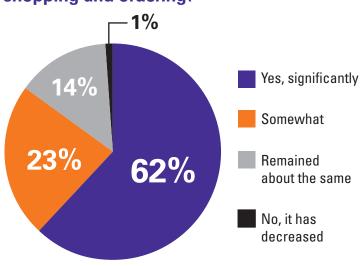
## Improving Campus Package Delivery

University Business collaborated with FedEx Office to develop and deploy this survey of higher ed leaders, exploring the changing environment on campuses when it comes to campus mail and package delivery. Deployed on March 1, 2018, some 348 college and university leaders from a variety of institution types and sizes responded.





Has the volume of parcel or package delivery to students and faculty increased on your campus in the last 2–4 years, due to online shopping and ordering?



What would you say are the biggest complaints about package delivery by the people responsible for processing them?

50% Not enough storage space 37%
Too labor intensive

26% Unrealistic student expectations

23%

processing/

notification process

Outdated



What would you say are the biggest complaints about package delivery on your campus by recipients?



34% Delayed delivery



23%
Recipients aren't alerted when packages are ready for pickup



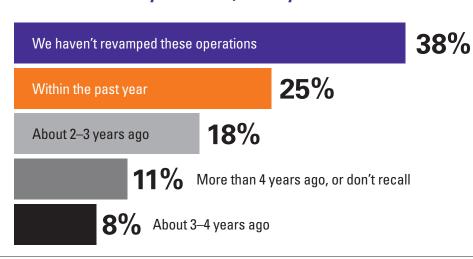
22% Inconvenient times for package pickup



16%
Packages get lost or picked up by wrong person

"This survey identified a variety of logistical challenges that a partner like FedEx Office can provide expertise in addressing," says Lisa Honaker, Managing Director, FedEx Office. "We can offer solutions for adding storage space, improving the efficiency of operations and updating package delivery and notification systems on campus."

How recently has your institution revamped the way it processes package delivery to accommodate the growth of e-commerce by students, faculty and staff?



"The rapid growth of e-commerce has resulted in a tremendous increase in the number of packages received on college campuses," says Lisa Honaker, Managing Director, FedEx Office. "While this survey certainly illustrated this trend, it also highlighted the fact that many institutions have yet to take steps to improve these operations to keep pace."

When a student or faculty member receives a package on campus, how are they notified that it has arrived?

**Automated email 41%** 

Campus mail 31%

Phone call 10%

Text message 7%



When students at your institution order packages, where are they delivered?

To a single central location or mailroom on campus 66%

To multiple locations or mailrooms around campus 10%

Directly to residence halls or housing complexes 9%

Directly to students' rooms or apartments 2%

To learn more about how FedEx Office can provide package and mail support for your campus, go to **fedex.com/oncampus**.

To watch the web seminar about this survey, go to www.universitybusiness.com/ws032718

As seen in University Business May 2018 As seen in University Business May 2018