

Mark Robbins

From: Mark Robbins
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To: Announcement
Subject: MAIL AND DUPLICATING UPDATE No. 2

MAIL AND DUPLICATING UPDATE

February 26, 2010

As promised, we are keeping you informed about the changes happening in the mailroom and duplicating center. This is the second in a series of informational emails to help answer any questions about the services available.

We appreciate the comments and concerns expressed after the prior update and we continue to investigate ways to best make the system work for the benefit of all duplicating and mailroom users.

As a reminder and to address some concerns that were raised, jobs marked as “confidential”, such as tests, are fully secure. When complete, they are held for pickup in sealed packages at the Fremont service window, unless other arrangements are made. Confidential Newark jobs will automatically be delivered to the locked Newark mailroom, unless other arrangements are made. The new organization in duplicating has actually enhanced security, as students are no longer in contact with any duplicating job.

Also, to clarify, Marlene continues to stay on during the transition period training our interim employee Maria Rocha. **THERE ARE NO STUDENTS CURRENTLY WORKING IN THE MAILROOM AND THERE ARE NO PLANS TO HIRE ANY AT THIS TIME.**

The current process of running duplicating jobs overnight at the offsite location seems to be working very well. Most feedback is very positive. Turn around has usually been next day. Yes, there have been a couple of hiccups such as a mechanical breakdown that resulted in a missed deadline; and we apologize for such delays. But, we continue to work on initiating ways to reduce those as much as possible.

In that regard, starting on Monday, we will once again be offering on-site duplicating using our own machines. A vendor technician, Carlos, will be here from 8:00 a.m. until noon operating our equipment. This no cost enhancement is provided to allow for a method to handle emergencies and even further reduce turnaround time. The vendor is paying for the use of our machines, so our out-of-pocket costs continue to be less than before.

As before, there is a limit on the number of “emergency” jobs that can be handled, so we always encourage advance planning.

As further enhancements and corrections are made, you will be updated and they will be posted on the Central Services web page at www.ohlone.edu/org/centralservices/ . If you have any questions, please contact Maria Rocha at extension 6211 or email mailroom@ohlone.edu.

Thank you for your understanding and cooperation as we continue to improve our services.

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