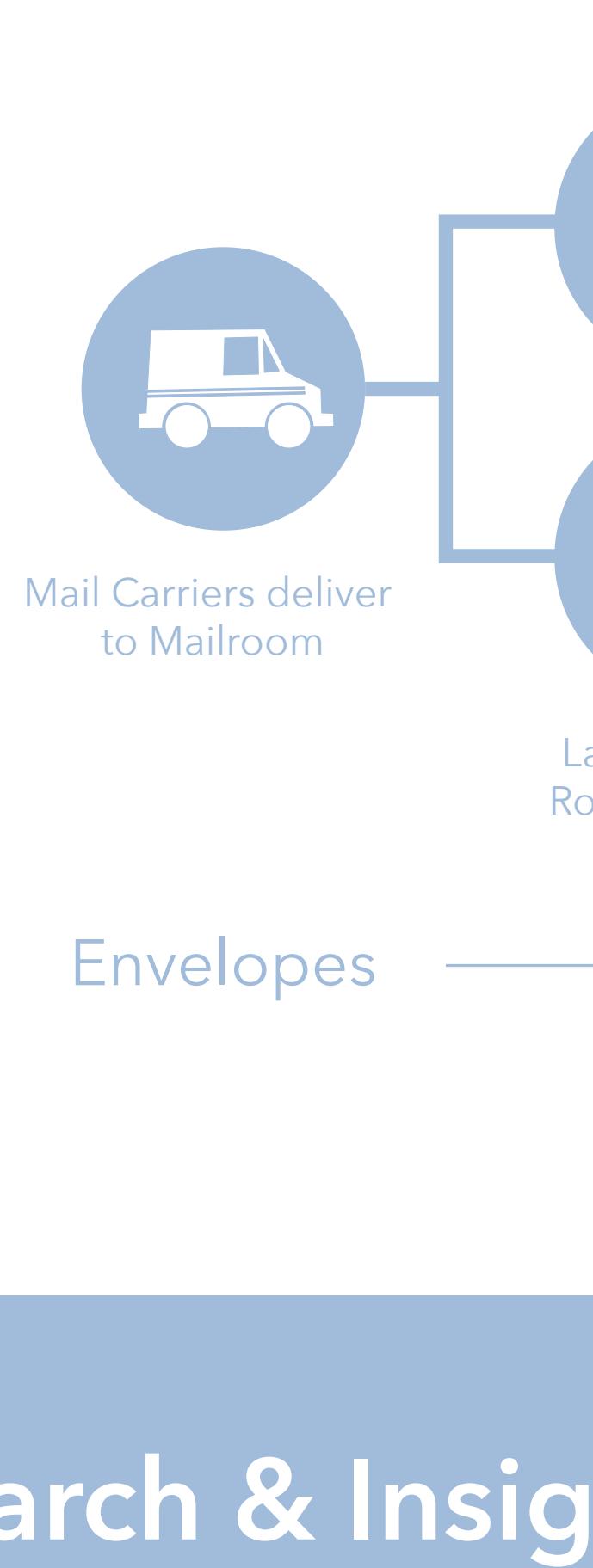




Cal Pal

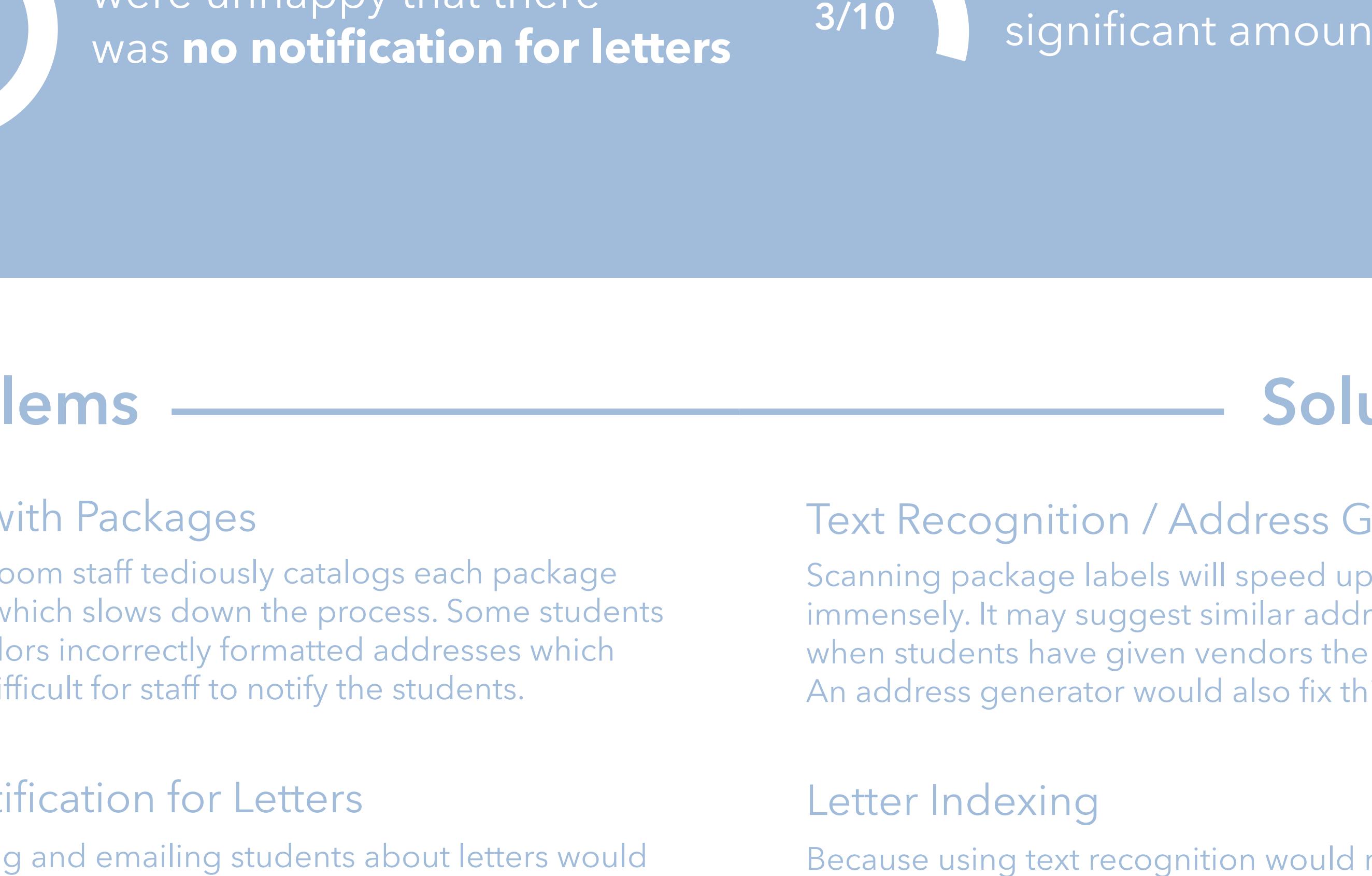
A redesign of the current
UC Berkeley mailing system.



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

Current System

Packages



Envelopes

Research & Insights

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

10/10

described the mailrooms as **convenient**

8/10

experienced a **delay with their packages**

5/10

were unhappy that there was **no notification for letters**

3/10

needed to **wait in line** for a significant amount of time

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.

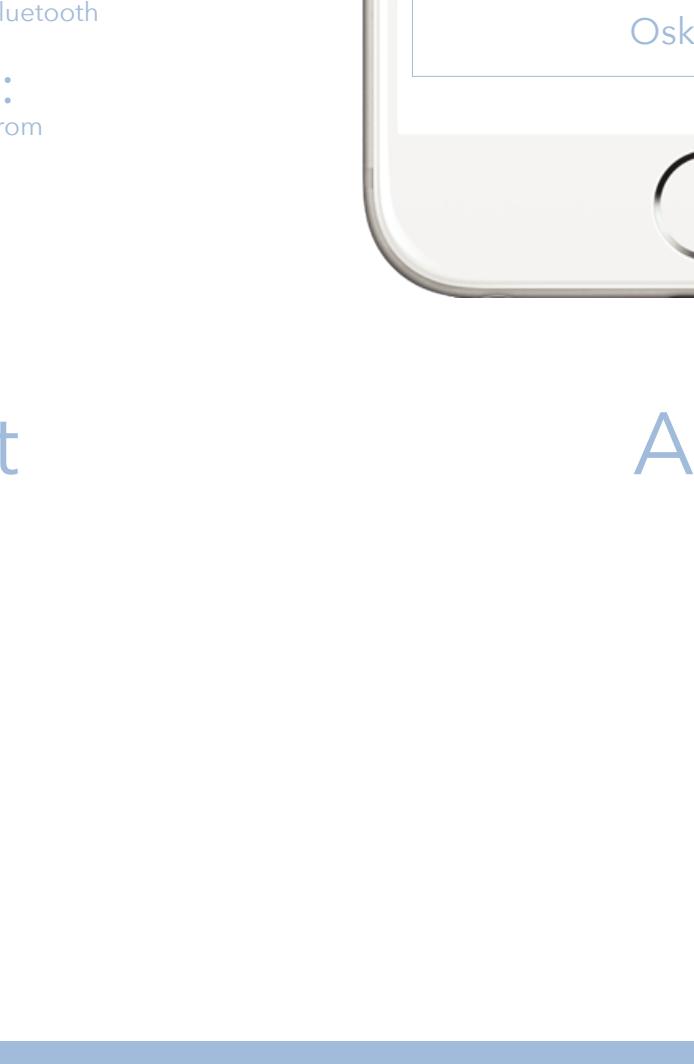
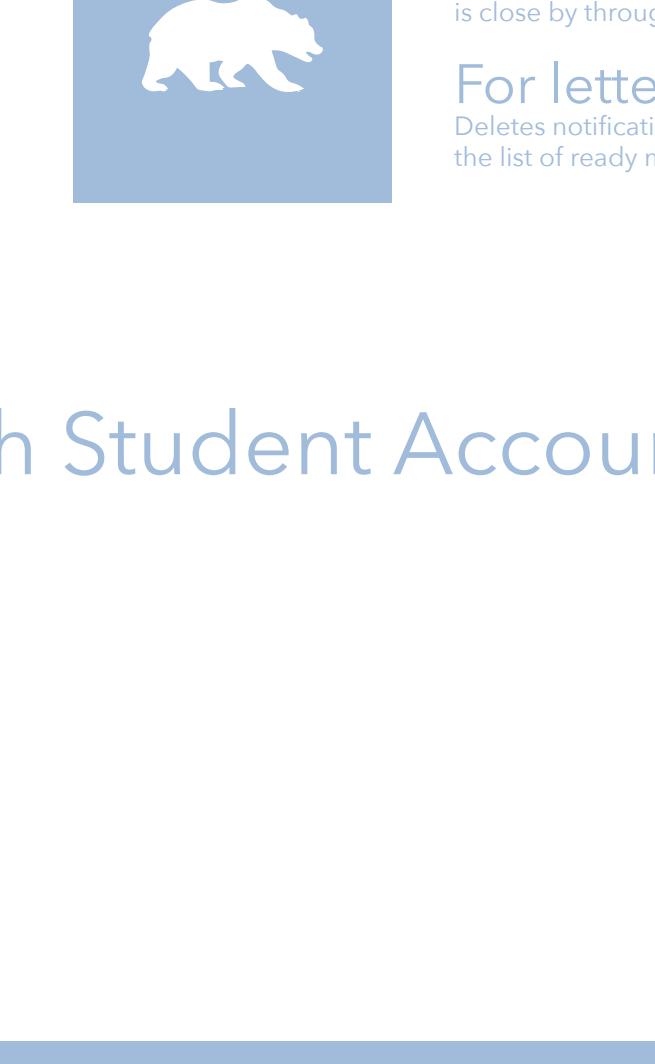
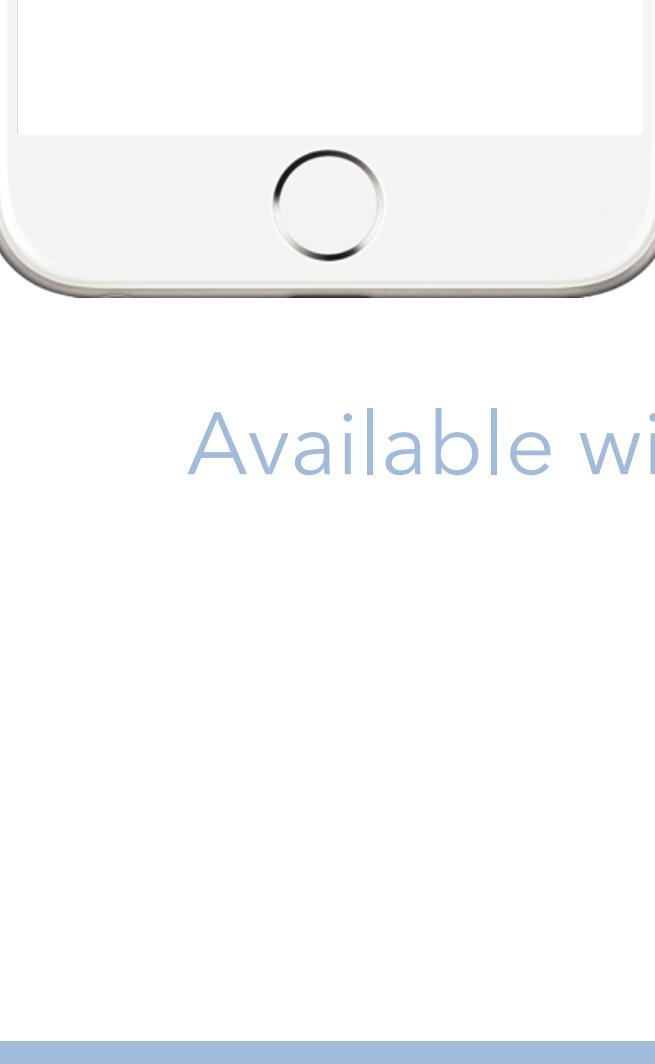
Letter Indexing

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 member.

| 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
mail for pickup when
it is close by through Bluetooth

For letters:
Deletes notifications from
the list of ready mail



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Available with Student Account

Available with Staff Account

Next Project

