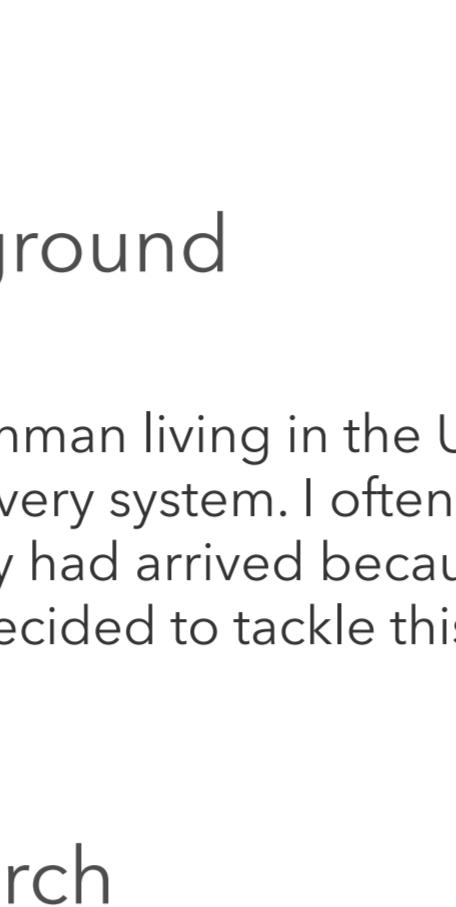




Cal Pal

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.

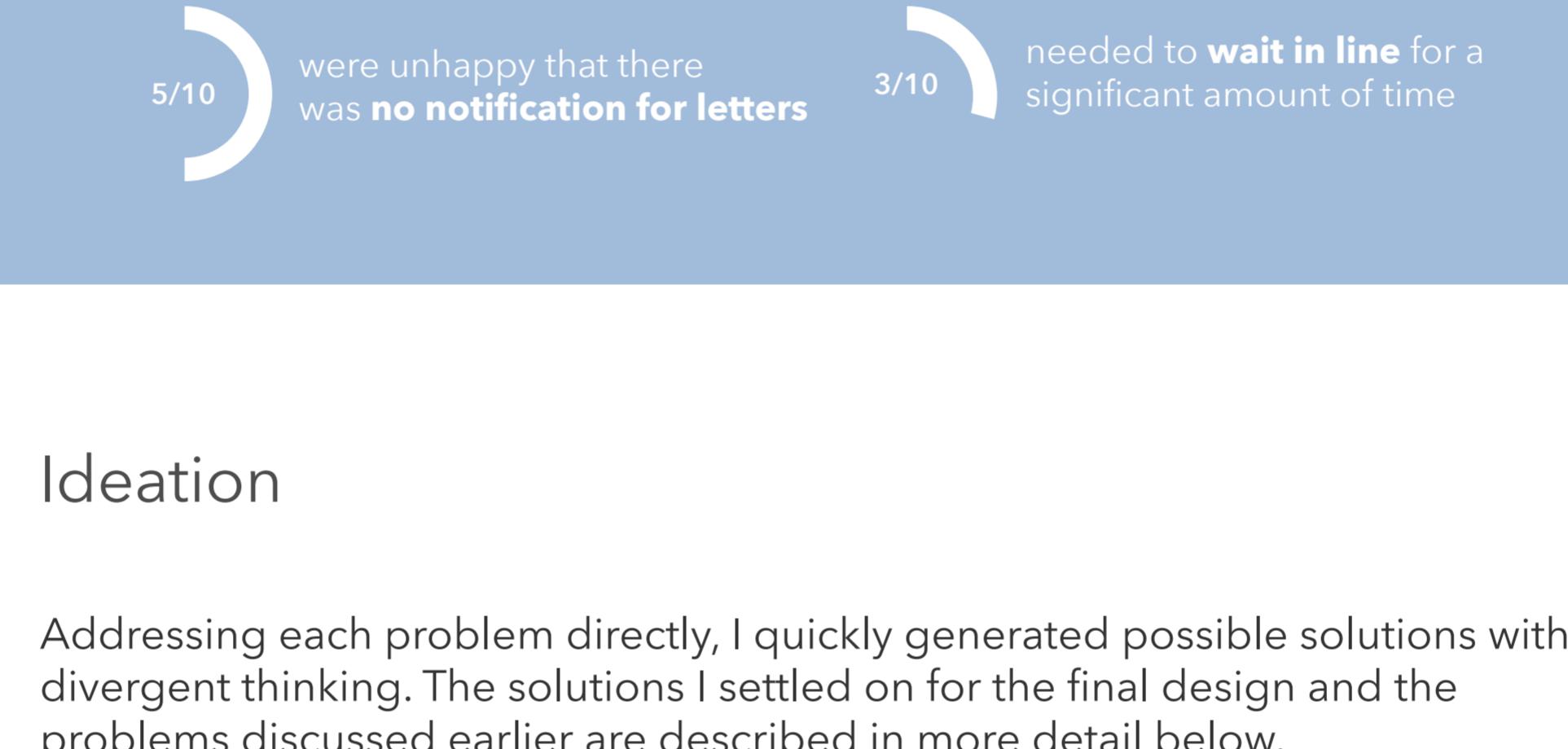
Background

As a freshman living in the UC Berkeley dorms, I had a lot of frustrations with the mail delivery system. I often was not able to retrieve my packages until a week after they had arrived because cataloging packages was such a long process. Thus, I decided to tackle this issue in a one day design sprint.

Research

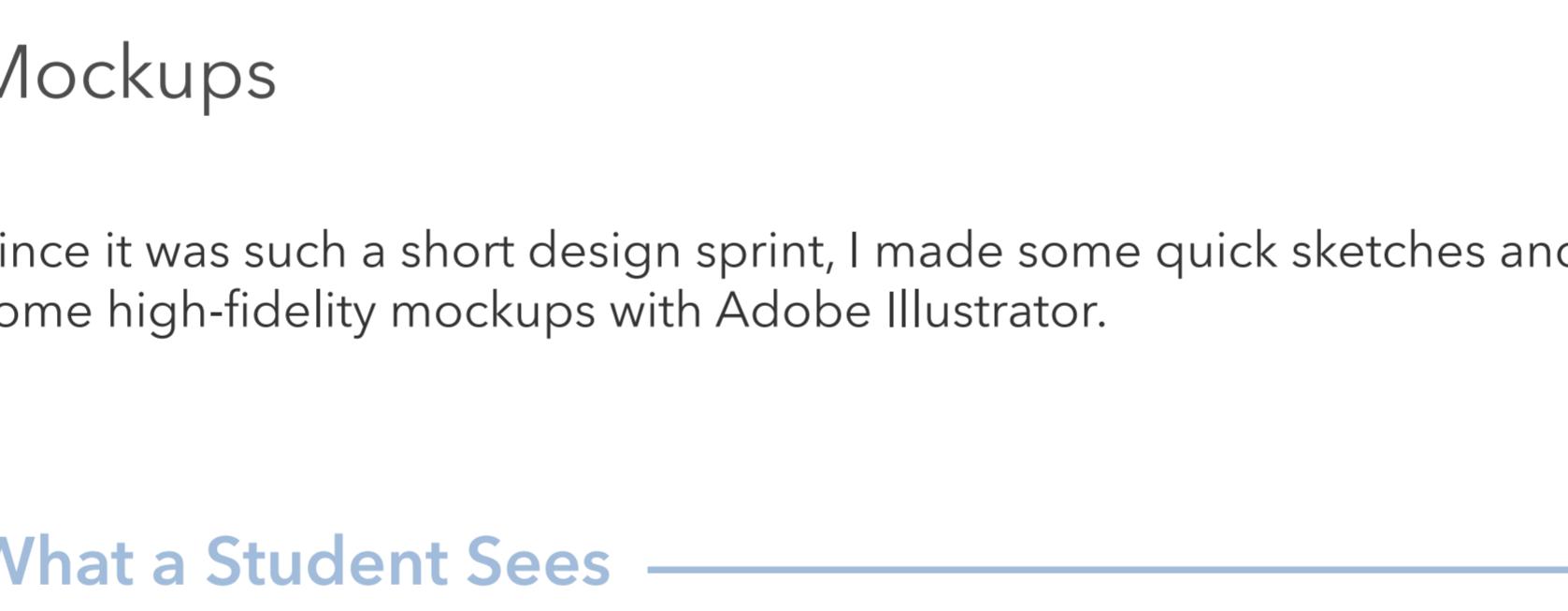
I interviewed a worker in the mailroom to discuss the current mail delivery system for both packages and small envelopes. This revealed that package delays often occurred because they each had to be manually catalogued with the student's name and address. Letters were less of an issue as workers only needed to identify the building and room number of each envelope to put them in their respective lockers.

Packages



Envelopes

I then conducted ten short interviews with Cal students about their experiences with the current mail delivery system. After organizing their comments with an affinity map, I noticed four standout comments.



Ideation

Addressing each problem directly, I quickly generated possible solutions with divergent thinking. The solutions I settled on for the final design and the problems discussed earlier are described in more detail below.

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.

Mockups

Since it was such a short design sprint, I made some quick sketches and created some high-fidelity mockups with Adobe Illustrator.

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.

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Indicates the arrival of a letter

Indicates the arrival of a package

For packages: indicates when packages have been delivered to the student's locker. For letters: deletes notification from the list of newly read.

Available with Student Account

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 Staff Account

Thanks for stopping by!

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