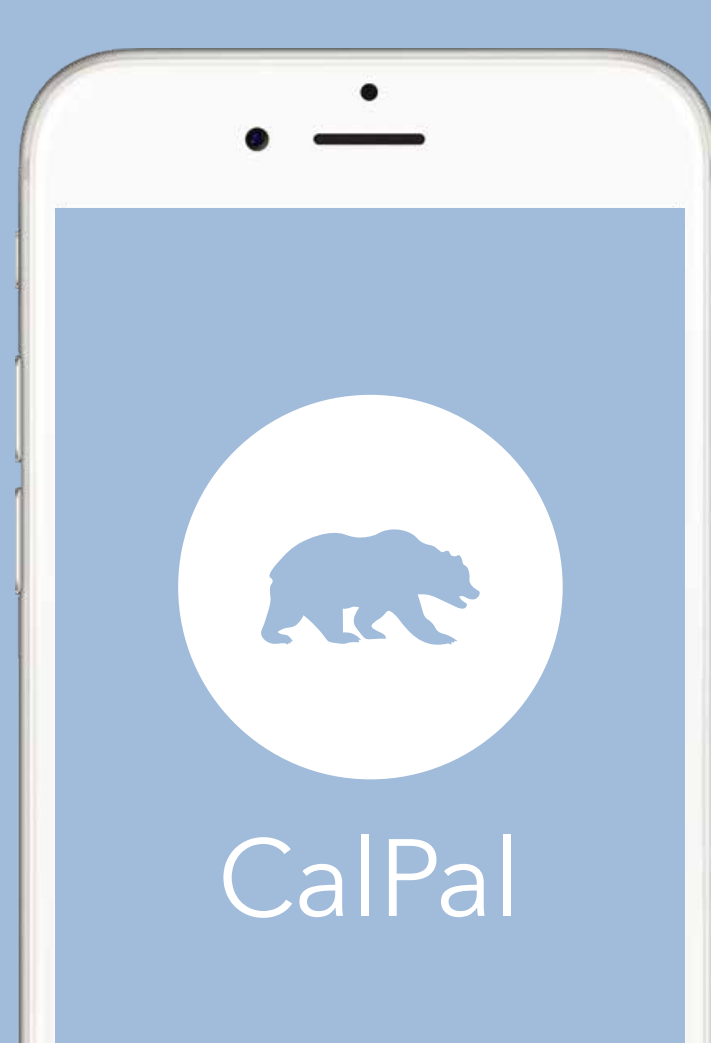




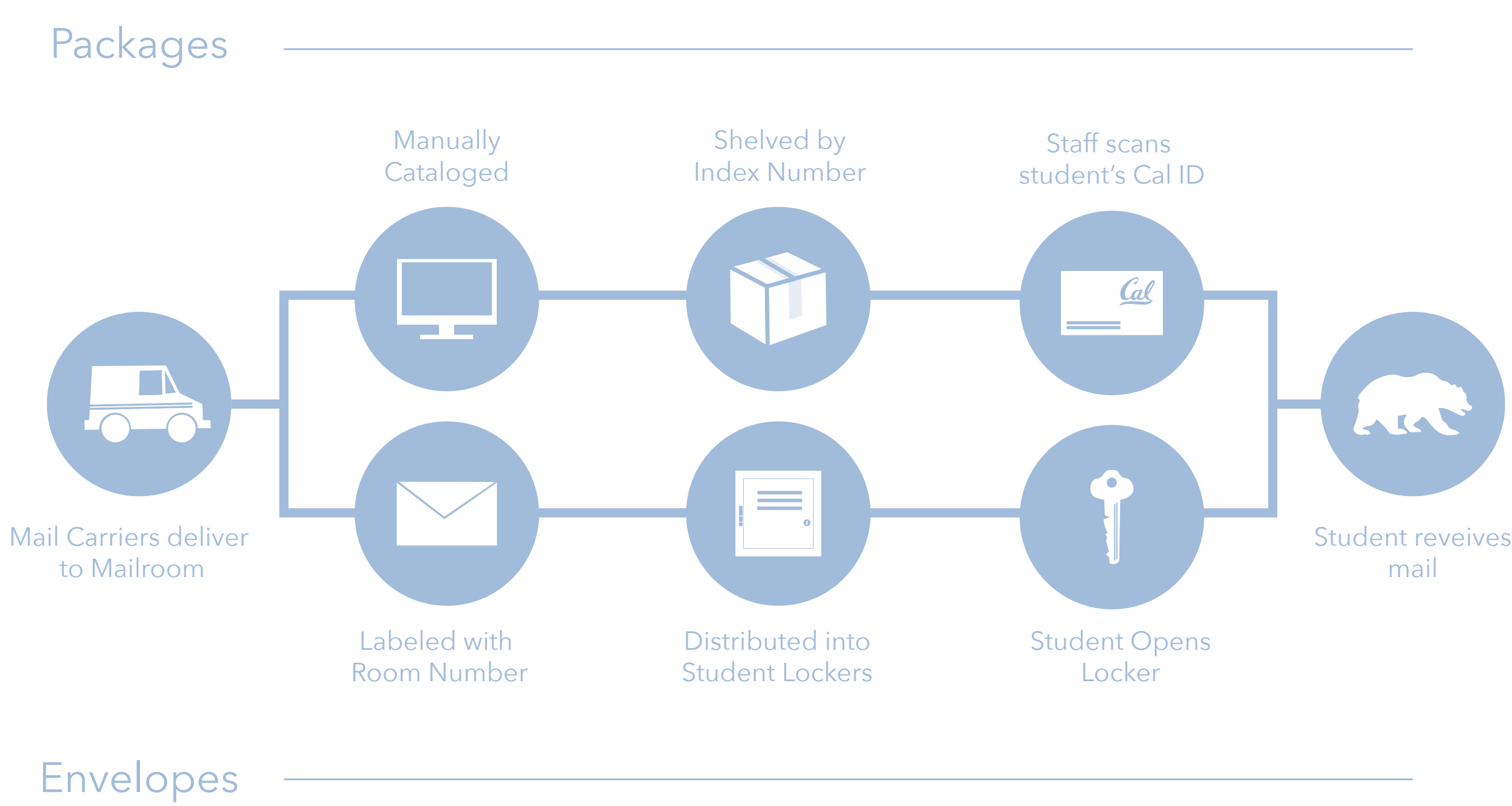
Cal Pal

A redesign of the current UC Berkeley mailing system.

Introducing **CalPal**, an app that increases UC Berkeley Mail Room efficiency as well as facilitates a smooth experience for students.



Current System



Research & Insights

I conducted ten short interviews with current Cal students about their experiences with mailrooms at UC Berkeley.



Problems

Delay with Packages

The mailroom staff tediously catalogs each package by hand which slows down the process. Some students give vendors incorrectly formatted addresses which make it difficult for staff to notify the students.

No Notification for Letters

Cataloging and emailing students about letters would increase the staff's workload immensely and in turn, would slow down processing even more. Students can periodically check their lockers for new letters.

Occasional Long Lines

Lines occur mostly because unfamiliar students ask the same basic questions. Students also come in rushes because of similar scheduling.

Solutions

Text Recognition / Address Generator

Scanning package labels will speed up processing immensely. It may suggest similar addresses in cases when students have given vendors the wrong address. An address generator would also fix this problem.

Letter Indexing

Because using text recognition would make package processing much faster, staff will have time to use the same technology with envelopes. Students can be notified of letters in addition to their packages.

FAQ / Bluetooth-enabled Pick Up

An FAQ can answer common questions students ask. Bluetooth-enabled pickup can notify staff which packages they can start looking for to deliver.

What a Student Sees



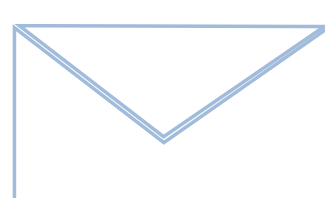
- Only packages that have not yet been picked up will show up here. Envelopes will remain on the list until the student manually deletes. With bluetooth turned on, students can press this button to notify a staff
- Students will be asked to input their dorm name, building, room number and the correct address will be automatically generated. There is also an option to save addresses they generate.
- This list includes common questions students ask, including mailroom hours and locations in different dorms.
- Students can customize their settings for notifications. This includes reminder notifications and related options.

What a Staff Member Sees

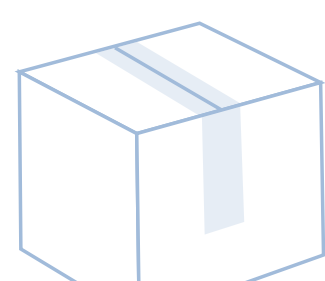


- Only packages that have not yet been picked up will show up here. Envelopes will remain on the list until the student manually deletes. With bluetooth turned on, students can press this button to notify a staff
- Students will be asked to input their dorm name, building, room number and the correct address will be automatically generated. There is also an option to save addresses they generate.
- This list includes common questions students ask, including mailroom hours and locations in different dorms.
- Students can customize their settings for notifications. This includes reminder notifications and related options.

Feature Highlights



Indicates the arrival of a letter

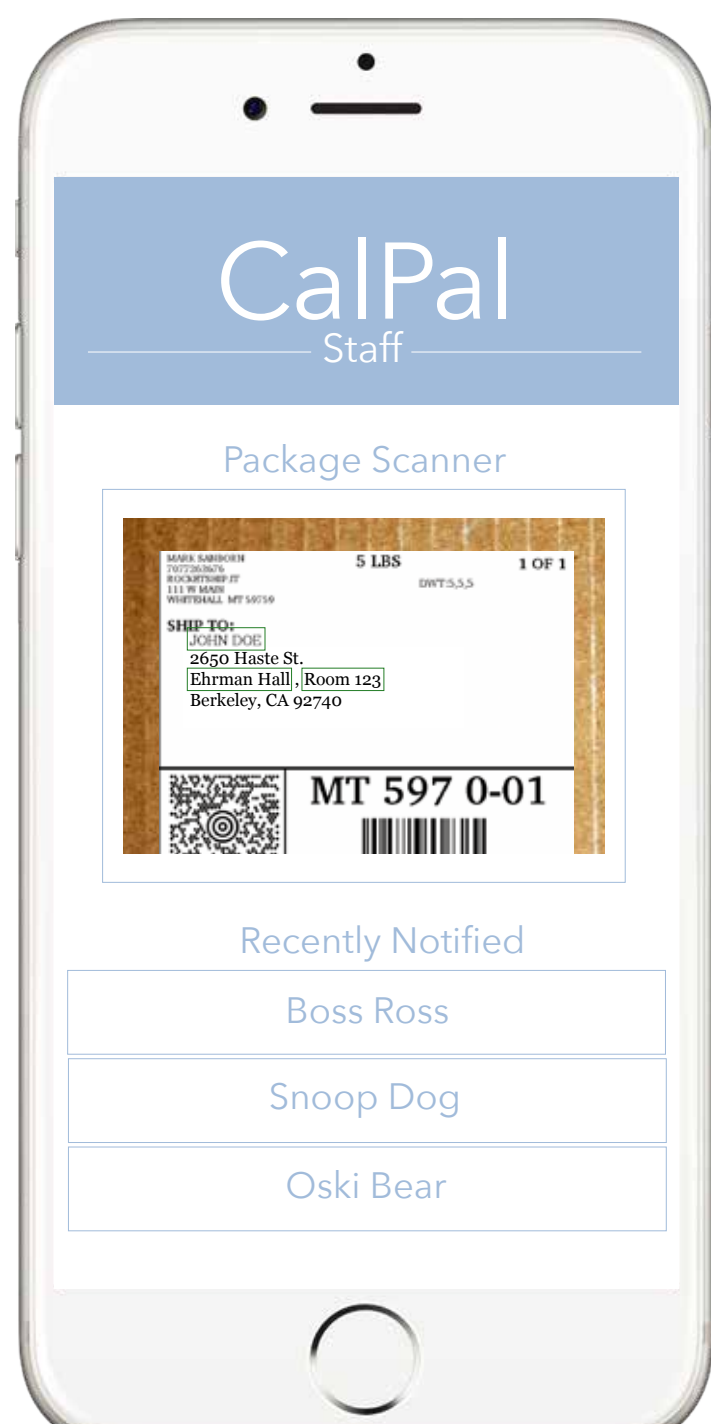


Indicates the arrival of a package



For packages:
Notifies staff to prepare package when student is close by through Bluetooth

For letters:
Deletes notification from the list of ready mail



The package scanner recognizes combinations of words that are programmed ahead of time and automatically notifies each student.

The names of the last three people who have been notified are shown at the bottom so that staff members can be sure all packages are scanned.

Available with Student Account

Available with Staff Account