning Council, the Institutional Review Committee, Inter-Employee Relation Committee and the college’s Beautification committee. She manages the training and support of the liaisons and purchase card program, has produced the training manual used for new liaison training and conducts training sessions when needed. During Denise’s own time, she is President of the PTO at CSES, on the PTSO board at GHMS (President in 2000 and 2001) and volunteers for both the Boys and Girls Club and Big Brothers Big Sisters.

Becky Goldsmith was an OSA Board representative for six years, she is also on the Internal Protocol committee, and has served on several hiring committees. She is the co-advisor for Campus Crusade for Christ.

Dennis Goldsmith attended the safety seminar at the college last spring. He volunteers at the Arizona Pioneer’s Home, Heritage Park Zoo, Prescott Animal Hospital, childcare center at Willow Hills First Southern Baptist Church and yard work for the Willow Hills FSBC.

Greg Grahlmann volunteered in two different soup kitchens.
Shawn Dahlin was on the OSA Board for two years and on the Inter-employee Relation Committee, chairing for one year. Shawn also volunteered for the Prescott Rodeo committee working the Rodeo dance for six years and the Rodeo concert for three years.

James Haile was the volunteer Santa Claus to raise money for toys for the children at Faith House, a shelter for abused women and their families.

Support from Other Areas
The Auxiliary Services Departments enjoy the support of several different areas including, but not limited to, Purchasing, Business Services (Accounts Payable), ITS, Facilities (Fixed Assets), Human Resources and Student Employment.

Auxiliary Services Departmental Goals

Denise K. Finn, C.P.M.

1. Assist Printing Services Supervisor and Mail Center Supervisor with proposals to implement charge-back programs for the Printing Center and Mail Center. Propose a cost-per-copy program for the college.

2. Assist Shipping/Receiving Supervisor in improving the shipping/receiving department.

3. Improve liaison-training sessions, including one-on-one training and group training. Set up at least two group training sessions on both the Prescott and the Verde Valley campus each year.

4. Assist in the implementation of a computerized purchase order system.

5. Assist in designing the Purchasing website that would be available to the public.

6. Update/Implement an internal website for Receiving, Printing, the Mail Center, and the Courier Service.

7. Continue to serve on the OSA Board to assist in the efforts of this employee group as listed in 4.0.1 of the Yavapai College Policy and Procedure Manual.

8. Improve customer service in all areas. Implement suggestions received from the Service Area Reviews.

9. Monitor budgets for all departments very closely so that budgets are not exceeded.

10. Attain cost saving of $50,000 for the college.
**Becky Goldsmith**

1. Set up process and procedures for charge-back system for all outgoing mail.

2. Trial run of several months to train Mail Center personnel, to determine suggestions for division of Mail Center postage budget and to work out the bugs.

3. Implement charge-back system, if approved.

4. Update Mail Center web page.

5. Participate in Protocol for Internal Communications committee to determine clearly defined protocol for mass e-mail messages and inter-campus mail, etc.

6. Improve customer service. Implement suggestions received from the Service Area Reviews.

7. Train all Mail Center staff on bulk mailing equipment and if time permits, train them on the bulk mailing software.

8. Train all Mail Center staff on mass e-mail process.

9. Assist in the reorganization of the switchboard/reception area to improve the first impression that the public receives when entering Building 1.

**John Standley**

1. Learn process and procedures for charge back system for all outgoing mail.

2. Train all part-time Mail Center employees on charge back system.

3. Learn mass e-mail process.

4. Train all part-time Mail Center employees on bulk mailing equipment.

5. Improve customer service through eye contact and a friendly smile.
Reed Winfrey
1. To get the most return for the department dollar and to use those dollars wisely.
2. To build a great teamwork attitude and working relationship with all other departments
3. To actively participate in cross training.
4. To be available via; pager, phone, or radio, for those, “must do now” jobs.
5. To learn and keep an updated list of all people & department locations.
6. To design and maintain a website for central receiving
7. To improve service over last year's Service Area Review
8. To maintain an ongoing education process, classes, on the job training, etc. in this department.
9. To help any other department with all reasonable requests in any way.

Shawn Dahlin
1. Develop a charge back system to be implemented during the next fiscal year.
2. Manage the charge back system and assist users to understand their usage reports.
3. Assist in the design of the internal website for Printing Services.
4. Bring in a low-end color copier unit to offer color copies to users.
5. Continue to manage the fleet of approximately 78 copiers.
6. Assist in producing and RFP for a cost per copy bid.
7. Complete the two Microsoft Access courses so that we can design our own system to keep track of charge back information
8. Monitor copyright processes to insure compliance by all college personnel.
James Haile

1. Assist in the design of the internal website for Printing Services

2. Assist in the decision and research to obtain a low-end color copier unit for the Printing Center to offer color to users

3. Continue to strive for extraordinary customer satisfaction

4. Increase copies per hour by 2 to 4%

5. Implement viable changes suggested in the Customer Service Review.

6. Continue to act as backup for the Shipping/Receiving area including driving the forklift when needed.

7. Enhance comprehension of campus policies and procedures.

8. Increase expertise on Yavapai College’s fleet of copiers and assist Printing Services Supervisor in managing them.

Susie Check

1. Train Mailroom/Purchasing staff on switchboard/travel process.

2. Prepare a proposal to add a part-time employee to the switchboard. Show the benefit of having continuous coverage during the normal working day and to cover during unexpected illness and vacation.

3. Promote the use of the Information Station to highlight the many programs and activities on the Prescott Campus.

4. Work with Roger Runyan to implement the Auto Attendant answering system, to back up the switchboard during the busy pre-semester rush. This project has been in the design phase a long time and is almost ready to be put into action. This will be monitored to see how well it works and adjusted as needed.

5. Improve customer service

6. Reorganize the switchboard/reception area to improve the first impression that the public receives entering the building.
Facilities and Equipment

The Auxiliary service department is located in various areas of the college. The Switchboard is in Building 1, the Mail Center in Building 6, Printing Services and Shipping/Receiving in Building 7.

Mail Center:
As stated, the Mail Center is currently located in Building 6. Previously, there was a storefront in Building 1, but due to space constraints, this area was re-assigned. The main work area is 760 sq. ft. and the supervisor’s office is 160 sq. ft. The equipment located in this area includes four PCs, five printers, one meter machine, two scales, two tabber/labelers, four phones and two cash registers. The size of the Mail Center is not large enough to process bulk mailing. When bulk mailing needs to be processed, arrangements must be made to utilize the Performance Hall.

Printing Services:
Printing Services is located in building seven. The production area is 616 sq. ft. and the walk up area is 204.75 sq. ft. The following equipment is within the production area: 9 storage cabinets, 1 shared desk, 1 long counter area, 4 pallets of paper, 1 file cabinet, 2 chairs, 2 computers, 1 printer, 1 laminator, 2 binding system, 1 cutter, 1 folder, 1 risograph, 2 Konica digital copiers, 1 slitter, and approximately 25 boxes of work in progress. However, pallets of paper are stacked in the work area due to lack of storage space. More space is needed to increase efficiency and to meet the local fire codes.

The walk up area contains one work counter with one drill press and one paper cutter, one cabinet for completed copy jobs and two walk up copier machines. There is also one walk up copier in the hallway outside the Printing Services area for customers use after hours.

Shipping/Receiving:
Shipping/Receiving is located in Building 7. The department consists of a loading bay that is 208 sq. ft., an office of 103.5 sq. ft. for the supervisor and a portable storage container of 330 sq. ft. Equipment used in this department includes one 15-passenger van (seats removed), one forklift, two computers and two desks. However, the office is not located in a strategic area to work and oversee the delivery trucks as they enter. A larger and more efficient area is needed.

Financial Resources

The Auxiliary Service Department’s budgets have recently been adjusted to meet requirements. We may require an increased budget for staff, student workers and equipment in the future, if we are relocated to the other side of Sheldon Street in the Master Plan. Recently it was discovered that the Shipping/Receiving Department must purchase the propane used in the forklift. This cost will need to be added to next year’s budget.
Products and Services

The Auxiliary Services Department provides many services to internal and external customers. They include but are not limited to the following:

- Processing incoming and outgoing mail, USPS, UPS, FedEx, Airborne
- Processing interdepartmental mail
- Processing Bulk mailings
- Delivering Mail to Mailboxes and some departments
- Mass E-Mails (Newsflash and Ducksoup)
- Incoming and outgoing faxes for students
- Maintain packaging supplies for UPS, USPS and FedEx
- Receiving and delivering all equipment and packages to various departments on all campuses
- Majority of college’s printing, binding and laminating
- Managing fleet of 75 copiers
- Answering incoming calls at the switchboard, answering questions and forwarding calls to correct departments
- Processing travel requests and assigning vehicles and gas cards
- Managing the “Information Station” for the college
- Inter campus delivery for Prescott, Prescott Valley, Chino Valley and Verde Valley
Strengths and Concerns

The staff of the auxiliary service areas are all dedicated professionals who conduct themselves in a courteous, ethical and professional manner while supporting all departments of the college and the Mission Statement of the college as a whole.

Satisfaction of Internal Customers

The departmental staff is more than qualified to handle all required tasks at this time. Changes in location and duties may cause a need for additional staff. For example, if Shipping/Receiving, the Mail Center and Printing Services are located off the main campus additional equipment and personnel will be needed to carry materials across Sheldon Street. All members of the Auxiliary Services team have the opportunity to attend educational and professional growth seminars during the year.

A Customer Satisfaction Survey completed in spring 2002 was distributed to all purchasing liaisons, part-time faculty and others that deal regularly with these departments. The survey was prepared with the assistance of Institutional Research who then collected the completed surveys and tabulated the information on each department. Four hundred and seventy two (472) surveys were distributed with a 19% return (90 surveys).

The Auxiliary Services Department received a customer satisfaction rating of ninety-five percentile or greater of satisfied or very satisfied in the following areas:

**Printing Services**
- Attitude towards work/service
- Knowledge of area
- Timeliness
- Quality of work
- Overall quality of work
- Produces quality products
- Technical skills
- Level of satisfaction in the past 12 months

**Mail Center**
- Knowledge of area
- Knowledge of postal regulations
- Variety of services offered

**Switchboard**
- Attitude towards work/service
- Knowledge of area
- Timeliness
- Overall quality of work
- Travel forms processing in a timely manner
- Responds to information requests in a timely manner
• Needed forms readily available
• Phone lists updated in a timely manner
• TV information is up to date
• Information provided is posted quickly and accurately

**District Courier**
• Request for information

The Auxiliary Services Departments received a customer satisfaction rating of **ninety percentile or greater of satisfied or very satisfied** in the following areas:

**Printing Center**
• Accurate order processing

**Mail Center**
• Timeliness
• Overall quality of work
• Request for information

**District Courier**
• Attitude towards work/service
• Knowledge of area
• Overall quality of work

The Auxiliary Services Departments received a customer satisfaction rating of **eighty-five percentile or greater of satisfied or very satisfied** in the following areas:

**Printing Services**
• Human relation skills

**Mail Center**
• Attitude towards work/service
• Bulk mail processing

The Auxiliary Services Department received a customer satisfaction rating of **eighty percentile or greater of satisfied or very satisfied** in the following areas:

**Shipping/Receiving ***
• Request for information
• Package distribution
• Knowledge of shipping regulations

**Mail Center**
• Accuracy of mail distribution
• Timeliness, relevance and content of News Flash and Duck Soup

**Courier**
• Pick up and deliveries
The Auxiliary Services Department received a customer satisfaction rating of **seventy percentile or greater of satisfied or very satisfied** in the following areas:

**Shipping/Receiving** *

- Attitude towards work/service
- Knowledge of area
- Timeliness
- Overall quality of work

*Please note that this survey was conducted before the new supervisor in this department was hired.

**Concerns**

One of the main concerns brought up by this survey is the location and space constraint within these areas. These functions are customer service oriented and should be easily accessible to the college community; students, faculty and staff.

In addition, the current space is not adequate for the needs of these areas. The Mail Center must use the Performance Hall to process bulk mailings and they don’t have a location available for late afternoon drop off for UPS and FedEx. Shipping/Receiving doesn’t have adequate space for the receiving dock and it can be difficult for large trucks to back into the area without causing a traffic jam in the parking lot. Printing Services does not have adequate storage space for the paper and other supplies that they require on a daily basis, this causes the area to look unorganized and messy and presents a fire hazard. The switchboard area is cramped with no room for storage and needs to be redesigned to be more appealing to walk-in customers. The employees in all of these areas are tripping over each other.

Not all of the campus community recognizes the employees from these areas on sight. Uniforms would improve the professionalism of the employees and make them easily recognized by the campus community.

One member of the Shipping/Receiving staff must be available to accept, at all times, next day deliveries while another is out making deliveries. Only having one vehicle in this department (15 passenger van) slows down the delivery time on items that require expediting. In addition, the van is too large to pull up to various areas on campus. If Shipping/Receiving had an additional smaller vehicle, these next day deliveries could be made right away. This new vehicle would also be beneficial for deliveries during the construction period.

Concerns that the part-time student employees working on the switchboard are not as friendly or knowledgeable as our full-time staff member. Further training is necessary for part-time staff.

District couriers have received complaints that it takes too long for items to be delivered from one campus to another. Staff would like them to stop in Prescott Valley on the way back from the Verde Valley campus as well as on the way there. For security reasons, several staff members in Sedona and Cottonwood have requested that we utilize our own couriers instead of
an outside entity to deliver between these campuses. At times, items have been misdirected by the district couriers due to lack of organization in the delivery van.

**Future Trends**

As with other departments, technology will have a significant role in the changes to these departments. Digital copiers are replacing analog ones, with the ability for a better copies, faster copies, networking ability, using the copier as a fax, scanner and printer. Technology will also offer improved equipment for the Mail Center, Switchboard and Shipping/Receiving. It has been stated that there is a chance that Auxiliary Services may be moved to the buildings on the other side of Sheldon. If this happens, it will require an increase in budget for additional personnel (to make deliveries) and for additional equipment.

**Recommendations**

The Auxiliary Services areas, including the Mail Center, Printing Services, Shipping/Receiving and Purchasing need to be centrally located on the main campus together as personnel is cross trained to cover all areas. If these functions are relocated to an outlying area, they will not be able to service their customers, which include students, faculty and staff, without an increase in budget, staff and equipment. Receiving needs to be in an area where the large trucks can make deliveries without blocking traffic.

These areas also require a larger work and office space when the Master Plan is complete. In this way, they will be able to complete their assigned duties without having to borrow space from other areas of the college. Areas also need to be better planned and have proper storage so that they are more appealing and accessible to customers.

The implementation of uniforms for all these service areas will enhance the professionalism and the campus community will recognize the staff members as part of the service team.

The Shipping/Receiving area requires a smaller vehicle (such as a golf cart) so that quick deliveries can be made for overnight packages, among other things, when the van is being used for larger deliveries. This cart will also be beneficial during construction when it is difficult to move around the main campus.

Part time staff and student employees require proper training and support to complete their jobs as demonstrated in the Switchboard area.

The district couriers require an updated list of all employees and their locations so that deliveries go to the correct campus/department the first time. An increase in budget so that couriers can deliver to Sedona and stop back in Prescott Valley before returning to Prescott would also be beneficial and alleviate the concerns of late deliveries.
<table>
<thead>
<tr>
<th>Action</th>
<th>Fall 2002</th>
<th>Winter 2002</th>
<th>Spring 2002</th>
<th>Summer 2002</th>
<th>Other</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centrally locate all departments together</td>
<td>Requested</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Requested in Master Plan</td>
</tr>
<tr>
<td>Request afternoon drop off place for UPS and FedEx</td>
<td></td>
<td></td>
<td></td>
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<td>Reviewing need</td>
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<td>Uniforms for employees</td>
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<td></td>
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<td></td>
<td>Need budget To purchase</td>
</tr>
<tr>
<td>Improve size and appearance of work areas</td>
<td>Requested</td>
<td></td>
<td></td>
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<td></td>
<td>Requested in Master Plan</td>
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<tr>
<td>Purchase golf cart style vehicle for deliveries that do not require the full size van</td>
<td>Requested</td>
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<td>Waiting for approval from Facilities</td>
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<td>Further train and support part-time and student employees</td>
<td>X</td>
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<tr>
<td>Re-design area to make more appealing</td>
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<td></td>
<td>X</td>
<td></td>
<td></td>
<td>Attempting to re-design current area. Requested better design in Master Plan</td>
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<tr>
<td>Keep an updated list of employees and their locations</td>
<td>X</td>
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</tr>
<tr>
<td>Increase budget so couriers can work longer hours and increase service</td>
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<td></td>
<td></td>
<td></td>
<td>Reviewing possibility</td>
<td>Will need to review during budget planning phases.</td>
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